

Parking Case Study: Shopping Centre & Retail Park

"The CAATS on-the-job assessment and training programme has made a significant difference to our relationship with the public."

"In 2007 one of our company's objectives was to deliver Conflict Resolution training to all our public facing staff. This was a sizable task requiring careful planning and we decided to outsource the training provision. After careful research we decided to develop a partnership with Complete Assessment and Training Solutions (CAATS).

That partnership has resulted in all our staff receiving Conflict Resolution Training to a nationally recognised standard. The assessment and guided learning provided by CAATS has given confidence to our staff and continues to grow with our company, working together to provide a safer working environment."

What next?

All of our training and qualifications are delivered by parking industry experts who draw upon their extensive experience. This means that your employees will benefit from the wide range of experience which our trainers bring to our courses and qualifications.

Please contact us now to discuss your training and qualification needs.

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Training and Qualifications DO make a difference

We know that as a Parking Company your people are your most valuable asset. We also know that your people are likely to be one of your biggest investments. Creating the opportunity for training and gaining qualifications for your team is always a priority and we can help you to achieve this. Your people are paramount, they are the lifeblood of the company and they are in regular contact with your client, members of the public and customers.

Investing in your people is an investment in the future of your Company. Staff retention is the key to success and this success can be achieved by having a well trained workforce with the skills and knowledge to deliver.

It doesn't stop there. We believe that training and qualifications for your people should go beyond providing the basic job skills. Training with CAATS equals effective and confident staff. This will help staff retention, leading to lower recruitment costs and improvements in induction training.

We understand your business needs and have developed training and qualification solutions to meet them. Our solutions include:

- NVO in Controlling Parking Areas
- Conflict Resolution and Management Course
- CCTV Operations (Public Space Surveillance)

The Benefits of Training

- More confident and professional people
- Smoother and improved day to day operations
- Reduced confrontation with members of the public
- Increased client satisfaction rates
- Less errors and mistakes
- Lower absentee rate
- Less staff turnover
- Sense of achievement by your people

And, of course, investing in training demonstrates to your people and clients a commitment to raising the bar through well trained and qualified people. A visible investment for staff and your clients.

In addition to our nationally recognised courses and qualifications we also work with clients to design and deliver tailored training programmes to meet specific needs. All our programmes will fit into your operational schedules to minimise impact on your business and your clients.