



Making Learning Work

in touch

BUSINESS NEWSLETTER

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Highlights from Scottish MA Week 2017

INSIDE:

- > FVC CompEx team win top industry award
- > Partnership primed to capitalise on Scotland's expertise
- > Managing digital risks in business

ROD SMITH
HAIRDRESSING

CONTENTS

Welcome to the latest issue of **intouch** – our dedicated magazine for the business community

Discover all the latest news from the College, course features and details on forthcoming training courses.

PAGE 2

MacRoberts outline construction law to students

FVC expertise to help in dementia initiative

Your opinion counts

PAGE 3

ECITB MAs are A OK

Partnership primed to capitalise on Scotland's expertise

PAGE 4

Pupils sample hospitality and tourism takeover day

PAGE 5

FVC CompEx team nominated for industry award

Our employers say...

Jonathan creates a buzz at Moray Primary School

PAGE 6

Scottish MA Week 2017 in pictures

PAGE 7

EDF ENS UK put wind in MAs sails

Modern Apprenticeships: Business Benefits

PAGE 8 & 9

Managing digital risks in business

CMI Diploma sets Louise up for university

PAGE 10

Teacher becomes student again at FVC

First Aid for Children: Commonly Asked Questions

PAGE 11

Meet the Team: Jennifer Tempany

PAGE 12

Upcoming Training Courses

Top Tweets

MACROBERTS

LLP

MACROBERTS OUTLINE CONSTRUCTION LAW TO STUDENTS

Construction law was the order of the day for Forth Valley College Construction students who were recently briefed by lawyers from MacRoberts.

Craig Bradshaw and Valerie Surgenor – both partners from MacRoberts the college's lawyers - were only too happy to speak with students from HND Computer Aided Design, HND Architectural Technology and HNC Built Environment courses on Monday 6 February at the Falkirk Campus.

Craig briefed the students on key aspects of the Construction (Design and Management) Regulations 2015 and the legal, practical and commercial implications for designers, contractors and clients.

Craig, said: "The College has been very pro-active, professional and organised in its approach and it was great to see there was 'standing room only' with all the students in attendance. It was very pleasing to be able to share some insights from our experience and we look forward to continuing our relationship with the College."

Charlie Cameron, Curriculum Manager For the Construction Technology, CAD & Civil Engineering sections within the Department of Construction at FVC, said: "We can't thank MacRoberts enough for coming along to speak with our students. It was a very informative and engaging presentation and I have no doubt our students will have benefited enormously from what they had to say. We certainly hope to build on this relationship and hope they can come back again to speak with more students in this regard."

FVC expertise to help in dementia initiative

Forth Valley College expertise has been employed to help research an international initiative to support people with dementia.

Representatives from FVC's Care, Health and Sport Department - as well as Andrew Campbell the College's International Manager - attended a seminar at Dundee and Angus College on Monday 23 and Tuesday 24 January to start the ball rolling on the Memory Media Project.

Nicola McArthur, Curriculum Manager said: "Forth Valley College participated in a two day meeting which kicked off the

project around supporting individuals with Dementia, especially from a digital point of view. This is a project which is funded through Erasmus+ with partners from Sweden, Spain and China. Dundee and Angus College are our lead partner in the collaboration and we look forward to working over the next two years on the project to create materials which could be used to support learning in this area. This is crucial to supporting the care sector and those who may be touched by this condition.

"At the moment we are in the very initial stages, but we understand we will have a focus around Memory Media and possibly a Memory Box approach."



YOUR
OPINION
COUNTS

Help make intouch even better by completing our short survey. Tell us about what you like, what you think we can do better, and put forward your ideas for new features.

To complete the survey, please visit www.surveymonkey.co.uk/r/CT2XXPX

As an added bonus, everyone who completes the survey will be entered into a prize draw to win dinner for two at our Gallery Restaurant.

Deadline for completed entries is 18 April 2017.



ECITB MAs are A OK

A group of Modern Apprentices based at Forth Valley College's Falkirk Campus have raised the bar with virtually a straight A performance on their course.

Of the 19 candidates from Engineering Construction Industry Training Board (ECITB), 18 achieved an A and one a B.

Caroline Hogg, Client Manager in FVC's Business Development Department, said: "This is a great reflection of our high standards of MA delivery in our programme and doubles up with our highest ever recorded achievement rate in a report by Skills Development Scotland this year for MAs. The ECITB MAs have been brilliant and should be very proud of themselves."

