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# A Guide to the Centres of Vocational Excellence in the North East



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Centres of Vocational Excellence (CoVEs) are central to the Learning and Skills Council's aim of improving and developing the skills that employers need to underpin business success and economic competitiveness.

CoVEs focus on delivering the vocational skills that meet a particular sector's needs and are developed in partnership with Sector Skills Councils and employers in the sector.

There are 24 CoVEs in the North East which deliver outstanding vocational training across the region in the following areas:

- Adult and Social Care, Childcare and Public Services
- Automotive, Engineering, Technology and Manufacturing
- Business, Administration, Management and Professional
- Construction
- Hospitality, Sports, Leisure and Travel
- Information and Communications Technology
- Retailing, Customer Service, Logistics and Transport
- Visual and Performing Arts and Media

This document includes information about the specialist training delivered by each of the region's CoVEs and how to contact them. Testimonials from companies that have benefited from working with CoVEs are also included.





## Area of Learning

- Adult and Social Care, Childcare and Public Services*
- Automotive, Engineering, Technology and Manufacturing*
- Business, Administration, Management and Professional*
- Construction*
- Hospitality, Sports, Leisure and Travel*
- Information and Communications Technology*
- Retailing, Customer Service, Logistics and Transport*
- Visual and Performing Arts and Media*

### Key

There are 24 CoVEs in the North East and the map opposite shows the CoVEs colour coded by area of learning. Contact details and page references for each CoVE are listed on pages 5-7.

□ CoVE (lead partners in collaborative CoVEs) ○ Partners within collaborative CoVEs

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|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>A</b> <b>Adult Social Care</b><br/>Bishop Auckland College<br/>Woodhouse Lane, Bishop Auckland,<br/>County Durham DL14 6JZ<br/>Tel: 01388 443000<br/>www.carecove.org<br/>Partners: Middlesbrough College and Stockton Riverside College<br/><i>For more information see page 8</i></p> <p><b>B</b> <b>Childcare</b><br/>Bishop Auckland College<br/>Woodhouse Lane, Bishop Auckland,<br/>County Durham DL14 6JZ<br/>Tel: 01388 443000<br/>www.childcareexcellence.co.uk<br/>Partners: Tyne Metropolitan College and Stockton Riverside College<br/><i>For more information see page 9</i></p> <p><b>C</b> <b>North East Centre of Vocational Excellence in Health</b><br/>North East Strategic Health Authority<br/>Riverside House, The Waterfront, Goldcrest Way,<br/>Newburn Riverside, Newcastle upon Tyne NE15 8NY<br/>Tel: 0191 210 6400<br/>www.nehealthcove.com<br/>Partners: Newcastle College and Hartlepool College<br/><i>For more information see page 10</i></p> <p><b>D</b> <b>Aerospace and Allied Engineering Technologies</b><br/>Newcastle College<br/>Scotswood Road,<br/>Newcastle upon Tyne NE4 5BR<br/>Tel: 0191 200 4000<br/>www.ncl-coll.ac.uk/subjects/cove_aerospace<br/><i>For more information see page 11</i></p> | <p><b>E</b> <b>Automotive Technology</b><br/>Gateshead College Automotive Centre of Excellence<br/>Kingsway South, Team Valley,<br/>Gateshead NE11 0FU<br/>Tel: 0191 490 2430<br/>www.gateshead.ac.uk<br/><i>For more information see page 12</i></p> <p><b>F</b> <b>Engineering Construction</b><br/>NETA<br/>Portrack Avenue, North Industrial Estate,<br/>Portrack Lane, Stockton on Tees TS18 2RJ<br/>Tel: 01642 616936<br/>www.neta.co.uk<br/><i>For more information see page 13</i></p> <p><b>G</b> <b>Mechatronics</b><br/>Tyne Metropolitan College<br/>Coast Road Campus, Embleton Avenue,<br/>Tyne and Wear NE28 9NJ<br/>Tel: 0191 229 5000<br/>www.ntyneside.ac.uk/mechatronics<br/><i>For more information see page 14</i></p> <p><b>H</b> <b>Multi-Skilled Systems Maintenance Engineering</b><br/>New College Durham<br/>Framwellgate Moor Centre, Durham,<br/>County Durham DH1 5ES<br/>Tel: 0191 375 4000<br/>www.newdur.ac.uk<br/><i>For more information see page 15</i></p> |
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**I National Nautical Centre of Excellence**

South Tyneside College  
St George's Avenue, South Shields,  
Tyne and Wear NE34 6ET  
Tel: 0191 427 3500  
[www.stc.ac.uk/marine/about\\_us](http://www.stc.ac.uk/marine/about_us)  
For more information see page 16

**J Specialised Engineering for the Process and Manufacturing Industries**

Redcar and Cleveland College  
Edison House, Middlesbrough Road East,  
South Bank, Middlesbrough TS6 6TZ  
Tel: 01642 462266  
[www.cleveland.ac.uk](http://www.cleveland.ac.uk)  
Partner: TTE Technical Training Group  
For more information see page 17

**K Technical and Design Engineering**

Hartlepool College  
Stockton Street, Hartlepool TS24 7NT  
Tel: 01429 295111  
[www.hartlepoolfe.ac.uk](http://www.hartlepoolfe.ac.uk)  
For more information see page 18

**L Business and Management**

Gateshead Consortium for Vocational Learning  
c/o Access Training Ltd, Queensway North,  
Team Valley, Gateshead NE11 ONX  
Tel: 0191 487 4454  
<http://bmcove.gateshead.ac.uk>  
For more information see page 19

