



Komatsu UK's Apprenticeship programme has run for a number of years in partnership with TDR. TDR as a provider of the Competence to Excellence programme originally approached us with this excellent opportunity for our Apprentices to participate.

Those Apprentices who took part in the classes have increased their skill level and confidence in CAD, CNC Turning and CNC Milling. It has also encouraged them to continue developing their skills in future.

"I think on a positive note that the programme will definitely promote engineering for those thinking of pursuing a career in engineering."

Jackie Lowe, HR Officer, Komatsu UK Ltd

"It's a great thing to have apprentices getting involved in expert classes as these young people bring the company on and add something to it. They bring vigour, vitality and new blood. Apprentices are the future of this company."

David Kirkbride, Wellstream

"I want to be the best at what I'm doing. There's quite a few more apprentices being taken on and I want to stand out above the crowd. The classes have given me a massive boost in confidence and motivation."

Rhys Long, Apprentice, Wellstream

"The expert classes and skills step classes have done Harry Klein a lot of good and his success has created a lot of interest amongst the other apprentices. It's definitely lifted morale."

Bill Hanlan, Liebherr Cranes

"I've been all over the country learning lots of different types of welding. In the national skills competition I was in the top five and got involved in a 'weld off' where I came third. Only two of us from this competition will go to Calgary and only one of us will compete - it could be me."

Harry Klein, Apprentice, Liebherr Sunderland Works Ltd



TDR Training

From Competence to Excellence



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Funded by the LSC and delivered by Deloitte MCS Ltd, this project is supporting WorldSkills UK competitions by helping to build capacity and demand for skills competitions across vocational, educational training



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Context

In November 2007 the Deloitte education and skills team began work with the Learning and Skills Council (LSC) to deliver the From Competence to Excellence (FCTE) programme which aims to expand the opportunities available for today's apprentices and vocational learners to gain world class skills and raise the profile of the World Skills competition scheduled to take place in 2011 in London - a biannual event which provides a uniquely global means for exchange and comparison of vocational skills.

FCTE

FCTE is a programme of expert classes that offer nominated apprentices and vocational learners the opportunity to receive expert tuition from leading industry experts, employers and tutors. Available in a range of vocational areas, each expert class lasts one day and is designed to take talented individuals, introduce them to the concept of excellence in their chosen skills area and encourage them to enter skills competitions. The success of FCTE depends very much on the involvement of providers and employers who help to identify the learners and run the expert classes.

Background

The FCTE programme was successfully run in 2008 and then again in 2009. One provider who has been involved since 2008 is Training and Development Resource Ltd (TDR). The company's Managing Director, Bill McGawley was quick to recognise the opportunity FCTE presented and TDR adopted an innovative approach from day one, working closely with providers who are ordinarily competitors.

"TDR is a brilliant showcase of the FCTE provider journey in practice."

Stephen Price, Senior Business Development Manager - Employer Services, National Apprenticeship Service

Approach

Through their established network of contacts, TDR encouraged the involvement of other providers to deliver the best possible expert classes and to provide continued support for the programme through 2009. The company believes there is simply not enough being done to encourage excellence and a competitive mindset in engineering learners in the North East. TDR, together with other providers, recognised the opportunity FCTE offered to help address these issues.

TDR collaborated with other providers including South Tyneside College, Tyne Metropolitan College, Rolls Royce NE Training Centre and Northumbria University to develop inspirational and relevant expert classes. They saw 2009 as a chance to build on the work done in 2008 and to raise the profile of engineering in the region. An impressive range of employers released their apprentices to attend the expert classes including Komatsu, Wellstream, BAE and Liebherr Cranes.

TDR is an excellent example of the 'provider journey' on FCTE, and their enthusiasm is largely due to the involvement of Joyce Maughan, Quality and Personnel Manager. She has been involved from the beginning of the programme and has pioneered the development of extensive provider and employer involvement. From the first phase of FCTE expert classes, through phase two and onto Skills Step classes, TDR has maintained a continual involvement, co-ordinating providers and employers to ensure the region's engineering learners had the best possible chance to participate and develop their skills.

"The FCTE classes are effective because they attract small numbers of learners for an intensive programme. The results of just one day with an expert are really impressive and feedback from employers is extremely and consistently positive. They report that FCTE attendees return to work with refreshed enthusiasm and keen to build on their new skills. The level of attention given to learners on the day really accelerates their learning from competence to excellence and also inspires learners who did not attend to go the extra mile in the future. As a result of FCTE, we are also now working in partnership with other providers including colleges and universities. This is significant because instead of being competitive, we are all working together to put learners at the heart of what we do and focus on developing their skills, which is having a very positive impact."

Joyce Maughan, Quality/Personnel Manager, TDR Training

The TDR Journey

- **2008 - Expert classes. Organised and facilitated six Excellence in Engineering expert classes in collaboration with Komatsu, BEL Valves, Express Group, Miller Welding, BAE Systems, Siemens Power, Barkiston Plastics, Wellstream and DUCO.**
- **2009 - Expert classes. Organised and facilitated seven expert classes covering developing design engineering skills utilising 3D CADD; developing CNC milling skills; developing skills in all three welding disciplines; and developing CNC turning skills. The expert classes were delivered in partnership with three other providers - Northumbria University's School of Design, Tyne Metropolitan College and South Tyneside College. The employers involved were British Engines Ltd, MKW; Wellstream; and Komatsu. The seven expert classes were attended by 44 learners, nine of whom went on to the skills step class.**
- **2009 - Skills step classes. TDR was involved in delivering a skills step class in the North East region. The skills step classes followed on from the expert classes and were designed as a stepping stone for the best apprentices and vocational learners. From these classes the very best were encouraged to compete in UK skills competitions and potentially go onto future WorldSkills events in Calgary 2009 and London in 2011.**

Benefits

- **An unprecedented collaborative approach by providers and high profile employers which allowed the development of relevant and high quality expert classes.**
- **The excellence of the expert classes ensured that the best apprentices were attracted from North East companies.**
- **Raising the profile of the engineering industry in the region.**
- **Raising the importance of skills development up the employer agenda.**
- **Individual success for apprentices - Harry Klein, an apprentice with Sunderland Liebherr Cranes is in line to represent Great Britain at WorldSkills 2009 in Calgary.**

Conclusion

TDR has shown what can be achieved when providers take advantage of programmes like FCTE. The company, rather than working individually to deliver expert classes, has collaborated with other providers and employers for the mutual benefit of all the companies involved and the learners.

FCTE's phase two in 2009 saw 223 expert classes being run throughout England with 1583 learners benefitting from the expert tuition and insight into what it takes to raise their skills from competent to competition level excellence.

