

Start2be...

...enterprising about learning

Issue 03



 **Services to Business**
Wakefield College

Attention employers and employees!

70% discount off NVQ training under 'Support2Train' project

Support2Train is a new skills project offering support for nationally recognised vocational qualifications at Level 2, along with literacy, numeracy and language qualifications and information, advice and guidance interventions.

Jointly funded in West Yorkshire by ESF and the LSC, 'Support2Train' offers staff of small businesses (companies with less than 250 employees) who may already have a qualification the chance to gain a work-related qualification for just 30% of the normal cost.

If you currently work in the Business Administration, Care, Catering or Customer Service sectors and do not have an appropriate qualification relating directly to your work, or if you wish to achieve a Team Leading or Management qualification, contact Services to Business at Wakefield College (01924 789715 or email servtobusiness@wakefield.ac.uk) for further details now.

NVQ Level 2
Food Preparation **£222**

NVQ Level 2 Business
Administration **£222**

NVQ Level 2 Management
& Team Leading **£277**

NVQ Level 2 Care **£277**

NVQ Level 2
Customer Service **£277**



Welcome!

The prosperity of any economy is fundamentally based on the skills of its people – that's why we believe the role we play in providing high quality training for employees in our region is so crucial.

This year will see us focusing on increasing the number of employees in our area with a work-related qualification that is relevant to their current job. The really great thing is that there is now substantial funding available to ensure that all employers can access the right high quality training for them and our flexibility means that we can deliver at a time and place to suit you. Don't miss this opportunity - read on to find out more...



Sarah Johnson
Services to Business Manager

Did you know? ...

The Sector Skills Development Agency (SSDA) Strategic Plan shows that increasing training by just five percentage points could raise the UK's productivity by four per cent - boosting GDP by £40 billion.

This is equivalent to increasing the earnings of every worker by £1,000, and increasing the profits of UK companies by £10 billion.

www.sdda.org.uk



Meet Carla Prickett

Carla was born in the Spa Town of Harrogate and raised as an only child. From gaining the ability to talk, Carla has persistently used direct influence and persuasion to win her way. This personality trait started when she began organising her Playgroup at the age of 3 and she is now inflicting these same powers of persuasion on the members of the Wakefield College Apprenticeship Team.



Carla started her career as a graduate trainee manager in fashion for House of Fraser. Progressing rapidly to Senior Retail Manager, she discovered her ability and passion for training and

development. This passion delivered a move to the Touchstone Group, where she managed Apprentices and developed training contracts with a variety of blue chip companies.

Utilising her, and the Apprenticeship team's skills, Carla is now determined to make the Apprenticeship programme the best in the district. She has a firm belief that this will be achieved through high quality and the development of strong links with local employers.

To alleviate the stress and strains of developing the current Apprentice programme, Carla likes to go hill walking and mountain climbing. She can also play a mean game of tennis.

Carla is Work Based Learning Manager at Wakefield College. For more information contact Carla on 01924 789407 or email c.prickett@wakefield.ac.uk

National Enterprise Week

National Enterprise Week, during which students from Wakefield College produced and broadcast from their own radio station, culminated in a 'Children In Need' event attended by over 30 not-for-profit-making companies, social enterprises and local schools business enterprise students at Thornes Park Campus. Mary Creagh (MP for Wakefield) and Terry Hodgkinson (Chair, Yorkshire Forward) both delivered keynote addresses focussing on the national and local government commitment to enterprise training and entrepreneurialism. Pictured on the front cover are (from left to right) Carol, Kath, Karen and Karen from Wakefield College with guests Olivier Elima, 'Daddy Cool' and Semi Tadulala from Wakefield Trinity Wildcats.

Health & Safety

Five employees of Lite Structures at South Kirkby began their Level 2 Occupational Health and Safety course, after their Safety Officer contacted Wakefield College to see how we could help the business. After an induction at their place of work, they quickly grasped the course format, and the flexibility that allowed them to work at their own pace and in the time that suited them best. Regular contact with their support tutor, Eddie Kinsella (Lecturer in Health & Safety, Wakefield College), ensured that the work they were to submit was of the standard required. They achieved the qualification within 16 weeks, and three have expressed a desire to continue to develop their Health & Safety skills further through Wakefield College.

For all your Health & Safety requirements contact Paul Clegg or Eddie Kinsella on 01924 789714 or e-mail info@servtobusiness.co.uk



Dean Dimmock, Sarah Stennett, Lee Grant and Peter Turner (Operations Director).



Gavin Conyers (left) and Alex Boateng from Del Monte in South Kirkby with their Management (Team Leading) qualifications gained through Train To Gain.

Train2Gain, which has been piloted in West Yorkshire since September 2005, becomes a national programme (Train To Gain) in April 2006. Staff without a Level 2 qualification or equivalent, from all companies, irrespective of size, can achieve an NVQ Level 2 completely free of charge.

