

# incentives

Autumn / Winter 2005 edition



## *Daniel builds a career on old foundations*

Our early childhood experiences, especially the good ones, can, unbeknown to us at the time, make a long and lasting impression on our lives. Perhaps it was a school trip or with family and friends, that as youngsters many of us enjoyed days out visiting the rich and diverse mix of historical sites so readily available to us in the North East of England.

As a youngster, Daniel Swinney particularly enjoyed visiting sites along Hadrian's Wall and when in May 2004 his careers advisors at Longbenton Community College secured a two-week work experience placement working with the team at Segedunum Roman Fort, Baths and Museum, Wallsend, he was thrilled.

Daniel's experience at Segedunum helped to confirm this was an environment he really enjoyed, allowing him the opportunity for involvement in local history whilst dealing with people, another of his strengths. Spurred on by his time at Segedunum, he contacted Tyne & Wear Museums at the Discovery Museum in Newcastle and worked there for a period as a volunteer. Daniel's genuine interest in history ultimately ensured a further 'C' grade in the subject amongst an impressive selection of GCSE results.

An Apprenticeship in Customer Service was the natural progression route, allowing Daniel the opportunity to gain further hands on work experience, and ultimately qualifications to confirm his skills and abilities in a customer focused environment. Following interviews and initial assessments with ITEC North East, recruitment staff contacted Segedunum on Daniel's behalf and successfully agreed to a placement which would allow Daniel to embark upon his Apprenticeship. Although in the early stages of his training, progress reports confirm his friendly nature and enthusiasm are being appreciated both by colleagues and visitors alike. Daniel is gaining experience behind the scenes whilst also working closely with visitors, including school parties who visit the site regularly. There's little doubt they all leave thrilled with their visit and hopefully some of the same enthusiasm for local history that Daniel passes on to them.

Daniel's ITEC training supervisor/assessor, Darren Ashton comments, "Daniel is a very likeable young man with a sound head on his shoulders. When I was given the opportunity of working with him and his colleagues on his Customer Service qualification I was thrilled at the various opportunities at his disposal. I'm sure that with the support Daniel will receive from his peers and ITEC he will go on to become a valuable employee."

Geoff Woodward, Curator at Segedunum, "When Daniel first came to Segedunum on a college placement his enthusiasm and commitment were clear. It can be very difficult to gain experience in the museum sector so I am delighted that we have been able to team up with ITEC and offer him this comprehensive apprenticeship placement."



Daniel enjoying his training.



Business Administration ■  
Customer Service ■  
IT Users ■  
IT Practitioner / Professional ■

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## Computer Clubs for Girls - a new way of learning



The award winning CC4G is encouraging a generation of young girls aged 10-14, giving them the opportunity to take part in a wide range of activities from designing their own celebrity posters or magazine covers, to creating a fashion show or mixing music. By taking technology to the girls, through activities sympathetic to youth culture, the clubs are helping the girls develop the valuable professional and IT skills industry needs them to have, for their lives and their future careers.

Funded by DfES and supported by Becta and Naace, the out of school hours clubs are run at no cost to State schools in England or to the girls. CC4G offers more than 50 hours of e-learning and 55 hours of off-line projects and challenges, is mapped to KS3 of the ICT curriculum, has demonstrated an impact on individual skills, and confidence across the curriculum. To see what it's all about, go to [www.cc4g.net](http://www.cc4g.net) and click on the courseware box.

But clubs aren't just for girls and schools - employers can join the programme too. CC4G is a great fit with Corporate Social Responsibility (CSR) programmes. You can set up a Group Volunteer Scheme whereby volunteers are trained up and linked with local schools; you can host special CC4G events; donate (your branded goods, equipment, competition prizes, software, etc); or provide sponsorship. Just go to [www.e-skills.com/exchange](http://www.e-skills.com/exchange) tell us what you'd like to do and we will be in touch.

For Extended Schools, CC4G offers an out-of-the-box solution - workload involved is minimal, other than the dedication of time to supervise the clubs. Club facilitators don't need to be computer experts. In fact, many say that it's a good way for them to learn IT skills, without pressure. The CC4G clubs that are currently running are facilitated by teaching assistants, extended learning co-ordinators, music teachers ... you name it. You don't need to be an ICT teacher or coordinator to run the club.

