



06/08/2018

We have been working with McArthur Dean for over 2 years now and their service has always been reliable and good quality. They are flexible with their learners, working around our busy schedules and taking into account workloads when asking for assignments etc. The support they give to our learners is great, always available to speak to on the phone and always replying to emails.

The support given to us as an employer is invaluable, especially with the changes that have come into place with the Apprenticeship Levy. When it was first being introduced the director and Manager made time to meet with myself (Training & Development Coordinator) and our Managing Director to ensure that we fully understood it and were prepared for it; even giving us websites and help sheets to assist us in getting everything set up. When we have queries with payments into and from our Levy Account they are always available on the phone to answer any questions and will look into things in more detail for us if they cannot find the answer straight away.

The quality of candidates is improving every day with McArthur Dean making the effort to get to know exactly what we want from an apprentices, screening them and making sure that they learn about the job role we are looking to fill prior to interviewing.

The quality of delivery is very high, we had just under 20 employees completing apprentices through McArthur Dean at one point and so the schedule for visits was very busy, but McArthur Dean plan visits in advance and split the face-to-face visits with Online Meetings where sessions can be done virtually, which makes it much more efficient for us as a business as we can work appointments around our workload. Due to the large volume of apprentices we get Monthly Progress reports so we know how all our apprentices are getting on and we can offer additional support to those that may require it.

Our working relationship with McArthur Dean is continually developing relationship of mutual understanding and trust. I know that as an employer I can speak to anyone at McArthur Dean and if they don't know the answer, they will find someone that does. We recently transferred an apprentice from a different training provider to McArthur Dean (which we have never had to do before) but the support given was invaluable and the transition for the learner was seamless. No matter what the question or query is, we will always be greeted with a friendly face and a helpful attitude. All the McArthur Dean Staff make the effort to get to know other staff members that interact with the learners so they get a better understanding of the apprentice's roles and responsibilities within the work environment, and that extra effort they put in is recognised by all staff and learners alike.

Elizabeth Clarvis  
Training & Development Coordinator



60-64 Oswald Road Scunthorpe NorthLincs DN15 7PQ  
Telephone: 01724 848246 Facsimile: 01724 289080  
E-mail: sales@roadtrafficsolutions.com  
www.roadtrafficsolutions.com



Company Registration No. 5008552  
Registered Office: 60-64 Oswald Road, Scunthorpe, DN15 7PQ