

## Rail industry celebrates training milestone

**Date of issue** 11 December 2008  
**Publication number** LSC-PR-LOR-0828  
**Embargo until** 20:00 pm on 11 December 2008

Representatives from the rail industry were celebrating training success with Gordon Marsden MP last night at a ceremony to mark the delivery of 10,000 NVQs within the sector.

The awards ceremony was held at the House of Commons on behalf of Four Counties Training (FCT), who delivered the NVQs in partnership with the Learning and Skills Council (LSC), City & Guilds, Barnet College and Go Skills (the sector skills council for passenger transport).

FCT has delivered the highest volume of City & Guilds NVQs within the rail sector. They design and deliver bespoke training programmes as well as offering assessment and verification services for all levels of an organisation from front line staff to senior managers.

Presiding over the ceremony, Gordon Marsden MP, Chair of the All Party Skills Group and member of the Select Committee on Innovation, Universities, Science and Skills said:

“It is critical that employers work with their staff and union learning reps to meet goals and targets for up-skilling and re-skilling that we have to meet in order to be competitive. It’s a tribute to the rail sector for having done this and it’s a practical

contribution to the strategy Government is laying out in the ambitious new skills and apprenticeships legislation outlined in the recent Queen's Speech."

Many of the NVQs delivered by FCT have been for London Underground. George McNulty, London Underground's Service Director, explained the importance of the programme: "Our NVQ programme is a key plank in our operational proposition. It helps to define us as a customer service organisation, committed to maintaining and improving our standards of delivery, through our well trained staff."

Aoua Konate, customer service assistant (CSA) and an NVQ learner at London Underground, said: "Working towards my NVQ is helping me to improve the skills and knowledge needed to provide exceptional customer service. I am learning by doing the job and getting more experience. It is also useful for my employer, London Underground, as it proves to them that I do have the skills and knowledge they need in a CSA."

Lara Newson, FCT's Managing Director, said: "This is a real landmark for FCT and the companies we work with. The rail industry was criticised for poor NVQ achievement less than 10 years ago but now we've passed 10,000 awards in 21 companies. Given the rate of take up of the FCT model, we expect the next 10,000 will be achieved in even less time."

Philippa Langton, Regional Director of Skills at the Learning and Skills Council, congratulated everyone as she presented Outstanding Achievement Awards to eight learners:

"This is a remarkable achievement in skills and training in the rail industry that is the result of excellent partnership work between learners, employers and LSC-

funded training providers, particularly the innovative work provided by Four Counties Training.

“This successful partnership presents us with a working model and bright example of how publicly-funded training provision such as Train to Gain and Apprenticeships can work with employers and can respond positively and effectively to industry needs.”

Awards were handed out to the following learners:

- Matthew Emery – EDF Energy
- Angela Baugh – London Midland
- Lucyna Bachta-Matlak – London Underground Ltd
- Roch Evelyn – Metronet
- Garry Shanahan – National Express Travel Midland
- Steve Butler – South West Trains
- Jamie Bell – Tube Lines
- Abigail Belcher – Westinghouse Rail Systems Ltd

FCT’s Rail Competence Centre, which has achieved the Training Quality Standard, offers a one-stop-shop to the rail industry. Training and assessments are carried out on the job with qualifications being awarded by City & Guilds. The training is funded by the Learning and Skills Council. Its aim is to roll out the very successful model of competence assurance and NVQ accreditation already implemented by London Underground to other rail companies across the country.

- Ends -

## **Media Enquiries**

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## **Notes to editors**

### **Learning and Skills Council:**

The LSC exists to make England better skilled and more competitive. We are responsible for ensuring the availability of high-quality education and training for everyone. We have a single goal: to improve the skills of England's young people and adults to world class standards. Our vision is that young people and adults in England have knowledge and skills matching the best in the world and are part of a truly competitive workforce. We work nationally, regionally and locally to deliver this ambition on behalf of learners and employers. [www.lsc.gov.uk](http://www.lsc.gov.uk)

### **Four Counties Training:**

FCT is a private training provider, based in Ealing, which offers bespoke training and consultancy to employers in a wide range of sectors. We work closely with client organisations and funding providers to deliver efficient and effective training solutions to meet their specific business needs. We have rapidly improved the skills of thousands of people, creating a stronger and more competent workforce.

We offer a wide range of services, including consultancy for training and development, associated funding issues and support for competence based assessment systems in the workplace. We also design and deliver training programmes and offer advice, assessment and verification services for NVQ candidates.

We have over 15 years' experience in delivering the very highest quality training and assessment services to employers in local, regional and international locations. We are unique in that our services meet the needs of employees at all levels of an organisation from front line staff to senior managers. [www.fourcounties.uk.com/](http://www.fourcounties.uk.com/)

### **City & Guilds:**

[City & Guilds](http://www.cityandguilds.com) is the expert and leading authority in vocational education and training - both in the UK and beyond.

In operation for the last 130 years, City & Guilds is the UK's leading awarding body for work-related qualifications. Twenty million people in the UK have City & Guilds qualifications, and the organisation awards a further 2.2 million qualifications to learners every year.