

UhUb Clients look at the future of training and see UhUb as leading the way



Leading the change in Training & Engagement

In this final editorial we ask our clients about the future of training, and what they believe their clients will expect from them.

In previous Editorials we have heard from clients about how the switch to UhUb has enabled them to build unique USP's, develop clarity with real time reporting, and the feedback they get from that. As well as discussing the future of training, and with the Apprenticeship Levy now affecting many businesses and being the subject of many group and committee agendas, we wanted to hear what our clients felt about how things could improve by including a more flexible industry aware approach.

Here is what they had to say;

Do you believe the Apprenticeship levy should be developed to include all significant and demonstrable training?

Lee Andrews (CEO) DOC; Most cleaning companies now have access to funding which could be spent on upskilling new and existing staff. At present it would be very difficult to spend to levy via the traditional methods and this therefore means the industry is not seeing the benefit. If cleaning companies were able to spend to levy on more specific industry training, such as UhUb, we would see huge advances in the skills of operatives at all levels, and across the industry as a whole.

Greg Doherty (MD) CCM; In short yes. Currently what can be applied to the levy is not fit for all, and there should be more choice and flexibility in the approach we can take.

Where do you see the future of training in the Cleaning industry?

Hector Hernandez (Safety & Compliance Manager) CCM; A composition of easy access video training and one to one assessment is the way forward. People engage easily when they can access information and training at their convenience, including



Stephen Goodall - MD & Paul Griffiths - Ops Director

revising content. With UhUb we can provide all staff with identical training, and through reporting analyse where 1-2-1 efforts might be best placed.

Jamie Bull (FD) DOC; Whilst there is a great deal of emphasis on operative training, and rightly so, I think it's important that the other side of the business doesn't get left behind. Most companies are now running several back-office systems to help control their processes, so it's important that career development continues for administration and management staff.

How do you see training developing, and will that meet your needs?

Jamie Bull (FD) DOC; Currently most training within the industry is individual and standalone. There is not a great deal of training which can be followed in line with the career progression of operatives. Systems such as UhUb will help provide a platform for that progression from cleaner, to supervisor, to manager. UhUb are certainly delivering on their promises to date.

Hector Hernandez (Safety & Compliance Manager) CCM; We would like to see more creative employee resources made available, such as learning centres, that can provide a blended approach with the sort of level playing field, whole-workforce training solution that UhUb is leading the way with.

'Client Community, constant improvement & doing better for the workforce, are at the heart of what UhUb is about.'

What do you believe clients will expect when considering how service providers train their people?

Richard Felton, (Corporate Development Manager), CCM; Clients definitely want to see that training is offered to all employees equally. This is a basic requirement in most contracts, and before UhUb was a hard promise to fulfil. With demonstrable whole-workforce training, clients are being given peace of mind knowing that a skilful, cared for, and engaged workforce is operating within their premises. Which is as it should be.

We have said before that we don't consider UhUb to be in competition with other training methods out there, rather UhUb is a whole-workforce solution that can indeed operate alone or improve deployment of a blended approach. Its already working extremely well in client businesses where UhUb's report suite allows clients to 'needs profile' its workforce and apply additional 1-2-1 attention to those who will most benefit from it, also allowing Managers to plan their time to assist individuals improve skills through UhUb revisions. We, and our clients, believe it's the way forward.

So that's it. We have looked at the WHY, why make the move to mobile whole-workforce learning, the WHAT, what difference has that made as they make their own journey's and unique USP's and finally the WHERE, where do they feel training in the industry needs to be going. With more and more businesses taking up UhUb as their Training & Engagement solution we are excited to see what 2019 will bring. One thing is for sure with an expanding Client Community we know it will create significant change in Cleaning.

Thanks again for reading and as always, we sign off with; Why not get in touch? In 20 minutes, we could change the way you look at training forever.

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