

LEARNING WORLD NEWS

Summer 2007

Building on our reputation

2007 has certainly been a year of development so far for Construction Learning World. We have continued to expand our client base and work even closer with our funding partners and Awarding Bodies to enable us to provide an even better service. For an update on the latest news and reports on just some of our activities over the past few months, read on...

Byrne Group partnership gets results

Having formed a training partnership with Construction Learning World last Autumn, the Byrne Group recently celebrated the qualification of its 200th NVQ candidate - an occasion which coincided with the official opening of its new bespoke training centre in Mitcham, South London.

The new facility is a dedicated resource where formalised training and development can take place, complementing the training and assessment being provided at its 100 plus sites across the UK.



As well as the 200 operatives who have already achieved their Level 2 NVQs, a further 300 are already registered for future training and assessment with more to follow as the initiative is rolled out across the entire group.

Patsy Byrne, who founded the company in 1969 with his brother Johnny, presented NVQ certificates to the first 25 candidates before formally opening the training centre.

The steadily growing Byrne Group has worked with an impressive roster of clients including Arsenal FC, the BBC, Chelsea FC, BP, Lords Cricket Ground, Ascot, the Royal Opera House, London's Savoy Hotel and the Tower of London.

The Byrne Group is well known for its forward thinking approach in construction techniques and for its high standards of occupational health and safety.

Left: 25 of Byrne Group's successful NVQ candidates proudly display their qualification certificates at the company's new bespoke training centre in Mitcham.



CLW qualifies its first Apprentice



Nineteen year old John Bigland (centre) is the first young person to have achieved his full Apprenticeship with CLW. He is pictured here with David Williams of Laing O'Rourke (left) and CLW's Steve Fenwick (right).

John has been working as a trainee bricklayer at the University of Manchester SCAN Project and at the prestigious Old Trafford Football ground sites during the last two years.

He has now successfully completed all the parts of his qualification and will be awarded his full Apprenticeship framework very shortly.

CLW's Learner Liaison Officer, Steve Fenwick said: "John has worked really hard over the last two years. We are delighted he has become our first Apprentice and it's been great to see his skills and confidence grow as he put into practice what he's learned in college."

Steve continues: "I'm delighted John has the honour of being the first of our group to achieve his qualification. He's really well thought of by his employer and I'm sure he has a bright future ahead."

CLW assesses skills for Skanska

Skanska Civil Engineering has recently appointed Construction Learning World as its NVQ provider. CLW has already started managing delivery of qualifications for the first group of plant operatives and supervisory staff. Following this, the programme will be rolled out to most of the division's site workers and supervisors who specialise in Civil Engineering.

Earlier this year Skanska brought in Construction Learning World to assess the first 65 operatives from around the UK for their Level 3 NVQs. The turnaround was so efficient that some of the group have now already achieved their qualifications.

Mark Buxton, Business Development Manager at CLW, said: "We're now doing a lot with Skanska Civil Engineering and developing an excellent partnership with them. A company with their philosophy and vision won't put up with

anything less than the best, so we're very pleased they're happy with the work we have done so far and the future programmes we have planned."

Briony Wickenden, Learning and Development Manager for Skanska Civil Engineering, added: "CLW could provide us with a network of NVQ Assessors across the UK and in the disciplines we require. We are particularly impressed with the speed in which some of our supervisors have been able to gain their qualifications."

Skanska Civil Engineering's impressive track record includes projects such as the widening of the M1 near Hemel Hempstead, the Cumbria A66 Temple Sowerby Bypass and Anglian Water Services' Asset Management Programme.



Extending the offer

Construction Learning World has again extended its range of NVQs, with new additions being Level 2 Plastering and Level 2 Interior Systems, which includes Dry Lining, Partitioning and Ceiling Fixing.

Additional qualifications in the pipeline are Decorative Occupations (including painting & decorating), Roadbuilding and Roofing Occupations – again all at Level 2.

More than 500 construction companies now use CLW's services – ranging from employers with 1000s of operatives to one-man businesses.

Since it began in September 2003, CLW has worked with more than 14,000 candidates to help them achieve their NVQs.

Now, each month it assists more than 400 site workers to apply for their CSCS/CPCS cards and arranges more than 500 CITB Health and Safety touchscreen tests at a variety of locations around the UK.

It may therefore come as no surprise that Construction Learning World now employs over 130 staff.

No newts are good newts!

CLW Assessor Steven Johnson recently ran into an unexpected hold up – newts!



At several different sites around the UK, Steven discovered he was unable to press ahead with his usually efficient assessment after it was found that a number of these legally protected amphibians started appearing on the sites.

"I haven't the faintest idea why the newts had it in for me," says a bemused Steven. "Other Assessors have been able to get on with their work normally!"

It turns out that the most likely reason for the sudden appearance of the small creatures is that they emerged from hibernation to begin breeding in April and May – at the same time Steven had to stop work. After they have bred, the newts then move on in their search for food, which in Steven's case, meant he could start assessing once more.

