

## QEK - Training & Development Initiatives

**2003 Bicester Business Award for Best Practice in Staff Development**

**Since 2000 - Investors In People Accreditation (Since 2000)**

**Institute of IT Training Accreditation**  
*(Rarely ever accredited to a non-IT company)*

**ISO 9002 & 9001 Accreditation (Since 1997)**  
*(First in our industry to achieve ISO 9002)*

### Professional and Management Training

**Recognised certificates and qualifications:  
(delivered by external bodies)**

- National Vocational Qualifications (NVQs)
- NVQ Apprentice Programs in Workshops and Bodyshop, total of 9 places in 2004
- Certificate of Professional Competence (CPC)
- Institute of Supervisory Management Introduction
- Introductory Certificate in First Line Management – Institute of Leadership and Management
- Cranfield University High Level, Interpersonal Skills at Work (Director Level)
- Cranfield University High Level, Customer Relationship Building (Director Level)
- MBA Refresher Course
- CIPD – Chartered Institute of Personnel and Development
- CIMA – Chartered Institute of Management Accountants
- AAT – Association of Accounting Technicians
- New Product Launches, Full Product Training for Client Account Teams, Handover Drivers and Technicians, delivered by our clients initially and then internal train the trainer and via multi-media.

**Delivered by QEK:**

- Appraisal skills
- Improving Employee Relations
- Coaching
- Recruitment and Selection
- Presentation skills
- Managing absence

---

### IT Training

**QEK operate our own IBM AS/400 (recently known as iSeries) based Vehicle Management System. We have invested over £8m over the last 8 years in dedicated development of this system.**

**As a result of this very large, complex, extensively developed operation system, we offer a comprehensive training programme for users.**

- **Introduction to the VMS**

This course is designed to introduce new users to the QEK Vehicle Management System and to the AS/400. The concepts of QEK's business and that of the Motor Industry of which we are a part are discussed, with a view, to help the new employee understand the complexities of QEK.

- **Introduction to the VMS for Storage Operatives**

This course is designed to introduce Storage Operatives to the QEK Vehicle Management System and to the AS/400. General vehicle enquiries are covered and particular attention is paid to the areas, which will have the greatest impact on a Storage; vehicle codes and location history.

- **Introduction to the VMS for Workshop Technicians**

This course is designed to introduce workshop technicians to the QEK Vehicle Management System and to the AS/400. General vehicle enquiries are covered and particular attention is paid to the areas, which will have the greatest impact on a technician; parts, vehicle codes and prep jobs.

- **Introduction to the QEK Network**

This course is designed to introduce new users to the QEK Network, specifically the Local Area Network. The basic techniques required to move around the QEK Network will be covered so that the new user will be more proficient and confident in creating, saving and accessing data. It will also ensure that the new user understands passwords and the importance of security.

- **Lotus Notes**

This course is designed to introduce QEK PC Users to Mail and Calendar in Lotus Notes. It will ensure that users have an appreciation of the "Best Practice" and Security Issues adhered to at QEK.

- **Client Contract Category**

This course is designed to introduce QEK PC Users to Mail and Calendar in Lotus Notes. It will ensure that users have an appreciation of the "Best Practice" and Security Issues adhered to at QEK.

- **Business Objects Introduction**

This course is designed to introduce users to Business Objects and to enable them to use the basic functions within the package.

- **Business Objects Advanced**

This course is designed to enable experienced users of Business Objects understand some of the more complex facilities within Business Objects, and so promote more comprehensive and detailed report writing.

- **CRM System Training**

External Training initially and then Train the Trainer internally on an advanced Lotus Notes based Customer Relationship Management System.

- **AFRL Training**

For Client Account Teams (Automated Road Fund Licence System). Recently audited and recognised as being better than 99% of the DVLA locale's.

#### **Delivered by external bodies:**

- Using Microsoft Word Templates
- Basic, Intermediate and Advanced Microsoft Word
- Basic, Intermediate and Advanced Microsoft Excel
- Basic, Intermediate and Advanced Microsoft PowerPoint
- Visio Software Training
- Microsoft Project Training

---

#### **Technical Training**

- **Branded Master Technician**

5 Audi, 2 VW, 3 Nissan and 1 Renault

- **Branded Licensed Technician, by model (VW, Audi, Renault, Nissan)**

2 Audi A8, 6 Audi A6, 2 Audi A3, 2 VW Phaeton and 2 VW Touareg

The Master Technician and Licensed Technician Qualifications are the pinnacle of the technical qualifications that can be obtained within the Motor Mechanical Industry. Many of our Technicians have achieved commendations and distinctions, with one individual obtaining the highest ever pass score.

# APPENDIX 2

## **Workshops:** *(in addition to Licensed and Master Technician training):*

- PDI Training, by brand and model
- Equipment 5051 Training
- Electric Diagnostic Modules (VWG)
- Workshop Information Systems
- Tracker Installation Training

## **Bodyshop:**

- Water Based Paint Application – environmentally friendly at a high cost to QEK
- CDR Training – Again, environmentally friendly panel repairs
- Plastic Repair Ixcel
- Preparation 3M

## **Valeting:**

- Autoglym Valet Training
- 

## **Health and Safety Training**

- ROSPA Driver Training (Royal Society for the Prevention of Accidents). Gold Award Driving Certificate obtained by Drivers.
- Managing Safely (IoSH Five day with examination)
- Manual Handling Techniques
- Health and Safety Representative
- First Aid Certificate (Four day full certificate course)
- Fire Marshall Training
- Health and Safety for Supervisors
- Risk Assessment Training (Fire, DSE, CoSHH, DSEAR, New and Expectant Mothers, Manual Handling etc.)
- Office Safety
- Dangerous Substances and Explosive Atmosphere Training