

## BUSINESS SECTOR: **TRANSPORT AND LOGISTICS**

NUMBER OF EMPLOYEES: **4**

REGION: **LONDON**

The Courier Service (Same Day) Ltd, based in Enfield, is a reliable dedicated freight transport service. When staff needed forklift training as a legal requirement, directors Denise Fresco and Mark Oliver turned to Train to Gain for help.



**“My staff now feel confident and are competent in operating the forklift, which helps them to do their job more efficiently. They feel valued by their employer and are happy that they are achieving qualifications in their specialist field.”**

Denise Fresco  
Director  
The Courier Service (Same Day) Ltd

### The challenge

The Courier Service prides itself on a professional and efficient service. With its smart, reliable vehicles and uniformed drivers it has built a sound reputation since the business was started in 2004.

Their state-of-the-art computer-based invoicing and administration ensures consistent pricing and directors Mark Oliver and Denise Fresco offer a competitive and professional service, which means that their clients can ‘phone and forget’, confident that their consignment will be safely delivered on time, every time. The business offers same day, overnight and 48-hour delivery services, as well as warehousing, storage and distribution. The Courier Service fleet includes refrigerated vehicles and the

business is public sector approved and allowed to carry transport-sensitive data.

The business is thriving, with a reliable team of four employees and a fleet of dispatch drivers. The company has won the RSA (Royal Small Arms) Enterprise Enfield Business of the Year Award 2006. But there was a problem. “The staff desperately needed forklift training as a legal requirement,” said Denise. “But as a small enterprise, money is always needed for all areas of the business and so the cost implications were a great worry.”

With a small team, unless all the staff were trained to use forklifts there could be problems if someone was ill or on holiday.

### The solution

A solution had to be found if the business was to carry on operating successfully. Denise set out to look for suitable and affordable training for the staff. When the Train to Gain programme was recommended to her, she spoke to a Train to Gain skills broker and explained that her staff needed very specific training in forklift operation. Denise and fellow director Mark were delighted when the Train to Gain broker found them **free** forklift training for their employees.

The Courier Service staff embarked on training for the Forklift Competency Certificate, and Specialist Plant and Machinery Operations NVQ Level 2.

### The results

“My employees completed the Forklift Competency Certificate and they are now doing their NVQ Level 2 in Specialist Plant and Machinery Operations,” said Denise. “They now feel confident and are competent in operating the forklift, which helps them to

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do their job more efficiently. They feel valued by their employer and are happy that they are achieving qualifications in their specialist field.”

Now they are all able to use the forklift, which means that the company runs efficiently even when members of staff are off sick or on annual leave.

Denise is full of praise for the Train to Gain programme. “It gives businesses the ability to access free or greatly subsidised training for their employees when they are not in a position to spend large amounts of money on training because it needs to be spent elsewhere,” she said. “The training provides much-needed additional skills to help the efficiency and productivity of the business.”

She added: “The training has been excellent. The skills broker was extremely helpful, the trainer was fantastic and was happy to fit the training around our timetable. We are looking to do IT training through this programme in the near future.”

## WHAT DOES TRAIN TO GAIN OFFER EMPLOYERS?

These days, making sure your business is more productive and competitive is a real challenge. Train to Gain can help you get the right skills to do the best job. It’s a service that does three things:

- **It provides a free and independent look at what skills your business needs – now and in the future.** An unbiased Skills Broker who knows your region and industry works with you to find out what training could make a real difference to your business.
- **It helps you pick the right people to do the training.** Once you and the Skills Broker find out what your business needs are, they then work with you to find the right training provider. It’s important that the training is done in a way that meets your business’s needs.
- **It helps you get the most from your training investment.** The Skills Broker can also help find out the best ways to pay for the training, since they know what financial support might be available to you.

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