

# We delight our customers – and that's official!

Construction Learning World is among the first group of training providers to

TRAINING  
QUALITY  
STANDARD

achieve the prestigious new Training Quality Standard. The award is fast becoming known as the standard that recognises and celebrates the best training providers in the UK.

Construction Learning World's certification, which was achieved with 'Excellence in Construction' was awarded after rigorous assessment by a team of external assessors who reviewed the submission, interviewed staff and spoke directly to many of our clients.

Managing Director Helen Smith said "Having been designed to reflect employers' priorities and expectations in sourcing training and development solutions, we are proud to have had our processes and practices proven to meet the high standards that are required by the certification."

The Training Quality Standard was recently launched by Skills Minister David Lammy, who has said that it will be a mark employers can trust and hopes that many more providers will in time go on to achieve it.

Helen went on to add "We strive hard to make sure we deliver a high quality, flexible and responsive service which is relevant and meets our clients' needs. The achievement of the Training Quality Standard is a great credit to all of our staff who are committed to providing the best service possible to all of our clients."

Helen also said that CLW values all its customers highly and would like to thank all those who were involved in the employer feedback survey for their valuable contribution towards the company achieving the accolade.

"It's great that we have been recognised as one of the first national providers to achieve the standard. However, we can't rest on our laurels and must ensure that we maintain and improve further the high standards and quality that our customers and candidates have come to expect from us."



# LEARNING WORLD NEWS

## Surpassing Expectations

**As we come to the end of another academic year we reflect on what a year it has been!**

In order to meet customer demand the company has expanded beyond expectations and now boasts a team of 205 staff and a customer base of more than 1,000 companies. Every week sees the client list expand as construction companies realise the benefits of having their employees and contractors qualified to meet approved national standards.

Our growing team are now responding to almost 1,400 requests each month to coordinate health and safety tests, along with applications for CSCS and CPC cards which are at record levels. We are witnessing an ever increasing demand from many of the larger construction companies insisting that operatives are appropriately qualified and accredited before allowing them to work on site.

The increase in qualification delivery has enabled Construction Learning World to secure more financial support from its funding partners, having fulfilled our contracts for 2007-8. Great news for both CLW and the Learning Skills Council, who are impressed with the continued high quality and volume of successful NVQs awarded - including the number of qualifications achieved through the Train to Gain initiative.

It will therefore come as little surprise that the company is relocating from its current offices in Langley Bridge to new and more spacious accommodation in Nottingham, the move underlining the company's success since it joined the Melorio plc group at the end of last year. Our new contact details can be found on the back page of this newsletter.

## Logistics Learning World - NVQs on the move

In response to client demand, Learning World is delighted to launch a new division – Logistics Learning World. Initially, LLW will provide training and accreditation to lorry drivers who supply materials to construction sites.

Until now such drivers have been largely left out of the CSCS training and NVQ qualification drive. Now,



## logistics learning world

as the 2012 deadline approaches, there is a risk that unqualified drivers may not be allowed to bring their loads on site.

The qualification NVQ Level 2 Driving Goods Vehicles helps drivers prove their competence and skills.

Already two major Learning World clients – Ennstone Johnstone and McArdle Group – have started taking up the new training and assessment provision, with more clients expected to follow as awareness increases.

"Given the national campaign to get everyone on site compliant by 2012, there is clearly an anomaly if some truck drivers, who need to visit worksites, are not being given the chance to become qualified," explains Business Development Director Adrian Woodhouse. "Logistics Learning World has therefore been set up to anticipate the inevitable future needs of this sector, well ahead of the deadline."

Although the new division is initially catering for the construction industry, plans are in place to roll out the service to other areas of freight and haulage.

Adrian adds, "Our aim is to help operators and drivers in other fields, such as hauliers, delivery drivers, bus drivers and staff who operate vehicles in places like airports and docksides, to comply with future legislation so they can manage the whole process smoothly and with minimal disruption to normal working."

## NEW NVQ's

### Painting & Decorating

One of Construction Learning World's recently implemented NVQs, Decorative Occupations, has become extremely popular since it was launched.

