

Transport for London (TfL)
working with Brent Faircities
delivering Customer Service
Assistants (CSAs)

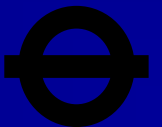
10 October 2007

**London Child Poverty
Commission**

London

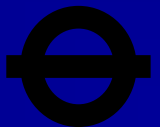
Outline

- **The start!**
- **Lessons learned**
- **What were they?**
- **What did we do?**
- **Future & Dependencies**



The Start!

- **Steering group convened Sept 2005**
- **Phase 1 launched Feb 2006**
- **Briefing of Training Provider**
- **Design of Open Day & Assessment**
- **Open Days x 3**
- **Pre-employment training**
- **Success rate at Assessment Centre?**

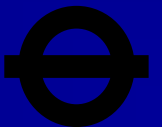


Lessons



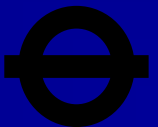
What were they?

- **Not all steering group totally engaged**
- **Pre-employment training attempted to address too many diverse needs**
- **Training not fully aligned to Assessment Centre (AC) requirement**
- **AC environment alienating**



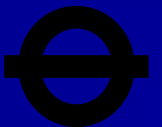
What did we do?

- Engage with Steering Group / Working Group
- Work closely with training provider
- Coincided with simplification of selection process
- Open Day changes
- Detailed feedback from TfL Assessor leading to PDP
- Mock AC on TfL premises
- Success rate at AC?



Future & Dependencies

- **A recognised model that works**
- **TfL model rolled out across Job Centre Plus**
- **Manpower planning?**



Two People





**Transport
for London**

Questions?



www.tfl.gov.uk

