

SUMMARY

Learning Alliance: Improving Employee Retention and Productivity through 52 Unique Apprenticeships

THE CHALLENGE

Learning Alliance, a trade school that specializes in training various types of telecommunications workers, serves students from around the nation from their campus in Tampa, Florida. With 75 employees and 10 instructors, Learning Alliance found that to grow and improve their business, they needed to build structured time to learn and help their employees develop their own skill sets through 52 individualized apprenticeship programs, many of which are registered.

THE SOLUTION

In 2022, Learning Alliance developed multiple apprenticeships to support employee upskilling across various functions of their operations. Their motto is “every employee is an apprentice.” The goal was to provide clear pathways to support employee development and skills acquisition – even for those in leadership and executive positions. To do this, they took the work process schedule for each occupation and developed structured training that aligns to competency frameworks in their Apprenticeship Management System (AMS), Unify. The employee apprentices can access the training program via the AMS and complete the training modules on the given schedule. Every 90 days, apprentices are reviewed for their performance and rewarded with wage progression based on the completion of training modules on schedule. Learning Alliance promoted apprenticeship cultural success through embedded Key Performance Indicators (KPIs) that emphasized training so that leadership and executives became heavily involved in the outcomes and successes of the program. Aligning company performance around the successful progression of employees through their apprenticeship programs shifted the focus from day-to-day reactions to future thinking employees that could deploy operational efficiency-building to maintain their tasks, departments, and teams.

THE RESULTS

A year into the program, Learning Alliance increased employee reviews by 400% since reviews happen on a 90-day schedule instead of once a year, providing employees with more meaningful and timely feedback to keep them on track. Employee certifications percentages have jumped by 60% leading to a more knowledgeable employee base able to shift and adapt to new requirements of the business, and overall wage progression increased by 120 percent. Tenure of employees doubled and significant productivity gains have been felt across the organization.

CASE STUDY SOURCE

Fred Arnold, Executive Director, Learning Alliance Corporation