



## Incentive QAS talks about the positive impact UhUb has had on their employees.

Incentive QAS Cleaning are a London based business providing cleaning and support services to both the public and private sectors across UK. With 800 operatives, they believe in creating an environment that ensures their staff love working for them and their clients love working with them!

Incentive have always believed training plays a part in achieving this, however their training had been hit and miss depending on who was providing it. Prior to working with UhUb there was no online based training; it was predominantly delivered via toolbox talks from managers on site which resulted in non-standardised training across the business. The other issue they faced was the difficulty in demonstrating training had been completed as Incentive didn't have proper visibility of the team's performance, and certainly not in real time. There was a sense that they were aware of training levels but were challenged in their ability to evidence it. This led to the decision to move to an online, demonstrable platform and in October 2020 UhUb became their preferred training supplier.

To deliver a successful launch Incentive created a central hub within the Learning and Development team and developed schedules for learners to complete both UhUb Core and Advanced training. They then incorporated the UhUb Supervisor training, Levels 1 & 2, for all Managers and Supervisors, and those operatives who want to take the next step to upskill. Line Managers have been able to develop a tailored approach to training, and UhUb has helped them identify those in the business who are ready for a career 'next step' or those who simply need additional support and guidance in their current roles.

In addition to the mandatory training, Incentive have now added more holistic training such as Diversity & Inclusion, and Leadership, as well as bespoke training from their own service partners and suppliers, all of which is delivered through UhUb. The employees have really started to see the benefits and a recent employee survey highlighted that the training was improving how Incentive engaged with their operatives.

Employees particularly like the sense of being able to complete their training when they feel comfortable, whether that's allocated time within working hours or outside of work. Incentive was aware that some operatives feel a little intimidated especially when someone is watching over them and UhUb gives people the opportunity to feel less pressurised and learn at their own speed. One of the real benefits UhUb provides is the different language options within the courses ensuring everyone can use the app effectively.

Overall, the impact on the business has been significant, with improvement in training standards so that every operative now receives the same level of training, eliminating those previous discrepancies. Importantly managers now have full visibility of competencies via the live reporting system. The level of engagement with the training has increased with more managerial interest and early this year Incentive achieved the UhUb Engaged Accreditation, demonstrating that 60% of their staff have completed the training, with an aim of achieving 80% by the end of this year. Incentive now has a fully compliant training process that engages their operatives which can be demonstrated at the touch of a button.

"Overall, we have a lot more control over training and I feel that overtime that's going to be of considerable support to our people and highlights the significant investment we're making in our team. UhUb has provided an invaluable tool which allows us to manage our training more effectively."