The first operative to complete the qualification was Andrew Howe, who works for Loughborough based company William Davis. Since then almost 80 more learners have achieved their NVQ Level 2 in Decorative Occupations, with nearly 100 others currently working towards the qualification.

CLW offers both the general NVQ painting option, plus an NVQ route which is suitable for industrial painters, which is also proving to be very popular with candidates and employers.

"Before we offer a new qualification we carefully determine what our clients needs are and then recruit Assessor Trainers who are occupationally competent in that particular trade," explained CLW Director of Centre Operations, Steve Fletcher.

"After developing all of the learning and training materials we then approach the Awarding Body to gain their approval for us to deliver the qualification. As an Accredited Centre, we can then go on to deliver the NVQ."

### Water Jetting



CLW has recently introduced Associated Industrial Services - Water Jetting into its ever expanding range of NVQs.

The first candidates, who have now started their qualifications, work for Dartford based FM Conway - one of CLW's long standing clients.

The four units featured in the NVQ, which candidates have to complete, are: contributing to efficient working practices; providing temporary protection; preparing, operating and checking plant and equipment; and removing materials or deposits to maintain surfaces and structures. Candidates must also complete one optional unit from the following: erecting and dismantling access platforms; preparing and maintaining sites; recording and maintaining information; and establishing operations in a hostile environment.

One of the typical applications covered within the qualification includes the cleaning of sewers using high pressure equipment, which is regularly used by water jetting companies to check drains on new housing developments to make sure they are clear and usable before adopting the sites.

### Life doesn't stop at 65



74 Year old plant operator Danny Boyle, who works for St Albans based Kane Group, has recently started his NVQ Level 2 in Plant Operations with Construction Learning World.

Danny, who has worked for the earthworks and demolition contractor for 12 years, is a much valued member of the team and is capable of driving any of the firm's vehicles or plant.

His boss Steve Keech said, "I wish all my

employees were as reliable and conscientious as Danny, who comes in and works each day as if it were his first."

Danny admits that he still enjoys working and would rather be operating machines on site than sitting at home in retirement.

"Work keeps me fit and my mind active and so I look forward to each day," he said. "I've no plans to retire at the moment, although I keep threatening that each year will be my last!"

Danny has always worked in the construction and haulage industry and used to run his own fleet of 32 lorries, driving during the day and working on them at night - so he's certainly no stranger to hard work!

### CLW supports government drive

In support of the Government's initiative to increase skill levels within the workplace - known as Skills for Life - Construction Learning World is now offering learners the opportunity to gain qualifications in English and Maths in addition to their trade-based NVQs.

The government says that implementing English, Maths and Language Skills programmes can help employees work to the best of their abilities and give them confidence in the following:

- To understand health and safety further
- Learn new skills and be more flexible
- Contribute and participate fully in team situations
- Take opportunities for further development and promotion
- Deal with increased customer demand and expectations
- Communicate, delegate and plan effectively
- Solve problems
- Take on increased responsibility

In a review which examined the UK's long-term skills needs, Lord Leitch said, "Without increased skills, we would condemn ourselves to a lingering decline in competitiveness, diminishing economic growth and a bleaker future for all. The case for action is compelling and urgent. Becoming a world leader on skills will enable the UK to compete with the best in the world."

For further information and guidance on Skills for Life, please contact Denise Baldwin, tel: 01773 769600, or email: [dbaldwin@constructionlearningworld.com](mailto:dbaldwin@constructionlearningworld.com).

### Working with partners - Train to Gain

Earlier this year, Andy Sheppard, Lead Funding Manager for CLW, was invited to Windsor Castle by the South East Learning Skills Council. The occasion was a tight knit discussion to explore practical ways for training providers, across a range of industries, and the LSC in the South East, to work together to increase Train to Gain take-up and achievement.

The elite team, consisting of individuals from Job Centre Plus, Skills South East, together with LSC directorate representatives, stayed overnight at St George's House, which is next to St George's Chapel and in an area of the castle not normally open to the general public.

