



National  
Training Awards 2009

## Staying On Top of Their Game

A change to local authority tendering processes spurred on one Merseyside business to transform the way it works.

In a bid to continue to win contracts from the public sector, family-owned roofing firm, MAC Roofing and Contracting Ltd took steps to ensure all its operatives were suitably trained to meet the new requirements.

Claire Moffatt-Lonsdale of MAC explains, “For some time now, local authorities have been working towards the removal of their old traditional tendering process. The move meant that there would be no need for clerks of works and surveyors and a change to their systems and communication protocols. It has been their intention to formulate Partnering Contracts to deliver and manage the whole process.”

Local authority contracts were the company’s core business and as such it was essential to become a Partner. A Company Development Plan was created and comprised of training and development needs of the workforce, most notably the operatives. At first the management team was met with resistance from the operatives who felt they did not need to be trained. However, the benefits of taking part in the programme were outlined to staff and soon 33 operatives began their On Site Assessment and Training NVQ Level 2 course.

Thanks to £19,000 worth of funding from Construction Skills towards the £25,000 initiative, MAC began the programme.

The operatives were split into two groups and a comprehensive skills analysis was undertaken, after which five areas of improvement were identified - Permit to Work Instruction, Health and Safety, Working at Heights, Ladder Use and Use of Tools and Equipments.

The five areas were converted into five sessions as part of a concept called Tool Box Talks. Operatives were given a year to learn each component which was taught by supervisors and assessed by MAC Contract Managers as well as Preston College. To date, all operatives have completed the course, with eight now working towards their NVQ Level 3. Non-operatives working for the company have also been given the chance to develop themselves thanks to the introduction of personal development plans.

Improving the skills-base of the workforce has resulted in two contract partner wins for MAC and a 43 per cent increase in profit. Furthermore, with the comprehensive development plan in place, the company has achieved the prestigious Investors in People Award. Earlier this year, the company was also honoured with the Training Award from the Flat Roofing Alliance. The company, which employs 48 people has made the Skills Pledge.

What started as a strategy to sustain the business has resulted in much more for MAC. Mrs Moffatt-Lonsdale says this was expected. She adds, "We did expect the operatives to achieve the qualification, as skills levels were high. What we didn't expect was increased motivation levels, improved sense of pride and active contribution to the organisation as a whole."

The Managing Director, Terry Cavanagh says the training programmes have added untold value. He concludes, "Utilising the On Site Assessment and Training procedure through Preston College ensured minimal upheaval and interruption to on-site works, giving pure added value to the programme. The use of e-technology enable all operatives to fulfil their potential regardless of

IT and literacy skills. This is a trailblazing approach within the construction industry. As well as the financial gains, the experience has added untold value to MAC's profile and the fact that all operatives are now qualified to NVQ Level 2 in their trades is a credit to them, the company and the programme."

## **ENDS**

Entry name: MAC Roofing and Contracting Ltd; All roofing operatives to be qualified in appropriate curriculums by OSAT NVQ2

Location: MAC Roofing and Contracting Ltd, MAC Buildings, 141b Hart Street, Southport, Merseyside, PR8 6DY

Entry no: 90427

Region: North West

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