**M North East Customer Contact and Management**

City of Sunderland College  
Shiney Row Centre, Success Road,  
Houghton le Spring DH4 4TL  
Tel: 0191 511 6000  
[www.citysun.ac.uk](http://www.citysun.ac.uk)  
For more information see page 20

**N Construction Crafts**

Northumberland College  
College Road, Ashington,  
Northumberland NE63 9RG  
Tel: 01670 841200  
[www.northland.ac.uk](http://www.northland.ac.uk)  
For more information see page 21

**O Construction Building Services**

Hartlepool College  
Stockton Street, Hartlepool TS24 7NT  
Tel: 01429 295111  
[www.hartlepoolfe.ac.uk](http://www.hartlepoolfe.ac.uk)  
Partner: City of Sunderland College  
For more information see page 22

**P Construction Services and Professional Studies**

New College Durham  
Framwellgate Moor Centre, Durham,  
County Durham DH1 5ES  
Tel: 0191 375 4000  
[www.newdur.ac.uk](http://www.newdur.ac.uk)  
Partner: Newcastle College  
For more information see page 23

**Q Catering and Hospitality**

Middlesbrough College  
Kirby Campus, Roman Road,  
Middlesbrough T55 5PJ  
Tel: 01642 333333  
[www.cove-mbro.co.uk](http://www.cove-mbro.co.uk)  
For more information see page 24

**R Culinary Excellence**

Newcastle College  
Scotswood Road,  
Newcastle upon Tyne NE4 5BR  
Tel: 0191 200 4000  
[www.neice.co.uk](http://www.neice.co.uk)  
For more information see page 25

**S Inbound and Domestic Tourism**

Northumberland College  
College Road, Ashington,  
Northumberland NE63 9RG  
Tel: 01670 841200  
[www.tourismacademy.co.uk](http://www.tourismacademy.co.uk)  
Partners: North East Chamber of Commerce  
and Northumberland Training Agency  
For more information see page 26

**T Travel and Tourism Services**

New College Durham  
Framwellgate Moor Centre, Durham,  
County Durham DH1 5ES  
Tel: 0191 375 4000  
[www.newdur.ac.uk](http://www.newdur.ac.uk)  
For more information see page 27

**U ICT Networking**

City of Sunderland College  
Shiney Row Centre, Success Road,  
Houghton le Spring DH4 4TL  
Tel: 0191 511 6000  
[www.citysun.ac.uk](http://www.citysun.ac.uk)  
For more information see page 28

**V Logistics Excellence North East**

Middlesbrough College  
Acklam Campus, Hall Drive,  
Middlesbrough T55 7DY  
Tel: 01642 333346  
[www.studylogistics.com](http://www.studylogistics.com)  
Partners: Durham Logistics College, Gateshead College  
and Systems Group Ltd, Cumbria (not shown on map)  
For more information see page 29

**W Media Digital Production and Design**

Darlington College  
Central Park, Haughton Road,  
Darlington DL1 1DR  
Tel: 01325 503050  
[www.darlington.ac.uk](http://www.darlington.ac.uk)  
For more information see page 30

**X Performing Arts**

Stockton Riverside College  
Harvard Avenue, Thornaby,  
Stockton on Tees TS17 6FB  
Tel: 01642 865400  
[www.performingarts.org.uk](http://www.performingarts.org.uk)  
For more information see page 31



## Bishop Auckland College, Middlesbrough College and Stockton Riverside College

### Adult Social Care

The regional collaborative Adult Social Care CoVE is led by Bishop Auckland College with Stockton Riverside College and Middlesbrough College as core partners.

The specific focus of the CoVE is to increase the number of NVQs among private sector workers and develop a highly skilled, flexible and motivated workforce.

The CoVE also aims to meet the needs of the employer, the candidate and the service users simultaneously and is able to offer excellent training standards, effective support, competent and experienced staff and an understanding of issues in the sector. The CoVE operates a work based training model, identifies individual needs and provides technological support with access to laptops, digital cameras, recorders and notepads.

Priority in year one was at Level 3 and an innovative curriculum has been created in all three colleges as well as developing a region-wide model for training, assessment and fees. Priorities for year two and three will be to roll out the models of assessment across the region and focus on the care progression routes. Focus will also be on the more diverse market and the hard to reach learners: males, minority groups and those not currently in employment.

So far student numbers have significantly exceeded targets, and there has been an increase in employers using CoVE services, new courses delivered at the request of employers and those returning for training. The CoVE has disseminated good practice in the areas of standardisation of assessment, e-learning, using the paperless portfolio and peer coaching.

Tel: 01388 443000  
www.carecove.org



#### Employer comment

"We work closely with the CoVE in Adult Social Care and have always found their flexible approach enables them to provide a service which matches the individual needs of our carers. The CoVE offers in house training which is most convenient for our staff and the named assessors encourage carers to achieve their qualifications and offer excellent and accessible support to ensure that happens."

*Linda Blair at Bradbury House, Cheshire Care Homes*



## Bishop Auckland College, Tyne Metropolitan College and Stockton Riverside College

### Childcare

The collaborative CoVE in Childcare is the first of its kind in the country. It harnesses the combined childcare experience at Bishop Auckland College, Stockton Riverside College and Tyne Metropolitan College. The CoVE aims to raise standards and awareness. It also promotes childcare as a leading career choice and provides a training environment that delivers quality, caters for diversity and builds bridges with employers and the wider business community thanks to a vibrant Employer Forum.

Childcare provision has become one of the fastest developing business sectors in the UK. It is a direct response to the pace of lifestyle changes in society accelerated by Government aspirations embodied in the green paper "Every Child Matters".

