

Case Study

Services



“ We would like to thank Stockport College for our recent NVQ courses. We found them to be well presented and very informative ”

Craig Aldred & Sue Bailey
ICS Supervisors

Independent Cleaning Services (ICS) Nationwide

Independent Cleaning Services is committed to all its customers and has developed into one of the UKs largest independent contract and commercial cleaning suppliers. Established over 15 years ago, ICS Cleaning has also built up an enviable reputation for superb customer service and client retention.

Process

An Account Manager met with the Financial Director of the company, John Beharrell. He clearly stated that he had a requirement to train his members of staff to NVQ level. An appointment was made by the Account Manager and an Organisational Needs Analysis was completed within 48 hours of the first meeting. Employers have the peace of mind that they now have a single point of contact within the College with whom they can get in touch to discuss any training requirements they may have.



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Employer's Requirements

The situation was that the members of staff were subcontracted out to clean Merseyway Shopping Centre and required assessment and training for Cleaning NVQ's. As part of the Train to Gain contract Stockport College offers the delivery of Cleaning NVQ's to employees that have less than a Level 2 qualification. After liaising with the Assessor for this qualification and meeting with the Supervisors at ICS, a skills' matrix was completed which identified the appropriate qualification and how it could be completed successfully by the each of the candidates.

Outcome

Each member of staff has successfully completed their Cleaning NVQ at Level 2 and is aware that Stockport College offers a number of other services. Please see the following testimonial from ICS:

Testimonial

"We would like to thank yourself and Stockport College for our recent NVQ courses. We found them to be

" We now feel we are better equipped to offer a higher standard of service to our client "

well presented and very informative. Especially our tutors Stephanie Birch and Marion Dunn who were very helpful in allowing us to learn at our own pace, although we knew most of the basics they helped us to understand better what we do and why we do it. We now feel we are better equipped to offer a higher standard of service to our client.

We will definitely recommend new employees go through the same courses in the future".

Craig Aldred & Sue Bailey ICS Supervisors

Company background

Sector: Services
Location: Nationwide

The organisation

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