



Strong Alignment for Business Link and Train to Gain Case Study

Background

Effective training helps businesses increase productivity, improve customer service skills and generate greater staff satisfaction and motivation. Train to Gain is a regional skills brokerage programme that assesses the training needs of a business. It then introduces quality assured training providers to deliver the relevant support. The training is flexible and tailored to meet the needs of business.

The tendering process for this service has now been aligned with the regional Business Link service. The new Business Link service provides independent, impartial information, diagnostic and brokerage services.

Meeting esp Priorities

The esp set the context for the LSC and *emda* to align their tender processes for Train to Gain and the regional Business Link service, as set out in priority 2 of the action plan. It was through the esp's strong collaboration that they sought to enable the delivery of a fully integrated service. It was to this end that the esp has jointly developed a Regional Business Support Information System that includes a client management system and supplier database. This will underpin the integration of the generalist business support service for small to medium sized businesses and the brokerage service for skills for all sizes of businesses in the region.

Partners

The following partners will work in close cooperation to ensure the delivery of the improved experience and quality of service for the customer; *emda*, the LSC and East Midlands Business Ltd.

Benefits to Business

The alignment of the tendering process of Train to Gain with the new Business Link service will provide a simple way for businesses across the region to access the support and services they need to grow and succeed.

The esp will continue to build joint approaches to the delivery of services to business and this will result in raising demand for skills and increasing productivity and competitiveness for companies.