



This project is funded by:



Project Case Study

Intec Business Colleges PLC, Skills for Success

Project Overview

The Skills for Success programme aims to deliver NVQ Level 2 training to employees, over the age of 19, who are based in the North West. Aimed at employees that are either not qualified to Level 2 or do not have NVQ qualifications linked to their current role, the programme delivers flexible, work-based training and assessment.

Working with organisations of all sizes, the programme is funded by the Learning and Skills Council (LSC) as part of its 2007-10 European Social Fund (ESF) Co-finance Plan. Intec Business Colleges PLC receive the funding and deliver the programme which provides employers with funded training for their employees that they otherwise may not have been able to access. Working to initially bring workforce skills up to Level 2, the programme aims to progress learners on to higher levels in the longer term.

How it Works

Employers are initially contacted to establish if there is a requirement for training, following which Intec Business Colleges performs an Organisational Needs Analysis to look into the requirement and assess potential learners to ascertain which NVQ and at what level they would be best suited to.

If Intec Business Colleges cannot provide the training to meet the needs of the employer, they are referred to the LSC's Train to Gain Skills Brokerage service where suitable training will be sourced.

Following the assessment, if provision is available through Intec Business Colleges, training is carried out on-site at the business premises, at both the employer and employee's convenience.

The training measures the effective skills, competence and performance of employees against set criteria and throughout the process staff are asked to identify factors critical to their job success. Focusing on this during the training improves business performance.

Impact and Success

Following the inception of the programme in June 2008, Intec Business Colleges has engaged with over 300 companies through a direct marketing campaign comprising of mail shots and phone calls. As a result of this activity, an Organisational Needs Analysis (ONA) has been performed for 40 employers.

Following the ONA, eighty four learners have now been referred to the programme, one of which is Jeanette Paxton who works for the Holiday Cottages Group Rental company, Group RCI.

Jeanette has recently been appointed as a Senior Advisor at Earby based RCI and was looking to progress and develop within her new role. Having already achieved a Contact Centre NVQ linked to her previous role, she is currently undertaking a Team Leader NVQ through the programme and is keen to take on a more active position within the company.

Jeanette commented: "The programme and training works well for me as there are elements of my job, such as monitoring the phone calls, which require constant activity. As the training is on-site this means I can still undertake my work at the same time as being monitored by my assessor.

"The additional NVQ will enable me to step outside my comfort zone and allow me to demonstrate some of the skills I have gained while being in my new post.

"I am really enjoying the Skills for Success programme as I am building a good relationship with my assessor, receiving positive feedback and gaining self confidence, with the added bonus of a qualification at the end of it!

“Without the Skills for Success programme I would not have been able to access the Team Leader NVQ. It’s given me the opportunity to not only gain a great qualification, but also give me more confidence and better skills to help me carry out my new job.”

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