

## Henley College & Brett Martin Daylight Systems

### ITQs for a World-Class Business


**Brett Martin Daylight Systems** is a leading manufacturer of polycarbonate sheet products such as roofs and semi-finished sheet and building products. The company has four UK production plants, plus a factory in the Netherlands, as well as an international distribution network. The Coventry plant leads in the manufacture of glass fibre industrial roofing and polycarbonate domes and vaults.

Brett Martin's goal is to become a world-class business. In line with this, their five plants have already achieved certification to BS EN ISO 9002 and their ongoing training and investment in their staff reflects their commitment to be the very best.

The company recently underwent a major upgrade of their IT systems and saw it as the ideal time to implement a training programme that would up-skill their high calibre Coventry staff, with the overall aim of retaining them over the longer term.




Lacking the necessary in-house IT training, Brett Martin appointed Henley College, Coventry to help them. Henley is one of only nine colleges to receive a Centre of Vocational Excellence for their delivery of courses in computing and e-skills technologies.

 *“The ITQ is a flexible, modular course so we could plan units of learning for each individual tailored to their job description. Nervous learners could ‘try out’ a unit at Level 1 if they were unsure about it and needed to ‘dip their toe in the water’. I think all Brett Martin’s students really enjoyed the experience and the evidence of their success is proven and naturally occurring directly in the workplace.”*

> Alec Tinsley, Henley's Assistant Programme Manager

In total eight learners ranging from production managers, supervisors, team leaders and operators began their Level 2 ITQ programme and all, without exception, achieved at Level 3.

 *“This has been a very successful experience in upgrading staff skills and motivating first line management. The delivery method demonstrated full commitment by both the company and the individuals involved and this partnership contributed greatly to the success.”*

> Peter Matthews, Senior Manager at Brett Martin

## HIGH HOPES

The company had a set of demanding objectives for the training as follows:

- Increases in job satisfaction through better IT user skills
- Specific upgrading in spreadsheet software user skills
- Individual requirements for IT skills in connection with learners' individual work roles
- Each learner must achieve a formal, valuable, recognised qualification
- Increases in staff motivation & retention

## INNOVATIVE DELIVERY MODEL

Henley College initially delivered the ITQ training at the company's premises. However, they soon discovered it wasn't working well because supervisors were constantly interrupted by issues on the factory floor. Therefore, in order to meet customer needs, they developed an innovative delivery model.

The business gave the students an hour per week off-site and the students gave up an hour of their own time. The course was therefore delivered in two hours from 4pm to 6pm, one day per week at the college site.



*"The training was exactly what I was looking for. It has freed a whole day a week of my time as I am working more effectively and have been able to share / delegate a number of IT user tasks to members of my team."*

> Andy Watkins: Production Manager,

## PROVEN RESULTS

The business has achieved its objectives and continues to enjoy the fruits of the training which include:

- Increased productivity through better IT user skills
- Increased job satisfaction through better IT user skills
- Jobs now delegated, freeing up manager time
- Enhanced staff appreciation of specific company IT issues
- Well trained staff confidently fulfilling their roles
- Greater staff motivation & retention
- Improved confidence has led to a willingness to embrace further, new training

## HINTS AND TIPS FOR OTHER PROVIDERS



*"Be as flexible as possible in both the delivery model and in building the qualification around learners' job roles. Finally, be prepared to adjust both the units and the levels as learners progress. Nothing stands still in industry!"*

> Alec Tinsley, Henley's Assistant Programme Manager