

Arriva

Skillspoint helps put training in the driving seat.

Arriva moved its training provision up a gear, thanks to Skillspoint.

Background	<p>Arriva is one of Europe's largest transport organisations, with over 44,000 employees delivering 1 billion passenger journeys across 12 countries. In the UK, the company provides public transport on bus routes across mainland Britain as well as train services in Wales.</p> <p>Skillspoint was first approached by Arriva thanks to a referral from an existing client. The company needed help with its training</p>	<p>provision in the North East and North West regions, where it employs 3,500 drivers. In order for staff to be awarded an obligatory Driver Certificate of Professional Competence (Driver CPC), they need to undertake 35 hours of training. Arriva was keen to offer drivers a training package that would result in a nationally recognised qualification.</p>
How Skillspoint helped	<p>We listened to Arriva and concluded that the best option for the company and drivers was to partner with local colleges.</p>	<p>Skillspoint then brought Arriva together with Dudley College and Warrington Business School, both NVQ providers.</p>
How the solution worked	<p>The partnership between Arriva and the colleges resulted in them linking the requirements of the Driver CPC to the NVQ system of qualifications. Because NVQs attract Government funding the</p>	<p>benefits were twofold: Arriva was able to provide more cost-effective training, whilst the drivers could now work towards an additional, nationally recognised qualification.</p>
Future plans	<p>Sytner has been delighted with the way its training programme has taken flight, and is now looking at offering additional qualifications for staff at all strata of the company. In the first year, between 500</p>	<p>and 700 staff will undergo training and, in future, some of them are likely to become A1 assessors themselves. As Sytner has said, it couldn't have done it without Skillspoint!</p>