

Case Study

Compass Group plc is a market leader in providing food and a range of selected support services to customers in the workplace, in schools, in hospitals, at leisure or in remote environments across the globe. It generates annual revenues of around £14 billion and employs 428,000 people in 50 countries. In the UK and Ireland, Compass Group employs over 50,000 people and has annual revenues of £1.8bn.

Development of their people is a fundamental priority for Compass Group UK and Ireland; to ensure that the Company maximises its potential, it invests heavily in a system that focuses on the individual, whatever their experience, to progress them further in the business.

“Our training and recruitment costs have fallen significantly because apprentices are more likely to stay with the company.”

Sir Roy Gardner Chairman

Career pathway

Development follows a defined path. Through a range of programmes, the Company seeks to develop its current employees whilst also attracting potential for the future.

The journey starts with pre-employment and the Compass Junior Chefs' Academy. The programme is accredited with a Level 1 BTEC in Cookery Skills and runs for 800 14-16 year olds in colleges across the country. Once in employment, people can join a Level 2 Apprenticeship programme specialising in an array of subjects, including hospitality supervision, customer service, retail, business administration or food and drink.

In the next stage of development, the company offers four tailored programmes:

- For team leaders, **Accelerate**, a programme accredited with a Level 3 Leadership and Management Apprenticeship qualification
- **The Compass Academy** targets new, young managers and is accredited with a Level 3 FM Apprenticeship qualification
- **Evolve** was designed for contract managers and aligns to a Level 4 qualification in Business
- Recently launched, an **ILM Level 5 qualification** in Coaching and Mentoring, for multi-contract managers who guide Evolve delegates through their development

The seamless approach to development provides individuals with the best possible opportunity for career progression.

Progression

Last year Compass supported 720 apprentices through their nationally recognised qualification; completion rates are in excess of 90% and the Compass Academy, an award winning two-year Apprenticeship programme, has a 100% promotion rate as a result of successful completion.

Return on investment

The company's development programmes generate a measurable return on investment; sites led by a Compass Evolve delegate have seen an average gross profit increase of 3%, a significant increase for the business across 70 sites.

People are the focus

Equal opportunities are at the heart of the Compass development programmes and the company values the diversity of colleagues and strongly believe a more diverse workforce is a more creative workforce.

Compass strives to lead the way in development, and its award-winning programmes across the business are at the forefront, in terms of results and innovation.



Megan Caulkett
Compass Academy Apprentice
Nominee for Apprentice of the Year

The Academy has taught me not only to become the manager they need me to be, but the manager I want to be.