If you would like to bring CC4G to your school, or a school you have links with either as a parent, governor, or local employer, please nominate the school directly at [www.e-skills.com/exchange](http://www.e-skills.com/exchange).

To sign up for the programme or simply to find out more, go to [www.e-skills.com/exchange](http://www.e-skills.com/exchange) or [www.cc4g.net](http://www.cc4g.net) or phone 0800 328 5161.



A couple of CC4G girls with Phil Hope, Minister for Skills

## Abseil..utely daring!



Laura Batey, Centre Administrator and Zoe Wilson, Recruitment Officer at our Middlesbrough training centre raised sponsorship in excess of £300 joining other brave individuals in October, as they helped to raise an estimated £300,000 for the RNIB by plunging 150 feet from the top of the Baltic down to the River Tyne.

Billed as a unique opportunity to get a spectacular and unique view of the Tyne before abseiling back down, we certainly admire their bravery and who knows if they participate next year, how many of their ITEC colleagues may wish to join them in this amazing fund raising activity?

## Inspection Framework Fatigue!

Staff and Management at ITEC North East fought off Inspection Framework fatigue in mid-October during a week long visit by the Government's Adult Learning Inspectorate (ALI) looking at our learning provision.

ITEC is very pleased that subject to final moderation, the provision was judged to be satisfactory.

As David Baker, ITEC's Managing Director says, "We expected a thorough, fair and hopefully successful inspection, and it was, in a process that is similar to Ofsted's inspection of schools. Inspectors look to judge us against a 'common inspection framework'. We have worked hard to make improvements in our provision over recent years, especially to involve employers and are pleased with what has been achieved.

Inspectors observed a range of activities during the week and interviewed a number of learners, employers and staff. ITEC would like to record their gratitude to everyone who was interviewed, their co-operation was fantastic."

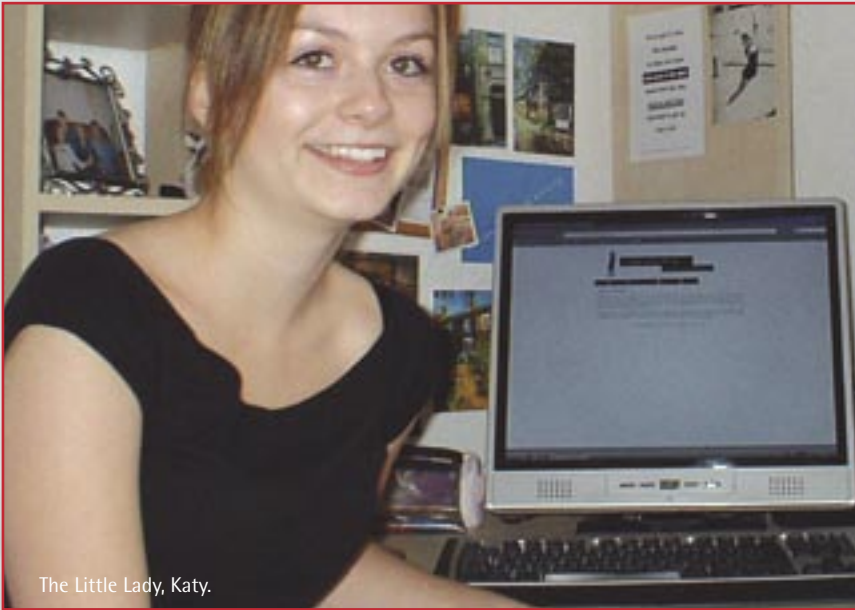
The full inspection report will be available (probably before Christmas) on the ALI website [www.ali.gov.uk](http://www.ali.gov.uk)

## Little Lady, Big Ideas

Why not tell it like it is! That's the philosophy Katy Dobinson subscribes to when it comes to promoting her media design skills.

Katy's a little lady with the potential, enthusiasm and motivation to become a big player in the media industry, something she's been aspiring to since she accessed the internet for the first time, aged 11. After completing her secondary education at Bishop Barrington School in Bishop Auckland with her GCSE's, AS Levels and some impressive hands-on experience of ICT and design, Katy knew an Apprenticeship would give her the vocational opportunities to showcase her talents. Completing her Apprenticeship with ITEC has now guaranteed Katy a place to study HND Graphic Design at Durham New College.

