

MORE COURSES



English and Maths for Work

Skills for Life

ESOL (English for Speakers of Other Languages)

Business Courses:

Could You Set Up Your Own Business

Business Start Up Skills

Introduction to Computerised Accounts

Introduction to Book-keeping Principles

Computers for the Terrified

First Steps in Computing

Stress Management

Introduction to British Sign Language (BSL)

Set Up Your Business Website

Business Clinics - FREE expert advice on 'hot topics'



Greetham Valley Golf Centre Location and Directions



From the North: using the A1, we are 12 miles south of Grantham. Leave the A1 at the B668 slip road. Turn right at the roundabout, go under the A1 bridge and turn left at the next roundabout, signposted Greetham, Cottesmore and Oakham. After 1 mile, turn left at the crossroads following the brown signs to the Golf Club entrance.

From the South: using the A1, we are 7 miles north of Stamford. Leave the A1 at the B668 slip road. Turn left towards Greetham, Cottesmore and Oakham. After 1/2 mile turn left at the crossroads following the brown signs to the Golf Club entrance.

Funded by:



The BUSINESS TRAINER



Issue No 1 - October 2008

your route to a successful workforce



Welcome to the first edition of The Business Trainer, a publication aimed at providing information on local training and funding opportunities to businesses in Rutland and the surrounding areas. In these volatile and sometimes challenging times, information may be

the key to staying in profit – or even staying in business! Information however, comes from many sources and often in great deluges, and new Government initiatives are announced at regular intervals. Unless you have a Human Resources department or a staff member with dedicated responsibility for workforce development, it can be difficult to keep track of what's on offer and which free training opportunities you can access. This newsletter will provide information on a range of free training opportunities, from National Vocational Qualifications to short Business Development courses, all available from Rutland Adult Learning, your local training provider. There is also a full programme of Skills for Life courses, to help improve literacy, numeracy and English for speakers of other languages at a range of local venues, and businesses with four or more employees requiring the same subject can opt for in house delivery at a time to suit the business. Rutland Adult Learning is part of Rutland County Council, and delivers training and learning to adults throughout the area on LSC funded qualification and non-accredited courses. Training and learning opportunities offered by us are open to all, regardless of where you may live or work.

Staff are your greatest asset, good staff are hard to come by and difficult to replace. Recruitment is an expensive activity and time is often better spent on the key business function. "Train and retain" is one way to avoid the costs of replacing staff. Trained staff are more motivated, more content and will help your business thrive and develop, and when training is free, why wait any longer before you start?

Next month we are holding a Business Breakfast event, where local businesses are invited to come along to

Greetham Valley Golf Club to hear how funding for free courses can be accessed, and to find out about the wide range of free courses which we can offer locally. A full English breakfast will be provided at 8.30 am, followed by brief presentations, with the opportunity for questions. The event is scheduled to finish by 10.30 am, so make sure of your place now. This event will be followed by three Business Clinics, where expert speakers will provide suggestions and solutions to typical business problems. Topics and dates are still being finalised but full information will be available at the Business Breakfast.

We are working closely with Business Link to ensure local businesses receive the assistance and information that will prove most useful in today's difficult economic climate. Please accept our invitation to this event without any charge or obligation, and I look forward to meeting you on 25th November. If you are unable to come along, then feel free to contact me or Judith Tyler, our NVQ Coordinator, to discuss any training needs you may have. Contact details are on the back page.

Janet Pink
Manager - Rutland Adult Learning

For further information contact either:

Janet Pink on 01572 758426, email: jpink@rutland.gov.uk or
Judith Tyler on 07901 647232, email: jmtyler@rutland.gov.uk

BUSINESS BREAKFAST

To: **Judith Tyler, RALS, Rutland County Council, Catmose, Oakham, Rutland, LE15 6HP**

I will will not be attending the Business Breakfast meeting on Tuesday, 25th November 2008

(please tick as appropriate)

I am unable to attend but would like further information - please contact me

Name(s)

Company

Address

Tel No: Email:

Join us
at our
Business Breakfast

Tuesday, 25th November 2008
Venue: Greetham Valley Golf Club
Time: 8.15 am -10.30 am

To reserve your place please complete the invitation on the back page of this newsletter and return it to us or email us at scelliott@rutland.gov.uk

Train to Gain: Making NVQs work for you!

For a number of years, I have championed the success of employees who complete an NVQ. As an employer I have listened to various comments concerning the NVQ's suitability and strength - in some cases, I feel, voiced without a true understanding of their place as a qualification in the working environment.

