



Case Study

SSE exam success rates at 95% for Cardiff staff

247 staff and managers at SSE offices in South Wales have achieved a fantastic 95% pass rate in the City and Guilds qualification in Energy Awareness at Level 3 which commenced only 12 months ago! The qualification was developed by the national fuel poverty charity National Energy Action and delivered by specialist provider Track Training at SSE's new Smart Energy Centre premises. This qualification has already started delivering impact through the improved advice and guidance we can offer to our customers for energy bill reduction. It is considered by SSE as 'a relevant qualification for the energy sector at this time'.

In only 12 months 247 staff have been trained by Track Training's specialist Energy Awareness trainers and they have achieved a staggering 95% success rate

Track Training Limited, who are the only private provider in South Wales accredited to deliver this City and Guilds qualification at Level 3 have worked closely with SSE/Swalec to deliver a work-based programme with the least

disruption to work flow but offering the maximum benefits in terms of relevant learning and accredited qualifications.

During 2012-13 SSE in Wales have supported 247 staff based at Cardiff, Trefforest and Metering through the 4 day Energy Awareness training programme which ends with a 3 hour exam to test knowledge and understanding.



TRUST
RELIABILITY
ACHIEVEMENT
CREATIVITY
KNOWLEDGE

SSE Training Manager, Sarah Halliday, based at the new Smart Energy Training Centre at Treforrest said

“We are thrilled with the impact of this training programme in Energy Awareness. It helps provide the operational techniques for our staff to better guide our customers in reducing their energy use in the home and prevent wasted energy. We are committed to rolling-out this training as it provides such a relevant and important part to their CPD working in the energy industry and advising the public. A nationally accredited City and Guilds qualification in Energy Awareness is widely recognised as a great grounding for anyone who is customer facing within the energy business. It also reinforces our commitment to help give our customers the best possible guidance on how to reduce their energy bills to putting their needs first.”

Track Training is focussed on helping businesses across the UK drive through business improvements in efficiency and effectiveness of staff through a range of training programmes that deliver results.

The company also supports businesses to access government subsidies where they exist to support a range of development programmes from operative to director level. Dean Sanders, Managing Director at Track Training has successfully supported anchor companies with Skills for Growth initiatives in Wales.

“Our aim is to make a sustainable impact on business performance through the transfer of knowledge and skills accredited to national standards.”

Malcolm Sanders MBE, CEO,
Track Training Limited



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