CLW blends with Citrus Training

Construction Learning World has set up a partnership with highly respected safety training provider Citrus Training to provide an even more complete service. Based in Wellingborough, Northamptonshire, Citrus Training has an impressive 30 year track record and currently trains around 50,000 people a year in 80 different subjects.

These include IOSH, health and safety, first aid, correct use of harnesses, working in confined spaces, fire safety, working at heights, plant training, scaffolding safety and New Roads and Street Works courses. Citrus's training provision dovetails with CLW's existing services and NVQ training and assessment, arranging touchscreen tests and coordinating companies' grant claims.

"Our clients will now be able to enjoy a one-stop service for pretty much all their training and qualification needs," says CLW Business Development Manager Stuart Anderson.

"Citrus Training has already provided plant Red Card assessments for us and deciding to work more closely together will increase all round efficiency."

Stuart adds: "Because bodies like the Major Contractors Group and the Housebuilding Federation are now very serious about CSCS and CPCS compliance and health and safety training, it makes good sense to arrange everything through one point of contact. We think this is much better for clients than having to deal with several different suppliers who might not coordinate their services as well as we can."

Stuart also points out that when it comes to CPCS in particular, the new partnership with Construction Learning World means operatives can gain their red cards with minimal disruption to productivity and later on, they can progress more smoothly to their blue cards – and beyond.

4000th NVQ milestone for Laing O'Rourke



Since our last newsletter, Laing O'Rourke has reached an important milestone in the training and assessment of its staff in partnership with Construction Learning World. In April, 36 year old John Devaney, who works at Heathrow's Terminal 5 Aurora Hotel, was the 4000th Laing O'Rourke operative to achieve his Level 2 NVQ since the construction giant began its programme in September 2003.

Mike Robins, Laing O'Rourke's Managing Director Construction (Europe), presented the award to John, who was delighted to get the formal qualification and recognition to work as a precision steelfixer.

"Apart from the pride in achieving this NVQ, I know that it will help my career within the industry in the future," said John.

Laing O'Rourke's ongoing corporate commitment to improve skill levels across its entire workforce is well known. "To have qualified this many people under the NVQ system in three and a half years is a real achievement and shows our ambition in

promoting career development and our team's willingness to grasp opportunities on offer." explains Mike.

Jenny Herdman of the National Employer Service, the body which provides funding and support to enable training and assessment to take place, is impressed with the level of commitment of both companies. "I look forward to a continued partnership and seeing the 5000th Laing O'Rourke NVQ learner recognised in the not too distant future."

Below: John Devaney, Laing O'Rourke's 4000th NVQ learner (left) receives his certificate from Mike Robins, Managing Director Construction (Europe), Laing O'Rourke.



Stam and deliver

Construction Learning World has recently delivered a training and assessment programme for Nottingham based reinforced concrete contractor Stam Construction, which earlier this year won a significant £4 million contract.

The contract is part of a larger £100 million operation at a Severn Trent water treatment works at Minworth near Birmingham. Gaining this major construction project has meant that Stam has had to double its workforce to around 200 and these new recruits are now being trained and accredited by CLW.

"We've been working with Construction Learning World for about a year now and use them to administer all our NVQs and to help

operatives gain their CSCS cards if they don't already hold them," says Stam's Construction Manager Harry Bradford. "There's never any problem with the service the CLW team provides – they make it very simple and straightforward. I just phone them up, tell them what we want and they get on with it. The system works very well."

Mark Buxton, Business Development Manager at Construction Learning World, adds: "Stam's success goes to show that major developers are serious about awarding contracts to companies which have properly qualified workforces. We're therefore delighted to be working with Stam - especially on this new project - and to have been able to make the assessment and qualification process as easy as possible for them."

Committed to skills

Construction Learning World has formally committed itself to the Government's Skills Pledge - an opportunity for leaders of companies and organisations to show the importance they place on investing in the skills of their staff.

The move means that CLW has now made public its commitment to the training and development of its staff by giving them the opportunity to be qualified at NVQ Level 2 (equivalent to five good GCSEs) or above. CLW says it will actually aim to exceed this.

Helen Smith, CLW's Managing Director comments: "We passionately believe that a well trained and developed workforce supports all our goals and will greatly contribute to the already high service levels that we provide all learners and clients."

The Skills Pledge initiative was launched as a response to the increasing realisation that if the UK is to compete with other advanced economies - and the emerging nations such as India and China - it will have to invest more in the skills of its workforce.

Assessment Team



The latest additions to CLW's busy Assessment Team bring with them a formidable combination of skills and knowledge. Possessing a wealth of experience between them the company's latest team members add even more assessment capacity in a variety of subjects including, Construction Operations, Plastering, Dry Lining, Piling, Roofing and Tiling.

Picture: From left to right: Garry Burnett, Tom Fenwick, the familiar face of Alfie Stewart (who acts as Mentor to CLW's new starters), Andrew Hunter and John Robinson.

Dave Swann



The continuing expansion in the Assessment Team has seen Dave Swann join us as an Assessment Team Manager – Internal Verifier. "I have worked as an Internal Verifier for eight years, recently with CITB. I've been impressed with the team at CLW – it's great to work with such focused people, all of whom are really helping the industry to get the training and qualifications they need," he says.