Tel: 01388 443000  
www.childcareexcellence.co.uk



#### Employer comment

"Partnerships are essential to today's education system if we are to equip our children for life. This is taking us down an increasingly vocational road and I am very pleased to be involved with the CoVE in Childcare. I am sure the development of this vocational option will be an asset to the range of courses we can offer students in the future and it is extremely useful to be working face to face with other employers."

*Simon White, Head Teacher at St Robert of Newminster RC School, Washington*



## North East Strategic Health Authority, Newcastle College and Hartlepool College

### North East Centre of Vocational Excellence in Health

The North East CoVE in Health is a regional partnership between the North East Strategic Health Authority, Newcastle College and Hartlepool College of Further Education. The aim is to transform local education and training provision so that it can support the current and future health workforce. The focus is on Level 3 qualifications.

Current workforce data indicates that almost 50% of NHS staff across the North East are employed on bands one to four. In addition, research by Skills for Health suggests that 80% of our current workforce will need to be replaced by 2010 due to the age profile and the need for training and development to meet the needs of new roles and other modernisation activity. There is little provision currently matching these needs and it envisaged that the CoVE will play a vital role in bridging this gap and providing the high quality specialist vocational training learners need to succeed in a modern economy.

The CoVE is currently focusing on five key areas which are in need of immediate attention at further education level across our health community. These are Public Health, Learning Disabilities, Dental Workforce, Healthcare Awards (Dietetics, Diagnostics and Pathology) and Mental Health.

Groups working within these fields will agree priority areas. These teams understand the needs of the workforce and the need for improved engagement and partnership between the NHS and the education sector. The aim is to achieve a growth in technical and vocational Level 3 specialisms, greater up-skilling of the existing workforce and an increase in adult participation.

Tel: 0191 210 6400  
www.nehealthcove.com



#### Employer comment

"The exciting thing about this CoVE is that it is employer-led. It is a real opportunity to develop a dental nurse curriculum which sets consistently high standards across the region in terms of skills and education; to develop career pathways for dental nurses by way of skills escalators and career progression and to develop a continuing education strategy for dental nurses that truly meets the needs of the sector. In this time of significant change in the dental service and rising levels of user and public expectation, we need to ensure that our workforce is given the tools to succeed - therein lies the benefit of the CoVE."

Kyrstie Green, Dental Workforce Project Manager, NHS North East



## Newcastle College

### Aerospace and Allied Engineering Technologies

The mission of the CoVE in Aerospace and Allied Engineering Technologies at Newcastle College is to support the aviation industry in the region. It does this through the provision of high quality programmes that meet identified skills shortages as well as by producing and enhancing highly skilled aerospace technicians. The CoVE is the only place in the North East to deliver a National Diploma in Aerospace Engineering, leading to a Foundation Degree at The Newcastle Aviation Academy.

The Academy is perfectly located to make the most of partnership working to benefit the local and regional economy. An international airport is vital to the success of the region and its importance in terms of impact on local employment is highly significant.

One of the biggest benefits of the CoVE is that students receive direct experience of aircraft maintenance, working in the 24,672 m<sup>2</sup> hangar and on a real fully functional Boeing 737 aeroplane nearby.

The CoVE is a major contributor to a highly adaptable workforce for aerospace engineering in the UK and across Europe and is also able to provide specialist programmes in direct response to employers' needs. As a result it has established a robust working relationship with Rolls Royce Engineering and links with employers such as Siemens, Power Gen Ltd, Transco, British Engines, Komatsu, Vickers Pressing and Schmitz Cargo Bull.

Tel: 0191 200 4000  
www.ncl-coll.ac.uk/subjects/cove\_aerospace



#### Employer comments

"We have been extremely impressed by the CoVE staff's professionalism, commitment and enthusiasm."

Bob Spiller, Chief Engineer, FR Aviation Ltd

"We are delighted to be working with Newcastle College and employers to help provide the skills needed for the aerospace industry."

Alan Fisher, Society of British Aerospace Companies (SBAC)



## Gateshead College Automotive Centre of Excellence

### Automotive Technology

Gateshead College's state-of-the-art £5.5 million Automotive Centre of Excellence provides a professional environment which boasts the most up to date facilities in the region for automotive, manufacturing and logistics training. The college's passion for driving forward excellence in the automotive sector is enhanced by its strong links with industry.

The centre has been awarded Centre of Vocational Excellence (CoVE) status for Automotive Technology. This is a reflection of the exceptional quality of training, which is innovative in delivering specialist, technical and business skills.

The centre enhances the college's capability to deliver courses, bespoke training programmes and Apprenticeships that meet the skills needs of the industry. The CoVE offers a wide range of qualifications; from entry level and Foundation Degrees to technical and professional levels.

Expert lecturers are trained to Automotive Academy standards and undertake continuous professional development. As a vital resource in the North East, the college delivers training for a wide range of automotive industry disciplines including: light and heavy vehicle service and repair, body repair, vehicle refinishing, autotronics, parts management, motorcycle repair and maintenance, customer service, sales, leadership, management and business administration.

Tel: 0191 490 2430  
[www.gateshead.ac.uk](http://www.gateshead.ac.uk)



### Employer comment

"The opening of Gateshead College's Automotive Centre of Excellence and the granting of its CoVE status is a significant step in providing local employers with a skilled and competent workforce in the automotive and transport industries. They have helped raise the profile of automotive engineering in the North East, which will benefit local organisations as they recruit and develop staff. Their flexible approach to engineering development, understanding of the industry and willingness to work with employers to provide innovative learning solutions, has already proved to be invaluable to Go North East."

