

Individual Case Study



Learner:	Susan Ryan
Organisation:	Business Solutions
Sector:	Further Education
Learning Programme:	V1 Award
Achieved:	Yes, within 6 months!

Background...

Business Solutions is the commercial training arm of Bury College and works with over 490 companies and 3000 employees every year, providing first-class training opportunities and a range of business services.

Business Solutions have a staff complement of over 40 and this has increased rapidly since they started trading 7 years ago, starting out with a team of only 6 employees. As a leading training provider for employer engagement, Business Solutions believes that improving staff skill levels increases motivation, productivity and profitability as well as reducing staff turnover.

Interview With Susan Ryan...

Why did you select ENTO Direct?

Already a trusted member of ENTO, I recognised that the unique offerings of ENTO Direct could be relied upon and they suited my individual requirements to become V1 Accredited.

How did you hear about ENTO Direct?

Through my dealings with their sister company ENTO, I was introduced to ENTO Direct and their learning programmes. I was therefore immediately interested.

Please provide 3 key words that best describe your ENTO Direct experience.

Effective. Professional. Friendly.

In what timeframe did you achieve your Award and what fundamentals helped you achieve this?

I achieved my award within 6 months and I truly believe that this was to do with the positive attitude of my ENTO Direct Assessor. With great support, regular communication, I was able to gain knowledge and a greater understanding of verification every step of the way.

Would you use ENTO Direct for other services?

Yes, indeed. ENTO Direct offer a very professional service and they are also very approachable and friendly which makes you want to achieve.

Would you recommend ENTO Direct to any other learner/organisation?

Yes, most definitely.

Did the ENTO Direct learning programme meet your personal aims and objectives?

Yes. Already D34 qualified, I knew that I was competent but wanted to prove this and gain credibility with my peers and students alike by gaining the V1 Award. As the time frame was of great importance to me, due to my hectic schedule, ENTO Direct seemed the perfect choice, with their guaranteed 100% achievement and within 6 months.

What part of the programme did you find most enjoyable/interesting/of use?

All of the programme was enjoyable. The added value for me was in seeing how ENTO Direct assessed me as competent without an over reliance on paper based evidence - using effective planning and discussion records as evidence of competence. – and to top it all they only use one document to record it all!

The paperless portfolio was of great use to me as I am already doing the job and could easily provide alternative ongoing evidence.

Looking to the future, where will you go next and how will your award help you along the way?

My V1 Award has helped me in a number of ways that I never thought it would. I can not only now feel more confident in my work; I am now qualified and therefore more credible in my offerings. I have also taken on board new best practise ideas which are proving to be of great use. Looking to the future, I would like to work towards gaining my Learning and Development Level 5.

