

Starting from scratch or building on skills - an NVQ will equip you

Claire Sheppard and Rachel Martin provide the essential parts administration support from Head Office. With a combined 20 years' experience at TNS between them, they ensure the parts departments' stock control runs smoothly. Both Claire and Rachel have undertaken NVQs whilst working at TNS.

Claire joined TNS in 2002 as a trainee administrator. Although previous experience had equipped Claire with good customer service skills she didn't have any formal administration qualifications. However, the NVQs - Levels 2 and 3 of business administration and Level 3 Information Technology - gave Claire the skills to do the job.

Claire explains: “When I first joined I had limited knowledge of the role and stock control, however, the NVQs give you not just the qualifications to do the job, but also the ability to gain a different perspective on how to develop the role to bring about improvements.

“One of the exercises we undertook as part of the NVQ was to look at administrative documents used within the



Rachel, left, and Claire, right, utilise their NVQ skills to identify areas for development within their roles to improve efficiencies.

company; as a result the Minutes template we use in the company is the one I devised during the NVQ, and it is still being used all these years later.”

Rachel came to TNS from a background where she already possessed administrative skills, however, in 2008 she undertook Level 3 ICT, Level 2 key skills in communication and Level 2 key skills in application of numbers.

Rachel adds: “Although I already had my admin skills the NVQ built upon this knowledge and helped to focus these skills.

The NVQs have given me the confidence when liaising with colleagues and external suppliers. The skills have also helped me to identify areas of my work and how I can develop it.”

Essentially the skills gained have given both Claire and Rachel the confidence in their abilities to step back, look at the roles and responsibilities and review critically how processes can be improved, to bring about change in efficiencies and the effectiveness of their support to the Parts team.