David Quinney, FVC's MA Manger – Employed Status – said: "I have known these lads since they started their MAs and it is great to see them complete their college phase at FVC and now begin their offshore placements with their companies. They really were excellent apprentices and I would like to wish them all the best in their future careers."

FVC's expert lecturing staff and excellent facilities help to tailor training specifically to each employer. The College offers MAs in areas ranging from Engineering,

Construction and Creative Industries to Business, Hairdressing and Care and pride themselves on their close professional links with each industry.

At Forth Valley College a Modern Apprentice will receive professional training whilst earning a wage and achieve new skills through hands-on practical experience, as well as experiencing further education and all the benefits and support that entails.

For more information on Modern Apprenticeships, please visit www.forthvalley.ac.uk/develop_workforce

PARTNERSHIP PRIMED TO CAPITALISE ON SCOTLAND'S EXPERTISE

Scotland's £2.4billion heritage sector is set to benefit from an ambitious new educational partnership which will promote and develop expertise in managing Scotland's heritage assets, as well as providing new training opportunities from apprenticeships to post graduate level qualifications.

Forth Valley College, Historic Environment Scotland and the University of Stirling recently announced the innovative

partnership model for collaboration; the first of its kind with a cultural heritage focus at an international level.

Providing a framework to develop, accredit and award qualifications for education and vocational training programmes, the partnership will look to the international market as an opportunity for Scotland's heritage sector to lead the industry and foster new economic activity. As well as helping to drive collaborative research projects, it's hoped the partnership could realise direct benefits for the sector, such as innovative new solutions and practices for addressing challenges, including those brought by a changing environment and climate.

A series of conferences and events will showcase best practice and help to engage people with international cultural heritage and its conservation and management.





PUPILS SAMPLE HOSPITALITY AND TOURISM TAKEOVER DAY

Forth Valley College hosted a prestigious **Hospitality and Tourism Takeover Day** for Falkirk school pupils at their Stirling Campus on Wednesday 15 February.

Principal Dr Ken Thomson welcomed everyone on the day and guest speaker Marc Crothall, Chief Executive of the Scottish Tourism Alliance officially set the scene for the purpose of the activities and workshops which aimed at encouraging S2 and S3 secondary school pupils to consider thinking about a career in the industry.

Organisers Springboard arranged for eight different workshops on the day for groups of 20 children from the eight different Falkirk high schools to get a feel for the hospitality industry.

Sodexo showed the youngsters how to prepare a starter, Baxter Storey took on the main course duties and Forth Valley College staff the dessert. Caledonian Produce organised a food processing workshop, while Q Hotels delivered a mocktails lesson. Gleneagles Hotel showed their expertise in housekeeping and DF Concerts put on an event management class.

Jon Reid, Rector of Larbert High School, who helped to organise the event, said:

“This event had a very significant impact on 180 young people across all eight secondary schools within Falkirk Council. The opportunity to directly engage with partners directly involved in the sector and to see, first hand, the facilities that Forth Valley College has to offer was a rare opportunity. It helped to shape the young people’s thinking, raise their aspirations and begin to plan for their intended destination. Many of the young people, who were before unsure of their plans, are now certain that future study in the area is within their sights. All of the young people engaged in the workshops with enthusiasm and interest which were seamlessly facilitated by Springboard UK in partnership with Forth Valley College.”

FVC Principal Dr Ken Thomson, said: “This was a fantastic event to help give early secondary school pupils a taste of what the hospitality industry has to offer and we were delighted to host it at our Stirling Campus, which offers state-of-the-art facilities in relation to this sector.

“The feedback we have already received has shown this to have been a successful event and we understand similar events will now be held to allow Stirling and Clackmannanshire schools to sample the same experiences of the hospitality industry.”

Marc Crothall, Chief Executive, Scottish Tourism Alliance: “As someone with 35 years of working in the front line of tourism and hospitality business around the globe - and now CEO of the Scottish Tourism Alliance, the organisation that both represents the industry, leads and coordinates the National Tourism Strategy - I was delighted to be part of the Hospitality and Tourism Takeover day.

“The tourism and hospitality industry is one of Scotland’s most important industries and one that has huge potential to grow, but needs more people to join and make it their career of choice, so events like this are hugely important!

