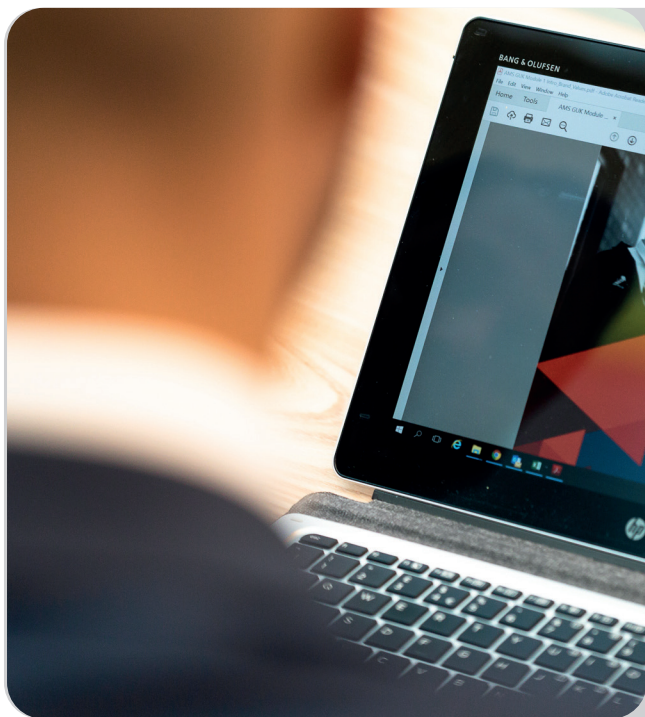


Making Your 'Cannot' Become 'Yes I Can!'

Each year, all staff are required to complete internal mandatory training, and SIA licensed officers must undergo top-up training every three years for licence renewal. While some may find these training periods challenging, we understand that individuals with impairments may face additional difficulties.



We are committed to accommodating individual needs. For instance, one of our contracts managers recently offered one-to-one support to someone who required questions to be read aloud during a test. Similar reading support is also available through GET Licensed training providers for learners with medically diagnosed impairments.



Now, let's share a success story.

A Patrol Officer, previously TUPE'd during GUK's contract takeover, faced challenges due to being less familiar, and therefore not confident with technology. The reduction of staff due to COVID cutbacks meant the loss of a receptionist who traditionally assisted with logbook entries after each shift.

In response, the Regional Supervisor stepped in. They visited the site, guided the Patrol Officer through the use of the Electronic Daily Occurrence Book, and conducted online training sessions. This ensured the Patrol officer felt able to fulfil all of his duties and also created access for him to be able to further continue his professional development but equally opened up a whole new digital world of opportunities to him.

Our online training includes 'Reminder and Refresher' courses, along with numerous MyPathway CPD courses. These courses not only meet the role's requirements but also encourage continuous learning and curiosity. We make sure to communicate directly with clients, exploring options such as onsite computers, mobiles, or tablets for staff use.

At GUK, we're dedicated to inclusivity, understanding, and providing the necessary support to ensure every team member can thrive in their role.