*Ian Coull, Training and Development Manager, Go North East*



## NETA

### Engineering Construction

The NETA Training Group was the first CoVE for Engineering Construction. Since gaining CoVE status NETA has been able to invest in staff and equipment resources necessary to further develop specific expertise and act as a central focus for the collection and dissemination of knowledge, skills and good practice.

One of their major focuses is to establish learning resources for personnel operating on decommissioning projects and to identify the skills and knowledge requirements of this emerging industry. The engineering construction industry has experienced major refocusing of its activity in recent years, which has created the need for key operational and cultural change. NETA works with the sector to identify the effects of such change and to develop solutions and good practice to produce the skills and knowledge necessary for the future.

Tel: 01642 616936  
[www.neta.co.uk](http://www.neta.co.uk)

### Employer comment

"Aker Kvaerner has been working with NETA for a period of time in the delivery of the Assuring Competence in Engineering and Construction (ACE) programme to a number of craftsmen employed within the North East. By working together with employers like ourselves, NETA can contribute to the process whereby craftsman engaged within the sector have the relevant skills and knowledge required to work within an ever increasing global marketplace. That is why Aker Kvaerner continues to utilise the services it provides."

*Ian Muscroft, Training and Development, Aker Kvaerner*





## Tyne Metropolitan College

### ***Mechatronics***

The CoVE is an outstanding opportunity for Tyne Metropolitan College to further develop its ongoing support for the local community and both local and national industry. Mechatronics is a relatively new concept that brings together the previously separate disciplines of mechanical engineering, electronics, control systems and ICT into one subject area.

The key aim for the CoVE at Tyne Metropolitan College is to support the industry by forging strong links with these local and national industries to understand more clearly how we can support their current and future needs by developing new or improved courses, introducing industry standard facilities and equipment and also to make advances in the way in which these new courses are delivered to give maximum benefit to the students.

The CoVE has so far updated equipment in almost all fields of engineering teaching industry standards, formed industrial partnerships with key stakeholders, improved teaching practice in mathematics and science for Level 3 and 4 courses, improved retention and achievement rates above target levels and tendered for and held several bespoke training courses for large industrial companies.

Tel: 0191 229 5000  
[www.ntynaside.ac.uk/mechatronics](http://www.ntynaside.ac.uk/mechatronics)



### ***Employer comment***

"At Tanfield Group, we are extremely pleased with our apprentices who have trained with Rolls Royce and studied at the Mechatronics CoVE at Tyne Metropolitan College. The performance of these apprentices is excellent, but more so, their attitude to training and work is of an unusually high standard. We would certainly encourage other employers to deal with CoVEs when looking to recruit new apprentices."

*Maria Stanley, HR Manager, The Tanfield Group Plc*



## New College Durham

### ***Multi-Skilled Systems Maintenance Engineering***

New College Durham in partnership with the Automotive Sector Strategic Alliance (ASSA) and Nissan Motor Manufacturing (UK) Ltd is a CoVE for Multi-Skilled Systems Maintenance Engineering. The CoVE programme is the cornerstone for developing a modern further education sector and gives New College Durham the opportunity to share excellence across all curriculum areas within Engineering and related subject areas.

Courses are delivered in Electrical and Mechanical/Manufacturing Engineering. There are progression routes from Vocational GCSE in Engineering to Foundation Degree level in the College. Links have been established with Sunderland University and Nissan Motor Manufacturing (UK) Ltd to provide progression to degree courses.

The CoVE has developed a comprehensive database of companies and has informed more than 800 organisations of the capacity available within the CoVE. About 80 of these organisations have expressed interest in using the CoVE for training, as well as repeat business from existing customers. The CoVE has designed and delivered new bespoke training programmes for employers from the North East region and is actively engaged with One NorthEast to promote the services which the CoVE can provide.

The funding from the LSC has contributed to significant improvements in learning resources that meet industry standards and benefit both learners and employers.

Teaching staff have undertaken industrial training to ensure programmes are delivered to match employer expectations. In addition employers have been involved in curriculum delivery and assessment planning.

Tel: 0191 375 4000  
[www.newdur.ac.uk](http://www.newdur.ac.uk)



### ***Employer comment***

"New College Durham provide engineering training on the most up to date equipment and their staff have shown a willingness to tailor the training to meet the needs of the Young Apprenticeship programme while at the same time making the subject interesting and exciting for young people."

*Mike Airey, Co-ordinator Young Apprenticeship Programme*



## South Tyneside College

### National Nautical Centre of Excellence

The South Tyneside Marine College is a world-renowned centre of excellence for marine education and training. Established over 150 years ago, it is the only college in the UK to gain 'National Nautical Centre of Excellence' status from the UK Government, in recognition of the excellent quality of its marine and nautical training.

The Marine College CoVE offers courses across the whole spectrum of marine education including navigation, marine and cargo operations, marine and electrical engineering, communications and catering. The CoVE caters for all levels of study from trainee/cadet officers through to senior officer certification, and up to honours degree level.

It also provides a diverse range of short courses for the marine, offshore and leisure markets. These include Royal Yachting Association courses and OPITO approved offshore survival training.

South Tyneside Marine College and CoVE's reputation for quality is underpinned by outstanding facilities. The college prides itself on its ability to respond quickly to legislative requirements and to the needs of the industries, companies and individuals it serves. We have a proven record of providing company-specific courses, including modifying existing provision in line with customer needs.

Tel: 0191 427 3500  
[www.stc.ac.uk/marine/about\\_us](http://www.stc.ac.uk/marine/about_us)



#### Employer comment

"The National Nautical Centre of Excellence at South Tyneside College has first class facilities and an excellent location in South Shields. The teaching staff have extensive knowledge and experience of maritime training and impart their knowledge in a friendly and instructive manner to our officer trainees."

