

incentives

Edition 18



Information for everyone...accessibility is the key



This edition of Incentives has been visually re-designed as we take steps "to ensure that all people have the opportunity to access information on an equal basis." These words are taken from the home page of Gateshead based MPH who provide advise on access issues, the production of information, as well as providing a high

quality transcription service.

For the first time, four young employees with MPH are embarking upon vocational qualifications as part of their personal development plan with Apprenticeships in Business & Administration. Working closely with ITEC staff each candidate has been assessed

in their job role to identify their day-to-day duties and levels of responsibility. Gemma Kernan and Louise Price will initially complete level 2 qualifications. Maxine Casey and Michelle Race, already promoted to Team Leaders, will complete at level 3.

MPH is their first employer and they are all very enthusiastic at the thought of being given a chance to gain additional qualifications to reflect how well they do their jobs. With complete support and encouragement from MPH they are all highly motivated and aware of the future opportunities available to them with additional qualifications.



Funded by:



- Business Administration
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Profiles

Name: Kevin Ferguson **Age:** 24

Job Title: ICT Assessor



Why choose an Apprenticeship? I wanted a chance to get real experience, working with people who already had IT jobs. I could see what I had to achieve and I got on and proved I had the ability to see the whole thing through.

What are the benefits? ICT employers look for experience as well as qualifications and I was adding to my CV as soon as I started my training. Obviously it was good to be earning money as I was doing it. There's no doubt about the real benefit for me, and that's being employed as an assessor with ITEC.

What did your training involve? Once I really understood what areas of ICT were covered in my Level 2 Using IT, I was able to work with my assessor and ICT staff at a local secondary school and gained loads of hands-on experience – it's amazing the amount of PC's and other IT equipment that needed our attention.

What were the best bits? Being involved with real work right from the start. I got involved with so many people and helping them taught me so much. I think I'm like most people, it's so much easier to learn by actually doing something, rather than just reading or being told about it.

Dare we ask about the worst bits? It can be hard in the workplace when there are people around you on such high salaries, but if anything, this spurred me on to finish sooner and gain full employment.

What does your job involve? I provide guidance and advise to candidates completing their NVQ's and provide training when required. I'm in a pretty unique position with my learners as I've only just completed an Advanced Apprenticeship myself.

When you left school, what did you want to do? I always wanted to work with computers and networks but I also wanted a job that gave me the opportunity to train and help others.

What do your friends think? "Cool"

Do you have any advice? For anyone considering a career in ICT, then an Apprenticeship is an excellent route. I have also completed night classes at University which puts me in a strong position, with a really strong CV.

What are your ambitions? I want to continue building on my qualifications and become an IT Manager or NVQ Internal Verifier.

Name: Louise Race **Age:** 21

Job Title: Recruitment Officer



After leaving school, what were your plans?

Originally staying on at 6th form and then go to university. After my first year at college I knew I wanted to get my foot on the career ladder sooner rather than later.

Why choose an Apprenticeship? I was already used to working part-time and felt I had the confidence to start looking for a job, but with someone there to help me and to know I would be working towards a good qualification.

What are the benefits of vocational training? For a start, you're not out on your own, I always knew I had support and advice if I needed it. The benefits are earning straight away, learning a real job and getting good qualifications.

What did your training involve? Being in a real work situation meant I produced evidence for my NVQ from what I was doing on a day to day basis. I had regular meetings with my assessor who made sure I met all my targets.

What were the best bits? Being employed as part of a team, it's nice to really feel that what you're doing is having an effect.

Dare we ask about the worst bits? None yet!!! Everything has been really good.

Tell us about your job. I work with a really good team, meeting new people every day. I enjoy working with young people leaving school, helping them find local employers who will give them the support I've had from ITEC to complete my qualifications and gain loads of experience.

What do your friends think? They think I've been really lucky finding a job that matches my personality, they know how much I love meeting people.

Do you have any advice? It's all about the amount of effort you put into whatever you chose to do. Put in the effort and the rewards are there. I sometimes can't believe the responsibility I have, but I love it, it gives me a real buzz and keeps me on my toes.

What are your ambitions? To keep gaining experience and progress, one day I would like to see myself as a Manager. My partner and I have recently moved into a new house, that has been exciting and we have loads of plans.

Courageous career start for stuart



Although diagnosed with a malignant brain tumour at the age of 12, severely affecting mobility and short-term memory, Stuart Barry has made massive steps towards ensuring he leads an active and challenging lifestyle.

