

Our Services:

Management Systems

Production Scheduling

*Business Process
Modelling*

Event Management

Our Clients:

- ABB
- AEA Technology
- British Sugar
- Arthur D Little
- Bridon
- British Paper & Board
- Camaxys
- Cambridge Consultants
- Carbon Trust
- DEFRA
- DICIDA
- DTI
- Eli Lilly
- GlaxoSmithKline
- Grotech Production
- Hickson
- Humber Chemical Focus
- ICI
- Impress HCCTA
- J R Crompton
- Lakeland Laboratories
- Luxus
- Manro
- Norsk Hydro
- PICME
- PSE
- Roche
- Rotork
- Scott Bader
- Servelec
- Severn Trent Water
- SIRA
- Spiritus Consulting
- Strategem Consulting
- Stepan
- STG
- Sulzer
- Tensachem
- University of Newcastle
- University of Sheffield
- University of Strathclyde
- UMIST
- Yorkshire Forward

Apprentice Training Management System for IMPRESS

Impress HCCTA (Humber Client Contractor Training Association) manage an advanced apprenticeship programme following a national structured framework. Trainees work towards an NVQ qualification with appropriate key skills. Several apprenticeship frameworks are used, including SEMTA (Science and Marine Training Authority) and ECITB (Engineering Construction Industry Training Board). IMPRESS member companies are based on the chemical and related sectors; a business environment in which safety and competency are of critical importance.

“We now have an efficient tracking tool and reporting system for all our training requirements.”



Alan Buckley
General Manager, IMPRESS Humber Client Contractor Training Association

Faced with complex training management issues, IMPRESS asked AJM Consulting to design and implement a system to provide a structured approach to course design, execution and reporting. Using the MS2 existing management support system as the basis, AJM Consulting examined the business needs and, working closely with the people who now use the system, identified how the required functionality could best be implemented.

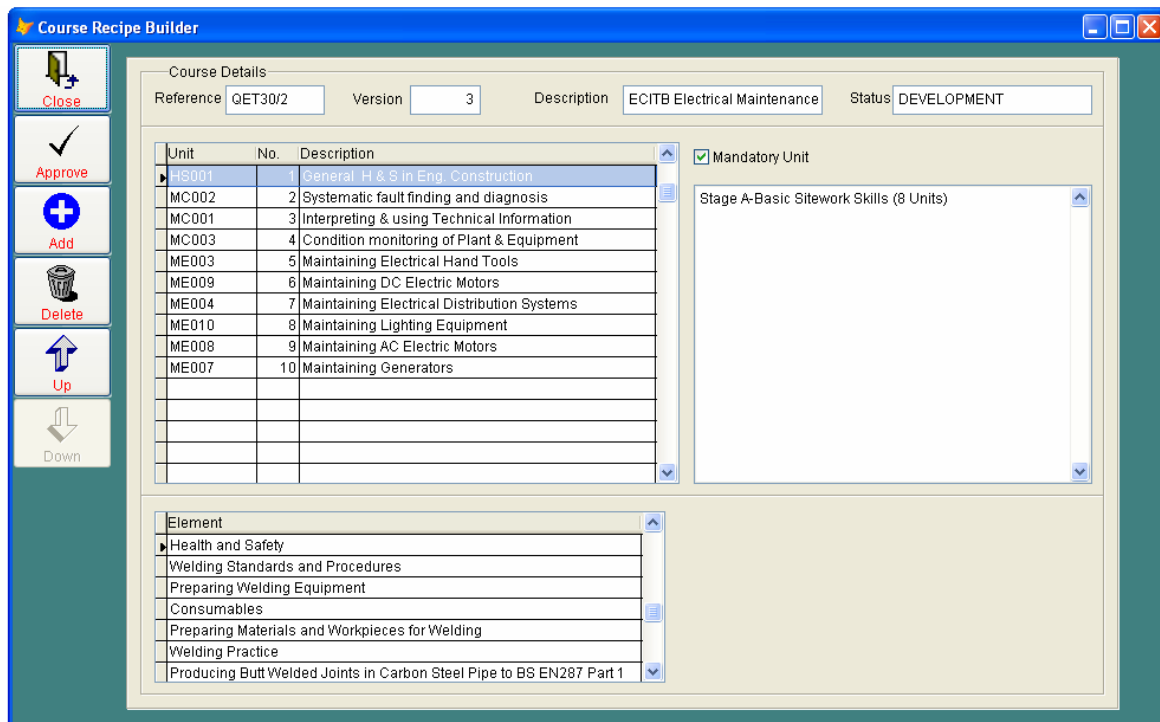
Today, the system provides a structured yet flexible tool which both assists in course development and execution and provides a wide range of management information. Not only does it manage the training needs of each apprentice, but it also recognises that training providers must, in today's quality management world, be able to demonstrate their overall competency. Hence, additional reports analyse and report on the performance of the provider.

