

InBond improves efficiency through training

InBond offers NVQs to reward staff

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InBond specialises in providing logistical services, including warehousing, storage and distribution to its clients from its site at Eaglescliffe near Stockton on Tees. One of its biggest customers is Virgin Vie At Home; it is the people employed on this contract that have been taking part in Inbond's NVQ programme.

Staff employed within the Virgin operation are responsible for picking, packing and distributing Virgin cosmetics, jewellery and homeware to its customers across the UK and Europe. InBond values the dedication of its staff and decided it wanted to give something back by providing training for staff on the Virgin contract. The company chose national training provider Intec Business Colleges to deliver the training leading to NVQ certificates awarded by EDI, the UK's fastest growing awarding body.

"We didn't have a formal training structure in place within this operation before we started working with Intec," said Caroline Wilkinson, HR Officer at InBond. "It was great to know that we could put a structured NVQ programme in place which fitted closely to both the operational and individuals' needs."

To inform employees about their training opportunities, InBond held open days with Intec where representatives went through the different NVQs on offer. From these sessions, InBond employees signed up for NVQs in Storage and Warehousing, Team Leading, Business Administration and Management.

"Most of the staff have now finished their qualifications and I think the NVQs have definitely helped to give them a greater understanding of their job roles and improved day-to-day efficiency," said Caroline. "I've had many of the trainees ask me about taking the training further and doing the next level NVQ, which is really encouraging and shows we made the right decision in setting up this programme."

These great results have meant that InBond may be looking to start reviewing further qualifications in 2009. Caroline has also been speaking to the company directors and put forward a proposal to introduce the NVQ programme into other areas of the business.



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