The major concern seems to be the belief that employees are not learning new skills, so where is the benefit? I would like to share the benefits I see (in all instances) at not only individual or companywide basis – and will begin by sharing actual comments received from candidates during a past survey:

“ I thoroughly enjoyed the NVQ. I feel that I learned a lot about Customer Service, what my job entailed and how to resolve and help to resolve potential problems or queries that a customer may have. I feel that my NVQ helped me to become a better CS operator.”

The candidates explained that details they had learnt about their current role whilst completing the NVQ included:

- How competent I am in providing a quality service on behalf of the company I work for
- I provide an excellent service to the customer
- It made me look at the job in a completely different way – eg, how many different tasks I perform
- How I was able to provide a professional and efficient service to customers which in turn is good for the company
- My job has broader aspects than I thought originally
- Once the NVQ was finished I wanted to do more. I did not think at my age I would be able to learn new skills, but I did and am so proud of myself. I am a lot more confident – I know I can do more and I want to think about looking for different education opportunities, maybe even to look at promotion?

In the past we have seen approximately 32 candidates progress through NVQ Level 2 in Customer Service, and out of these candidates at least 10 went on to be Trainers, General

Assistants of teams and even Team Leaders.

Their new sense of pride, confidence and self belief truly helped this to happen.

All other candidates had a new drive to fulfil their role to the best of their ability, strengthening pride in the skills they hold, the job they complete and the company they work for. It has encouraged them to look at completing their role in different ways, to seek deeper methods to provide service to their customers and to enjoy the challenge.

I would ask all employers to take a moment to speak with a member of staff who has completed an NVQ and ask if the comments above are typical, and ask them why. Ask what they personally achieved from the program and think about all your company could achieve with more staff invigorated in this way.

Jackie Friar

*Health and Safety Advisor/Facilities Team Leader
Lands End Direct Merchants*



“IT has given employees confidence to attend other courses and take on board new roles.”

Returning to work: gaining new skills

I returned to work in October 2006, after 19 years of bringing up my children. Since 2003 I have attended courses run by the Rutland Adult Learning Service. These included Computing, starting from the basics up to CLAiT Plus level. Other courses included GCSE Maths, Manual Book-Keeping and Sage Computerised Accounts. I am already planning to start a payroll course in the New Year. My employment is as an Office Administrator at a local care home in Oakham.

In November 2007 I started an NVQ in Business and Administration with Rutland Adult Learning Services. It has been really enjoyable and given me the skills to work more efficiently. It has made me think more about everyday situations and how I deal with them. Whilst studying the NVQ, I have gained a much better understanding of how to improve my own performance and also, how my role can assist other people within the company.

At present, I work two days a week but have been able not only to set aside a short period to gather evidence at work, but also meet regularly with my assessor outside working hours for support throughout the course.

I would recommend this course as I believe it also enhances any future career prospects.

Wendy Cooper

NVQ Business Administration

“ I have three staff who are now working towards their NVQ Level 3 in Childcare and Learning Development having completed the Level 2 qualification.

They have gained great confidence in carrying out their job role, particularly in relation to the diverse and constant demands of changing legislation.

The professional level of the Assessors is demonstrated through their ability to fit in with the busy and demanding roles carried out by these staff.”

Wendy Renshaw

Old Station Nursery, Cottesmore

NVQs and other qualifications

NVQs at Levels 2 and 3 are available in the following awards as a rolling programme - no need to wait for the next academic year!

Business Administration

This is offered to those who work in an administrative role.

Customer Service

This is intended to be appropriate and manageable for people who deliver customer service and who interact directly with customers.

Health and Social Care

Designed to meet the needs of government legislation and to ensure a high standard of care for older people.

Children's Care, Learning and Development

A national child care qualification, offered to those assisting in the development needs of young children. Offered at Levels 2 and 3 to meet the contact needs of nursery nurses and assistants. Workshops are delivered to cover knowledge and understanding.

ITQ (Information Technology Qualification)

A new, flexible NVQ intended for anyone who uses ICT in the workplace. Individuals can choose from a wide range of Option Units.

NVQs demonstrate that the people holding these certificates are competent at their job. Based on nationally recognised occupational standards that clearly describe what is expected of people and focus on the employee's performance at work and how they use their skills to apply knowledge.

NVQs are assessed in the workplace whilst carrying out the tasks associated with normal work.

In many cases
NVQs are **FREE**
- so don't miss out!