

## Train to Gain Drives Up Skills at Heathrow

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Tarolchan Matharoo and 32 of his fellow bus drivers at Heathrow have achieved NVQ Level 2s in Customer Service and Team Leading thanks to Train to Gain. The program funded by the Learning and Skills Council (LSC) helps employers ensure their employees have the skills they need to make their businesses thrive. Suhaib Saeed, LSC Skills Development Director, Train to Gain presented these better-skilled bus drivers with their certificates at an awards ceremony at Menzies Aviation on Friday.

Mr. Saeed said, "It is heartening to see firsthand what a positive impact the Train to Gain initiative is having on the lives of individual learners. This is the first qualification many of these drivers have achieved and I hope the success we are recognising today encourages them to continue their educational development. I commend Menzies Aviation for fostering a culture of continuous improvement in the workplace and congratulate them on the improvements they have seen in their daily operations as a direct result of the training they made possible."

The professional and personal successes experienced by all the Menzies employees who took part in the training, made possible through Train to Gain, was so significant that the bus drivers who did not participate in the first round of training are now all asking to be included.

Mr. Matharoo, 59, said, "The training made a big difference to the way I see my job. I've learned that my colleagues are also my customers and that my actions affect the way they do their jobs and vice versa. It's important that I am aware of everything around me and communicate any problems I see to my colleagues so they can be solved. For

example, I would radio my colleagues to notify them of an accident blocking the road so that they can avoid the area. This means there are no unnecessary delays to our service.”

Menzies is also reaping all sorts of benefits as a result of the training their employees received. According to customer feedback, the drivers’ professionalism has increased and resulted in an improved shuttle service for the Heathrow flight crews and the construction workers building terminal 5 who ride Menzies’ busses every day. The drivers are enjoying increased job satisfaction, a new team spirit has developed and staff turnover is down.

Ben Curtis, General Manager of Menzies Aviation said, “The training includes a module on handling conflict. We have found that this enabled our staff to effectively deal with conflict in their personal lives. This has made them happier and allows them to come to work in a good frame of mind. That positive attitude comes across in the service they provide to our customers.”

The LSC’s Train to Gain program helped Menzies Aviation fill its skills gaps by assigning an independent skills broker knowledgeable in the transportation industry to assess Menzies’ needs today and in the future. The skills broker then helped Menzies choose and arrange the training, the training provider and the financial support that was right for them.

For more information on Train to Gain visit [www.traintogain.gov.uk](http://www.traintogain.gov.uk) or call 0800 634 0262.

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**Notes to Editors:**

**LSC**

The Learning and Skills Council exists to make England better skilled and more competitive. We are responsible for ensuring the availability of high-quality education and training for everyone. We have a single goal: to improve the skills of England's young people and adults to world class standards. Our vision is that young people and adults in England have knowledge and skills matching the best in the world and are part of a truly competitive workforce. We work nationally, regionally and locally to deliver this ambition on behalf of learners and employers.

**Train to Gain**

Train to Gain is a service offered by the Learning and Skills Council to help businesses get the training they need to succeed. It offers employers impartial advice and easy access to quality training, matching training needs with training providers and ensuring that training is delivered to meet employers' needs.

The key features of the service are:

- A free, impartial skills needs analysis conducted by an independent skills brokerage service.
- The skills brokers will assist the employer in selecting training providers who can meet the identified training needs, delivered at a time and place to suit the employer.
- Brokers will also assist employers to access funding i.e. Fully subsidised training, up to a first full level 2 qualification, and support for progression to level 3.
- For employers with less than 50 employees wage compensation to compensate them for the time employees spend in training.
- Leadership and management programme for Small and Medium Enterprises (SMEs) offering formal training and informal support (such as mentoring and coaching) up to £1000 for Managing Directors and other senior Directors.