


Royal Mail and Warwickshire College

Building Confidence and Productivity

The Royal Mail is one of the largest UK employers and has set up learning opportunities for its staff at its National Distribution Centre in Crick in conjunction with the Communication Workers Union.

The distribution centre is situated on a large industrial estate. Mail arrives by road from all over the country for sorting and is then driven to other areas for distribution


Nathan Vowels is a front line indoor postal worker at the National Distribution Centre and has taken the opportunity to increase his IT skills by undertaking a level 2 ITQ utilising the facilities of the Junction training room. The Junction is run in association with staff from Warwickshire College.

 *“Increasing my IT Skills will enable me to maximise my potential to progress within the company*

> Nathan Vowels; Royal Mail

SKILLS GAPS IDENTIFIED

Prior to starting the course Nathan completed an initial assessment which enabled his existing skills to be assessed and a programme set up to deliver the additional skills that had been identified.


 *“I didn't realise what I already knew having been self taught and learning new skills has definitely been a bonus. It has improved my confidence greatly and I no longer worry about the use of technology”*

> Nathan Vowels; Royal Mail



ITQ IN THE WORKPLACE

Royal Mail saw the advantage of having employees with IT skills that matched the needs of the business. Working with the Communication Workers Union they supported the employees in gaining these skills. As the needs of the business are so diverse the iTQ was tailored to match the individual needs of candidates taking into account the potential for progression of employees within the company

 *“By improving my IT skills this gives me a better opportunity to progress with the company as any promotion would involve a more extensive use of IT skills”*

> Nathan Vowels; Royal Mail

PROCESS OF LEARNING

As many of the staff at the National Distribution Centre travel considerable distances to work the provision of the Junction Training Room has been a vital part of the success of the programme. Staff from Warwickshire College provide the support and training required for candidates. It provides the opportunity to undertake learning in small bite size chunks



"Being able to come in hour or two before work or after I have finished has given me the opportunity to undertake training that otherwise I would have found difficult to do. Having somebody there to answer questions has been really good. I wish that I had started sooner"

> Nathan Vowels; Royal Mail



BENEFITS

As technology changes at such a rapid pace all employees will need to embrace the benefits that it can bring. By having a flexible workforce with various skills can only be beneficial to both the business and the employee.



"My confidence in using IT has increased tremendously. And I no longer shy away from the use of IT"

> Nathan Vowels; Royal Mail

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