Following 4 months in hospital Stuart re-learnt how to talk, walk and adapt the way in which he carried out many everyday tasks. Stuart's determination, combined with support received from family, friends and medical staff ensured a return to Gillbrook Technology College and his GCSE studies whilst maintaining a 100% attendance record. With his confidence steadily increasing, Stuart continued his studies at Prior Pursglove College where he re-sat his English GCSE gaining a C grade, plus a GNVQ in ICT adding to his GNVQ from school in Leisure and Tourism.

An early childhood ambition to become a chef was unfortunately no longer realistic after suffering his brain tumour, however a Connexions advisor recommended he consider an Apprenticeship in Business Administration.

ITEC's Middlesbrough recruitment team secured a placement for Stuart with Connexions' Routz project giving him the opportunity to demonstrate his ability which has subsequently led to his full-time employment as a Core Vacancy Administrator.

Working in a supportive team, led by Stephanie Hynes, Routz Project Manager, Stuart plays a pivotal role receiving notification of local employment vacancies to be entered onto their computerised system and accessed by staff at a number of locations throughout Tees Valley. Stuart's knowledge of the database system has seen some of his suggestions for improvement being introduced and also serve as excellent evidence for his NVQ portfolio. In his current role, Stuart particularly enjoys knowing he is helping other young people into training and employment.

Integrated vision

Vision Training Limited has existed over many years to deliver commercial training on behalf of ITEC North East Limited.

From 1st April 2006, Vision Training has been fully integrated into ITEC's business processes, ensuring all our clients continue to have access to our high standard of group and individual training, delivered by experienced trainers to a consistently high standard of client satisfaction.

Should you have a requirement for Application software training, NVQ's or Apprenticeships we look forward to providing these services at realistic and competitive prices.

Calling all employers

As we strive to continually improve the quality of our Apprenticeship delivery, input and engagement with our employer partners is greatly valued.

Therefore, we take this opportunity to extend an invitation for any employer involved with ITEC to attend either our Employers Forum or to actively contribute to the Self Assessment Report (SAR) which we produce in November.

To register your interest or for further information please email:- aycliffe@itecne.co.uk



Framework completions

1st October 2005 – 30th April 2006

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

Business & Administration – Advanced Apprenticeship

Heather Hazel Atkinson – Rook Matthews Sayer
Carolyn Bell – ITEC North East Ltd.,
Claire Louise Boshier – Northgate Vehicle Solutions Ltd.,
Ashleigh Bruford – Watson Burton LLP
Kim Cutmore – Focus DIY Ltd.,
Lyndsay Anne Dellow – Watson Burton LLP
Sarah Earl – Watson Burton LLP
Claire Louise Gray – Charles Church North East
Sarah Laura Louise Harris – GCS International Transport Ltd.,
Samantha Jane Hutchinson – Melbray Chemicals Ltd.,
Simon Leadbeater – South Durham Structures Ltd.,
Kelly Louise Mackintosh – Middlesbrough Primary Care Trust
Tammy Mann – Cousins & Co.,
Andrew Richardson – CJ Garland & Co.,
Stacey Robinson – Colas Ltd./A One
Claire Louise Rowland – Radford Shelving
Andrew Neil Smith – O'Rourke Swainston & McCarthy
Toni Stephen – Watson Burton LLP
Melanie Storey – Watson Burton LLP
Fiona Trotter – Andrew Craig
Lisa Varley – ITEC North East Ltd.,

