



Julian Burns is National Finalist



An Isle of Wight College student is celebrating after being declared runner-up in the finals of National Apprentice of the Year.

Apprentice Electrician, Julian Burns (33) from Ryde, was pipped at the post for the award staged at the Grosvenor House, Hotel in London. Julian, who is employed by electrical contractor Barry Daniels attends college on a part time basis. He confessed to feeling a bit out of his comfort zone at the finals, but can certainly take comfort from the judges' appraisal.

They were all thoroughly impressed by his aptitude and dedication in forging a new career in electrical contracting, and particularly praised his commitment to his course work. The chef turned electrician has made the transition to a new trade in impressive style, as his selection as one of the national award finalists proved.

How Vectis Trade Windows Improved Their Business

Vectis Trade Windows run by Jason Elks and Simeon Patterson, manufacture windows, doors and conservatories for both the trade and the public. The need for efficient team working is essential to keep the overheads down and the quality of the product high.

Jason and Simeon decided to put three of their shop floor staff, Simon Parker, Anthony Chivers and Rick Wynram, through Level 2 NVQ training via funding from Train to Gain. Kevin Attwood from the College explained the advantages of changing some of the ways they worked in order to increase efficiency, reduce waste and improve the business. In order to benefit from Kevin's experience they agreed to be at work for an extra two hours a week. Vectis Windows paid one extra hour and Simon, Anthony and Rick contributed an hour each of their own time.

Simon said that "they all had a much better understanding of each other's needs which made team working more effective." Anthony said 'basing the course directly on their own work and how that impacted on the business was invaluable in helping to understand how everything fitted together'. Rick commented that 'much of the success of the training was due to Kevin's ability to fit into the team and work with them on a peer to peer level that made the training accessible, relevant and enjoyable.' All agreed that up-skilling through NVQs and Train to Gain had a positive impact on the business and the individuals concerned.



Business Improvement Techniques can make a big difference to almost any company in any sector and can be applied everywhere from customer care through back office functions to production to improve efficiency and health and safety, save time, energy and materials and have a positive impact on the bottom line.

National Vocational Qualifications are an ideal way for a business to increase the skill and efficiency of its workforce. Training is normally done on site and is based around the actual work employees do. Therefore not only is time away from work kept to a minimum, but the training is directly relevant to improving the business.

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Events Calendar:

27 August
College Open Day
■ All courses

If there is anything you would like to see in BusinessPlus, or you would like any information about The College or workforce training, please give us a call on the employer contact line:

01983 550609 or email: businessplus@iwcollege.ac.uk

MORE

THAN JUST QUALITY TRAINING!

TRAIN YOUR STAFF FOR FREE & GET PAID FOR IT!

* subject to eligibility

Investing for success

It is easy to concentrate on the nuts and bolts, the technical side of a business. Are the products right for the market? Is the supply and distribution chain working? Are all the accounts up to date? Are we making a profit? It is also easy to forget that many of the all important processes and results are influenced and controlled by people, your people.

Investing in the competence and capability of your team leaders and managers can have a direct positive impact on the bottom line of your business. Developing their knowledge to improve processes, and improving their ability to get the most out of their team, can result in both an increase in turnover and a decrease in costs.

Funding may be available to help you invest for success.

We can help you achieve your goals. The Isle of Wight College is nationally recognised for its excellence in working with businesses developing their skills. One to one coaching for team leaders and managers is available leading to nationally recognised qualifications, including:

- **NVQ Level 2 Team Leading** accredited by the Institute of Leadership and Management
- **NVQ Level 3 Management** accredited by the Institute of Leadership and Management
- **NVQ Level 4 Management** accredited by the Chartered Management Institute.

Train to Gain funding may be available for a level 2 or 3 qualification and other funding may be available for Level 4. So don't let your business manage you, but find out what you can do to help you manage your business. Our experienced Customer Liaison Officers are happy to discuss your needs and give you impartial advice of what we can offer at The Isle of Wight College and also what is available elsewhere. Please call Susan Bradley on **01983 550825** for more information.

Coming soon...