In addition, all learners on Train To gain are entitled to access to literacy, numeracy and language qualifications and information, advice and guidance interventions.

CIEH Professional Trainer Certificate

This 3 day course is designed to develop the skills of the in-house trainer and includes -

- The role of the trainer
- Learning styles
- Categories of learning
- Understanding the Training Cycle
- Training Needs Analysis
- Teaching Strategies
- Learning aids and resources
- Testing, feedback and evaluation techniques
- Designing and delivering a training session

This fairly demanding and practical programme should result in the acquisition of new skills and techniques. Trainers or potential trainers from any industry will benefit from the programme as it concentrates on the training process, rather than the training content.

It will enable successful candidates to understand and put into practice;

- how training can be best delivered to secure effective learning
- how to structure and design training sessions
- how to make training sessions interesting, stimulating and relevant

Delegates could progress onto a City & Guilds 7302 Teacher Training Programme delivered through Wakefield College.

For further details and dates of the next course, please contact Ann Finn on 01924 789712 or Services to Business on 01924 789715.

Currently available for a limited period only
£270 per person

Wakefield College offers the opportunity to achieve NVQ Level 2 in the Business Administration, Care, Catering, Construction, Customer Service, Distribution and Warehousing, Foundation Stage Accounting, Engineering, Hair and Beauty, Management and Motor Vehicle Maintenance sectors through Train To Gain.

81 companies in West Yorkshire have accessed training for over 300 learners through Wakefield College resulting in higher skilled staff and a combined saving of over £1/4million in training costs.

For further details contact Services to Business on 01924 789715 or email info@servtobusiness.co.uk

train2gain
free employee skills training

BUSINESS SHORT COURSES FEBRUARY – MARCH

Telephone to book a place – 01924 789628

File Management – Getting to grips with the basics – XP operating system
Hemsworth Skills Bank - Thurs 23 February 1800-2000

Microsoft PowerPoint –
Learn some of the advanced functions of slide presentation - Office 2000
Hemsworth Skills Bank - Wed 22 February 0900-1100
Margaret Street, Wakefield - Thurs 23 February 1400-1600

Microsoft Outlook – Using email, calendar functions, distribution lists, appointments
Margaret Street, Wakefield - Mon 27 February 0900-1100

Designing Inventory with photographic evidence
Hemsworth Skills Bank - Mon 6 March 0900-1100
Margaret Street, Wakefield - Mon 13 March 0900-1100

Office Management – integration of applications with the Microsoft 2000 Suite
Hemsworth Skills Bank - Wed 15 March 0900-1100
Margaret Street, Wakefield - Thurs 16 March 1400-1600

Microsoft Excel 2000 –
using absolute/what if statements/comment boxes and other advanced functions
Hemsworth Skills Bank - Wed 22 March 0900-1100
Margaret Street, Wakefield - Thurs 23 March 1400-1600

Microsoft Word 2000 – Advanced functions
Hemsworth Skills Bank - Wed 29 March 0900-1100
Margaret Street, Wakefield - Thurs 30 March 1400-1600

**£20 per person
– all courses
dependent on
numbers**

No company too large or small!



For the third academic year in succession, the College's Community Commerce and Industry NVQ team has been selected as the provider of first choice by over 100 Wakefield companies to provide NVQs and vocational training. No company is too small or too large for us to support – we provide training and NVQ assessment for everyone from corner shops to international organisations.

Our popularity is due to the quality of our Tutors and Assessors, the level of support we provide to our students, the flexibility of attendance to meet the needs of industry and the commercial confidentiality we apply at all times.

We continue to offer NVQs in: Contact Centre Operations, Customer Service, Business and Administration, Distribution and Warehousing,

Information Technology, and Retail Operations. Many of these NVQs can be accessed free of charge through Train2Gain or with 70% discount through Support2Train (see main article in this newsletter).

The level of success of our NVQ students, and the benefits felt by their employers, is frequently commented on by companies. Joanne Siddle of Fork Way Ltd said, "The NVQ I am completing has improved my skills and confidence immensely, which has been of great benefit to both myself and to Fork Way Ltd."

As well as NVQs, we are now providing Vocationally Related Qualification (VRQ) training in two new courses and plans are being made for a third:

- **Introductory Certificate in Customer Service**
- **Introductory Certificate in Conflict Handling**
- **Introductory Certificate in Selling**
(available soon)

All three of these courses can be run as certificated courses or as bespoke courses to meet the specific needs of companies.

For further information on any of the above training or NVQ opportunities, contact Brian Tear on 01924 789622 or by email at b.tear@wakefield.co.uk

Did you know? ...

