Case study:

SE Trains Ltd

Recently, we were appointed by SE Trains Ltd to design and deliver Level 3 Team Leader and Level 5 Operations Manager apprenticeships. Their apprentices were predominantly existing SE employees who were new to the Team Leader role or had been identified as needing development. SE initially wanted approx. 12 to 15 people to take part in the programmes.

We worked collaboratively with the Heads of HR, Operations Directors and Managing Director to clarity the intention of the programme and what key employee impact metrics needed to be measured. We spent time going back to the floor in rail stations, onboard services, and departments in head office (as the apprentices were from different departments) to gain an understanding of the unique organisational culture and operational pressures.

We interviewed key stakeholders such as Heads of Diversity, Finance, Trade Unions and Safety to ensure we embedded the SE strategy, vision and values in the programme as well as contextualising relevant learning activities, for example apprentices had to deliver a ‘Thrive’ session with their team and complete a reflection statement afterwards.

We agreed on a blended delivery model of face-to-face group workshops and online learning. We engaged with the Group HR Director to launch the programme, and planned for relevant guest speakers, such as the Managing Director, to attend the workshop on understanding strategy and embedded their ‘Thrive’ (Equality, Diversity and Inclusion) pillars throughout everything we did.

We launched the programme to 16 apprentices, all completed an ILM diploma in addition to their apprenticeship. Our collaborative approach to the programme saw 100% achievement rate. From the 16 apprentices, 75% gained promotion or additional responsibility upon finishing the programme. Following on from the success of this pilot, we now have been appointed to deliver two additional apprenticeship standards to SE Trains, bringing this to four apprenticeships we deliver now for SE Trains, with 30+ apprentices currently on programme. This is due to our ability to customise our delivery to meet their needs, we demonstrate flexibility and provide a high-quality apprenticeship provision.

Case study:

London’s Luxury 5* Hotels

All too often, businesses see competitors as a threat to their organisation, but our Hospitality Level 5 Operations Manager apprenticeship flipped this concept on its head, showing the value of sharing best practice and a true investment in learning and development. The programme brought together leaders in London’s luxury hotels to learn together in true collaboration, amongst their best-known competitors.

Since the launch, leaders have attended 11 highly interactive and engaging in-person workshops, and benefitted from additional world-class Franklin Covey leadership content, successfully completed their functional skills (with a 100% first-time pass rate for English functional skills) and accessed 1-2-1 coaching, supporting their progress on the programme. Aligned with our focus on creating the very best, bespoke learning programmes, we provided the opportunity for learners to benefit from additional content – separate from the apprenticeship – including behavioural profiling and 360 feedback assessments. This allowed our learners to understand their workplace interactions (and personal interactions) in a greater level of detail, to ensure they can and continue to have the best impact on those around them and create a better working world.

Learnmore have also facilitated the opportunity to visit different hotels in the industry, learning and sharing best practice across organisations, and providing invaluable networking opportunities. One of our clients recently commented that after a workshop, “the first thing you notice in people doing the course is the immediate motivation to do things differently and commit to what they learn”. There are no fixed mindsets here! With all of this in their back pocket, 80% of learners on programme are on track for achieving a distinction at End Point Assessment. We couldn’t be prouder.

Our position as a small training provider is exactly what puts us in the driving seat for spearheading programmes like our collaborative multi-hotel leadership programme. As recently described by an external consultant, we are small but act corporately with warmth. Our size allows us to really get to know each and every one of our clients, and to bespoke their programmes, so that learning is relevant to our learners’ day-to-day. To facilitate this, in our recruitment, we take on people who are industry experienced in the area they will be delivering, ensuring our learners are always surrounded by people who really know what they’re talking about.

Case study:

Management Training Academy

Our flagship leadership training academy has been instrumental in reshaping the landscape of leadership within the security division of one of the country's largest retailers. With the majority of learners holding no formal qualifications and having not been in formal education for 20+ years, the impact of this academy training (Level 3 Team Leader and Level 5 Operations Manager apprenticeships) has gone far beyond upskilling in the learners' current roles.

In collaboration with the employer's key stakeholders and SMEs, we embarked on a journey to redefine traditional security training initiatives by crafting a comprehensive curriculum tailored to enhance both technical skills and leadership acumen. Infused with the employer's core values and brand identity, our Level 3 Team Leader apprenticeship and Level 5 Operations Manager apprenticeship programmes were meticulously tailored to ensure that learners could seamlessly apply their new knowledge and skills in the workplace. The academy opened doors to unprecedented opportunities for participants, including mentorship schemes, shadowing senior leaders, and engaging offsite visits, enriching their learning experience and broadening their professional horizons.

The impact of this academy speaks for itself. Of the learners, nearly 25% have already received a formal promotion in their workplace, with many other delegates taking on additional responsibilities as a result of their new knowledge and skills. Additionally, 100% of learners are reporting new, impactful learning every month.

Our impact extends far beyond the confines of the workplace.The following testimonials exemplify how the our training academy has achieved positive transformations in people's lives on a broader scale:

- "With more confidence I am finding myself being able to have more difficult conversations that I would previously have just avoided. And my family also appreciates me being more organised with my time as they have a much less stressed Husband/Dad."
- "When trying to look back across the journey...and thinking about who I was before starting, the differences are stark, and it's almost like looking at two different people".
- "I have come to understand the individuality of human and now know that, everyone thinks differently so I now have the respect and required patience to deal with every individual and respond accordingly. My attitude at work and in public have changed entirely"
- "From the knowledge I attained from important topics such as self-awareness, emotional intelligence, unconscious bias, knowing and understanding preferred learning styles etc, these are knowledges that will remain with me for the rest of my life and I intend to make the best use of them for the rest of my working career and life in general."