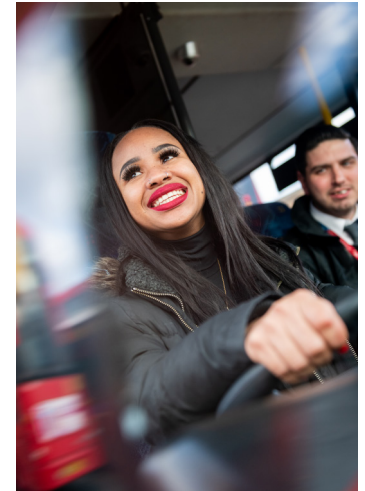




Go-Ahead London

Apprenticeships - leading the way



WHO WE ARE

Founded almost three decades ago, Go-Ahead has transformed from a small bus operator in north east England to one of the UK's leading providers of passenger transport. It is the largest operator of bus services in London. Go-Ahead London companies operate over 2,400 buses and employ over 8,000 staff operating from various sites in the capital. The companies operate in a regulated environment under contract to Transport for London (TfL), with contracts being awarded for five or seven years via a rolling tendering programme.

Go-Ahead London is the largest bus operator in the capital, providing nearly a quarter of London's buses, with its vehicles travelling 82 million miles annually on over 197-day/night and school routes.

OVERVIEW and OBJECTIVES

Go-Ahead understand the importance of apprenticeships and the vital role they play in up skilling colleagues. It is the only public transport operator registered as an approved in-house provider of apprenticeships across both bus and rail.

Go-Ahead explain that "we do not invest in apprenticeships just because it's the right thing to do – apprenticeships help to improve employee retention, upskill our workforce and bring more diversity into our business."

Apprenticeships benefit both employee and employer by creating a motivated, qualified workforce with higher productivity. Apprentices also bring in new ideas, which helps the company to continually innovate and secure its position in the future of transport.

APPROACH

Whilst other companies offer driver apprenticeships, Go-Ahead London is the only Employee, Provider in the industry. The scale of the programme and positive way they have embraced the opportunity to maximise the process is really innovative.

Go-Ahead London's recruitment and training academy, underwent a huge refurbishment in 2019 to aid in recruiting and training the next generation of London bus drivers in their state-of-the-art training facility. The Go-Ahead recruitment academy offers a wide variety of apprentice programmes, notably in bus driving. Apprentices receive essential training and life skills beyond becoming a driver and are supported by two certified examiners on-site.

The academy is also used by Go-Ahead London to deliver technical and academic apprenticeships in-house, with training taking between 12 and 36 months. Apprenticeships range from traditional engineering and technical programmes to customer service and business administration.

Reflecting Go-Ahead's commitment to championing diversity, two-thirds of Go-Ahead London's current apprentices come from a BAME background, while one in five are women. The ages of the apprentices range from 18 to 65. This means we are on our way to having a workforce that represents the diversity of the communities we serve.

The Camberwell Recruitment & Training Academy demonstrates Go-Ahead's continued investment into apprenticeships – helping to build and develop talent within the group's operating companies and empower its workforce to grow.

Here's an overview of one of the apprenticeship programmes at Camberwell.

Passenger Transport Driver - Bus, Coach & Tram (Level 2)

The apprenticeship programme lasts for 53 weeks, during which time the student will receive additional training over and above the initial licence acquisition training to pass the PCV tests. Once they have successfully completed the apprenticeship programme, they will gain a nationally recognised qualification which is equivalent to 5 good GCSE's.

These are full time, permanent positions.

Level 3 and Level 5

In addition, in 2022 it has launched a Level 3 apprenticeship for supervisors and a Level 5 for managers. Having learning at the centre of the business has seen senior leaders be proactive looking to further develop colleagues by requesting specific training courses where they feel there may be any gaps. The company's future aim is that all managers and supervisors will have achieved or be on their way to achieving this qualification, this will ensure consistency of leadership and the awareness of the importance of an inclusive culture.

RESULTS

Over 400 apprentices have already completed or registered, and the team have been recognised nationally for the quality and long-term commitment of their apprenticeship programmes.

At present 12 supervisors and 12 managers have completed their level 3 and 5 apprenticeships.

Go-Ahead was named in 2022 Top Apprenticeship employer from the transport sector and as one of the UK's top 20 apprenticeship employers in a ranking backed by the Department for Education, and as the leading apprenticeship provider in the transport and travel industry.

It has set ambitious targets each year to bring in apprentices across its bus companies. In 2021 Go-Ahead London enrol 50 apprentice bus drivers a month.

The company continue to deliver high-quality apprenticeships that give colleagues the time to develop the knowledge, skills and behaviours that will enhance their careers.