

Portico awarded 'Accredited Learning Department' status from The Learning and Performance Institute

1 year ago



Portico, a leader in premium, tailored guest services, has been awarded '**Accredited Learning Department**' status from The Learning and Performance Institute (LPI) – the only professional body dedicated to workplace learning. The prestigious accolade is given to companies that approach L&D in a forward-thinking way and set a benchmark for excellence.

Portico expanded its award-winning L&D Academy dramatically in 2023, after its workforce expanded from 600 to 1000+ people. The project was spearheaded by the newly appointed Head of L&D, Dr David Bevins, who has 16 years' experience and holds a doctorate from Middlesex University's Institute of Work-Based Learning.

Thanks to the guidance of Bevins and his team, Portico team members now have the benefit of 40 different development activities, 77 types of courses, and 43 apprenticeship modules. 147 face-to-face training courses have been held since the start of 2023, covering topics such as understanding bias, inclusive language, deaf awareness, and emergency first aid.

Portico people can also earn professional qualifications through the Institute of Leadership (ILM), including the Level 5 Award in Leadership and Management and the Level 4 Award in Managing Equality and Diversity in an Organisation. Currently, 60+ employees are pursuing an ILM qualification. Mental Health First Aid qualifications at Levels 2 and 3 can also be pursued through Portico's relationship with Quallsafe.

Commenting on the accreditation, Director of Operations, Hanna Barrett said: "Guest services is a

demanding line of work. We wanted to equip our people with the skills to do juggle multiple client challenges across a diverse range sectors. Every single person has their own personal development pathways to support in this. We're delighted that the efforts of our incredible L&D team have been recognised by the LPI."

David Bevens said, "Our people are our greatest asset at Portico. To do right by them, we needed to create a training programme that not only excited them, but was actionable in the real world. This accreditation underscores that commitment to L&D, which is deeply embedded in all facets of Portico's culture."

Turning 20 this year, Portico creates bespoke front-of-house experiences for 230+ locations, such as 22 Bishopsgate and 20 Fenchurch Street, across professional services, commercial property and the premium residential sector. The company prides itself on adopting a 'one size fits one' approach to guest services, encompassing tasks such as overseeing meeting and event spaces, cultivating dynamic and innovative workplace communities, and even managing cycle parks.

The company's brand pillars are to proudly inclusive, genuinely warm, inspirationally positive, and always transformative. Its L&D programme contributes immensely to employee longevity and the quality of services it provides, and to recognise this, with 45 of Portico's most loyal employees were awarded long-service awards at a special ceremony last year, in recognition of their contribution., and 40% of the current management positions were filled internally.