

CHALLENGE

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Putting existing staff through apprenticeships

EASYAS TRAINING are not a traditional apprenticeship scheme – they are a training provider offering apprenticeships to existing employees, writes *Simon Makin...*

They run courses ranging from customer service or key skills, to management or health and safety, leading to nationally recognised qualifications such as NVQs. Their costs are subsidised by government and they come in to the workplace to provide training either on a one-to-one or group basis.

Julian Koresec is the manager of GK Locksmiths in Chingford and the

company approached him asking if he had any 16-21 year-olds who needed training in sales and customer service. He said the experience taught him a few things - about how to put the point across so everyone understands and how to cut boundaries between young and old.

He added: "I have been in the business 30-odd years and all the training I have had has been watching people - picking it up on the job, but how to pass it on to young people – I didn't know how to do that."

One employee who passed the customer service NVQ, Lilly Weafer,

who turned 20 at the weekend, said: "It doesn't only benefit us as individuals it benefits our entire company – we are able to use these skills within the workplace."

Julian said they delivered everything they said and more, tailoring the training to each person so everyone felt important. He wanted to see what was involved so he sat the management course himself. He described it as an "eye-opener", saying: "Old dogs should learn new tricks."

He now puts all his staff through the training and said he has seen a vast improvement in their understanding of



Lilly Weafer and Julian Koresec

what is expected from them. His advice to anyone considering this kind of opportunity is: "Take it with open arms, it will make life so much

easier, because someone else is laying down the foundations to make your employees progress to where you want them to go as a company."

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