

Give your organisation extra advantages...

- ✦ Demonstrate expertise
- ✦ Set standards
- ✦ Improve operations
- ✦ Develop your team



Give your organisation extra advantages...

Give yourself more customer appeal

Demonstrate your organisation's expertise

The quality and professionalism of your team can be a deciding factor for potential customers when selecting a new supplier; particularly when your staff act on a customer's behalf or work on their premises.

Telling customers that your team is trained is one thing, telling them that training is also independently approved and recognised is another. A recognised training programme will give your customers the confidence and evidence that your team have the expertise to deliver.

CASE STUDY BVRLA Accredited Vehicle Inspection Training

BCA is Europe's No.1 vehicle remarketing company. Righttrack worked with BCA to develop a new vehicle inspection training programme and gain approval from the BVRLA, the UK trade body for vehicle leasing and rental companies. BCA can now demonstrate, to vehicle leasing operators, the consistent professional standard to which BCA staff are trained. This gives customers re-assurance on the quality of BCA's end of contract collections and inspections.

Lead the way in your market

Set training standards for your industry

Where no standard exists for staff performance in your industry, then a recognised training programme can be used to set the standard. This can separate you from the competition, as well as giving your own staff something to aspire to.

CASE STUDY ILM Approved Programme in Fine Wine Commerce

The Antique Wine Company supplies fine wines to some of the most discerning clients around the world. To maintain its strong sales growth, the company wanted to provide professional, recognised training covering management, sales, buying and marketing roles.



Righttrack developed "The Programme in Fine Wine Commerce" and gained approval for the programme from ILM (Institute of Leadership & Management). The bespoke two-year programme covers three levels of development: Foundation, Intermediate and Advanced. The company now aims to use this training to become the employer of choice for those in the international fine wine sector.

Enhance business performance with effective training

Improve operations

The commitment of top companies to employee development is reflected in their business performance. Equipping management and employees with the skills to do the job professionally and effectively, delivers improved operations and rapid returns on investment.

Recognised training requires less investment in time and effort than you might think and when you have invested you can expect:

- Improved margins
- Less waste
- Greater employee input into operational improvements

CASE STUDY Merchandising team leaders course

Recruit Retail Services selected Righttrack to develop the content for a merchandising team leaders course. The programme was required to integrate first line management skills with the specialism of retail merchandising. An initial programme ran in Saudi Arabia and has had an immediate impact on the approach of managers who attended; both in the way they manage their teams and how merchandising is fulfilled for the retail outlets across Saudi Arabia.

A UK version of this programme is being created ready for ILM approval.

Improve employee engagement and retention

Provide professional development for your team

A recognised training programme gives employees a path for progression and helps organisations agree and share best practice.

For many public or third sector organisations, demonstrating that training is formally recognised is either highly desirable or mandatory. Your training can be developed for submission for approval to satisfy this need.

CASE STUDY ILM Approved Housing Association Management Development programme

The Community Housing Group, a major player in the social housing sector, required a management and leadership development programme completely bespoke to reflect their distinctive management culture, competency framework and vision for the future.

Righttrack worked in partnership with the client to design and implement a comprehensive ILM Approved programme comprising pre-programme assessments, individual pre-programme feedback, an experiential event as well as three, two day training modules.

The programme ran for three years and all levels of management attended. The programme was also amended to ensure it was appropriate for new starters and those with management potential.

Righttrack has subsequently been retained to deliver a number of other ILM recognised programmes for The Community Housing Group.



Discuss the benefits of recognised training solutions with Righttrack...

Please call us on **+44(0)1527 595955** or email enquiries@righttrackuk.com

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Rightrack Consultancy is one of the UK's top learning and development specialists

Rightrack Consultancy develops recognised training solutions to improve the performance of your team and take your training to another level.

We're about knowledge and skills that can only be achieved through over 20 years of experience. We're about helping you through innovative, creative and quality training solutions in ways that no-one else can.

We're not about off-the-shelf courses and services. We are about having a detailed discussion and then tailoring what's right for you and only you.

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- Business skills
- Train the trainer
- Environmental consultancy
- Training consultancy
- HR and OD consultancy



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