*Tom Graves, Vessel Operations and Crew – Management, Maersk Marine Service*



## Redcar and Cleveland College and The TTE Technical Training Group

### Specialised Engineering for the Process and Manufacturing Industries

The CoVE in Specialised Engineering for the Process and Manufacturing Industries has been developed as part of a unique partnership between Redcar and Cleveland College and TTE Technical Training Group in order to bridge the skills gap in the engineering industry.

The CoVE is based at Edison House, South Bank and includes 12 new lecture rooms, dedicated engineering and process workshops, laboratories and training rigs. CoVE status has also meant that special provision can be made for trainees on Apprenticeship programmes where theoretical and vocational learning can be integrated within the timetable and curriculum and will replace the old college day release programme.

The CoVE not only enhances and enriches the experience for students but also results in better skilled and more motivated employees. It ensures high quality learning opportunities for young people and up-skilling for existing employees to meet higher technological demands of the future.

Tel: 01642 462266  
[www.cleveland.ac.uk](http://www.cleveland.ac.uk)



#### Employer comment

"It is vital that training organisations and FE colleges have a deep understanding of the issues affecting industry and the specific skills companies like Cleveland Potash require. The CoVE in Specialist Engineering for the Process and Manufacturing Industries, operated in partnership by Redcar and Cleveland College and The TTE Technical Training Group, has provided this business with bespoke training opportunities for young people that will aid in meeting the skills challenges we have to overcome."

*Craig Hargreaves, Training Manager, Cleveland Potash*



## Hartlepool College

### Technical and Design Engineering

The Engineering CoVE at Hartlepool College has benefited from additional investment to provide specialist facilities for three dimensional design, business improvement techniques, rapid prototyping, multimedia design, specialist and advanced fabrication and welding, materials testing, science and microscopy. A flexible manufacturing cell and an intelligent systems suite providing facilities for training in analogue and digital electronics and instrumentation is also available.

Alongside this the quality learning environment includes conference-standard, air-conditioned teaching rooms and labs, and full digital projection in all rooms. A 300 seat conference centre with retractable tiered seating, 45 seat tiered demonstration room and an eye-catching business boardroom with built in PCs are also available. These facilities are complemented by some of the best staff in the region. The CoVE at Hartlepool College has benefited from the close support of partners including Huntsman, Heerema, SEMTA, the University of Teesside and a range of small and medium sized employers.

Tel: 01429 295111  
www.hartlepoolfe.ac.uk



#### Comment

"First rate facilities and a good mix of students from different industries."

*Anthony Paxton, a trainee Mechanical Fitter at PD Teesport in Redcar. Anthony studies the National Certificate in Manufacturing Engineering at Hartlepool College.*

"The training was delivered in a highly professional and friendly manner which the participants could easily relate to."

*David Tarn, Works Engineer, Expamet.*



## Gateshead Consortium for Vocational Learning

### Business and Management

The Business and Management CoVE is an unusual partnership between three very different organisations who, within recent years, would have considered each other as competitors. Access Training and ITEC North East are well established work based learning providers, and are working in partnership with Gateshead College.

The Business and Management CoVE is one of very few CoVEs led by work based learning providers. It offers qualifications for every level of employee, from newest recruits to experienced staff at Levels 3 and 4 in Administration and Accounting and at Levels 3, 4 and 5 in Management, with routes to HNC and Foundation Degree. There has been significant interest from employers in these higher level Management NVQs and in Team Leader Awards.

The aim is to provide a high quality experience for employers and learners, and to offer flexible solutions to meet employers' needs, integrating the expertise of all partners to deliver that solution.

Tel: 0191 487 4454  
http://bmcove.gateshead.ac.uk



#### Employer comment

"The Business and Management CoVE has been very reliable and supportive both to the trainees and to English Partnerships as an organisation. We have one trainer/assessor for our trainees and are extremely happy with the level of training she provides. She is always prepared to spend time to support us and our apprentices, and always looks to tailor delivery to fit with the demands of the business. I would definitely recommend working with a CoVE to other organisations."

*Debbie Smith, English Partnerships*



## City of Sunderland College

### North East Customer Contact and Management

The North East Contact Centre Academy CoVE supports improvements in both organisational and individual performance within the customer contact environment. It is the only provider in its field to be awarded Centre of Vocational Excellence status. Its focus on people development is integrated into provision of training, qualifications and consultancy services and enables the Academy to offer flexible, responsive solutions for organisations and individuals working as advisors, team leaders, managers, coaches or in specialist support roles.

It offers:

- > Educational and training solutions that will enhance the performance of individuals and increase the value of an overall operation.
- > Access to adult education funding where applicable.
- > Opportunities to develop skills and knowledge for career progression.
- > Progression into Higher Education.
- > A tailored consultancy service to meet each customer's needs in relation to devising and implementing learning and development strategies.
- > A range of training routes and qualifications that can be tailored to your work environment.
- > Accreditation of in-house training programmes with national awarding bodies.

Tel: 0191 511 6000  
www.citysun.ac.uk



#### Employer comment

"Improving customer service is a key focus for all organisations. The North East Contact Centre Academy delivered a tightly designed programme of NVQs and helped us to improve performance in the contact centre through increased customer service and focus. In my opinion, CoVEs provide employers with an excellent opportunity to address skill shortages and improve performance through the delivery of improved training."

