Case Study: Enhancing Compliance & Training Efficiency for a 50-School Trust

Overview

A multi-academy Trust comprising 50 schools engaged with **Training at Work Group** to address significant challenges in compliance, training standardisation, and cost efficiency. The collaboration resulted in a streamlined, centralised approach that improved regulatory adherence, financial predictability, and operational effectiveness.

Engagement Process

Our initial engagement began when the **Health & Safety Manager** responded to our outreach via their **CEO**. A discovery session was held via **Teams Meeting**, where we spent an hour understanding the Trust's priorities, challenges, and expectations from a new supplier. The process was dynamic, involving multiple follow-ups through calls and emails to refine and customise the solution.

Challenges Identified

- **Decentralised Supplier Selection:** Each of the 50 schools independently sourced its training providers, leading to inconsistencies in quality and compliance.
- **Regulatory Shortfalls:** Some suppliers did not meet OFQUAL standards, contributing to **failed HSE audits**.
- **Lack of Compliance Oversight:** No centralised tracking system to monitor employee certifications and compliance.
- **Resource Drain:** Managing compliance for approximately **4,000 employees** was time-consuming and inefficient.
- **Financial Uncertainty:** Inconsistent pricing structures made budgeting and forecasting difficult.
- **Operational Inconsistencies:** No uniformity in training delivery and standards.

Opportunities & Solutions Implemented

- **Centralised Learning Management System (LMS):** Each school was given its own section within the Trust's LMS to track compliance efficiently.
- **Geographical Hubs:** Schools were grouped into regional clusters, optimising training schedules and maximising participant numbers, resulting in cost savings.
- **Dedicated Account Management:** A single point of contact was assigned to monitor compliance, track expiring certifications, and coordinate training needs.

- **Standardised Pricing & Preferential Rates:** A pre-negotiated pricing structure was introduced, eliminating the need for schools to engage in separate negotiations.
- **Certified & Vetted Training Providers:** All **Training at Work Group** trainers undergo **annual DBS checks, IQA, and EQA approvals**, ensuring top-tier quality assurance.
- **Accountability Framework:** Agreed **service levels**, **quarterly performance reviews**, and clear deliverables for both parties.
- **Flexible & Accessible Training:** Onsite training is available **24/7, 365 days a year**, along with annual refresher courses for critical certifications.
- **Strategic Partnerships:** Collaboration with **St John Ambulance and British Red Cross** for urgent and specialised first aid courses.

Key Outcomes & Impact

- **Financial & Operational Efficiency:**
  - Implementation of a **Trust-wide Learning Management System (LMS)**.
  - **Fixed pricing** for transparency and ease of budgeting.
  - **PO invoicing** to streamline financial processes.
- **Improved Training Accessibility & Compliance:**
  - **10+ courses per academic year** guaranteed.
  - Introduction of **First Aid courses for Year 11 & Sixth Form** students.
  - **Bespoke training solutions** tailored to individual school needs.
- **Proactive Compliance Management:**
  - Automated tracking of certification expiry dates.
  - Direct engagement with schools to proactively schedule required training.
- **Enhanced Trust-Wide Collaboration:**
  - Schools working together within hubs to maximise attendance.
  - Regular engagement with **Trust leaders** to review training effectiveness.

Conclusion

By partnering with **Training at Work Group**, the Trust successfully centralised its compliance processes, enhanced training accessibility, and secured cost-efficient, high-quality training solutions. This structured approach ensured regulatory compliance, reduced administrative burden, and provided peace of mind through a trusted and accountable training provider.

For more information on how Training at Work Group can support your organisation, contact us today.