

Training offerings overhauled – now use them!



BAR Training Manager Stephen Thorp outlines how the Association has completely rebuilt its training portfolio in the four years since he took on the role.

I was recruited to the BAR team as Training Manager in November 2015 – around six months after Ian Studd was appointed Director General – to meet calls from the Membership for affordable, accessible and high-quality training. Back then, the BAR Training Services offering comprised one field trainer who operated out of Watford, travelling to Members' sites to provide the training they required. This system had far too many disadvantages and it was clear that its content was neither cost-effective nor fit for purpose.

To fix this, we decided to set up a network of Approved Training Centres (ATCs) across the UK, each with BAR-approved trainers delivering BAR-approved training materials. Within 18 months we had trained these trainers and developed a solid core of operational training materials, adding Driver CPC (DCPC) training to our offering shortly after and continuing to run estimating training from BAR headquarters in Watford.

Just over four years down the line, I'm pleased to say that BAR Training Services now offers a comprehensive range of bespoke training services, as set out on pages 13 and 40-41 of this issue. These include (but are not limited to):

- A broad range of operational skills course modules (everything from packing and loading to health & safety, and all completely bespoke to the removals industry);
- Cost modelling, team leadership, presentation skills and performance management training;
- JAUPIT-approved, removals-specific Driver CPC periodic training;
- 10-day Transport Manager CPC (delivered by the RHA) and one-day Transport Manager Refresher courses (run by transport law specialist and BAR Affiliate Backhouse Jones Solicitors);
- The acclaimed annual Removals Masterclass; and
- Apprenticeship courses: Porter, Large Goods Vehicle (LGV) Driver, Transport Manager, Traffic Office and Customer Service).

Until around two years ago, we struggled when it came to apprenticeships because we were unable to find a reliable and capable apprenticeship provider with which to partner. However, we turned a corner when we were introduced to Kevin Birch from TRS Training, and BAR Members now have access to the suite of apprenticeship programmes outlined above.

As this issue of R&S went to press, there were 57 apprentices from 29 BAR Member companies enrolled in the system.

BAR Approved Training Centres

- North London – Cadogan Tate (DCPC)
- Thetford – Simon Long (DCPC)
- Somerset – Britannia Lanes (DCPC)
- Manchester – Britannia Bradshaw (DCPC)
- Cwmbran, South Wales – Fox Group (DCPC)
- Leamington Spa – Squab Group (DCPC)
- Beith, Glasgow – Richard Healey (DCPC)
- Hornsea, East Yorkshire – Kidds Services
- Sheffield – Specialised Movers
- Watford – BAR



If you would like to find out more about how BAR Training Services can support your business, or if you have feedback or suggestions for future training offerings, please email training@bar.co.uk or call **01923 699 484**.

Career pathways

Having ticked the box for affordable, accessible and quality training thanks to our ATC strategy, BAR Training Services is now continuing to develop training infrastructure which offers career pathway routes for learners at various levels. The following diagram illustrates how our training offering links with different roles within the industry, providing both new and existing employees with diverse opportunities to develop towards their desired job.

Removals career pathway

SENIOR MANAGEMENT ROLES



MANAGERIAL ROLES

- Senior Estimator
- Operations
- Quality and Compliance
- Transport



Warehouse Team Leader/Foreman	Customer Service Team Leader	Operations Assistant
Removals Team Leader/Foreman	Estimator	LGV Driver



Warehouse Operative	Removals Operative/Porter	Customer Service
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Removals training pathway

(Training available through the BAR Training network)

- Transport Manager Apprenticeship
- Transport Manager CPC (Certificate of Professional Competence)
- Transport Manager CPC Refresher
- Removals Masterclass
- QSS Internal Auditing Training Course
- Cost modelling training
- BAR Area Meetings and Conference



- LGV Driver Apprenticeship
- Introduction to Leading a Removals Team
- Introduction to Overseas Moving
- Introduction to Practical Estimating
- Practical Estimating
- Commercial Estimating
- Removals Masterclass
- DCPC: Removals Driver: Manual Handling & Furniture Handling (7 hrs)
- DCPC: Removals Driver: Customer Service & Company Image (7 hrs)
- DCPC: Removals Driver: Health & Safety in the Workplace (7 hrs)
- DCPC: Removals Driver: Driver Hours, Tachograph & Vehicle Checks (7 hrs)
- DCPC: Removals Driver: Emergency First Aid at Work (7 hrs)
- DCPC: Smart Motorways – Driver Education Course
- DCPC: Removals Driver: Vehicle & Container Loading – Theory
- DCPC: Removals Driver: Vehicle and Container Loading – Practice and Driver Responsibilities
- BAR Area Meetings and Conference
- Cost modelling training



- Porter Apprenticeship
- Warehouse Operative Apprenticeship
- Customer Service Apprenticeship
- Fragile & Non-Fragile Packing
- Export Packing
- Manual Handling/ Furniture Handling
- Specialist Packing (and Transporting Pianos)
- Working Safely in the Removals & Storage Industry
- Removals Vehicle Loading
- Advanced Customer Service Skills
- BAR Area Meetings



What's more, having successfully collaborated with TRS Training to develop a pragmatic interpretation of the 20% "off-the-job" rule required by the Porter Apprenticeship course, the above also serves as a joined-up career pathway along which school leavers are able to progress from entry level through the various apprenticeship offerings into more senior management roles.

What's on the horizon?

We have moved a very long way in four years' time, but there is still more to do. As we continue to develop the BAR's training portfolio, our focus will be on creating more sector-specific training modules for middle-tier management roles, such as performance management (see page 35) and selling skills. We are also currently working with TRS Training to create career awareness campaigns for use in schools and career classrooms to recruit young people into the industry.

In 2015 BAR Training Services trained 315 people, and in 2019 we trained 981; that's an increase of 311%. What's particularly exciting about this figure is that it represents only 10% of all BAR Member company employees. In other words, a fantastic market exists for our training offerings, and the onus is now on BAR Members to make the most of it. So what are you waiting for?

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Removals Team Leader/Foreman Estimator LGV Driver



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