*Helen Johnston, People First, Sunderland City Council*



## Northumberland College

### Construction Crafts

The Construction CoVE at Northumberland College offers a wide range of full-time and part-time courses from the Construction Intermediate Award to Advanced Level awards. These include specialist craft courses in eleven disciplines, technician level courses leading to National Certificate and ultimately Foundation Degree. Students can study at the main campus at Ashington or at outreach centres in Berwick and Amble.

CoVE status allows the college to respond quickly to specific employer requirements. Recently E.J. Badikabiner, a Swedish manufacturer, was in touch for help to establish a qualified workforce. They needed 120 staff trained and certified quickly in order to make the business sustainable. This was successfully addressed by the CoVE. The CoVE is also closely involved in piloting new products and has access to the very latest technical data and the industry's cutting edge market leaders, including national and international manufacturers such as Laing O'Rourke, Surgo, Gateshead MBC, UniBond and British Gypsum.

Tel: 01670 841200  
www.northland.ac.uk



#### Employer comment

"Having had a great track record when delivering Highways Maintenance and Mason programmes for Newcastle City Council, we were delighted to support the college further by trusting their CoVE status and sending all of our construction apprentices to Northumberland College. This move certainly had the desired effect and our framework completion rates rose from around the 30% mark to over 85%. These figures speak for themselves but are only part of the reason we continue to send our apprentices to this college. Excellent communications and an open door policy has enabled us to form a real partnership that everyone has benefited from, especially the learners."

*Kenny More, Manager, Neighbourhood Services Training, Newcastle City Council*



## Hartlepool College and City of Sunderland College

### Construction Building Services

The CoVE in Construction Building Services is based in a new purpose-built block that is equipped with the latest in building services technology. It has two main aims: to increase the capacity in the training for building services to address the skills gap in the region, and to showcase applications of new green technologies. The Centre has access to the full resources of the college including online learning resources, information services and highly qualified teaching staff. The centre is equipped to train your staff in the latest innovations in technological development including: the provision of software simulators of building design to assist in the efficient design of heating, lighting, plumbing and fire systems using a Building Research Establishment model; the development of facilities to address 'green' building issues by allowing the investigation of intelligent building designs featuring electronic control for maximum energy efficiency, operational examples of microgeneration technologies including solar power (photovoltaic and thermal), combined heat and power, small scale wind generation and the development of new heating and ventilation workshops.

Michael Bretherick, Vice Principal explains that, "There are long queues of people wanting to get on building courses and CoVE status and funding means more opportunities and training in the region. It is bringing about the development of a highly skilled workforce in building services and green technologies. This particular aspect of our work will develop modern methods of construction and technologies that are not only environmentally friendly and efficient but meet government and European legislation for new homes."

Tel: 01429 295111  
www.hartlepoolfe.ac.uk



#### Industry comment

"As the building services industry's preferred training provider, JTL is very proud of its partnership with both Sunderland and Hartlepool Colleges. The relationship spans many years and between the three partners, many young people have been provided with the skills and qualifications to secure a career for life. The current model whereby the colleges deliver the current Technical Certificate including practical exercises and JTL deliver the NVQ and remainder of the framework works very well. Sunderland and Hartlepool Colleges in conjunction with JTL have served both the industry and the candidates very well and long may that partnership continue."

*Rob Moore, JTL North East, Regional Manager*



## New College Durham and Newcastle College

### Construction Services and Professional Studies

The CoVE at New College Durham specialises in construction services and has excellent new surveying equipment, computer equipment and software. The purpose of the CoVE is to expand on the facilities previously provided and lead on academic development across the North East in technical and professional services in further education and higher education. The CoVE is looking to expand construction services away from the current site.

Having CoVE status enables the college to address employers' needs and results in a more qualified and skilled construction workforce and the ability to train or up-skill candidates to meet employer demand.

Tel: 0191 375 4000  
www.newdur.ac.uk



#### Employer comment

"As a proactive employer, Esh Group believes that its future development and growth depend upon a well trained and motivated workforce. In order to achieve this, we believe that schools, colleges and employers must work together to provide education that gives students the skills required by the business world. This can only be achieved with the active participation and commitment of employers.

At Esh Group, we have put our money where our mouth is and we have engaged with schools, local authorities and the unemployed to provide appropriate training, encouragement and real jobs to those who have slipped through the employability net.

The CoVE is a welcome new extension to our vision of future training methods and facilities in the North East. We would encourage all employers to become involved with the CoVE and help deliver a trained, motivated and competitive North East workforce."

*Tony Carroll – Lumsden and Carroll (Part of the Esh Group)*



## Middlesbrough College

### Catering and Hospitality

The CoVE in Catering and Hospitality at Middlesbrough College aims to produce appropriately qualified and skilled workers with excellent employment and career prospects, which meet the needs of the local employers and the economy.

Through the CoVE project, Middlesbrough College has invested in state-of-the-art kitchens and training areas, including the Coliseum Restaurant, bakery and soon to be developed lecture demonstration theatre. The CoVE has also allowed for the purchase of industry standard front office software and also a host of other training software and aids that will be usable online.

The CoVE also recruits industry experts to give demonstrations/lectures at the college; engages local industry experts to advise and guide the college on course design and development and works with other providers to share resources and experiences.

Tel: 01642 333333  
www.cove-mbro.co.uk



#### Employer comment

"I thoroughly enjoy working with the CoVE at Middlesbrough College and it is satisfying to return to the college where I studied myself and see the huge improvement in facilities. I have been involved in demonstrating and taking classes and invited to join the Advisory Committee which illustrates the CoVE's commitment to involving employers in how the courses are run. The staff are brilliant - they really work together to get the best for and from the students. They are a committed team who will help with anything you need or are unsure of."