During the discussions the partners identified and explored the problems and challenges involved with the Train to Gain initiative and offered practical solutions to employers, highlighting the barriers of delivery and how these can be minimised, along with focussing on ways that local brokerages can support the process and deliver high quality services to employers.

"It was an extremely valuable exercise. A large amount of positive ideas and decisive actions came out in the two days we spent at Windsor," said Andy. "All of us there were confident that the proposals will help drive forward Train to Gain in the South East."

### Girl power!

Construction Learning World has recently registered its first female bricklayer and its first female roofer.

29 year old Lorraine Emerson, who has been laying bricks for six years, works for Huntingdon based Allgood Services. She is currently working on the Twigden Homes site at Fairfield Park, Stotfold, in Hertfordshire.

Before becoming a bricklayer, Lorraine served in the army for six months with the 2nd Battalion of the Parachute Regiment in Northern Ireland.

"I'd always wanted to have a go at bricklaying as it was something different to do," she said. "My dad was a bricklayer and this made it easier for me to get started. The physical work also helps me stay fit."

She added that she enjoys her job and, as well as having the satisfaction from building someone's home, she likes the banter and meeting new people. "It's also nice working outside when the sun's shining - and, of course, the money's not bad either!"

Roofer-tiler Lynne Gibbons, who is currently a subcontractor for Weston-super-Mare-based firm Seymour Roofing, also began her NVQ programme recently.

Since starting work for Seymours in March, she has attended all its training courses and has been praised for her work.

Lynne, who is only five feet two inches tall and has been a roofer for five years, said, "It's not just on the ground that women are getting involved in the construction industry - it's anywhere that the work takes them."

## Company conference day

Construction Learning World has recently held its annual company conference at Nottingham University. The brief was to provide an informative and informal day with team-building events and a barbecue in the evening.

The event consisted of various presentations and workshops for the staff, beginning with a presentation by Helen Smith, Managing Director and Adrian Woodhouse, Business Development Director, who gave an update on how Learning World was progressing and a brief insight into the future.

One of the most entertaining presentations – ‘A week in the life of LW’ – looked at the processes that take place in the company. Staff taking part made sure that the presentation was enthusiastically brought to life with costumes and role playing. “It really hit home just how much work is involved in delivering NVQs effectively to our learners,” said Adrian.

Highlight of the afternoon was guest speaker Ian Whittingham MBE, a former roofer who is confined to a wheelchair following a horrific fall at work on a construction site in 1993. His talk and related video reminded everyone of the dangers and reported on how important CLW’s role is in reinforcing safe working practices on site at all times.

Ian is a tireless advocate for improvements in health and safety and stressed its critical importance in the workplace. Over the past few years he has travelled throughout the UK appearing at Construction Safety and Health

awareness days and, in 2004, he was rewarded with an MBE for his work.

In recognition of Ian giving up his time to talk at the conference, Managing Director Helen Smith presented him with a cheque, which he subsequently donated to construction industry charity, the Lighthouse Club.



Although the conference ostensibly ended at 5pm, all staff were invited to stay for an evening barbecue and games including, casino tables, a bucking bronco and sumo wrestling. Whatever next!



## NVQ ACHIEVEMENTS

### Jonathan rises to the challenge

19 year old Jonathan Bowler from Quantum Construction has recently completed his NVQ in Construction Operations. Although the awarding of this qualification might sound like a regular occurrence in the construction industry, because of his learning difficulties Jonathan has had to work particularly hard to gain his NVQ.

Throughout the assessment process, he has had the full support of his manager Christine Warren and Assessor Barry Page of CLW.

Christine, who personally supervises Jonathan most of the time, is absolutely delighted. “Jonathan has worked for us for just over a year now. He has made fantastic progress and has developed his own methods for carrying out jobs, whether on site or in the yard. This is the first ever qualification he has achieved, so it’s very special to him.”

Barry reported that he has really enjoyed assessing Jonathan and they got along even better after they discovered they had a common interest in boxing. “Having completed his first programme successfully, I’m hoping to assess Jonathan for his second NVQ in Domestic Drainage - which is completely different to what he is doing now,” said Barry.

As with his first NVQ, Jonathan’s ongoing training and assessment is being fully supported by Quantum Construction and his supervisor Christine.