Rachel Hazzeldine



Rachel has joined us as a CSCS Coordinator. Before then she had spent eight years working in the travel industry, most recently at the Co-op Travel branch in Ilkeston, Derbyshire. "After eight years I felt I needed to move on since I had always worked in travel and wanted to learn about a completely new business sector. CLW is totally different and a great way for me to grow professionally."

New Appointments

Alison Fry



Previously a business billing analyst at NTL in Nottingham, Alison has joined CLW as a Training Coordinator for our clients. "The time was right for me to look for a fresh challenge in a different working environment so I could broaden my experience and the skills I can offer," said Alison. "When an opportunity came up at CLW it was just what I was looking for and I'm now really enjoying being part of the team here."

Aaron Davis



Aaron has rejoined CLW - this time as Lead Internal Verifier. Previously an Assessor then one of our Assessment Team Managers, Aaron left to work at a plant training centre before deciding to come back to CLW. "I needed to focus my career closer to home for a while," he said. "My new role as a senior manager gives me just the opportunity I hoped for, to develop my skills further and lead my own team of Verifiers and Assessors."

Jessica White



Jessica joined CLW earlier this year as an NVQ Coordinator. Before coming on board she was a health and safety officer for a food production company in Newthorpe near Nottingham. Jessica has always been interested in the training industry and was keen to learn more about the processes involved with attaining NVQs. She was therefore very pleased when she was offered the job.

Richard Carrington



After being shown on Sky Sports missing a penalty at Old Trafford when playing as a professional footballer for Barnsley, Richard changed his career path to business development. Initially working for a top 75 law firm where he was involved in fleet management insurance services, he joined CLW. Since then he's certainly hit his target, as he has already achieved the coveted title of 'Salesman of the Month'.



Construction Learning World gets thumbs up from LSC

The Learning and Skills Council's ongoing national programme of on site audits of assessment, means that along with other training companies in the UK, Construction Learning World's Assessors have been observed doing their job. And, from feedback received, CLW is delighted to report that its relationship with the LSC – the body which provides much of the funding for NVQ training and assessment – continues to be a success story.

During the course of this year Auditors working on behalf of the LSC have made a number of site visits at a variety of locations around the UK.

"We are only too pleased to work with the Auditors so that they can see exactly what we do," said Construction Learning World's National OSAT Manager Steve Fletcher. "The audits provide an assurance that we maintain a high standard of service, ensure the candidates continue to get a positive learning experience and show how we have embraced the safe learner concept."

The audits serve to reassure both the LSC and clients that they are getting a good deal and excellent value for money from CLW.

Having learned that the Auditors had fed back glowing reports, Construction Learning World is now even better positioned to request additional government funding to provide further vocational training. So it's thumbs up all round!



Success breeds success for college partnerships

Construction Learning World has finished another successful academic year of partnerships with colleges and is currently well on the way to finalising arrangements for 2007-2008.

Over the last 12 months CLW has worked with more than 20 colleges to deliver training and qualifications to construction workers throughout the country.

"Our association with colleges has been good news for our clients, because the partnerships provide us with greater scope for support via government led funding schemes," said Andy

Sheppard, Funding Manager for Construction Learning World.

"The additional resources we get from colleges allows us to assess and deliver even more NVQs for our clients."



It's never too late to learn

Construction Learning World's Accounts Administrator Marie Walker, 63, has received the prestigious Past Presidents Award from the Association of Accounting Technicians for being an 'inspiring example of lifelong learning' in her ongoing Continued Professional Development (CPD) studies.

"I do not feel that age should hinder a person's career advancement," she says. "Hopefully, my CPD studies will open up new opportunities and allow me to further my career into management. CPD is a really worthwhile thing to do."

Marie completed her accounting qualification in March 2005 and became a full member of the AAT a month later. Having previously worked for one organisation for 27 years, her ongoing CPD studies have empowered her to progress so much that she has been able to change job roles twice. The photograph shows her receiving her award from AAT Past President Brian Palmer.

62 year family affair

Ipswich husband and wife Melvin and Julia Green each recently achieved Level 2 NVQs in Construction Operations after racking up between them an impressive 62 years of experience in the industry! The pair were assessed for their NVQs by CLW while working on a site at Hardings Farm at Great Ashfield in Suffolk.

The couple work for Diss based Willowcrest Construction, where they have each been employed for more than 25 years. Julia, 57, has been directly involved in construction for 22 years, while 62 year old Melvyn, who started on his first building site in 1959, can boast almost twice as much – a healthy 40 years.

"It's very rewarding to have all the skills and experience we've built up over many years to be officially recognised – even though we have been in the industry for so long," says Melvin. "We both enjoyed going through the assessment process which was done on the job, which meant we could get on with our work at the same time."

Adrian Woodhouse, Construction Learning World Business Development Director, adds: "It always pleases us when we help people who have been in the industry a long time achieve their NVQs. What makes this particularly unusual is that not only are two of our learners married, but that also they have been working for the same firm for so long."

