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Module Name: Developing Relationships and Workplace Achievement

Introduction

This report will look at the training methods used by Southeastern Railway to develop their employees' skills so as to improve their abilities and to meet the company's goals. The purpose of career planning will be outlined along with an analysis of an individual employee's current skills, knowledge, strengths and detailed career plan. Southeastern Railway was chosen by me for this report because I have recently joined the organisation and went through the required training as a new starter and currently seeking ways to develop my career within the company. They are one of Britain's busiest train operators. They run from London to Kent and parts of east Sussex. With over 4000 employees Southeastern caters for more than 640,000 passenger journeys every week.

On joining the organisation an individual is required to complete a training and assessment course over a three week period. The course consists of security, passenger service, gateline, train dispatch and conflict management. After completing each section an assessment is done and a pass mark of 80% is required. You then shadow a senior personnel for a further three weeks to gain that hands on experience within the role. After six months service within the company an individual is eligible to apply for any vacancy. Whatever avenue a person decides to move towards full training is given. Apprenticeship programmes are offered at Southeastern railway to individuals in customer service, Engineer and Business. This programme includes a work-based placement along with days spent at the training centre. After completing this programme, many of the apprentices end up in permanent roles within the company.

At Southeastern they aim to develop their workers because they understand that the most important part of their business are their employees. During 2020, they have invested over £2 million to train their employees so that they could improve everyday services and help passengers.