With an impressive CV and portfolio of successful projects already under her belt, the addition of her HND should certainly open the corporate doors of her dreams in London, Paris or perhaps New York. Visit [www.littleladymedia.co.uk](http://www.littleladymedia.co.uk)



The Little Lady, Katy.

## IT excellerated for Ellie

In 2003 Ellie Pearce excelled herself when she completed her Foundation Modern Apprenticeship with ITEC North East in an amazing 10 months, as opposed to the average of 18 months.

Progressing onto her Advanced Apprenticeship in Installing & Supporting IT Systems, her determination and drive certainly have not diminished as she has just completed her Technical Certificate in a week, which would normally take 3 months.

Ellie's continuing desire to learn and improve her skills and knowledge is supported totally by her Washington based employer, Walker Filtration. In her role as Network Assistant, Ellie is taking on more responsibilities, working closely with IT Manager, Stephen Palmer, on a variety of projects whilst

supporting staff based in Kent and Singapore. A new company venture will soon see Stephen in the USA, leaving Ellie in the UK co-ordinating tests and ensuring all systems run efficiently.

Ellie epitomises 'Life Long Learning' as she has also completed her 'A+' qualification and hopes to complete 'Networking +' by March 2006, to be followed by an MCSA (Microsoft Certified Systems Administrator).



Ellie with Stephen Palmer

## Educating Sarah

Being only one of three girls studying ICT for GCSE's and one of only two girls in an electronics class at Teesdale Comprehensive School in Barnard Castle, proved motivational for Sarah Boynton. Girl power ensured Sarah gained grades in the relevant subjects to continue her studies at Queen Elizabeth VI Form College in Darlington completing 'AS' and 'A' Levels, culminating in a B grade for her ICT Vocational 'A' Level (AVCE).

After much deliberation, Sarah was confident an Apprenticeship would release her from academic studies, allowing her to prove her skills in a real work environment. Her talents have been fully appreciated by her colleagues at Darlington LEA e-learning centre based in Sadberge, a "one stop shop for educational ICT needs" where Sarah is gaining experience as a Trainee Technical Support Officer. With over 30 local primary schools requesting IT support via the Help Desk and visits, Sarah's skills and knowledge are much sought after, whilst providing masses of evidence for her Apprenticeship in IT Practitioner/Professional. An added benefit is Sarah's growing confidence in delivering instruction to both teachers and pupils, in particular developing 'Robolab' Lego models used to teach basic programming to Key Stage 2 pupils.

Sarah is very highly thought of by her colleagues as she continues to prove her skills and play a very competent part in a demanding environment.



## Framework completions

1st April 2005 – 30th Sept 2005

Congratulations to the following learners who have successfully completed Apprenticeship Frameworks.

### Administration – Advanced Apprenticeship

Sarah Jane Hutchinson – Absolute Leisure  
Julie Ann Port – Savers Health & Beauty plc  
Ashley Emma Bird – RMC Concrete Products  
Zoe Holly Wilson – ITEC NE (Middlesbrough)

### Administration – Apprenticeship

Michael Bartley – TM Ward  
Ashleigh Bruford – Watson Burton LLP  
John Hebron – The Diabetes Centre  
Shaun Michael Crinnion – Newport Settlement  
Toni Stephen – Watson Burton LLP  
Michael John Denton – Capita  
Zoe Law – General Physics (UK) Ltd  
Robert Phillips – National Salvage Group Ltd  
Gareth David Bennett – Formedicon Ltd  
Liam Peter Bennett – E-Web Solutions  
Christine Joanne Lockwood – JT Atkinson  
Rachael Taylor – Newton Press  
Gemma Felicity Watson – Paul Watson Solicitors  
Lesley Turnbull – Sedgfield Community College  
Katie Macintyre – Charles Church North East  
Amanda Taylor – Autocarriers Ltd  
Kayleigh Sinclair – Park Dene Holidays  
Robert George Allinson – George Allinson Transport Ltd  
Claire Ashley Dobson – Conex  
Chloe Torok – Mortgage Service Centre