■ Assertiveness & Active Communication	27/01/09	09:30-16:00	£105*/£135
■ Dealing with Difficult People	19/11/08	09:30-16:30	£105*/£135
■ Employing Workers from Overseas	09/10/08	09:30-16:00	£105*/£135
■ Implementing Change	09/12/08	09:30-16:30	£105*/£135
■ Retirement Planning	15/10/08	09:30-16:30	£105*/£135
■ Successful Leadership and Supervision	12/11/08	09:30-16:30	£105*/£135
■ Teams, Team Working & Team Building	12/12/08	09:30-16:30	£105*/£135
■ Train the Trainer (Professional Trainers Cert CIEH)		3 day workshop	£295
■ Neuro-Linguistic Programming & Transactional Analysis for Senior Executives			Please enquire
■ The Essentials of Writing Business English			Please enquire

* Early Bird – delegates booking one month in advance of day workshops will be entitled to a discounted price of £105 per day.

Call Marilyn on **01983 550609** for details.



- Health & safety / First Aid courses available throughout the year call Tracy on **01983 550830** for details.
- Food Hygiene courses available throughout the year call Tracy on **01983 550830** for details.
- 17th Edition Electrical Courses and Gas & Plumbing Courses available throughout the year call Nicola on **01983 535208** for details.

Best in Britain

The Association of Colleges (AoC) has bestowed Beacon Status on The Isle of Wight College COOLspot (Centres of Open and On-line Learning) Learndirect centres, recognising them as the best in Britain.

The AoC Beacon Awards highlight the breadth and quality of education in colleges throughout the UK and to increase understanding of colleges' contribution to UK educational skills policy and economic and social development.

The AoC Beacon Awards:

- Recognise imaginative and exemplary teaching and learning practice in colleges
- Draw attention to provision which encourages and supports learners to approach challenges positively and creatively
- Support learning and continuous improvement through the dissemination of Award-bearing practice
- The Programme represents partnership in action by providing significant benefits for those involved
- The dissemination of exemplary practice represented by the Award-winning projects is a major purpose of each year's AoC Beacon Awards Programme. Project profiles of each year's winning colleges are written up and are available on the AoC web site approximately one year after their announcement.

Fidelda Washington, Acting Director of Workforce Skills and Offender Learning said "COOLspot are honoured to have won a prestigious National Beacon award, it is a testament to the COOLspot team who provide an excellent level of support for each learner and are dedicated to learner success. To have this recognised at a national level is outstanding".

If feel your company could benefit from IT training please contact COOLspot on **01983 535204** or flexible@iwcollege.ac.uk



Sarah Snowdon (COOLspot Manager) receiving the award from Minister David Lammy

Catering for Success

Malcolm Alder-Smith is one of our Customer Liaison Officers (CLO); as such he has a wealth of knowledge on the training and funding, including Train to Gain, available to employers. Each of our CLOs specializes in particular industry sectors and Malcolm's specialism is hospitality, leisure and tourism.

Malcolm can advise on the availability of both NVQs and short courses for the hospitality and tourism sector, even if they are not available at The Isle of Wight College, as well as some of the regulatory minimum training requirements. By working closely with you he can also develop or arrange bespoke courses specifically tailored to your business.

At a time when excellence in customer service can make a difference between survival and

closure for a business (Sector Skills Almanac 2007), why not take advantage of Malcolm's expertise and arrange for him to come and discuss how training can give you that competitive

edge? Call Malcolm now on **01983 550824**.



Malcolm Alder-Smith

Malcolm has a long association with The College; he was previously a lecturer in catering and in charge of the restaurant. After completing a Post Graduate Diploma in Management Studies he left The College in 2002 to return to industry where he spent 2 years as human resources manager for a small hotel group. He has also run his own restaurant.

As part of his work Malcolm is able to catch up with previous students of The College. Recently he was able to spend a bit of time with Nathan Clark from The Pointers, winner of Island Life Food & Drink Awards 2007, Dining Pub of the Year. Malcolm asked Nathan how he had been getting on...

When where you at College?

1996 for 3 years. I Took NVQ Level 1, 2 & 3 in Food Service and Professional Cookery Nathan liked the fact that his lecturers, trainers/ assessors were always accessible at The College.

Who would you love to cook for and why?

I have already cooked for Royalty. I would love to do something for either Gordon Ramsey or Hugh Fearnley-Whittingstall. I would love to sit down with them after their meal and have a good chat.

Your thoughts on use of local produce?

We use fresh, local produce as much as

possible. The quality of our local produce on the island is very good and we have a good working relationship with our suppliers. However, local producers tend to be quite set in the way they sell and market their products and in some cases, this can mean unrealistically priced products in a competitive market. Food miles is also an issue that has an impact on where and who we buy off.

Your favourite bit of kit in the kitchen?