*Stuart Hawkins, Head Chef at McCoy's Cleveland Tontine*



## Newcastle College

### Culinary Excellence

The CoVE in Culinary Excellence at Newcastle College is a specialist provider of vocational training. It works closely with other education providers and business partners to produce appropriately qualified and skilled workers with excellent employment and career prospects which meet the needs of the food and hospitality industry.

The North East Institute of Culinary Excellence has four industry-standard kitchens and two restaurants - The Chef's Academy and the Food for Thought Bistro. Here students learn the skills needed to move into the exciting world of professional hospitality and food.

Since it began the number of Level 3 food preparation and cooking students has increased by nearly 250% and in 2004-5 nearly all Level 3 students moved into employment in the hospitality industry. The CoVE has successfully widened the participation of those from areas of high deprivation and the standard of teaching is high with teachers paying particular attention to students with individual learning needs.

Tel: 0191 200 4000  
www.neice.co.uk



#### Employer comment

"I'd been open a year and business was booming. I knew I needed to expand the workforce but wanted to recruit people who I could train up and retain and be a real part of the business's success. I decided the best route was through Apprenticeships. Not only do the students get the best of both worlds with paid on the job training but they also benefit from theory based experience.

Thanks to links with the CoVE in Culinary Excellence at Newcastle College, I was able to pick prospective employees, which has been a great way of hand picking the best chefs. I now have three highly motivated apprentices on the team. They are all progressing well and are really keen to learn. Studying on the premises is also a huge bonus both to us and them."

*Steve Jobson, Owner, Louis Restaurant, Jesmond*



## Northumberland College, North East Chamber of Commerce and Northumberland Training Agency

### Inbound and Domestic Tourism

Northumberland College, the North East Chamber of Commerce and Northumberland Training Agency have joined forces to set up the UK's first public-private collaborative CoVE. Stretching from the Berwick border to the Tees Valley, the CoVE for Inbound and Domestic Tourism offers a broad range of courses covering every facet of a tourist's stay and enhancing the North East's growing reputation as a leading tourist destination.

By working together, the partnership will cut across traditional boundaries to provide a fast track, one stop approach and seamless enquiry and delivery training model for employers, employees and other tourism learners.

Northumberland College delivers a varied programme of tailor-made, long and short courses designed to respond to training needs within this diverse industry. Education and training is delivered from entry level through to Foundation Degree level throughout the region as well as providing an in-house option at one of the college's six locations in Northumberland.

This CoVE enables tourism and associated industries to skill the workforce to Level 3 and beyond, meet local skills needs and ensure quality visitor experience. It also spearheads the creation of an extensive and flexible delivery infrastructure which meets the needs of regional tourism employers.

Tel: 01670 841200  
www.tourismacademy.co.uk



### Employer comments

"Blyth Valley Borough Council is working with the Inbound and Domestic Tourism CoVE to develop a training programme for volunteers at heritage attractions as part of Blyth Valley Heritage Network, a Heritage Lottery Fund supported project. The CoVE staff have taken the time to meet our volunteers and design a training programme that is tailored to meet their needs. They have provided valuable advice, support and guidance - and their excellent networks have given us access to high quality training providers."

*Mark Robinson Cultural Development Officer,  
Blyth Valley Borough Council*

"Visitors to The Alnwick Garden often comment on the welcome they receive from our staff. In partnership with the CoVE, we harness genuine warmth and friendliness with a desire to provide excellence in all areas of customer service. The CoVE delivers training in a variety of ways to suit our shift and work patterns, with tutors working on site to ensure all staff can access the highest level of training. The partnership between the CoVE and The Alnwick Garden has enabled us to develop an Employment Preparation course to help people gain confidence and qualifications before they apply for employment. Successful candidates are then supported in the workplace to gain further qualifications."

*Alison Hamer, Learning Programme Manager, The Alnwick Garden*



## New College Durham

### Travel and Tourism Services

The Travel and Tourism Services CoVE at New College Durham offers a wide range of provision from Key Stage 4 right up to Foundation Degree in Travel and Tourism. The CoVE has developed some excellent links with industry that have allowed the students to experience a range of visits and guest speakers. Visits and links with Haven Holidays, Marriott Hotels, Beamish, Newcastle Airport, Durham Tees Valley Airport to name but a few. All students also undertake a work placement in some aspect of the industry and many have successfully progressed from the BTEC National Certificate in Travel and Tourism to the Foundation Degree.

The Travel and Tourism department received a grade two in a recent Ofsted report and have had excellent reports from BTEC, City and Guilds and NCFE awarding bodies. CoVE status has allowed New College Durham to develop a Travel Insurance Programme for the Retail Travel Industry in response to legislative changes; over 800 local travel agents have successfully completed the qualification.

Tel: 0191 375 4000  
www.newdur.ac.uk



### Employer comment

"The Tourism CoVE at New College Durham provided the ideal training base for around 200 Hays Travel staff to take the ABTA Insurance Regulations exam.

The CoVE staff provided a cost-effective and easy solution to our training requirements and allowed us to meet industry standards. In this instance, the CoVE ensured that our workforce received vital training and I would be happy to work with them in the future."

*Katie Woods-Ruddick, Training Manager, Hays Travel*



## City of Sunderland College

### ICT Networking

The CoVE in ICT Networking is a high technology centre offering a range of specialist and professional courses. The centre is registered as a Cisco Regional Academy, a Microsoft IT Academy, an Oracle Internet Academy and a CompTIA Education 2 Commerce member. The centre is also a member of the North East New Technology Institute and e-skills and is very heavily involved in helping to develop new technology skills and courses for the next generation of IT professionals within the region.

