

On Course

The business update from NLT Training Services Ltd

Spring Edition 2009



Foreword from Steve Meadows

Well, Winter has long gone and Spring is here. We're also hearing a bit more optimism from our clients at the moment, which is great! Companies are continuing to invest in staff training and development and we are extending our range of courses in line with their needs.

One of the major growth areas is Train to Gain and companies are recognising how they can benefit from, in most cases, fully funded training. This has now been extended to the ILM First Line Management course, as the Government has recognised how beneficial this can be in helping businesses motivate and get the best out of their staff.

In addition, new funding, which has been introduced in the Yorkshire and Humber region, is also having a very positive impact on companies, by contributing up to 60% towards a wide range of training courses. This really is a great incentive for local businesses to benefit from and our sales teams are happy to assist and advise on the types of courses available and the ways to secure funding.

We have already seen many success stories this year, including our delegates achieving higher than national average pass rates in their NEBOSH health and

safety general certificate. This is a huge credit to our skilled training officers and the hard work of the delegates involved – so well done!

Anyone who has visited our technical training centre in Chesterfield recently will know that some quite radical changes have been taking place. We have extended the electrical section and invested in new equipment which means that we can now provide enhanced training to deliver the Technical Certificate, as part of the NVQ for Apprentices.

2009 sees the introduction of our four new health and safety courses; this includes stress awareness and conflict resolution and the PASMA course aimed at companies that operate Mobile Access Towers and HIAB designed for those with lorry mounted cranes.

Not only does this year see the introduction of new courses, but also new staff members. I would like to welcome six new members to our team; Jane Nutting, Anne Else, John Dobinson, Trevor Cox, Damian Crean and Mark Eastburn. All six will play a valuable role in enhancing our dedicated services to you.

We hope you enjoy reading about the latest news and developments at NLT Training Services. If you have any comments, please do not hesitate to contact myself or any of our team.

Yours sincerely
Steve Meadows, Chief Executive



On the NEBOSH training course.

Left to right: our Training Officer, Peter Minto, Andrew Skadorwa – Ctech, Richard Peel – KM Furniture, Elaine Ozenbrook – Gbopp and Paul Beauchamp – Power System Services.

National Average Results Smashed

Congratulations to candidates and staff involved with the recent NEBOSH health and safety course. All candidates for the general certificate comfortably exceeded the 78 per cent national average, which is testament to their hard work and the dedication of our tutors.

The NEBOSH course is aimed at health and safety Supervisors and Managers within organisations. The training consisted of one day sessions over 13 weeks with the course content covering everything from learning to promote a positive health culture, dealing with electrical, mechanical and psychological hazards to incident investigation.

We provide a wide range of health and safety courses, which are increasing in popularity, due to the need to manage risk more effectively in organisations.

Peter Minto, Health and Safety Training Officer, explains: "Every business needs a dedicated health and safety function in order to provide greater protection for employees. We are delighted with the results of the recent candidates, which should put them in a really strong position to contribute to the increased safety and wellbeing of staff in their companies.

We will run NEBOSH courses throughout the year and also a wide range of other health and safety courses including IOSH Working Safely, SPA Food & Drink Industry Passport, Asbestos Awareness and CIEH Risk Assessment.

For further information on any of our health and safety courses, contact our sales team on 0845 40 80 378.



Employers benefit from new enhancement funding

We are giving employers in the Scunthorpe area the opportunity to take advantage of up to 60% funding for training courses. The Enhancement Fund is a £50m resource designed to support employers to invest in skills development to enable them to respond effectively to challenges and changes in economic and market needs. By taking advantage of this funding and training your staff, you will be better equipped to improve their productivity and competitiveness.

The fund, which is being financed through the Learning and Skills Council for Yorkshire and Humber, is available to all businesses, regardless of their size or sector, which includes freelancers and micro-businesses.

Helen Deighton, Business Manager at our Scunthorpe branch, said: "This is a great opportunity for businesses to take advantage of training at a much reduced rate. We offer a wide range of courses, which can often be tailored to meet the needs of the individual or the company. We make the whole process as simple and straightforward as possible and can even help with filling in the application form and claiming back the funding."