"We are now reaching a point when it is as strange for a company not to have a fully integrated e-business system as it was fifty years ago for it not to have a telephone and typewriter. This is not about technology for its own sake - it's about using it as a tool. If you can't use the medium and speak the language, no one will hear your message and buy your product or service, it's as simple as that".
- Alun Michael, Regions Minister, speaking at the launch of the CBI 'e-Value Matters' Report.
www.cbi.org.uk



Competition Time

Answer the question below and you could win a meal for two at the ever-popular Gaskells Restaurant, Wakefield College – a delicious prize!

QUESTION:

What do the initials 'VRQ' stand for?

YOUR ANSWER:

and return it to us by email at servtobusiness.co.uk or by faxing your answer to **01924 789821**.

Closing date 24th February 2006.

We will contact the winner to arrange a suitable date and time to enjoy the prize.

PREVIOUS WINNERS!

Sarah Miles, Marketing Manager at Imexparts Ltd in Whitwood, was our last competition winner. Sarah said "We went for our free meal at Gaskells and thoroughly enjoyed it. The food was very good as was the service (although I think there were a few nerves!) – the chocolate and almond tart was particularly to be recommended. I haven't been to Gaskells for a long time but we would definitely go back as it is very good value for money even if we'd have been paying!"

A New Concept of Learning At Wakefield College

Enrol now - with support up to December 2006

**£60 introduction library
£50 intermediate/advanced library
£100 if both libraries purchased when signing up**

A new concept of learning is on offer at Wakefield College, which brings IT skills and training to employers and their employees.

Our extensive catalogue of courses is offered directly via our College Intranet to provide access to the latest skills at any location at work or at home.

Our courses are highly interactive and user friendly, with intuitive design for ease of understanding and navigation. The user can dip in and out of the course material to link exactly with the training required.

Our wide ranging course library includes Microsoft Office skills, offering for example, Word, Excel, Access, Powerpoint, E-Mail, and Internet skills. Our packages are suitable for use by complete beginners right through to Microsoft Office experts. The catalogue also incorporates a variety of alternative e-mail programmes including Lotus Notes, Exchange and Groupwise.

Your employee can learn at his/her own pace anywhere and at anytime and minimal learner support is required.

The courses are very cost effective as you can work through the many packages again and again. An opportunity is given to the users if they wish to receive a Certificate of Completion certifying that they have mastered on line the specific course elements.

An optional extra to our catalogue of courses is a facility called Instant Mentoring, which enables you to ask questions online to a knowledgeable instructor and you will receive a response within a short period of time. This is subject to an additional charge.

If you are interested in taking up this new concept of learning or would like any further information, please contact Diane Keegan at the College on 01924 789229 or email at d.keegan@wakefield.ac.uk

Why Conflict Handling Training is a Must!!

The Problem:

Assaults on customer-facing staff have rocketed in the last two years, as more people than ever are resorting to physical and verbal attacks on others, with ticket inspectors, hospital staff, security and other customer-facing staff bearing the brunt.



Key findings from a UK leader in conflict management training showed that of the delegates at one conflict management course, 80% had experienced verbal abuse and 33% had suffered physical assaults at work and, on average in the UK, one shop worker is attacked every hour.

Physical and verbal abuse impacts not only on the victim, but also on the family, colleagues and service users. There are also knock-on effects for organisations in terms of absence and support costs, recruitment and retention, performance, service delivery and reputation.

Is there a solution?

Wakefield College is now offering two short courses that can be tailored to suit individual service sector needs. The courses introduce the key principles to the skills required in both Customer Service and Conflict Handling situations. These courses can be taken separately, but can also be combined into one course covering all the areas.

Effective communication skills are an integral part of any customer-facing job role and vitally important to business success. That's why this training to help staff avoid and resolve conflict can aid in making good business relationships.

Good Customer Service skills are also key to avoiding conflict situations through positive customer interaction. Customer's frustrations that can lead to conflict can be avoided through good use of communication skills, both verbally and non-verbally.

These knowledge-based programmes will aid any individual to deal with situations that can arise during any working day.

During the Customer Service course, individuals will cover:

- An introduction to Customer Service;
- Effective communications;
- Presenting a positive professional image;
- Handling customer complaints.

During the Conflict Handling course, individuals will cover:

- Understanding the meaning and causes of conflict;
- Internal and External conflict;
- The cost of conflict;
- Resolving conflict;
- Communicating effectively during conflict;
- Preventing conflict through communication;
- Avoiding conflict across a wide range of industry sectors.

Both courses will enable employees to make a positive contribution through:

- Knowledge that can be directly applied in working environments;
- An improved understanding of business operations in handling conflict;
- An appreciation of the importance of improved communication skills.

For further details or to arrange a chat about these courses contact Debbie Lee on 01924 789622 or email d.lee@wakefield.ac.uk

Services to Business
Wakefield College

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