



Whole-Workforce Training & Engagement

Education Technology for the Cleaning Sector



Regular Cleaning discuss how working with UhUb has not only benefited their business but the industry as a whole

Over the last 4 years Regular Cleaning have explored opportunities for maximising the UhUb training platform. They are now aware of colleagues who want to progress in a cleaning career, and they are able to use UhUb as a benchmark for things like redundancy scoring and promotions. When they are succession planning UhUb is the tool that helps drive the conversations as it's easy to see who is engaging with training.

Regular are also aware they have two distinct groups of colleagues. Firstly, those who simply don't want to progress as they are happy with their hours. These colleagues will possibly move on at some point and therefore don't really engage beyond the mandatory training. Secondly, Regular have colleagues who want to progress within the company, and see the cleaning industry as a quality career opportunity.

These colleagues have fully embraced UhUb as they can see their development journey and want to understand what they need to do to progress. In addition, Regular have created learning pathways via UhUb to support their succession planning. Colleagues can now track where they are within the business and understand what they need to do to be promoted to a new role.

Since integrating UhUb into the business Regular have come to appreciate that even though some people are simply in the industry because they want a job, UhUb ensures the right standard of training happens across the sector and eliminates excuses for not training properly. Regular are then able to focus their resources and deploy further UhUb training, such as Supervisor Level 1 & 2, to those who really want to stay within the industry.

"I love that we can reach lots of people at any time. We can encourage people to develop, so even though they may not want to remain in this profession, we've given them every opportunity to build their skills and knowledge in lots of different areas. If they do decide they're going to leave us, hopefully they think of us once they get some more experience elsewhere and come back." Gemma Bowers Chief People and Culture Officer Regular Cleaning

Standardised training is not only something Regular want to see within their business, but they also want to ensure it happens across their supply chain. Creating Knowledge Networks is important to them, and they have started this journey by encouraging their subcontracting partner to use UhUb, and now they are looking closely at getting clients involved. They are exploring creating client onboarding training through the UhUb platform to be accessible not only to Regulars' clients but across the sector to create a standardised network at the front end.

The tender process is somewhere else Regular have seen

the real impact UhUb delivers, from being able to provide evidence that specific training like Health and Safety has been carried out, as well demonstrating how many people have been through the core training. There is also a lot more awareness and requests for EDI training from new clients and Regular are not only able to demonstrate their commitment via their own training but also with UhUb's partner training from Element of Inclusion. The live reporting ensures that they can demonstrate that they don't just say they do all this training, but they actually do it!

"Demonstrable training is now expected and if you don't deliver this, potential clients are not going to consider you. Being able to show all the training including the training that's over and above the mandatory training is where UhUb really supports us and it makes a big impact." Gemma Bowers, Chief People and Culture Officer Regular Cleaning

Now that Regular have their training running efficiently, they want to consider the effectiveness with Closed Loop Learning. Being able to show the learning is being applied in the work environment is the next stage and they have started to work with UhUb to understand how this could be achieved. Regular have often highlighted that this collaborative style is the lynch pin of incorporating UhUb

into the business. The two businesses have worked together on ideas that have benefited both over the years, and UhUb ensures any idea explored and delivered not only supports Regular but also supports the cleaning industry as a whole. This is done at no extra cost to clients.

"I love that Stephen and Paul are always so accommodating to suggestions. If you've got an idea or something is not quite working for you, they listen and will think about how to find a solution that benefits the platform as a whole. If they can see the benefit to the broader cleaning sector, they are so open to change and even if it's not something that everyone wants, they work with us to find a way to achieve it. It's quite rare to get that level of support without additional fees! It's such a fantastic product and it really has been a game changer for us. We plan to progress and move forward with UhUb. How we move forward and utilise the platform more is what I would like to see next." Gemma Bowers, Chief People and Culture Officer Regular Cleaning