To benefit from the Enhancement Fund, employers are required to pay 100% to us, which is then

reimbursed at 60%, which means the employer has only to pay 40% of the total cost of the training. Businesses are also entitled to make more than one application for funding.

Helen continues: "There are no minimum entry requirements for individuals to be eligible for the Enhancement Funding and it can lead to recognisable qualifications that can enhance business productivity and employee morale. We have had a lot of interest already as it's a great incentive for employers to train their staff and reap the rewards."

For more information on the Enhancement Fund, contact our Scunthorpe office on 0845 33 16 163 or our Chesterfield office on 0845 40 80 378.



Helping ERIKS to manage safely

We are delighted to have been awarded a new contract to provide IOSH Managing Safely training to ERIKS Industrial Services for all their Service Centre Managers and Supervisors. This involves providing refresher training for over 70 ERIKS staff at branches across the UK.

We have worked with ERIKS, formerly known as WYKO, for over 15 years and have a strong relationship with them, having provided a wide range of training and risk assessment courses during that time.

ERIKS as a company has a very strong health and safety culture and recognises how important it is to keep its staff's training up to date.

"We are delighted to be extending our working relationship with NLT Training Services," explains David Bedford, Health & Safety and Quality Manager for ERIKS. "Health and safety is a vital part of everyone's role within our company. We are looking to minimise risks and protect our employees and customers as much as possible. By working with NLT, we can ensure that all our staff's health and safety training is up to date and that they have the best possible protection."

We are also developing a number of exciting new courses for them over the coming months, so watch this space!

We reveal exciting new courses:

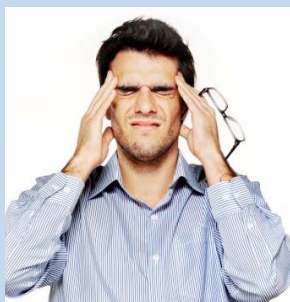
We have two new management courses starting this year, which are designed to make employees aware of work-related stress and how to deal with conflict effectively. These are:

CIEH Conflict Resolution and Personal Safety

This is ideal for employees working in all types of industries, as it will enable them to protect themselves in the event of confrontational behaviour.

Employers have a duty of care to provide a safe work place for their employees and a lack of training and awareness means many people are vulnerable to physical and psychological abuse.

This course will help organisations to protect their staff, as well as improving their operational effectiveness. This one day course looks at the legislation and how to resolve confrontational issues in the work environment and increase personal safety.

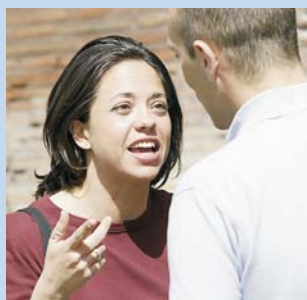


CIEH Foundation Certificate in Stress Awareness

This is a great introduction for managers and supervisors to the issue of work-related stress, as it raises awareness of the sources that can lead to stress in the workplace and enables employees to apply strategies to combat any issues.

This half day course covers definitions of stress, stress as an occupational health hazard, identifying common workplace causes of stress and developing controls for these, as well as employer responsibilities imposed by UK legislation.

For more information and to book a place on the next Conflict Resolution or Stress Awareness course, contact 0845 33 16 163.



Electrical training – what you really need to know

The 17th Edition IEE Wiring Regulations, which came into effect on 1st July 2008, mean that anyone working on commercial, domestic and industrial wiring installations, must have completed training on the new 17th Edition requirements to ensure they are up to date with the latest legislation.

If your 16th Edition qualification is dated after 31 March 2004, then you will only need to attend the one day update course. If you obtained your qualification prior to this date then you need to attend the full four day course.

Right now we are offering a great rate of £420 + VAT for the full four day course, and £205 + VAT for the one day update. Exams will be taken the week after and are included in the cost. For more information and to find out when the next course is running, call 0845 40 80 378.