“The tourism and hospitality industry is one of Scotland’s most important industries and one that has huge potential to grow.”

“95% of pupils considered the event to be good or excellent.”

“There are so many different jobs in the industry which young people are often not made aware of. Also too often the industry is positioned as the one you can default to if you fail in your exams at school. It is also perceived by many that it is poorly paid and offers little career progression. It is at events like the Hospitality Tourism Takeover (HTT) Day and through the work of Springboard along with industry and colleges like Forth Valley coming together, that we are able to dispel this myth and open eyes of young people to what a fantastic industry this is to work in.

“As those students who took part now realise there many different jobs you can do aside from working in a restaurant or hotel. It was great to see the students having such fun too whilst learning new skills. Here’s to the next HTT and enticing more future stars into our industry! “

For more information on hospitality courses please visit: www.forthvalley.ac.uk/courses/hospitality





FVC COMPEX TEAM WIN INDUSTRY AWARD

Forth Valley College's expert CompEx Training Team have won the prestigious 'Overall Award' at the Hazardex trade magazine awards ceremony.

The Hazardex 2017 Awards are designed to recognise excellence in the hazardous area sector and to the FVC CompEx Team's delight they were awarded the 'Overall Award' – which is for the best hazardous area sector product, system or service over the last two years - at the gala dinner awards ceremony on 2 March in Runcorn, Cheshire.

Alistair McKean, Lead Commercial Trainer at Forth Valley College said: "It was a surprise to win this award which, to our knowledge, no training company has ever won and is one of the highest awards within the industry at the moment.

"This award is the culmination of years of hard work and dedication from everyone who has been involved with the team and we have continued to drive the business forward during very uncertain times in oil and gas industry. We are overwhelmed and still coming to terms with receiving this award and look forward to telling others that we are now an award winning hazardous area training centre."

The FVC CompEx Team are a small dedicated group of Trainer/Assessors and administrators with a passion for teaching safe working practices in hazardous areas. The centre has been training CompEx, Hazardous Area Safety, Electrical Safety and many other courses for well over 20 years and within the last five years they have been recognised by our governing bodies and industry in Central Scotland for the professional and passionate approach they take.

They recently led the way training with the new Ex14 Responsible Person course - the first in Scotland – in conjunction with petrochemical giants INEOS & Petroineos. The course has been featured in Hazardex magazine and many other publications due to the very positive feedback it received both from the attendees and the governing body representative in attendance.

Anyone wishing more information on FVC CompEx courses should visit www.forthvalley.ac.uk/compex



JONATHAN CREATES A BUZZ AT MORAY PRIMARY SCHOOL

Electrical safety was the buzz among pupils at Moray Primary School in Grangemouth recently after a Forth Valley College Technician dropped in to take a lesson.

Jonathan Cooper who is part of the College's CompEx team was only too happy to give a talk, show some animated films and perform some experiments to show the Primary 3/4 pupils the dangers of electricity and how accidents can be prevented.

He said: "It was great to go and speak with the children at Moray Primary School and they were all really interested in finding out how to be safe when close to electricity. It is very important for children to know the dangers and how to avoid accidents and I was very impressed with how much they already knew and by all the questions they asked on the day.

FVC's CompEx operation consists of two state-of-the-art workshops, a classroom and a small dedicated team of Trainer/Assessors and administrators with a passion for teaching safe working practices in hazardous areas. The centre has been training CompEx, Hazardous Area Safety, Electrical Safety and many other courses for well over 20 years and within the last five years they have been recognised by governing bodies and industry in Central Scotland, for the professional and passionate approach it takes.

The Electrical Safety Team at Forth Valley College are hoping to increase safety awareness in local primary schools and also to promote exciting careers in engineering for men and women in the local community in an engaging environment.

For more information on CompEx courses call 01324 403173 or visit www.forthvalley.ac.uk/compex

OUR EMPLOYERS SAY...

"All SGN candidates who have attended CompEx or CompEx Refresher training courses at Forth Valley College have been very complimentary of the training, tutors and facilities. They have all thoroughly enjoyed their training and gained a lot of knowledge from it. The assistance they have received from their tutor(s) has always been to a very high standard and the tutors have demonstrated a very high level of knowledge and experience in their subject and have never failed to help. We have experienced a very high "pass" rate for our candidates (due to the tuition they receive) which is one of the main reasons for continuing to use Forth Valley College."

