

# UPS

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| <b>Background</b>              | UPS is the world's largest package delivery company and a global leader in supply chain and freight services. With more than a century of experience in transportation and logistics, UPS is a leading global trade expert equipped with a broad portfolio of solutions. Headquartered in Atlanta, Ga., UPS serves more than 200 countries and territories worldwide. UPS first offered its service in the United Kingdom in 1985 and currently employs approximately 7,500 employees. UPS is the Official Logistics and Express Delivery Supporter of the London 2012 Olympic and Paralympic Games                 |
| <b>How Skillspoint helped</b>  | UPS made the strategic decision in January 2008 to take all new drivers across England and Scotland, and warehouse operatives at its Tamworth hub, through an NVQ programme to enhance and nationally recognise UPS's Employee Induction Programme. Working with South Staffordshire College and Skillspoint, UPS matched its existing New Service Provider Training (NSPTS) and Cornerstone training programmes to respective NVQs. As a result, new drivers joining UPS will ultimately get an NVQ L2 in Carry and Deliver Goods, whilst new warehouse operatives will gain an NVQ L2 in Storage and Warehousing. |
| <b>How the solution worked</b> | Nothing has been altered from the NSPT and Cornerstone training programmes but UPS is committed to expanding the skills of its workforce by investing in training staff up to be able to deliver the core elements of the NVQ. This has meant the NVQ has been able to slip seamlessly into the normal delivery pattern of the respective programmes. To date nearly 1500 candidates have been through the Storage and Warehousing NVQ and the Carry and Deliver Goods NVQ.   |
| <b>Future plans</b>            | Due to the success of the project UPS are currently exploring how this programme can be rolled out to existing staff across the UK in their respective job roles.   |