



### ■ 1. Please give a brief overview of your company and the types of services or products you provide.

Boundless Outdoors provides residential Outdoor Education to schools and youth organisations in the West Midlands. With 2 centres based in Worcestershire, Boundless Outdoors offers a wide range of activities. From National curriculum session to zip wires through the woods, we offer a broad range of experiences.

### ■ 2. What were the main reasons that lead you to introducing apprenticeships to your workforce?

We believe to get the best instructors possible; we need to invest in them. The apprenticeship is the perfect route. Our apprenticeship programme directly feeds into our centre teams and has shown time and time again that this is the best way to develop staff.

### ■ 3. What were primary goals and objectives you hoped to achieve through this apprenticeship programme?

Boundless Outdoors overall aim is to provide quality Outdoor Education. The apprenticeship programme gives us the ability to train and support our staff to achieve this. At our centre we aim to give the apprentices as much experience as possible, so by the end of the course they can run sessions independently and to high standard.

### ■ 4. What have been the most significant benefits to your organisation as a result of implementing this apprenticeship programme?

The apprenticeship programme has benefited Boundless Outdoor in many different ways. We now have a great knowledge base across our instructional team, Staff retention is up and because we intake multiple apprentices a year there is a great sense of teamwork and friendship between everyone.

### ■ 5. How has the apprenticeship programme impacted the skill level and productivity of your workforce?

The apprenticeship has brought a greater skill set to the lower levels of instructors in the organisation. This in turn has pushed the whole staff team to progress. There is constant training and desire to be a better instructor by everyone involved.

### ■ 6. How has the apprenticeship programme contributed to the career development and progression of the apprentices within your organisation?

At Boundless Outdoors the apprenticeship is the first level within the instructional team. Once apprentices have finished their first year there is an option to go on to our internal trainee instructor program that feeds the outdoor instruction team. At the upper end we now have Level 5 apprentices that have started at the bottom and worked their way up. We now have members of the management team that started as apprentices.

■ **7. What feedback have you received from the apprentices regarding their experience with the programme, and how have you acted on this feedback?**

In general, the feedback has been good. We work with the apprentices to make sure they get the support they need to complete the course. We really try and push our apprentices to complete the qualifications. From previous feedback we have set up other venues and providers to give our apprentices additional experience.

■ **8. Based on your experience, would you recommend apprenticeship programmes to other organisations? Why or why not?**

At Boundless Outdoors we cannot recommend the apprenticeship programme enough. It has given us the ability to develop our staff and grow the business. It has also had the added advantage of supporting recruitment and career development of other staff.

■ **9. What are your future plans for the apprenticeship programme?**

As Boundless Outdoors grows, we aim to take on more apprentices. This year we have introduced the advanced Level 5 apprenticeship to add further progression within the business. We are aiming to continue this pathway into the future and continue developing our staff team.

