

Burgeoning Lennox to capitalise on new facility

Having experienced two years' of unabated growth, leading training provider Lennox Institute has moved into a significantly larger head office facility in Sydney's Blacktown area. "We can now plan further expansion, confident in the knowledge that we have the premises and staffing to cope with more courses, and new courses," explained Lennox's Elaine Torode.

The facility has training rooms; training areas for specialist tasks such as forklift courses; enhanced IT infrastructure; and more office areas. There is plenty of space for trainees to practice and perfect their floor buffing skills and other cleaning skills.

"Such is Lennox's evolvement, we now have more than 30 trainers under management. They are a mix of Lennox people and BSC trainers we are contracted to oversee.

"Our real development has been in asset maintenance cleaning courses covering specialist segments, notably aged and health care," Torode stated.

More recently, Lennox has designed customised courses for various clients including forensic cleaning; graffiti removal; and violence management.

Naturally, this has meant boosting head office staff and trainer numbers.

Fiona Dunkerley has just joined as sales consultant for the aged and healthcare areas while Susan Alderidge is now managing Skills For the Future courses, assisted by Wendy Schillinger.

Lennox has continued to expand geographically and operates in the ACT and Queensland. "We have been delivering courses in Queensland for more than 18 months, managed by Robin McAuley," said Torode.



The Lennox team in its new facility ... from left, Wendy Schillinger, Neil Chapple, Elaine Torode, Susan Alderidge, Rosalie Jarvis, and Chris Gray

Turning to more general industry concerns, she pointed out that, "It's clear that recruitment and retention of cleaners are the industry's key problems at present.

"We are finding that Skills For the Future is working as a valuable adjunct to recruitment and is helping many of our contractor clients solve their cleaner shortfalls," Torode noted.

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