

Touch typing - KAZ supports modern apprentices in Glasgow

Angie D'Andrea is Director of Support Services at TC Young, a well-established firm of solicitors in Glasgow with 90 staff including paralegals, school leavers, secretaries, trainees and lawyers. The company specialises in family law and commercial services including contracts, debt recovery, work with charities and Registered Social Landlords.



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Accurate records are vital at TC Young but the company was struggling to recruit suitable candidates for junior secretarial roles.

Audio typing is an essential skill and this was the stumbling block. 'Touch typing is no longer taught in schools or if it is, they just scrape the surface,' said Angie so the company decided to train their own typists, through a modern apprenticeship.

Angie did some internet research and discovered KAZ which promises to teach the basics in just 90 minutes and is recommended by the Open University. TC Young has been using their online touch typing program now for several years.

When they start their apprenticeship, the young people know that they will receive first class training that will stand them in good stead if they want a role with the company at the end of their course. All the apprentices are told that touch typing is essential and they do the basic course plus a speed test module once a week to check if they are progressing satisfactorily. The KAZ reporting system means that Angie can see at a glance how well they are doing.

'It is interesting that a lot of them need to unlearn bad habits before they can get going,' said Angie. 'We explain to them that we don't expect them to be fast to start with, but we do expect them to put some effort into touch typing.'

The company benefits from increased productivity and more accurate work and the apprentices learn new marketable skills that improve their confidence.

Some of the solicitors have signed up to do KAZ too. 'People need to be self-sufficient now because organisations no longer employ the teams of secretaries and administrators they did in the past,' said Angie. 'There are very few jobs where you don't need touch typing these days.'



<https://kaz-type.com>