### Customer Service – Advanced Apprenticeship

Chris Horner – Polar Windows

### Customer Service – Apprenticeship

Lee Collins – CJ Garland & Co  
Shelley Jones – Brulines Ltd  
Dawn Richards – PWS Distribution Ltd  
Rachel Duncan – Archers Law

### Installing & Supporting IT Systems – Advanced Apprenticeship

Eleanor Louise Pearce – Walker Filtration  
Liam Michael Hall – Datawright Computer Services Ltd  
Christopher David Gill – Jarrow School

### Installing & Supporting IT Systems – Apprenticeship

Kevin Hugill – Whitworth School  
Neil Armstrong – Croft Technology plc  
Chris Weddle – The Computer Centre  
Jason Gill – Jarrow School  
Andrew John Fletcher – St Davids RCA School  
Arron Tilley – HBS  
Jonathan Wragg – HBS  
Adam John Turner – Elementis Chromium  
David William Boys – Harton School  
Martyn Green – ITEC NE (Middlesbrough)  
Steven Robert Cooper – Deerness Valley Comprehensive School  
Michael John David Richardson – St Patricks Comprehensive School  
Jonathan Blench – Hambleton District Council  
Christopher Hardwick – Deerness Valley Comprehensive School  
Mark Gibson – Sedgfield Community College  
Lee Daniel Rudd – Priory Woods School  
Leon Watson – Carmel RC Technology College  
Paul Field – Myson Radiators  
Timothy Creggan – ITEC NE (Aycliffe)  
Marcus Allen Creek – Ikon – HBS  
Michael Paul Barrow – Houghton Kepier School  
Michael McDonald – Walbottle Campus  
John Harasym – St Thomas More RC High School

### IT Practitioners – Apprenticeship

Christopher James Kelly – C-Pac

### Sale of Residential Property – Apprenticeship

Donna Rushton – Thirlwells Estate Agents

## Equality and Diversity



ITEC North East is totally committed to encouraging, valuing and managing equality and diversity for all staff and learners. We will comply with all legislation and will strive to ensure that equality and diversity is promoted throughout all of our activities.



## Let's throw away the 'L' Plates

Over a year ago ITEC North East in partnership with Access Training and Gateshead College, were given provisional approval as a Centre of Vocational Excellence (CoVE) in Business and Management.

Since then we have been working hard to develop the quality of our programmes even further. Panels of experts from local, regional and national Learning and Skills Councils have analysed how we had developed during our first year as a provisional CoVE and, in April 2005 we were honoured to have this prestigious national award fully confirmed.

As the only Business and Management CoVE in the North East, and one of only very few CoVE's nationally to be led by 'work based learning' providers, this is a major achievement and one we are very proud of.

David Baker, Managing Director of ITEC North East explains, "CoVE status doesn't just confirm us as an excellent training provider, we don't need a plaque on the wall for that. What it says is that we are the organisation(s) that should lead in developments in Business and Management training in the region. We have taken responsibility to build quality learning provision, and ensure that we respond to the needs of employers and learners. As the region's only Business and Management CoVE, we will be at the forefront of any new initiative to improve the skills of those working in these fields".

ITEC North East with our other CoVE partners, have already been involved in piloting Business Young Apprenticeship programmes in the region, have developed a Fast Track Apprenticeship programme for A-level entrants, and are to pilot Higher Apprenticeships (to include HNC and Foundation Degrees) from September 2005.

Employer forums are currently being established to ensure that the wider skills and training needs of employers can be addressed, while a wide range of short programmes, NVQ's up to level 5 and Management and Finance programmes are already available.

CoVE partners are increasingly working together to share and develop good practice and plans are being developed that should lead to joint locations at a prestigious CoVE Training Centre at some point in the future. We will ensure that all of our employers and colleagues in the sector are kept fully up to date with all of our CoVE developments.

## New web site

Look out for it in 2006... we are currently developing our informative new web site, to be accessible by early January 2006. This will provide useful information and be an informative tool for learners and employers alike. [www.itecne.co.uk](http://www.itecne.co.uk)



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