## From Elizabeth I to Elizabeth II



CLW has recently started working with Britain’s oldest construction firm, Durnell & Sons Ltd, based in Kent. Founded in 1591, its history goes all the way back to the reign of Elizabeth 1 and just three years after the defeat of the Spanish Armada.

Owned and managed by the same family for an impressive 12 generations, Durnell has been involved in an extraordinary wealth of construction projects, the likes of which few other firms could begin to boast. Its first recorded project is an oak-framed house called Poundsbridge Manor, near Peshurst in Kent, which still stands today in fine condition and proudly bears a date of 1593.

In its time Durnell even constructed pill-boxes and tank traps in preparation for a possible invasion during the Second World War.

A few of the company’s more recent projects include the world famous Hurlingham Club in London, the Royal Military Academy at Sandhurst, Dulwich Picture Gallery and Christ’s Hospital School.

Construction Learning World’s Sales Manager Stuart Anderson said, “It’s a real feather in our cap to be able to work with a firm like Durnell, which has such an impressive history and excellent reputation. I must confess that I’m a little jealous of our assessors who’ll be working with the company on what are bound to be all sorts of interesting projects.”

### Overcoming the odds

Christopher Barlow, who has been working for Berkshire based Austin Brickwork for 18 years, has overcome some huge hurdles to gain his NVQ Level 2 in Trowel Occupations.

Having been born without hearing or speech, he was initially apprehensive about working towards his qualification, but with the support and encouragement of his Foreman Peter Newton and CLW Assessor Richard Heasman, he went on to achieve his NVQ with flying colours.

Initially starting as a hod carrier before becoming a bricklayer, Christopher admits that he enjoys his job immensely and explained that he communicates with his fellow workers by sign language, having taught it to some of his closest colleagues.

Christopher, who is 39, reports that he is proud to have gained his qualification and consequently feels more confident at work, as he now has a qualification that proves his standard of skill. He is aiming to go on to achieve his NVQ Level 3 in Trowel Occupations.

## How’s that for service!

CLW Business Development Manager Ben Cressey recently received an urgent call from major building and civil engineering subcontractor UKR, based in Swadlincote, Derbyshire.

The call was from UKR’s Group Health and Safety Manager, Ross Bayliss, who explained that one of his operatives, Derek Baird, urgently needed to start work on his NVQ as his CPCS Trained Operator card had expired and he had

left it late to renew it. Without starting his NVQ Derek would not be able to get on the site in Blackburn, with the site foreman adamant that Derek would not be allowed in the gates unless he had started his NVQ.

Ben lost no time in liaising with Profiling Coordinator Julie Cherry who quickly organised an induction session at CLW’s offices. Derek promptly arrived at Langley Bridge with his truck mounted concrete pump and was there and then profiled by one of our Profiling Coordinators who

was diverted to the office car park to meet Derek. Later that day Derek was signed up to NVQ Level 2 Plant Operations Concrete Pump and the next day he was waved through the gates by the site foreman without a problem.



Derek Baird - Concrete Pump Operator – UKR Ltd (left)  
Ben Cressey - Business Development Manager – CLW (right)

## NEW FACES

### Christopher Woodworth



Recently joining Construction Learning World as one of our Business Development Managers, Chris previously worked as an independent financial

adviser with Derbyshire IFS, part of Derbyshire Building Society. His new role will see him working with employers in the North West.

### Rebecca Wilson



Rebecca has joined us as one of our CSCS Card and Health and Safety Co-ordinators. She previously worked for Nottingham City Homes and Metropolitan

Housing as a support officer. "I was looking to move jobs and was attracted to Learning World because I wanted more of a business role rather than a support role. In addition, Learning World is very successful and that was also great attraction."

### Paul Storey



On Paul's first day he attended the annual company conference. "It was a fantastic introduction to CLW. After my role as a busy Construction Project

Manager I had been looking for a challenging and different career path. The conference confirmed that I had made the right choice and I now start training to become a level 3 Assessor at CLW".