Extended electrical area E is the new NVQ

We have recently invested in our electrical training centre to upgrade its facilities for commercial and NVQ Level electrical courses.

This investment involved extending the electrical area of our training centre from four electrical bays to 12, covering a much larger floor area. This means that current and future Apprentices can get better access to the electrical equipment to complete the practical side of their courses. A study area has also been created where the theoretical side of the course can take place.



Apprentices in the new electrical training facility



The new electrical bays in our training centre

Training Officers Sam Ward and Malcolm Walker were involved in the design and build of the extended area. Sam Ward explains: "We have extended the area for practical electronic training and can now accommodate up to 30 learners within the area at any one time. As we now offer the Technical Certificate as part of NVQ Levels 1, 2 and 3 in Electrical Engineering, it was vitally important that our facility here in Chesterfield could meet the needs of our growing number of students studying for electrical qualifications and the Technical Certificate."



With everything going online these days, it's no surprise how well the new E-NVQs have taken off! Here, Helen Deighton, Scunthorpe Business Manager, looks at how the new web-based system is working and talks to some recent candidates.

"We introduced our first E-NVQs last Summer, which meant that rather than candidates being assessed in the traditional way through workbooks, they can complete their ongoing assessments online. A number of our learners are now studying for E-NVQs and the feedback so far has been very positive. The benefits of this web-based management system is that they can access their portfolio 24 hours a day, seven days a week, either from home or from work. It also provides learners with a secure online portfolio, where they can submit evidence to their assessor at any time of the day or night, giving them greater flexibility in their studies.

E-NVQs are available in Business Administration, Customer Service, Warehouse Storage and Distribution, Engineering, Accounts, IT and Food and Drink Manufacturing. The system allows easy communication between learners, managers, assessors and verifiers, as they each have access to the learner's secure online portfolio, providing greater efficiency, security and flexibility of the assessment procedure.

Two recent E-NVQ candidates include Emma Kidd from S Smith & Co, an accountancy firm in Scunthorpe and Alice Bonnett from F Cross & Sons – a motor dealer, also in Scunthorpe.

Emma Kidd, reception and administration assistant, explains: "I completed my E-NVQ in record time, it only took around six months. I really enjoyed the course as I'm used to using IT in my job and found it much easier to submit my work online. Sarah, our tutor, showed us how to use the system and gave us a password at the start. We could then submit our work whenever we wanted to, from home, work or college. It was great to have the chance to study in this way and I would definitely recommend it to other learners."

Alice Bonnett, receptionist and administrator, explains: "I am expecting to complete my business and administration E-NVQ in the next couple of months. I have found it really enjoyable and being able to work online, has made it easier to work on it at home or at work. I found it an easy system to pick up and have had lots of online support from my tutor when I needed it. I'm looking forward to completing my course and expect the qualification will help me in my future career at F Cross & Sons."

For more information on how your company can benefit from Apprenticeships call Philippa on 0845 33 16 163 or visit the website www.nlt-training.co.uk

Do you know your PASMAs from your HIABs?

We have recently launched two new Health & Safety courses, which are designed to keep you up to date with all the relevant regulations when operating specific vehicles.

The Lorry Mounted Crane (HIAB) course is designed for companies that operate their own haulage or delivery vehicles fitted with lorry mounted cranes. The course is aimed at improving safety, enabling drivers to identify basic component parts of their vehicles, together with their uses. Another aspect of the training is to recognise the limitations of the equipment and the principles of operation, as well as understanding the hydraulic system and operator duties and responsibilities.

The course also covers slinging and the correct use of slings, setting the crane up to lift and re-setting for travelling and safe working loads. Two day courses are available for novice operators and one day refresher courses for certified operators.

The PASMA (Prefabricated Access Suppliers' and Manufacturers' Association) professional training course is for those who are required to work with Mobile Access Towers.

The Work at Height Regulations 2005 require that the assembly, dismantling or alteration of Mobile Access Towers should only be undertaken by a competent person, who has been trained to



understand the hazards of working with mobile access towers and the health and safety aspects involved.