Whilst the MS2 Training Management System provides a wide range of functions as standard, a feature of the entire MS2 suite of modules is its ability to be configured to address the specific needs of each user. And throughout MS2's design and despite the complexity of some of its functions, ease of use has always been the fundamental design philosophy.

Creating Management Advantage

Having built the unit library, defining an individual course structure is simply a matter of adding the relevant units to it. MS2 allows the user to edit the course freely whilst it is in development, for instance by moving the order of the units. Whilst a structure is obviously beneficial, it is also recognised that some flexibility is a requirement. For instance, some apprentices may not require an individual unit. MS2 handles this by giving the developer the choice of making a unit either mandatory or optional.

Strict version control is implemented throughout this process; a course version can be defined as being in development, current or superceded. When a course is allocated to an apprentice, only the current course can be used, and an approval process provides valuable quality management of this process.



Aspects relevant to the ISO9000 quality management standard which are enforced by MS2's structured approach include:

- The MS2 security system ensures that only authorised people can make changes to course structures, apprentice records or any other data held within the system
- Only the current, approved version of a course is visible to normal users. Until a course structure is approved, it is only visible to people with the appropriate authority (for example, those who have responsibility for creating the course structure)
- The course version approval date and person responsible are held as part of the course structure
- The same (current) version is used throughout the organisation, enforced by MS2's multi-user, centralised database architecture
- Superseded versions are permanently held as an archive record
- Printed versions of a course structure are labelled "Uncontrolled Copy - Not Subject to Revision".

Allocating a Course to an Apprentice

Once the course structure is built and approved, it can be allocated to individual apprentices. MS2 makes this complex procedure a simple process. It is only necessary to select the relevant apprentice, the course to be allocated, the start date and the desired interval between visits.

MS2 automatically creates a course plan for the apprentice, complete with a schedule of due dates for visits. Other details which are necessary for course management may be specified, for instance the name of people associated with the apprentice's course, (such as assessors) and lead bodies.

And, of course, all the supporting data referring to the apprentice is held within MS2, as one would expect. This includes contact details, next of kin, employer affiliation, college attended, further education course and so on. To further simplify data entry and maintenance, attributes such as college attended can be selected from pre-defined lists, which both avoids data entry errors and ensures consistent descriptions within reports and analyses. Personal information such as gender, disability and ethnicity is also recorded.

Because not all employees stay with the same company, an apprentice can be transferred to another organisation with a simple function, and all relevant data is also transferred to the new record.

Visit Management

One of the most important aspects of on-site training, and a critical measure of the quality of course management, is the adherence to planned assessor visits. MS2 automatically creates a visit schedule when the course is allocated to an apprentice. Naturally, this can be amended, for instance to take account of holidays, or to insert additional visits. Visits, together with the identify of the assessor and any comments, are recorded.

Maintain People Details (Including Training information)

Close

Show All Show Apprentices Only

SpeedFind... SM

Prefix	First Name	Surname
Mr	Daryl	Smith
Mr	Richard	Smith
Mr	Andrew	Smith

Basic Details Events Personal Details Training Details Visits

Date Due	Date Done	Visit By
05/01/2004	05/01/2004	Mr Alan Mason
08/03/2004	01/03/2004	Mr Alan Mason
10/05/2004	11/05/2004	Mr Alan Mason
12/07/2004	11/07/2004	Mr Alan Mason
13/09/2004	/ /	
15/11/2004	/ /	
17/01/2005	/ /	

Visit Details

Due Date: 13/09/2004 Done By: Supervisor Mr Alan Mason

Date Done: 15/09/2004

Details: This visit was cut short due to a fire alarm and site evacuation. It was agreed to insert an additional visit within two weeks to complete the assessment

Not only does this provide a vital training record for the apprentice; it can also be analysed to show the adherence to the visit plan for all apprentices. Colour coding gives instant visibility to the current situation, highlighting any visits which are imminent, and giving warning of those which are overdue or nearly so:

Forward Visit Plan

Name	Course	Company	Last Visit	Next Due	Weeks Since	Comment
Altoft, Jon	QPF30/2/1	Mitsui Babcock Energy Lt	11/08/2003	/ /	0	All visits completed
Bacon, Richard	QPF30/2/8	Mitsui Babcock Energy Lt	13/02/2005	18/04/2005	4	From last completed visit
Carpenter, Michael	QPL30/2/9	LES Engineering Limited	17/01/2005	21/03/2005	8	From last completed visit
Dring, William	QET30/2/18	LES Engineering Limited	06/12/2004	07/02/2005	14	From last completed visit
Foley, Shane	QEW30/2/14	Meldan Fabrications Limi	20/09/2004	/ /	0	All visits completed
Greensmith, Karl	Q1027610/16	Mitsui Babcock Energy Lt	01/09/2004	/ /	0	All visits completed
Herrick, Christopher	QPF30/2/12	Karden Pipework Limited	05/02/2005	15/04/2005	5	From last completed visit
Lofts, Wayne	QPF30/2/11	LES Engineering Limited	08/01/2005	04/04/2005	9	From last completed visit
Mason, Alan	Q1052155/24	AJM Consulting	01/02/2005	08/04/2005	6	From last completed visit
Mason, Craig	QMT30/2/17	Weir Engineering Service	04/02/2005	08/04/2005	5	From last completed visit
Parker, Adam	QEW30/2/6	Jacobs Catalytic UK Limit	21/02/2005	25/04/2005	3	From last completed visit
Simons, Reuben	QET30/2/19	LES Engineering Limited	01/01/2005	21/03/2005	10	From last completed visit
Sleeman, Matthew	QMT30/2/21	Mitsui Babcock Energy Lt	20/12/2004	21/02/2005	13	From last completed visit
Smith, Richard	10033300/15	Jacobs Catalytic UK Limit	15/01/2005	21/03/2005	8	From last completed visit
Steer, Michael	QMT30/2/20	Mitsui Babcock Energy Lt	12/02/2005	18/04/2005	4	From last completed visit
Stephenson, Richard	QMF30/2/4	LES Engineering Limited	09/01/2005	21/03/2005	9	From last completed visit
Summers, Kirk	QPF30/2/7	LES Engineering Limited	10/01/2005	21/03/2005	9	From last completed visit
White, Jason	QPL30/2/22	Meldan Fabrications Limi	06/01/2005	14/03/2005	9	From last completed visit
Woods, Adam	QMF30/2/10	LES Engineering Limited	03/02/2005	11/04/2005	5	From last completed visit
Woods, Andrew	Q1052155/13	Jacobs Catalytic UK Limit	11/01/2005	15/03/2005	9	From last completed visit

Done < 7 weeks ago 10 Done 7-9 weeks ago 7 Done 9-11 weeks ago 6 Done >11 weeks ago 2

Whilst the Forward Visit Plan gives a picture of the current situation, there is also a need to provide a historical summary of assessment adherence. MS2 provides a tool to analyse the visit performance for a selected period, showing the reviews planned and completed during the period. This report can be ordered by apprentice name, employer or planned date, simply by clicking on the relevant header, and it can of course be printed.

Monthly Review Report

Month: February
Year: 2004

Name	Employer	Date Planned	Date Done
Bacon, Richard	Mitsui Babcock Energy Ltd	02/02/2004	02/02/2004
Steer, Michael	Mitsui Babcock Energy Ltd	02/02/2004	02/02/2004
Parker, Adam	Jacobs Catalytic UK Limited	09/02/2004	09/02/2004
Sleeman, Matthew	Mitsui Babcock Energy Ltd	09/02/2004	09/02/2004
Mason, Paul	Aker Kvaerner Engineering Services	23/02/2004	23/02/2004
Chambers, Nicholas	Mitsui Babcock Energy Ltd	24/02/2004	24/02/2004
Greensmith, Karl	Mitsui Babcock Energy Ltd	25/02/2004	25/02/2004

Reviews Planned: 7
Reviews Completed: 7
Performance: 100 %

Completed on Target: 7
Completed Early: 0
Completed Late: 0
Performance: 100 %

Further reports which are provided by MS2 include an overall visit performance report for any selected date range, listing each visit and providing its details. A summary is calculated, showing how the training management adheres to the schedule for each apprentice. In effect, MS2 is providing a set of key performance indicators which measure the quality performance of the overall training management function.

