

## Millenco Hardware Limited and the IT Essential Skills at Work ITQ



behind. Abby had been prompted to enrol on the programme after seeing the benefits Helen was gaining from undertaking the ITQ via e-learning.

The course covered a wide range of units all of which draw on the kinds of activities and routine tasks which are tackled in the workplace everyday; from word processing to spreadsheets, email and the internet as well as more specialist areas such as artwork and imaging. Focusing on how these tasks are carried out and developing an enhanced knowledge of the software involved enables staff to operate more effectively and derive the most from their use of particular applications.

Beverley Rogers, Sales Office Manager from Millenco found that Helen and Abby are now more confident in the way they use IT.

*"With the ITQ, the organisation has benefited through gaining greater IT confident and skilled employees".*

In addition, as a result of undertaking this training, Beverley commented that the staff are also improving their communication skills. The mode of learning was very flexible so that the benefits gained from the training are achieved without compromise to their workload and office commitments.

Millenco Hardware are so thrilled with Helen and Abby's achievements and quick progression through the qualification that more staff are now scheduled to commence their ITQ, and are looking forward to further success.

E-learning has proved a great route to improving IT skills among staff at Wolverhampton's Millenco Hardware.

Staff at the site took advantage of funded programmes for local businesses in the West Midlands area which enable employees, both paid and voluntary, to undertake a national vocational qualification in IT (ITQ). The funded ITQ training is made available by Walsall College's business facing division, Broadway Training.

The course is a structured programme covering all the IT skills that may be needed in the workplace and which can be tailored to employees' occupational roles. Learning is done at the student's own pace via the e-learning platform and is centred on practical tasks relating to their job. They also receive the support and coaching from a trained assessor who visits students in the workplace to monitor progress and provide help where needed. The qualification can be gained in as little as 16 weeks depending on how much time each student and their employer agree to commit each week.

Helen Berry and Abby Lewis at Millenco are the first employees to embark upon the programme. Helen has already completed her course with Abby following close



*Broadway Assessor Ravendar Kumar presents Helen Berry with her ITQ certificate.*