



Welcome to our first Employer newsletter of 2011. You may be asking what happened to the Spring edition—well, as did the weather, we jumped straight into Summer and like this poppy we are bursting to tell you our news. This time, rather than newsletter for newsletter's sake, we are reporting an important change to Apprenticeships for both employers and learners. The qualifications known previously as NVQs,

(NQFs) have now become QCFs—Qualifications and Credit Frameworks.

## Transition

Don't worry, all existing NVQs and Apprenticeships will continue unchanged. New learners will start on QCFs. The Government's aim is to bring greater standardisation, consistency and understanding across all vocational qualifications. Administration of these new qualifications will continue to be carried out by existing learning providers.

## New Qualifications

These will be called an Award, a Certificate or a Diploma - dependent on the number of credits to be achieved, because now the size of a unit is measured in credits. We deliver Apprenticeship Certificates and Diplomas. The Certificate is between 13-36 credit qualifications and the Diploma is 37+ credit qualifications.

## Benefits

Our new QCF qualifications will continue to deliver high quality in-house training programmes that can be easily mapped, accredited and awarded and In future, online learner records will be available for employers to access, which will show up-to-the-minute evidence of the Learner's achievements.

The Awarding Bodies have been working with the Skills Funding Agency and other industry bodies to ensure the qualifications meet the needs of today's employers.

If you have any questions or would like to discuss this new development, we would be happy to hear from you.

OREGA  
SPACE TO INSPIRE

Our featured employer is the successful serviced office provider, OREGA. We have been working with them for over nine years so please read all about this overleaf.

## Good News!

We have been training Apprentices for Surrey County Council for some time now and we are delighted to have been invited and accepted by them as one of their Preferred Providers.

# EMPLOYER SHOWCASE



Neighbour  
Training

Delivering Quality Skills

# OREGA

SPACE TO INSPIRE

OREGA was founded in 2000 by Paul Finch and Zachary Douglas, who brought their experience of serviced offices, workplace performance, interior fit-out and the corporate office market together to create a scalable and distinguishable Business Centre Operating company.

Today they offer serviced offices, meeting rooms and virtual offices throughout England. Customer service and good business management are paramount to this business model.

## Long Term Partnership

We have been working together since 2002. During this time seventeen learners have progressed towards apprenticeships in Customer Services, Business Administration and Management. We currently have Apprentices with OREGA in Chertsey, Staines, Slough and Gatwick.

Business Centre Manager, Gemma Walker, who herself completed an Advanced Apprenticeship in Business Administration and is currently doing an Advanced Apprenticeship in Management, has found the training beneficial to both OREGA as well as the learners. To illustrate this Gemma tells us that the on-going study means that standards are maintained as the course keeps learners continually focused on all aspects of customer service.

## Management Meeting

Apprenticeships were first mentioned in an OREGA management meeting and now all new employees, if they are eligible, are encouraged to undertake a relevant apprenticeship as soon as they have completed their six month probation with OREGA.

Gemma says "I have always found Neighbour Training willing to help. When we were without our Internet for a short while, our assessor loaned us a laptop so the assignment could be completed on time. They always inform us if anything new is coming up that would be of help."

She also said that the content of the courses is completely relevant and finds that this instils a culture of on-going study for employees which helps to develop their career and also benefits themselves as well as the organisation.



Our learner, Nikki Porter, who is OREGA's Customer Service Representative of the year, 2010

## Reminder

Don't forget we are now able to offer a vacancy matching service whereby you can notify us of any opening you may have and we will enter these details on a national database which is accessed by jobseekers. We will review any responses and give you details of suitable candidates.