### Yvonne Crewes



Yvonne has joined the new Logistics Learning World team as one of its first Assessors. After a career in the Armed Forces as a Driver of a Tank Transporter she is

ideally suited to her career as an Assessor. "It's great to be one of the first in team and we are all working together to make sure we this new division is off to a flying start".

### Tim Prescott



Joining the CLW Assessment team, Tim has a background in various areas including, construction plant, health and safety and high pressure water

jetting and is therefore ideally suited to extend his career by using his wealth of experience in his new role as an Assessor trainer. "I was attracted to CLW when I saw the opportunity to work in the south of England. Having joined the company, I now know I've made the right decision."

## Case study: North Midland Construction

Founded in 1946, North Midland Construction is now a large plc comprising five main operational divisions and subsidiaries.

The firm is currently involved in a wide range of projects, many of them for blue-chip clients. These include rail, wastewater treatment, town centre regeneration, office and apartment developments and installing utilities.

In 2006 – the same year it won Nottinghamshire company of the year award – North Midland Construction decided it needed to review its training, as Operations Manager Gavin Clegg explains: "At the time we had a lot of red card holders. Rather than waiting until our clients highlighted this, we wanted to be able to say that progress with our CSCS and CPCS accreditation was already well in hand."

The company talked to the CITB which provided a list of training providers for NMC to evaluate. "It soon became clear CLW was the preferred choice. Unlike most other providers, CLW offered a full service – organising CSCS cards touch screen tests, NVQs and so on," said Gavin. "Importantly, CLW also took care of organising the funding to support the process."

He added that CLW provided a great deal of impartial advice, knowledge and invaluable experience along the way. Assessment initially began with the company's civils division and the NVQs provided for five different trades. In the rare cases where CLW couldn't offer a particular NVQ, North Midland was given details of other reputable training providers which could assist.

As part of the ongoing process, CLW also checked off each North Midland operative by compiling a person-by-person list of what was needed to be done, by whom and by when. "This has helped us no end and, because of this, we are free to concentrate on our core business," added Gavin.

CLW has been highly proactive in rapidly getting North Midland's subcontractors on the road to qualification. "Our clients now know that all of the operatives on our sites – not just the ones we directly employ – are well on the way to getting qualified and carded."

As it worked so well with its civils division and with so little disruption, North Midlands has asked CLW to roll out the process across its entire company, a programme which is currently progressing extremely well, as Gavin explains, "CLW has met all our requirements, which for a company like ours with such a wide range of activities, we thought would be asking for the impossible!"



## Joint venture sees launch of Insight Learning World

Insight Solutions Group Ltd, one of the major suppliers of labour to the construction industry, has recently set up a partnership with Construction Learning World.

Currently operating in the London area, with a view to going nationwide in other major cities in the next few years, this new initiative is being promoted via a radio campaign which advertises Insight's joint service with CLW.

To accommodate the large number of staff handled by Insight, special evening and weekend induction sessions were coordinated when the partnership was set up.

"Given both Insight's size and the vast number of staff it handles, an association with us was universally felt to be the best way forward," explained CLW Business Development Director, Adrian Woodhouse.

"Profiling sessions are arranged to suit the varying needs of Insight's clients – many of them blue-chip – and this way we can flexibly accommodate different numbers of learners", said Adrian. "Reports so far indicate that Insight is impressed with the quality of the service they have received from us and we look forward to a long and successful relationship with them."

## Sustainability policy

As part of Construction Learning World's ethos of adopting best practice wherever possible, it has recently put in place a company wide sustainability policy.

The policy tackles paper and cardboard recycling, encouraging staff to use public transport or share cars and buying environmentally responsible goods. Where possible, CLW will also persuade agencies, partners and other business associates of

the importance of sustainability and sharing best practice. Helen Smith, CLW Managing Director comments, "As a company we're working really hard to minimise our impact on the environment. As well as it being sound practice anyway, adopting such measures puts us in a better position to understand those of our clients who are also actively promoting sustainability."

Any savings CLW makes as a result of its efforts to conserve energy will be donated to an environmental charity so that any impact can be put to good use.

If you would like to feature in the next edition of our newsletter, please contact us.

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