

Dear all,

In January 2008 the old Registered Manager for the company left under a cloud of smoke and it was left to myself to become the new registered manager and to sort out the mess she had left trailing behind her!

Two areas required urgent attention, policies & procedures and the training.

The old registered manager personally delivered the training in a classroom environment using presentations and visual aids, for example a skeletal spine and hip.

I spent some time looking through her training and seeing how I could deliver it when I decided that I would look up BVS.

A year prior to that I worked briefly for another company and I had been left to watch a couple of DVDs, Fire Safety and First Aid which were BVS Training DVDs.

The DVDs were brilliant and although I didn't necessarily agree with being left in front of a DVD with the questions in my hand what I learned was good.

I rang your company and the sales woman I spoke to spent time going through the standards and explained how everything worked and what we needed as an initial set up. The woman knew the law and I felt confident in her advice which put me at ease straightaway.

Upon getting the training program it was very clear from the onset that it was far better than our original training. The supporting paperwork makes the training easy to deliver and gives you step by step guidance on how to deliver the training.

It has lots of information for the trainer not just the trainees which is great!

The training documentation includes to both classroom and one-to-one training sessions with supporting documentation to help you measure how well the trainer is doing and if the trainee is understanding and retaining the information.

The first set of trainees that went through the program were totally different than previous staff. They were so much more confident and literally raring to get out on the road! The difference between a new worker who had been trained the old way to the new way was visually clear!

We went from having complaints about our new staff not knowing what they were doing to having NO complaints at all and in fact we started to get compliments.

The staff reported back although it is a long training process, the DVDs are good and without them they would have struggled to fully understand the role and what was expected from them in terms of completing the workbook as well as the job description and the expectations.

I cannot rate BVS high enough! It has literally transformed our training and the outcome of the staff that goes through-it is fabulous!

Without BVS we would be lost and it's thanks to them and the great program they have!

I continue to buy add-ons and every time I buy a new title I get giddy as I know the staff are going to love the new training!

Thanks for everything BVS!

Kind Regards

Zoe

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