

ALL ABOARD...

Training keeps the Royal Navy afloat

In recent months, NVQ Training & Consultancy Services has jumped 'on board' with the Royal Navy, helping to give officers and civilian staff at the Recruitment Office in Liverpool recognition for the work that they do. The programme has been a huge success, with a full programme of NVQs undertaken by staff of all levels.

"It is important that our staff not only have top-level skills to carry out the work they're commissioned to do, but that they have nationally recognised qualifications that they can use throughout their career," says Area Recruitment Manager, Warrant Officer Terry Bates.

Terry, who co-ordinated the programme with NVQ Training & Consultancy Services, himself completed a Level 3 NVQ award in Management and Leadership. While his staff, from Chief Petty Officer Jack Russell (right) to administrator Dawn Burr (below) have all completed NVQs in Team Leading, Management and Advice & Guidance.

The training was carried out under the Learning & Skills Council's Train4Growth programme, aimed at stimulating workforce development in public sector organisations in Merseyside.

"There is a real need for the Armed Forces to up-skill personnel, which requires investment in training and education... That investment pays dividends in maintaining our Forces' capabilities and reputation around the world" LSC 'In Our Hands' campaign



Chief Petty Officer
Jack Russell



Royal Navy Administrator
Dawn Burr

No one could have been more surprised to find herself nominated for a European Social Fund (ESF) training award than administrator Dawn Burr. As the only civilian member of the Royal Navy Recruitment team in Liverpool, Dawn has been working quietly away in the background, keeping the paperwork flowing, chasing up photographs and any missing information needed from the latest applicants. Encouraged by Warrant Officer Terry Bates, Dawn enrolled, with a number of reservations, on a Level 3 NVQ in Advice & Guidance, and was assigned NVQ's Shelley Kearns as her assessor.

"Dawn had come back from a period of ill health, and her confidence had taken a hit," says Shelley. "She was unsure of doing a course and came forward very reluctantly. Because she had no formal qualifications before enrolling on the award and didn't think she had the competence or knowledge to pass the award. She also felt, as a single mum, she needed to overcome some barriers in her personal life."

Award Nominee A LIFE CHANGING EXPERIENCE

"Now I really feel part of the team!"

Shelley advised Dawn to start off slowly. Then, once the process started and she began gathering evidence of her role within the office, the momentum got going, and Dawn was visibly enjoying herself.

"Going through the NVQ process made me realise how much I actually did!" says Dawn. "Although I don't give careers advice directly to the public, I do advise the staff members about procedures, and talk to families of recruits over the phone. So the evidence boosted my morale and I felt really proud of myself."

Dawn's confidence has continued to grow, and she has, as she describes it, "come out of her shell".

"The other day, I took a call from a mother who was concerned about her son joining up. Because of my experience (my Dad was in the Army and I have always worked for the Forces) I was able to chat to her and reassure her that her son would be well looked after. She was happy when she put the phone down - and that was such a good feeling! But without the NVQ, I probably wouldn't have thought about the positive impact that I made."

Since completing her Level 3 in Advice & Guidance, Dawn has received her first performance-related bonus and is now looking forward to developing her skills even further at work. The European Social Fund Award winners were announced at the end of June.