



**SAFEGUARD**  
SYSTEMS

## Addressing a technical skills gap with expert training



**Seven**

new installers  
trained  
by Tavcom



**98%**

satisfaction rate



**15**

training courses to date  
(between 2021-2024)

### Overview of the challenge

Formed in 2016, Safeguard Systems is built on technical expertise, industry knowledge and quality workmanship. Comprised of solution design specialists, experienced project managers, back-office support staff, surveyors and security system installers, they deliver systems within the renewable energy, industrial, education, government and commercial sectors.

As they looked to grow the business and expand their team of experienced installers, Safeguard discovered an unexpected problem. During the recruitment process, they found that the security industry was lacking a pool of available experienced installers. As a result, recruitment became challenging. Unable to recruit new talent quickly, Safeguard decided to adopt a new approach to recruitment and training that would address this skills gap.

As Safeguard adjusted their recruitment model, they leaned upon Tavcom Training, part of Mitie, for support. Based on Tavcom's reputation for industry-leading technical security skills training their goal was to train new recruits from the 'ground-up', developing the skills required for their role.



We are delighted to have individuals who have been going through the training process for a number of years. Each has stayed with us and progressed in their roles. One is now a senior security systems installer, and two others rapidly progressed to being on-site installing systems with minimal support required.”

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Chris Clifton, Director of Safeguard Systems

## Our Approach

Safeguard wanted to partner with a company that would offer quality training and provide their team with the skills needed to go from entry-level to a senior security engineer position.

We focused on making sure Safeguard's engineers met the standards required of them, both professionally and legislatively. We developed their installers from the ground up with BTEC-certified training, allowing them to grow within the company.

After initial discussions, we ran a number of technical training sessions for engineers at our purpose-built training centre in Hampshire. These sessions included modules on Practical IP and Networking, Practical Access Control Installation and Intruder Alarm System Design. Between 2021 and 2024, we ran upwards of 15 training courses for Safeguard engineers to gain certification and become competent in their roles.

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## Services

We offer industry-leading technical security skills training courses including:

- System design
- Installation and maintenance for video surveillance systems
- Fire alarm installation, maintenance and design
- Access control solutions

We also manage the Certified Technical Security Professionals (CTSP) Register for electronic security and fire systems practitioners.

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## The Results

Safeguard Systems are now growing a team of highly skilled installers. In addition to operating a skilled workforce, Safeguard are experiencing the benefit of reduced staff turnover and growing a highly effective team - all thanks to the partnership. Their hope is that recruits stay with the business long-term thanks to the company's approach to training and the investment in colleague development.

They can also recruit talent faster, which means operations can continue to expand in line with need. The response from engineers contacted for feedback post-training has been overwhelmingly positive, with a 98% satisfaction rate. We look forward to continuing to support this partnership and seeing the training's positive impact on the organisation.

## Why Choose Tavcom

Tavcom, part of Mitie, offers courses suitable for professionals of all levels, abilities and budgets, that enable you to become competent and effective in your role. Get in touch for more information.

## Get In Touch

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