



How offering Apprenticeships helped Travel Republic's support systems grow as quickly as the business

“As a business we’ve expanded rapidly over the last three years. Employing Apprentices has really helped the company’s office and support systems keep up with the huge increase in business.” Steve Dean, Travel Republic.

Travel Republic (www.travelrepublic.co.uk) is an on-line travel agency which has been trading for more than 20 years.

Started from the beginning

“We started offering Apprenticeships when the on-line business was still in its infancy,” explains Steve. “Our managing director knew someone at a local training provider and she arranged the Apprenticeships and sent a number of young people to the company who had already been screened and assessed for ability.

“It was great. The young people were committed, capable and all understood what was required of them, which was a good thing – considering the speed at which the business was growing.”

Responsibilities

When a business grows quickly, it’s often the back-office systems which fail to keep up with the sales, but thanks to their commitment to employ Apprentices, this didn’t happen at Travel Republic.

Apprentices, we might have been inclined to let these slip – because they’re often not seen as crucial to the development of the business, but of course they are.

Well-documented

“If your office doesn’t run properly and your systems aren’t well-documented, then at some point, they won’t keep up with the increased demand which is being placed upon them.”

Travel Republic’s Apprentices were tasked with mapping, documenting and maintaining some of the office procedures, which were then checked by their assessors from the Training Provider.

It also helped the Apprentices that Steve himself had done management training whilst in employment in his last role, and understood the way that Apprenticeships worked.

“Because we’re still growing quickly and don’t currently feel that we have enough time available to give a new Apprentice.”

Evidential proof

“Completing an Apprenticeship is a lot about providing evidence that you’d done something and understood it,” he explains.

“Because having been through similar on-the-job training, I understand what is required, so when one of our Apprentices completed a project I could urge them to make a note of how they had carried out the task and describe the outcomes. It helped them prepare their portfolios quickly and made the assessor’s job easier.”

Permanent employment

Out of the five Apprentices that have been trained though Travel Republic, all were offered permanent employment and only one has now moved onto employment elsewhere – a great result, commented Steve.

“Our four remaining Apprentices have now all successfully completed their training. One has moved into sales with us and the other three are now working as permanent employees and will, I have no doubt, take the next step within the company when the time is right for them.”

Whilst Travel Republic does not have any Apprentices on its books at the moment: “Because we’re still growing quickly and don’t currently feel that we have enough time available to give a new Apprentice,” according to Steve, who anticipates recruiting again later this year.

“A company must be able to dedicate enough time to support a new Apprentice, otherwise they won’t make a successful start to their training,” he says. “I can’t see any reason why we won’t be taking on any new Apprentices in the future. It’s good for them and very good for our business.”



Want more information on how to benefit from the Apprenticeship programme in South London?

If you would like further information about Apprenticeships in South London call the Apprenticeship Hotline on 0800 169 4824 or visit www.apprenticeships.org.uk

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