

Kärcher Cleans Up with Staff Training

As part of the global Kärcher brand, Kärcher UK is the market leader in its sector. Kärcher manufactures and markets a vast range of products, from pressure washers and road sweepers to army field kitchens. Although Kärcher doesn't manufacture in the UK, staff based at the Banbury head office are tasked with selling, distributing and servicing the products around the country. To be number one, Kärcher UK depends on its staff and so wanted to reward and encourage them by providing externally recognised training.

After talking with Intec, Kärcher decided to run NVQ level 2 in Business Administration, Customer Service and Management, in order to cover the needs of as many staff as possible.

"When I first heard about NVQs it struck me that they could really hone and develop our workforce's skills," said Kathy Cross, HR Manager at Kärcher. "We had lots of people looking to improve and move up the ladder and so when the management gave the OK, I leapt at the chance.

"Since starting the qualifications, we have noticed a real difference in the staff. Because the courses are allied so closely to their jobs, they are able to apply skills straight away and have developed a real professionalism. They are more positive, focused and obviously really proud of themselves, and so they should be!"

With such a busy role herself, Kathy has been impressed with how helpful Intec has been throughout the whole process.

"From day one, Intec has come in and managed the training, providing fantastic people for our staff to build relationships with. This has been such a positive because if our staff have any problems or queries they know there is someone approachable they can talk to."

To find out more please contact Intec Business Colleges on freephone 0808 100 1155.



L to R: Terri Goodwin, Kerry Ryman, Lauren Mahon, Lisa Rivers, Jessica Bright, Daniel Took, Katie Spurgeon, Paul Macey, Lee Norton (Sales Director, Kärcher UK) and James Butler (Intec Sales Executive)