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TRAC SERVICES, CAMBORNE

A highly-qualified workforce means Trac Services' training needs are more about professional development than basic skills. Train to Gain is helping this global pharmaceutical consultancy reach new heights

From its base in Camborne, Cornwall, Trac Services works with some of the world's largest pharmaceutical groups, providing independent, regulatory consultancy services. Launched as a husband-and-wife business by Jonathan and Sarah Trethowan seven years ago, Trac Services now employs 10 staff – six of them graduates.


In such a highly-competitive market as the international pharmaceutical sector, the skills of its workforce make all the difference – and Trac Services is determined that its employees receive the best training possible.

The company achieved Investors in People (IIP) in October last year and has since not looked back. It decided to build on its IIP success by bringing in skills development programmes for its team of dedicated regulatory professionals.

Having attended a Learning & Skills Council 'Know Your Business, Grow Your Business' seminar in November it has signed the Skills Pledge and is taking part in Train to Gain.

Sandra Dowson, a Skills Broker with Train to Gain, is working closely with Trac Services to ensure it makes the most of the programmes on offer.

Train to Gain is funded by the Learning and Skills Council (LSC) and delivered across the South West by Business Link. Train to Gain Skills Brokers, draw up an organisational needs analysis and offer businesses impartial advice on their skills and training needs and match them with providers.

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Sandra said: "All Trac Services staff are highly-qualified, most to degree level, so their needs are different to many companies taking part in Train to Gain. This shows the flexibility of the programme and the role it is playing in developing skills in a wide range of businesses.

"Trac Services take training very seriously and recognise it is an essential part of recruiting and retaining high-calibre staff. They are using things like neural linguistic programming (NLP) to build up skills and looking at more effective use of the internet."

Earlier this year the company's commitment to training won it the graduate development award at the Excellence in Business Training Awards hosted by Cornwall College Business and supported by the Confederation of British Industry. Trac Services was also named Business of the Year by the Cornwall Business Club.

Through Train to Gain the company is seeking to enhance relationships with its clients – which include start-up business needing project management advice alongside giants of the pharmaceutical, biotech and medical device industries - and add value to its services.

It has also received funding from the LSC for leadership and management training.

Sarah Trethowan said: “We have a high level of customer retention which is essential for a small business like us. The best way to build on that is by developing the skills of our people in areas such as project management.

“We are also looking at how we can stay ahead of advances in the internet to market the business – something else that’s important to a company of our size.

“Sandra has identified potential providers for us including Cornwall College and Truro College even though our needs are far from basic.”