

Security Case Study: Shopping Centre, North West England

"My team at this very busy shopping centre underwent the NVQ process using CAATS. In a word, they were superb."

"From the first meeting with their management through to the start of the agreed delivery plan they took in all our concerns about no loss of operational delivery and our client's requirements.

My Security Officers found the process positive and informative; the guided learning sessions delivered were tailored to each Officer's role. If you were to ask what difference CAATS has made to our operations I would have to say: 'My team thinks in a much more informed way when they approach situations. They are more confident and competent within their role'.

My team has achieved their Level 2 NVQ in Providing Security Services and I would recommend CAATS to any security organisation as a professional company. Indeed we have engaged again with them to conduct more training with our new members of staff."

What next?

All of our training and qualifications are delivered by security 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.

Telephone: 0845 643 0211

Email: enquiries@caatsltd.co.uk

Website: www.caatsltd.co.uk

Fax: 01925 750300

Post: Complete Assessment and Training Solutions Ltd
Great Oak Farm
Mag Lane
Lymm
Cheshire
WA13 0TF





Training and Qualifications DO make a difference

We know that as a Security 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 daily contact with your client.

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, improvements in induction training and effective SIA licensing.

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

- NVO in Providing Security Services
- Conflict Resolution and Management Course
- CCTV Operations (Public Space Surveillance)
- Security Guarding – Basic Job Skills Training
- Community Safety For Accredited Persons

The Benefits of Training

- More confident and professional people
- Smoother and improved day to day operations
- Increased client satisfaction rates
- Fewer errors and mistakes
- Contribution to maintaining and increasing profits
- Lower absentee rate
- Less staff turnover
- Sense of achievement by your people

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

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