MS2 Manufacturing Support System
(c) ADK Consulting Licence: 1

Training Visit Report

Summary
Selected Date Range: 01/01/2004 to 31/03/2004

Analysis of Selected Date Range:

Number of visits overdue: 0
Number of visits overdue by more than 7 days: 0

Number of visits completed late: 0
Number of visits due within 30 days: 0
Number of visits due between 30 and 90 days: 0
Number of visits due within 1 year: 0

Due Date	Date Done	Date Details	Summary	Apprentice Name	Visit Done By	Note
25/10/1999	25/10/1999		Course GPF30/2 Vis#1	Jon	Altoft	
27/12/1999	27/12/1999		Course GPF30/2 Vis#2	Jon	Altoft	
28/02/2000	28/02/2000		Course GPF30/2 Vis#3	Jon	Altoft	
01/05/2000	01/05/2000		Course GPF30/2 Vis#4	Jon	Altoft	
03/07/2000	03/07/2000		Course GPF30/2 Vis#5	Jon	Altoft	
04/09/2000	04/09/2000		Course GPF30/2 Vis#6	Jon	Altoft	
06/11/2000	06/11/2000		Course GPF30/2 Vis#7	Jon	Altoft	
13/11/2000	13/11/2000		Course GPF 30/2	Paul	Mason	
14/11/2000	14/11/2000		Course GPF 30/2	Nicholas	Chambers	
15/11/2000	15/11/2000		Course G10276101	Karl	Greensmith	
04/12/2000	04/12/2000		Course GPF30/2 Vis#1	Shane	Foley	
06/01/2001	06/01/2001		Course GPF30/2 Vis#8	Jon	Altoft	
15/01/2001	15/01/2001		Course GPF 30/2	Paul	Mason	
16/01/2001	16/01/2001		Course GPF 30/2	Nicholas	Chambers	
17/01/2001	17/01/2001		Course G10276101	Karl	Greensmith	
05/02/2001	05/02/2001		Course GPF30/2 Vis#2	Shane	Foley	
12/03/2001	12/03/2001		Course GPF30/2 Vis#9	Jon	Altoft	
19/03/2001	19/03/2001		Course GPF 30/2	Paul	Mason	
20/03/2001	20/03/2001		Course GPF 30/2	Nicholas	Chambers	
21/03/2001	21/03/2001		Course G10276101	Karl	Greensmith	

Page 1
Report Date: 13/03/2005

Contact Management

Part of the underlying management system on which the MS2 training module is based is a contact management system. This enables a complete record of all contacts with each apprentice (or other person such as employer) to be recorded. This contact data is held as part of the individual person's records, enabling instant drill down to the contacts from the main list of people registered within the system.

Other contact management functions include the ability to create a standard letter within MS2, for instance concerning recruitment or other personnel issues. This can then be sent to a selected person, and details of the letter automatically added to that person's record. It is also possible to export the letter, with address details and content, to Microsoft Word, enabling it to be customised.

Contact Management

Company: AJM Consulting
 Name: Mr Alan Mason

Date	Type	Summary	Due
13/11/2004 10:34 A	Letter to	Advising of change in visit date	/ /
14/11/2004 08:39 A	Email from	Accepting amended visit date	/ /

Details
 Visit was due on 12/12/2004. however, the apprentice advised us that he would be on holiday on that date and , therefore, it has been rearranged for the following week, to take place on 17/12/2004.

Create letter for Mr Alan Mason (AJM Consulting)

Create letter in Word (not archived) Select from list of standard MS2 letters (recorded) Create letter in MS2 (archived)

Mr Alan Mason
 AJM Consulting
 Europarc Innovation Centre
 GRIMSBY

Reference	Summary
Letter1	Application form covering letter

Thank you for applying for an Advanced Modern Apprenticeship with IMPRESS. To ensure that we have all the relevant information for each applicant we require everyone to complete an IMPRESS application form, which I have enclosed with this letter.

Please complete the form as fully as possible and return it to me at the above address. I have also enclosed an "Equality of Opportunity Survey Form" which I request you also complete and return with your application. This form is for statistical data only and the information on it will not affect your application in any way.

MS2 Flexibility

MS2 is very modular and can be configured flexibly to suit individual requirements. It can also be customised and specific functions added easily. It can operate as a single user system on an individual PC, or can be installed onto a site network, giving access to many people. If required, several levels of security can be implemented, including restricting functions to specific people or PCs, and encrypting sensitive data. The functionality described in this case study can be modified and enhanced as required to suit the needs of a wide variety of organisations. Unlike many management systems where the supplier insists that the client changes established procedures to match the system, we can work with the client to develop a solution which is highly beneficial and uniquely addresses the needs of that client – as was the case with IMPRESS.



AJM Consulting Services Ltd
 Europarc Innovation Centre
 Europarc, Grimsby
 N E Lincs DN37 9TT
 Tel: 01472 500306 Fax: 01472 500307
 Email: info@ajm.co.uk

www.ajm.co.uk