My set of knives. There is so much skill in using chef's knives properly and I get a big kick out of being taught how to use mine properly.

Aims for the future?

Carry on bettering myself and winning the Dining Pub of the Year Award again, although this year will be decided by the AA and not by votes from the public as last year. I guess it will be harder to win again and I see pubs like The Crown (Shorwell) and the New Inn (Shalfleet) as being our main opposition.

“95% of employers said resources were of a high standard”

Employer Survey 2007

College Awarded Beacon Status

The Isle of Wight College has now been awarded Beacon status. Beacon status provides public recognition of the excellence and innovation which exists within the further education system.

Debbie Lavin, (Principal), staff and student representatives, Dr Bob Smith (Chair of Governors), Andrew Turner (MP for the Isle of Wight) and two representatives of the Learning and Skills Council, attended an award celebration in London.

Bill Rammell, MP and Minister of State for Lifelong Learning, Further and Higher Education who met them at the event said “Beacons represent the very best learning and skills providers throughout the whole further education sector and I applaud them on their significant achievement. Beacon status rightly acknowledges the high standards they have attained, not only in excellent teaching and in results for their learners but also in their outstanding management and leadership.”

Debbie Lavin said “I am thrilled that the achievements of my students and staff should



be recognised at national level and that the quality of our provision be described as ‘world class’. This will only act as further motivation to maintain and extend our position and performance.”

“96% of employers said they would recommend The Isle of Wight College to others”

Employer Survey 2007

Contact Details

Customer Liaison Officers:

Malcolm Alder-Smith: Hospitality & Tourism: **01983 550824**

Susan Bradley: Health & Social care, Management & First Aid: **01983 550825**

Janet Stevens / Cheryl Sheath: Engineering: **01983 550681 / 535214**

Michelle Scott: Construction: **01983 550709**

Employer Help Line:

01983 550609



The College is currently training a number of students in a wide variety of age groups in Construction, Hairdressing and Horticulture who are looking to become apprentices.

Apprentices learn through a combination of on and off the job learning. On the job they work alongside your staff, off the job they attend college (usually on a day release basis) working towards nationally recognised qualifications.

Apprenticeships are designed by business, for business. Sector Skills Councils are composed of business representatives from the relevant sector or industry. They decide on the course content within their own sector. This means Apprenticeships offer relevant, recognised qualifications.

You need to look forward to keep your business ahead of the competition. And that is where Apprenticeships can help.

Apprenticeships ensure that your workforce has the practical skills and qualifications your organisation needs now and in the future. The mixture of on and off job learning ensures they learn the skills that work best for your business.

'I firmly believe that Apprenticeships are the way forward for the hospitality industry as a whole. We work in a practical industry where excellent 'people' skills are vital. Apprenticeships are crucial to the continued success of these businesses as they provide on the job learning.'

Walter Combstock, Managing Director, Duke of Cornwall Hotel

If you would like to find out more about taking on an apprentice contact us now on **01983 550609**.

College Celebrates Training Quality Standard

The new Training Quality Standard (TQS) is an assessment framework designed by the Learning and Skills Council to recognise and celebrate the best organisations (including those previously recognised as Centres of Vocational Excellence) delivering training and development solutions to employers.

The Standard allows organisations to explain their strategy, the approaches they deploy, and the results they achieve, and to submit this for robust assessment with the potential of certification for those meeting the high standards set for capability and performance.

The Training Quality Standard has been developed to help employers by:

- Creating a quality mark which will highlight the best public and private organisations from which to access training and development solutions; and
- Setting a high bar for certification, to trigger a cultural shift among training and development providers, encouraging them to aspire to greater flexibility, relevance and commitment to continuous improvement.



The College and The Chamber of Commerce Join Forces

The Isle of Wight College and The Isle of Wight Chamber of Commerce, Tourism and Industry are working together to provide training for the Island's workforce.



Chamber B2B Training

Based at The College, with a dedicated booking line, the Chamber of Commerce are offering a wide range of business and training courses. Call Chamber B2B Training on **01983 550800** for details.

Chamber members will be presented with a 'Skills Passport' which will contribute to the continuous professional development of employees, recording progress and achievement of their training. Members will also receive a discount on the cost of courses.

“There is a very strong focus on meeting the needs of employers”

Ofsted 2007

If you prefer not to receive communications from The Isle of College please contact us.

For more information call **01983 550609** or email businessplus@iwcollege.ac.uk
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Working for Employers

