

Head start for young people thanks to Greater Anglia trainee programme

June 30, 2021



Young people in East Anglia are getting their first taste of the world of work thanks to a Greater Anglia training programme.

The train operator has welcomed ten young people currently out of mainstream education or employment onto its Customer Service Traineeship course which offers work experience placements for 16-24 year olds.

The eight-week programme combines an education and training programme and supports young people who are looking to develop their skills for apprenticeships, sustainable employment, and further learning.

It is one of Greater Anglia's diversity and inclusion initiatives that helps provide young individuals with inspiration and insight towards roles in Greater Anglia and rail careers in general.

Viktorija Novikova, Greater Anglia's Talent & Development Projects Coordinator, said, "Over the last four years we have offered traineeship opportunities to young people who are currently out of mainstream education or employment.

“We find that these types of courses can really help to motivate teenagers and young adults through practical work experience and they benefit from getting an insight into the typical tasks they will be expected to undertake in full-time employment.

“We’re really pleased that against all odds and throughout three lockdowns, we were still able to welcome ten young people into our 2021 programme and help them get a great start to their working lives.

“Thank you to our partner, Central Training Group, and our brilliant customer service managers and supervisors who took part in the enrolment week and are continuing to support trainees during the work placements.”

The trainees are currently based at Liverpool Street, Chelmsford, Colchester, Bishop Stortford, Harlow Town, Ipswich and Norwich rail stations.

Trainees spend two weeks learning in the classroom followed by two weeks on a work placement at an allocated station where they can shadow customer service colleagues to gain experience of a variety of roles.

At the end of the course successful trainees receive a Level 2 Certificate in Principles of Customer Service, a Level 2 Award in Employee Rights and Responsibilities and a Level 1 Certificate in Foundation Learning and Employability Skills.

This year the operator partnered with Central Training Group, a training provider based in Southend, which is recognised as a high-quality provider of Traineeships, Apprenticeships and Further Education programmes.

Photo credit: Greater Anglia