Business & Administration – Apprenticeship

Stuart Alexander Barry – Routz
Nichola Arrowsmith – ABC Scaffolding
Danielle Shiela Bates – Watson Burton LLP
Natalie Bellamy – ITEC North East Ltd.,
Holly Samantha Benson – City of Sunderland Council
Stacey Louise Bisset – Sotech Products & Services Ltd.,
Simon Blower – Simply Stripes
Samantha Brown – Specsavers Opticians
Lyssa Calderwood – Esh Group
Emma Louise Carroll – Esh Group
Jenna Champney – Watson Burton LLP
Melissa Charlton – SCS
Keri Cooperwaite – Watson Burton LLP
Emma Daniels – Ellayess/Kvaerner
Sarah Dodds – Esh Group
Rebecca Domican – Watson Burton LLP
Julie Evans – ITEC North East Ltd.,
Stephanie Evenden – Datawright Computer Services Ltd.,
Gemma Firby – Esh Group
Elissha Hannon – Langley Insurance
Lisa Nadine Hayes – Odyssey Systems
Carly Jayne Henderson – Ashley Mark Publishing Co.,
Lyndsay-Marie Hogg – Brulines Ltd.,
Chanel Byronie Hunt – Two Castles Housing Association
Amanda Insall – Northern Safety
Jordan Thomas Kidd – Newcastle Home Loans
Rose-Marie Kiley – Darling & Stephenson Solicitors
Samantha Anne Lane – Halifax Estate Agents
Shiuly Miah – Darling & Stephenson Solicitors
Ann-Marie Makepeace – Slimming Solutions Ltd.,
Tracy McCulla – SHB 4x4 Hire
Dionne Louise McGarrigal – Watson Burton LLP
Melanie Mellor – Watson Burton LLP
Rachel Melanie Oliver – Esh Group
Jennifer O'Neil – Carpetline Direct
Drew Scott – Colas Ltd/A One
Clare Louise Smith – Cleveland Security
Rachel Smith – New-tec Laboratories
Stacey Smith – Hurworth Comprehensive School
Catherine Stewart – Esh Group
Stephanie Joanne Thomson – Absolute Leisure
Charlene Walker – Solicitors Financial Management
Chantelle Williams – Purple Homes
Niki David Williams – Capita
Gemma Wilson – Alab

Customer Service – Advanced Apprenticeship

Lyndsay Marie Kelly – British Gas
Ian Mitchell – Client Logic

Kelvin John Robson – HB Technologies Ltd.,
Clare Louise Skinner – Formedecon Ltd.,
Anna Wallace – ITEC North East Ltd.,
Neil While – Brulines Ltd.,
Joanne Louise Whitehead – Tristar Homes

Customer Service – Apprenticeship

Sue Ellen Clarkson – Petro Plus Marketing Ltd.,
Lisa Gibson – Keith Pattinson Ltd.,
Lisa Goldsmith – Eddis Transport Ltd.,
Louise Miller – Celestial Windows
Michelle Ann Morris – ITEC North East Ltd.,
Ashley Anne Marie Starforth – Talent Group
Simon Richard Tate – PCS Ltd.,
Donna Marie Woodhead – TR Fastenings (Europe)

Communication Technologies – Apprenticeship

Shaun Charlton – Croft Technology plc.,

Installing & Supporting IT Systems – Advanced Apprenticeship

Paul Cass – Durham High School
Kevin Ferguson – ITEC North East Ltd.,
Wayne Harrison – St Davids RCA School
Levi Kelvin Haynes – Roseberry Comprehensive School
Christopher John Kirschnick – Newlands FCJ School
Daniel Ronald Smith – Komatsu UK Ltd.,
Michael Tregoning – Fyndoune Community College

Installing & Supporting IT Systems – Apprenticeship

Christopher Boam – Longfield Comprehensive School
Simon Paul Box – HBS
Craig Buxton – Teesside Prep & High School
Paul Cuthbertson – Croft Technology plc.,
Tom Farrar – IT Professional Services
Chris Gill – Kingsmeadow Community Comprehensive School
Jason Glazier – Middlestone Moor Primary School
Mark Gorman – Acklam Grange School
Paul Gray – Visualsoft UK Ltd.,
Matthew Harvey – IT Professional Services
Rael Jon Hodgson – HBS
Christopher Jobson – B-Skill
James Lees – E-Web Solutions
Craig Daniel Thomas – NEL Power Engineering

IT Practitioners – Apprenticeship

Andrew Peter Brown – Springfield Motors
Martin Cunningham – Fyndoune Community College
Darren Denham – RTC North Ltd.,
Claire Susan Rodwell – HBS
Adam Paul Stone – Roseberry Comprehensive School
Jonathan Weir – HBS
James Wem – Yarm Computers

Using IT – Advanced Apprenticeship

Steven William Mills – Capita
Stewart Norris – TCS Cad & Graphic Solution

IT Users – Apprenticeship

Paul Burridge – Colas Ltd./A One
Christopher Cooper – Metso
Leo Thomas Croft – Neta Training Group
Katy Samantha Dobinson – ITEC North East Ltd.,
Lisa Wilkinson – TTH Architects

Sale of Residential Property–Apprenticeship

Charlotte Elizabeth Brown – Michael Poole Estate Agents
Michael James Daurge – Michael Poole Estate Agents

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