

CASE STUDY:

BENEFITS OF HIRING ADULT APPRENTICES AT B&W WINDOWS

COMPANY: B&W Windows

HOTSPOT REGION: Western Sydney

Who is the employer and what do they do?

B&W Windows Group is a boutique family-owned company that specialises in custom made aluminium windows and doors. The company have become industry leaders in the aluminium window and door technology, specialising in luxury home and commercial markets. This has been achieved through continual design and development of products, customer satisfaction, competitive prices and timely delivery.

What were they struggling with?

B&W Windows suggests some of their main challenges involve the reliability of new staff. They find employees start with the company and then leave within two weeks. The company also mentions that traditional apprentices found the work too difficult and this would be another reason for the leaving.


What made them decide to take on an apprentice and how did they go about that?

B&W Windows recruitment process has always been by word of mouth followed by a formal interview. Due to their strong reputation, they have often not need to engage in advertising activity.

Recently, B&W Windows have decided to undertake adult apprentices to improve existing staff challenges and see if this can help with retention challenges.

What did they get out of it taking an apprentice on board?

B&W Windows have experienced great improvements through taking on adult apprentices. The company has noticed staff morale has greatly improved, safety records are better than ever before, knowledge, problem solving, and efficiency have also improved. Government assistance for adult apprenticeships has also been useful as the company has been able to use this to pay for in-house training by an RTO. Adult apprentices are therefore better equipped with the tools and training needed to complete their job. As a result, B&W Windows have also been able to address the issue of staff retention as more apprentices are staying on.



What are the main takeaways for other employers?

Adult apprentices are a great asset for many organisations, especially when trained by an RTO as they are better equipped with the skills and knowledge to complete their jobs. Taking on apprentices can also address staffing challenges and can be beneficial for organisations as government incentives are available to assist with apprentices.