

STRATEGIC PLAN - ISS TRAINING

EXECUTIVE SUMMARY

Context

ISS Labour's Training Division is committed to complying with Network Rail, NSAR, Sentinel and Railway Industry Supplier Qualification Scheme regulations and to providing training safely and of the highest quality.

ISS Labour is part of the Specialist People Services Group, which aims to bring together businesses that share a common commitment to delivering outstanding customer service and compliance standards. The Group helps its customers and clients maximize the productivity of their workforce by providing recruitment services, classroom-based, online and on-site training and other people management services. These are currently delivered primarily in the road and rail transportation sectors.

ISS Labour have benefitted from being part of the Group in that they have recently invested in a state-of-the-art Training Centre in Greater Manchester to support the £25 billion investment in the UK's rail network. The first of its kind in the north of England, the Training Centre will see ISS Labour address the current skills shortage across the rail industry by providing the facilities required to train and develop Overhead Line Engineers.

With Network Rail committed to investing £25bn in the rail infrastructure between now and 2019, there is a pressing need for well trained and highly-qualified personnel to deliver electrification projects across the UK to meet the rising demand for rail services.

ISS Labour's Training Centre, in which five full-time jobs have been created, has been established to train its own workforce but spare capacity will be offered to strategic partners including The Rail Academy, Coleg y Cymoedd, the Career Transition Partnership and, potentially, the National Colleges for High Speed Rail.

Vision

ISS Labour Training Division is to be the leading provider of specialist Overhead Line training in the United Kingdom and set the standard for the delivery of Overhead Line Engineering training for the High Speed rail network.

Mission Statement

ISS Labour's Training Division provides specialist Overhead Line and associated safety training to ISS Labour personnel, personnel from other organisations within the rail industry or associated with it (the Fire & Rescue service for example) and individuals looking to enter the industry, such as Service Leavers. This training is delivered by industry-leading experts who, over a period of many years, have accrued and honed both the experience required and the skills necessary to train and develop the learners. This training does not stop in the classroom but continues throughout the individual's career as they apply the practical experience learned on site to the theoretical lessons of further training. ISS Labour's Training Division aims to not only train the current and future generation of rail electrification engineers but to help them develop their careers within the rail industry.

Communication, Monitoring and Review

The Board of ISS Labour will ensure that this strategic plan is communicated to all individuals to whom this statement applies and reviewed annually for effectiveness as part of the NSAR Self-Assessment Report.

ISS Labour's Training Division Training Manager will ensure that the Strategic Plan is revised and updated as necessary and displayed in prominent positions throughout the Training Centre.

Colin Kelly
OLE & Training Director