The standard one day PASMA course covers Tower Assembly, Stability, Safe Use of Towers, Repositioning Towers, Tower Inspection, Care & Maintenance, Tower Dismantle and Regulations and Standards. Any companies that operate mobile scaffolding are advised to contact our sales team to find out more about how they can enhance the safety of their staff through this new course.

Both HIAB and PASMA courses are carried out at customers' premises.

For more information on the HIAB and PASMA courses please contact 0845 40 80 378.



In The Spotlight

Damian Crean (24), who lives at Newbold, is our new Electrical Training Officer. A former NLT Electrical Engineering Apprentice, he enjoys several sports including football and boxing and is a frequent visitor to the gym.



Damian Crean

- 1. How long have you been at NLT?**
I've been here two months and have settled in nicely.
- 2. What is the best part of your job?**
Interacting with the learners, educating them and setting them up for full time employment.
- 3. When you were young what did you dream of doing when you grew up?**
I actually always wanted to be a fireman.
- 4. What was your first job?**
My first job was a paper round at the tender age of 11.
- 5. What three things would you take on a desert island?**
My I-pod. Hoping there's an internet signal my laptop (facebook) - to keep in touch with my friends and finally factor 50 sun cream, you can never be too careful!
- 6. Do you get job satisfaction from what you do? If so how?**
I get lots of job satisfaction, I love having the opportunity to pass on the knowledge and experience I have gained during my career. It's great to see the students take my advice onboard and put it into practice.
- 7. What is the best decision you have ever made in your life?**
At 20 I was washing cars for a living. It came to winter and it was extremely cold, I knew this wasn't the job for me. So I decided to learn a trade and I have not looked back since.
- 8. What is the best piece of advice you have ever been given?**
Always give 100 per cent and you will always get it back.
- 9. What would you do if you won the lottery?**
I would probably buy an outrageous collection of cars, a house, see the world and invest in property.
- 10. What is the best thing a client has ever said to you?**
I like to see that good effort and work is noticed and appreciated.
- 11. If you weren't doing what you do now, what would you be doing?**
Probably still washing cars! Phew!

Ask Peter Dolman

Our Training Operations Manager Peter Dolman answers your training questions:



Peter Dolman

Q: I am interested in signing some of my employees up to Train to Gain. I have heard the training initiative is funded but how do I get access to it?

T. Walker, Mansfield

A: As Train to Gain is funded by the Learning and Skills Council (LSC), there is no cost to employers who want to train and upskill staff to NVQ Level 2 standards and we can organise the funding for you, so you don't need to worry about a thing. To meet the funding criteria, your employees should be over 19 and must not currently hold a Level 2 qualification, which includes either five GCSEs at Grades A-C or equivalent, or a vocational qualification. If this is the case, then we can offer full Level 2 training at no cost. Recent changes by the Government to the funding rules means that candidates who already hold an NVQ Level 2 qualification can qualify for funding for a second Level 2 if the existing qualification is in a different industry or sector to the NVQ they are applying for.

Key Skills team – stronger than ever!

Congratulations to Janice Parker and Lynne Dawson from our Key Skills team, who have recently achieved their V1 Internal Verifier Awards. Both Janice and Lynne, who have been with the company for several years, passed the NVQ Level 4 qualification with flying colours.



Janice Parker

The NVQ took a year to complete and now means that our Key Skills department is even stronger than ever. Janice and Lynne are also both experienced assessors of NVQs in Business Administration, Customer Service and Team Leading, which means they are now able to assess other departments and offer support where needed.

Peter Dolman, Training Manager, explains: *"Being able to assess not only their own department but others within our business means that we no longer have to rely on external verifiers and we can offer an even better service to our customers."*



Lynne Dawson

We did something funny for money at Chesterfield!

In March, we got into the spirit of Comic Relief and had a 'wear your PJ's to work' day in aid of the charity. Jo from the catering staff also kindly made some delicious cakes that were sold for 50p each to add more funds to our final donation.

Well done and thank you to Donna Hardwick for organising the proceedings. The day was a fantastic success and a total of £94 was raised and donated to this very worthy cause.

