

BT Jigsaw™



A ground-breaking, competency-based solution, sitting on an industry-unique framework is set to more than triple throughput of staff sitting Bodycare's existing retail NVQ programme, whilst reducing traditional assessor time and administration costs by as much as 62%.

BT Jigsaw, a brand new retail competency based training programme from the specialist retail division of BT – BT Expedite, will provide a simple, but personal on-line portfolio for all levels of retail staff within a store environment. Providing manager and employee administration modules, plus clever and unique tracking of key induction tasks.

Whilst these subjects proved successful, the workbooks were expensive to produce and created a high on-going administration cost. In addition to this, the internal induction programme for anyone joining Bodycare was completely paper-based which meant that there was no way of tracking the process or giving company-wide visibility that key areas of the induction had been completed.

Areas such as:

- Basic Health and Safety
- Anti-Discrimination
- Equal Opportunities

BT Jigsaw will allow Bodycare to vastly increase the numbers of personnel who can complete the apprenticeship programme, whilst increasing government funding. In addition to this, the business will reduce administration costs by 62% through a mixture of paper savings and by removing a large amount of assessor travel time.

Payroll included

Bodycare also wanted to be able to initiate a simple wages process at store level, which would allow managers to create and sanction the weekly payroll on-line and directly from the point of sale. Due to the unique tool which exists within BT Jigsaw Bodycare were able to create a simple on-line wages facility for their store managers. This has taken away a huge manual weekly task for the store management teams and allowed them to see just the right level of information at the centre integrated into their existing payroll solution.

“We required a solution that would not only provide dynamic reference material to support our store staff during the rollout of our new EPOS solution, but would also provide us with a unique platform for our existing Retail Apprenticeship and Induction programme”.

Dan Blackledge
In-Store Coordinator
Bodycare

Background

Fragrance toiletries and health and beauty retailer GR & MM Blackledge Plc was founded in 1970. Based in the North West, it has been serving the local community for over 30 years, expanding from 2 partners to its current staffing levels of over 1600. The company now trades as Bodycare totalling 130 outlets with a turnover in 2006 of over £123 million. Each outlet is supplied from the new purpose-built warehouse at Matrix Park near Leyland using its own transport and personnel. The company offers a wide range of fragrances, toiletries and health and beauty products and medicines to all their customers.

Increasing personnel throughput

During the financial year 2007-2008 Bodycare successfully completed 82 in-store NVQ accreditations. This was done via their own award-winning paper workbooks endorsed by the LSC (Learning and Skills Council) which were based on hand picked standard retail NVQ's (National Vocational Qualifications) such as:

- Help to Maintain Health & Safety in a Retail Environment.
- Process Payments for Purchase in a Retail Environment.

Case Study

Bodycare

“Reducing carbon footprint was one of our main priorities, with the focus on removing costly paper work books and reducing the amount of time our internal assessors were spending travelling to and from stores to assess staff.

Investing in Virtual View & Learn™ and BT Jigsaw™ from BT Expedite will provide us with a unique framework which will future proof our business allowing us to move quickly when we are faced with implementing new compliance and legislative subjects and updating our store induction programme”.

Dan Blackledge
In-Store Coordinator
Bodycare



Manager and employee admin made easy

BT Jigsaw also contains a concise induction engine which allows employees and managers to enter their own unique ‘Details Portal’ which allows them to book holidays, order uniforms, order contracts of employment and employee handbooks to name but a few. This engine includes a unique messaging service, which will message the store manager only

when necessary and will flag specific tasks which need approval. This way the manager can administer what his/her employees are doing very quickly, plus gain access to their own personnel details.

A unique toolset

The solution also houses a unique toolset which will allow quick engine development and makes translation child’s play.

For more information about BT Jigsaw™ or Virtual View & Learn™ contact Sally Taylor, Head of Training on 0121 329 8000 or visit our website www.btexpedite.com

Offices worldwide

The telecommunications services described in this publication are subject to availability and may be modified from time to time. Services and equipment are provided subject to British Telecommunications plc’s respective standard conditions of contract. Nothing in this publication forms any part of any contract.

© British Telecommunications plc 2008.
Registered office: 81 Newgate Street, London EC1A 7AJ
Registered in England No: 1800000