

## Home Group supports staff with NVQs

### Home offers NVQs to support staff and improve customer service

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Home is one of the leading providers of affordable and supported housing for people in the UK. The company works to deliver improvements to communities and provide homes for those who may otherwise struggle to get them. Home understands that its staff have demanding roles and wanted to give them recognition for their skill and hard work by offering them the chance to gain an NVQ qualification.

Home chose Intec Business Colleges to deliver the qualifications because Intec's ethos and services fitted best with what it wanted to achieve. Intec was able to provide learners with NVQ programmes which were suited to their job roles, whether they were working on the switchboard and dealing with customer enquiries, or if they had a more back office-based role. The NVQs are certificated by EDI, the UK's fastest growing awarding body.

Staff at Home were given the opportunity to do an NVQ Level 2 or 3 in Customer Service or in Business and Administration. The first intake of learners have now completed their qualifications and attended a presentation lunch at the end of January when Home's regional Managing Director presented them with their certificates. The next set of learners are now set to start their qualifications.

"Our staff do an exceptional job but have no work-based qualifications to show how good they really are," said Denise Lightfoot, Training and Development Advisor, North East and Central Region at Home. "We wanted to give something back for all their hard work by giving them the chance to gain an externally-recognised qualification. We want them to know how valued they are.

"The first learners to complete their NVQs have been very positive about the course and about Intec. Because the assessment was based on our staff's day-to-day activities, it enabled them to see how relevant the qualification is, which really spurred them on. I have noticed already that they are more motivated and I think this is because they feel more prepared and focused on their roles."

Home currently only has space for ten learners on the NVQ programme at any one time and Denise already has more applications than spaces this year.



Supporting learning  
and performance