

How can apprentice training increase your company's credibility?

"IT GIVES THE INDUSTRY SKILLED AND COMPETENT INSTALLERS AND TECHNICIANS, AND HELPS TO KEEP THE STANDARDS AS HIGH AS POSSIBLE. CLIENTS HAVE THE RIGHT TO EXPECT THE HIGHEST LEVELS OF SERVICE."

So says Peter Laing, Owner/ Manager of Nelson Alarms. Two of this Nelson based company's employees have completed the National Certificate in Electronic Security [Installer] [Level 3] and three more are now working towards it.

"This qualification was developed in consultation with electronic security companies to reflect industry's needs, setting a national benchmark for the industry," says Paul Craven, ETITO Training Manager. "It's raised the bar for the industry and we're now seeing more employers like Peter committing to training the electronic security technicians of the future"

The National Certificate in Electronic Security [Installer] [Level 3] gives technicians a comprehensive understanding of all basic electronic security skills, and once qualified, they are able to apply to the EWRB for registration and licensing as an *Electrician Limited to Electronic Security Installer*. This allows technicians to carry out certain aspects of prescribed electrical work, in particular, extending existing circuits to an alarm panel in a domestic environment.

In addition to enhancing the company's credibility, Peter became involved in national qualifications training because he felt a sense of responsibility. "Someone trained me, and I feel any tradesperson who's been trained should return the favour. In today's labour market you have to create good tradespeople."

For Nelson Alarms, the training has helped build a versatile and confident team with the ability to meet market demand, giving them the flexibility to match their trained staff with specific jobs. Peter encourages a family-oriented culture in the business and this has helped provide not only a healthy sense of competition among his staff, but a strong support network.

Rachel Robinson, who oversees the company's training, has been impressed at how the staff approaches training as a team by helping each other out, even out of hours. "You feel proud of what they've achieved, and it sets our team above the rest. They're not just Joe Blogs the technician; the qualification gives them a specialty."

"When people ask them what they do, they're proud to say they are a security technician," says Peter, who believes this is another great reason for employers to give their existing staff the opportunity to participate in training.

For those looking to take on an apprentice, Peter has some words of advice. "Make sure you're compatible, that they will fit in with your culture and relate to everyone in your company." He also points out how important it is that apprentices have a strong support network, not just at work, but also from family and friends.

Paul Craven agrees, "Nelson Alarms has developed a great understanding of a training culture. They approach everything as an opportunity and are always looking for ways to ensure their staff are successful. This type of support from everyone is essential."

If you're interested in national qualifications training for electronic security, visit www.etito.co.nz or contact your regional ETITO office and ask to speak to a training manager.