



## Case Study – Lynne Longman NVQ Business Administration 3

Last year, Somerset Partnership NHS trust contacted Strode College through the Business Skills Academy to discuss the need to provide nationally recognised qualifications to their Administration team. The trust had already been working with Strode College and felt that they would like the established relationship to continue.

As many of the staff within the trust have been in position for a number of years and have had no formal training, Helen McEvansoneya (Practice/Lead Matron) recognised the need to train the business support staff. This would also allow them to gain formal recognition for the work that they do.

Strode College's Employer Engagement team provided consultation, information, advice and guidance to the training department to assist them in choosing the correct programme at the correct level, before looking at how they were going to implement the NVQ Business Administration 3 programme.

Lynne Longman works for the Learning and Development team in the Somerset Partnership NHS trust. She is an experienced administrator who with a vast experience within the administration field had achieved a number of qualifications when she worked and lived in South Africa. However on moving to the UK, she found that these were not recognised qualifications. When she received the offer to study the NVQ, Lynne saw it as a great opportunity.

Lynne has been studying the programme since October 2008 and is making great progress within the course. She has now decided that she would like to

complete extra units within the programme to display the diversity within her Administrative role.

For Lynne the course is very enjoyable as it provides her with the opportunity to prove her competency within the area she already works in and this may allow her to be considered for promotion in the future. She would like to continue to study on completion of this programme with a possible progression to Level 4.

Helen McEvansoneya says that many staff have already learnt that completing an NVQ is not as onerous as they had anticipated and this has promoted more members of the team to apply for the training.

Helen is hoping that the course will also help the staff to identify strengths and weaknesses of both their own working practices as well as that of the trust and will help them to improve the work and service that the trust provides for its clients.

Since the original six candidates from the NHS trust have enrolled onto the course, there has been further interest from administrators around the trust, and enrolments are currently planned in both the Spring and Summer terms 2008/09.

To find out more about how the Business Skills Academy can help with your training requirements, please click here:

<http://www.businessskillsacdaemy.co.uk>