

# COMMENDATIO

## SKILLS TRAINING AGENCY

Vehicle Mechanics get a buzz from Open Learning

*Garage Staff Plug Into Auto-Electronics*

### The Business Need

The Skills Training Agency (STA) runs numerous training and staff development courses for both employed and unemployed people. As well as tailor-making courses to meet specific clients' needs it also has a range of 'off-the-shelf' modules. The STA has recently moved into the production of open learning packs of which *Vehicle Electronics - Basic Electrics and Electronic Ignition Systems* are the first of a series. These were developed because electronics have been rapidly introduced into the Vehicle Industry and servicing skills are in great demand. Open Learning meets the needs of individual mechanics (either trainees or experienced workers who need up-dating) who frequently work in isolation and without access to conventional training.

### The Business Benefits

Already mechanics within the Vauxhall dealership are using the packs to obtain recognised levels of achievement prior to attending in-house training. This has improved the quality of service provided by the dealers. The packs are also being used extensively by Training Managers within the Employer Training programme.

For more information contact: Mr D. [Name obscured], Development Manager, Skills Training Agency, Moorfoot, Sheffield S1 1 1 [Address obscured]

## BRITISH STEEL PLC - CENTRAL MANAGEMENT SERVICES

TRG Puts TQP into IT

*IT Specialists improve quality through training*

### The Business Challenge

Following the privatisation of British Steel it's 'Central Management Services' (a wholly owned British Steel subsidiary which provides IT consultancy services) was no longer guaranteed a monopoly of servicing British Steel's IT needs. In order to secure its future it had to compete on quality with outside consultancy services. To achieve this it needed to reorganise so as to maintain the highest quality standards by using leading edge technology. This meant it had to maintain and develop a highly skilled workforce.

### The Business Benefits

CMS's business depends on the quality of its people. Following the introduction of TQP assessment and training the company's turnover grew from £13M to £16M representing an average increase in productivity of 11%. At the same time staff turn-over reduced from 12% to 5% reflecting improved moral and job-satisfaction. Meanwhile the number of projects delivered increased from 60% to 95%, resulting in improved customer satisfaction.

For more information contact: R.B. Gilliver, Executive Director of Management Services, British Steel PLC, - Central Management Services, PO Box 21, Aldwarke Computer Centre, Rotherham Lane, South Yorkshire

## GRANDWAYS

'Magical' Customer Service

### The Business Need

Grandways operates supermarkets in the largest independent chain in the country. To develop a strong customer service, however, it needed

### The Business Benefits

Through the training programme, Grandways has opened (incorporating delicatessen, fresh fish, produce stalls) which specialise in a high level of customer service. Employees are trained to be friendly and well over budget. As a result, Grandways's parent company has secured funds for further expansion.

For more information contact: Director, Grandways Stores Ltd, 40 Derringham Street, Hull HU1 1 [Address obscured] Tel: 0482 224131.

# Winning way

LEEDS-Based Travelconsultant, which has been conducting travel agency training courses in West Yorkshire for the past seven years, has won a commendation certificate from the National Training Awards panel for Yorkshire and Humberside.

Of 117 entrants for the 1989 awards, only 18 were picked - including British Steel and the Yorkshire Bank - and will

now go forward as regional contender nominees for the National Award to be announced in November. Thevarokiam will receive the regional certificate at a ceremony at Ranmoor Hall, Sheffield, on October 24. He said the organisation had now trained nearly 150, some of whom are now managers or assistant managers of travel agencies, and a fair number had moved on to join airlines and tour operators.

For more information contact: Mr G. Kaye, Managing Director, Taylor and Lodge, Rashcliffe Mills, Huddersfield HD1 3PE. Tel: 0484 423231.

## TRAVELCONSULT

Have training will travel

*Good Employment Record for Travel YTS Trainees*

### The Business Need

In the absence of any other specialist travel training organisation in West Yorkshire TRAVELCONSULT was established in 1982 initially to provide British Airways Customer Services Training for travel agency staff. Subsequently this developed into running Work Skills Courses for the (then) Manpower Services Commission and YTS for which the firm became an Approved Training Organisation.

### The Business Benefits

So far 140 trainees have benefited from the TRAVELCONSULT YTS programme. Ninety-six per cent have decided to enter travel as a career and 120 are still in full-time employment in the industry. A number of travel agencies in West Yorkshire, including the biggest and best known multiples, endorse the quality of training given to TRAVELCONSULT trainees.

For more information contact: Theva S. Thevarokiam, Course Tutor, Travelconsult, KMH House, Market Place, Yeadon, Leeds, West Yorkshire LS19 7PP. Tel: 0532 505321

## MENTOR INTERACTIVE TRAINING LIMITED

CBT Pays Off

*Fast and effective computer training from consultants*

### The Business Need

The introduction by Sun Alliance of the computerised personnel, pensions, and pay-roll system PERSPEX created a major training need for the company. However, various constraints meant that there was little time available to deliver the hands-on training. A fast and effective training method was required for delivery nationwide. Sun Alliance turned to Mentor, the computer based training and interactive video specialists, for help.

### The Business Benefits

At a cost of just £115 per trainee, for 250 members of staff, the PERSPEX system was effectively introduced by Sun Alliance on schedule. In confirmation of the system's effectiveness there was a direct correlation between individuals' competence in using the system and their performance in training.

For more information contact: Vince Hayes, Marketing Manager, Mentor Interactive Training Limited, Colonnade, Sunbridge Road, Bradford BD1 2LQ. Tel: 0274 307766.

## TAYLOR AND LODGE

Makes Amends

*For workers plugs skills gap*

A company which produces fine menders. Over half a held up because of the need to recruit and train up and recruit older workers early '80s and were still over, organising a

to be extremely of work has been of satisfactory savings on the cost of sub- the quality of the mending has also

For more information contact: Mr G. Kaye, Managing Director, Taylor and Lodge, Rashcliffe Mills, Huddersfield HD1 3PE. Tel: 0484 423231.