The CoVE is focused on delivering industry standard professional qualifications with the highest standard facilities and resourcing. The centre has a key role to play in the development of ICT Networking provision within the region and is committed to offering the courses which best meet the demands and requirements of the community and the business community within the region.

The CoVE has won a number of national awards for its provision including the Cisco Internetworking Award and the CompTIA Student of the Year Award. The CoVE has recently developed a Foundation Degree in Network Security Technologies, in collaboration with the University of Sunderland, a programme of study which is technologically advanced in terms of content and seeks to attract employers wishing to develop their employees as rounded ICT professionals.

Tel: 0191 511 6000  
www.citysun.ac.uk



#### Employer comment

"The quality of support and facilities available through the CoVE are second to none. We have access to the highest quality of training and support based around the latest industry information and technology. As a small company we often require more specialist and advanced technical assistance and due to the expertise available at the CoVE we are able to provide complex solutions to our clients. The CoVE has been instrumental in the recent and ongoing development of Qualcomm."

*Barbara Wrathall, Company Partner, Qualcomm*



## Middlesbrough College, Durham Logistics College, Gateshead College, and Systems Group Ltd

### Logistics Excellence North East

The CoVE is part of Logistics Excellence North East (LENE) which brings together regional education and training providers and the Sector Skills Council and is the only partnership of its kind. Until now, no single provider could offer the full range of integrated skills and qualifications required by today's modern logistics organisations. LENE is aiming to address this with professional training, advice and support services for businesses. The college also offers pre-Apprenticeship courses and Apprenticeships for young people.

The centre boasts a range of driving simulators which replicate high reality situations for goods vehicles and buses and are used for the improvement of driver safety, reduction of accident risk including training and education in critical conditions and increasing fuel efficiency. The simulators will reduce training time under the new EU Training Directive.

The interactive driving simulator has a 3 screen driving display, 180° drive field-of-view, robust full-size driving controls with high resolution digital sensors and active steering. Six STISIM drive simulators have interactive driving with a single screen driving display, 45-70° driver field-of-view and simple game-type driving controls.

The FIOG standard forklift truck simulators have a wooden forklift truck dummy, a driving computer with two graphics channels for front and rear picture and an audio system with 42" plasma monitors.

Such specialist and high quality facilities results in an excellent learning environment and improved skills for current and future workforces in the industry.

Tel: 01642 333346  
www.studylogistics.com



#### Employer comment

"I worked closely with Logistics Excellence North East and the Logistics CoVE as a result of a local factory closure. They were able to offer their help in providing training and information to the redundant employees. By using LENE as a one stop shop for logistics training it has significantly helped to ensure that all employees were able to access appropriate training. LENE and the CoVE have been particularly helpful and now that we are aware of the various opportunities and support they carry out we have no hesitation in involving them in any future projects."

*Roland Todd, Labour Market Co-ordinator, Stockton Borough Council*





## Darlington College

### Media Digital Production and Design

Darlington College is the only Media Centre of Vocational Excellence in the North East and is proud to be the region's standard bearer.

Specialising in web design, radio and TV production, the centre is also nationally recognised for its award-winning journalism and desk top publishing training.

The college's Media Design Centre also plays host to Quaker TV - Darlington FC's official TV station, the only dedicated football station outside of the Premier League. The programme is produced entirely by students on the BTEC National Diploma in Media (Moving Image) who won a Royal Television Society Commendation for the high production values of the programme.

The centre is equipped with 52 Apple Macs running software specialisms such as Adobe In-design, Photoshop, Quark and Macromedia Studio 2004, alongside digital editing software Final Cut Pro. Further facilities include a state-of-the-art three camera TV studio and editing gallery as well as three digital radio studios and a plasma suite for bespoke software training.

Darlington College is also one of the region's leading providers of media awareness training for small to large companies looking to make their staff better prepared to handle the media and maximise its marketing opportunities.

Tel: 01325 503050  
[www.darlington.ac.uk](http://www.darlington.ac.uk)



### Industry comment

The SERCO International Fire Training Centre, based at Durham Tees Valley Airport, uses the Media Design Centre and its TV studios for media awareness training.

"The facilities are great and the course was extremely good. I think all the trainees - who came from as far away as New Zealand and Trinidad and Tobago - have felt the benefit of dealing with the press through this experience."

*Bob Ford, SERCO Instructor Station Officer*



## Stockton Riverside College

### Performing Arts

Stockton Riverside College was awarded CoVE status in Performing Arts in 2002 and during this time the number of full-time students has increased by 50%.

The School of Performing Arts aims to provide all students with a realistic and sound working knowledge of the performing arts industry to enable progression to employment or specialist dance and drama schools and academies. In December 2005, students performed Oliver at the ARC in Stockton to sell out audiences of over 8000 people.

The high calibre of students graduating from the School of Performing Arts is evident through the number of students that gain full-time scholarships to some of the leading dance and drama schools in the country including Arts Educational and Mountview.

Tel: 01642 865400  
[www.performingarts.org.uk](http://www.performingarts.org.uk)



### Employer comment

"Performing arts is a very specialist area but the skills that Stockton Riverside College are offering will benefit students in a wide range of sectors. The Network of Centres of Vocational Excellence will allow employers like ourselves to have a greater involvement in the courses that will be delivered to students, which will combat any future skills shortage and keep talented young people in this region. We have actually employed six young people to date who attend the School of Performing Arts at Stockton Riverside College to assist in the delivery of our children's drama workshops, ARC Kids and ARClub. This is proof that the CoVE is working in the real world by enabling students to access job opportunities in the creative industries."

*Kevin Parker, Director, Arc*

