

Trac Services

Business Sector: Pharmaceutical

Business Size: 1-49

Region: South West

Business Profile: Trac Services works with some of the world's largest pharmaceutical groups, providing independent, regulatory consultancy services.



John and Sarah Trethowan with Sandra Dowson

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Sarah Trethowan
Partner

The challenge

From its base in Camborne, Cornwall, Trac Services works with some of the world's largest pharmaceutical groups, providing independent, regulatory consultancy services. Launched as a husband-and-wife business by Jonathan and Sarah Trethowan seven years ago, Trac Services now employs 10 staff – six of them graduates.

In such a highly-competitive market as the international pharmaceutical sector, the skills of its workforce make all the difference – and Trac Services is determined that its employees receive the best training possible.

What is Train to Gain?

Train to Gain is a service offering independent advice on improving the skills of your employees. The Service helps employers – of all sizes and in all sectors – to boost their business by training their staff.

Independent Business Link Advisers help you to find the right training and the right providers, and construct a training package tailored to each business.

The solution

The company achieved Investors in People (IIP) in October last year and has since not looked back. It decided to build on its IIP success by bringing in skills development programmes for its team of dedicated regulatory professionals.

Having attended a Learning & Skills Council 'Know Your Business, Grow Your Business' seminar in November it has signed the Skills Pledge and is taking part in Train to Gain.

Sandra Dowson, a Business Link Adviser with Train to Gain, is working closely with Trac Services to ensure it makes the most of the programmes on offer.

Sandra said: "All Trac Services staff are highly-qualified, most to degree level, so their needs are different to many companies taking part in Train to Gain. This shows the flexibility of the programme and the role it is playing in developing skills in a wide range of businesses.

"Trac Services take training very seriously and recognise it is an essential part of recruiting and retaining high-calibre staff. They are using things like neuro-linguistic programming (NLP) to build up skills and looking at more effective use of the internet."

The results

Through Train to Gain the company is seeking to enhance relationships with its clients and add value to its services

Sarah Trethowan said: "We have a high level of customer retention which is essential for a small business like us. The best way to build on that is by developing the skills of our people in areas such as project management.

"Sandra has identified potential providers for us including Cornwall College and Truro College."

What is the Skills Pledge?

The Skills Pledge is a voluntary, public commitment by the leadership of a company or organisation to support all its employees to develop their basic skills, including literacy and numeracy, and work towards relevant, valuable qualifications to at least Level 2 (equivalent to 5 good GCSEs). The purpose is to ensure that all staff are skilled, competent and able to make a full contribution to the success of the company/organisation.