Sandra Fitzsimmons, Training Delivery Manager (Scotland), SGN



MA WEEK 2017: IN PICTURES

A new #MAHighlights campaign showcased the wide range of benefits that Modern Apprenticeships can offer to both individuals and apprenticeships.

You can also watch all the campaign videos at <https://vimeo.com/user4464667>



MAhighlights

1. Modern Apprentice (MA) Amy Whatley (24) from Linlithgow, who works with West Lothian Council, was keen to encourage more females to consider a career in the painting and decorating industry during Scottish MA Week 2017. Pictured with FVC Associate Principal and Executive Director of Business Development Colette Filippi.

2. Local employers from the hospitality sector were invited to a 'Chefs of the Future' event during Scottish MA Week 2017. Delivered in partnership with STEP, the event offered an opportunity to find out more about training available to the sector - including Modern Apprenticeships.

3. Chris Stockwell – owner of Stockwell Staircase Solutions Ltd based in Westfield – took part in a 'Back to the Shop Floor' event on Wednesday 8 March. He took the opportunity to find out exactly what his MA Vincent Sweeney has been learning at the College.

4. Danielle Abbott, FVC's CompEx Commercial Trainer, Morag Miller, an MA in Chemical Process with Petroineos, and Debbie Faull, a Technician with FMC Technologies and former MA visited Alloa Academy and Stirling High School during Scottish MA Week 2017 to encourage more young females to consider a career in engineering.





EDF ENS UK PUT WIND IN MAS SAILS

A PARTNERSHIP BETWEEN FORTH VALLEY COLLEGE AND EDF ENS UK – INITIALLY BROKERED BY A LOCAL COMMUNITY COUNCIL - HAS LED TO TWO MEN FROM THE FALKIRK AREA SECURING MODERN APPRENTICESHIPS (MAS).

EDF ENS UK looks after the operations and maintenance of wind farms while EDF Energy Renewables owns and operates 31 wind farms across the UK, including the Burnhead wind farm near Slamannan

Kieran Tomlinson (23) from Laurieston and Andrew Armstrong (24) from Brightons recently started with the company as a multi-skilled engineering technician MAs in August.

They will attend FVC's Falkirk Campus full-time for a full year, before switching to day release for years two and three. Kieran will complete an NC and HNC in Mechanical Engineering having already completed his electrical engineering qualifications. Andrew will study an NC and HNC in Electrical Engineering in the first instance but also hopes to undertake an HNC in Mechanical Engineering.

Members of Avonbridge and Standburn Community Council – who work closely with EDF Energy Renewables in managing community benefit funds from the Burnhead Wind Farm – were quick to arrange a meeting between the college and its sister company EDF ENS UK to discuss the possibility taking on new apprentices, after an event promoting a new Engineering MA model in February last year.

EDF Energy Renewables - in conjunction with Foundation Scotland - have also developed the Burnhead Moss Education and Training Fund which FVC will be promoting with advice and information to eligible students.

Jennifer Tempany, FVC's Head of Business Development, said:

"We are delighted that Kieran and Andrew have started on their Modern Apprenticeship journey with us here at Forth Valley College. We are also excited to be linking up with EDF ENS UK as they are part of one of the world's leading energy companies and we hope we can build on this in the months and years to come, so many more of their apprentices can come to us and receive top quality engineering training.

"We are indebted to Avonbridge and Standburn Community Council for making the introductions and setting up the initial meeting between us. This is an excellent example of how highly we value community partnerships and how they can lead to very positive initiatives that can improve the lives of local people."

Jordi Torres, Managing Director of EDF ENS UK said:

"We are delighted Burnhead wind farm's community fund put us in touch with the College and helped us bring Kieran and Andrew on board. We are certain the Modern Apprenticeship will give them a fantastic grounding for their future careers and I wish them every success."

Hear more from the key partners and apprentices – find a short video on the web page below.

MODERN APPRENTICESHIPS: BUSINESS BENEFITS

Modern Apprenticeships allow people to 'earn while they learn' and attain industry recognised qualifications at the same time. MAs receive training to match business needs and employers benefit from a skilled and productive workforce. Employers may also benefit from financial assistance for the costs of the training.

An MA could be a new team member or an existing employee seeking to enhance their skills.

Key benefits of a Modern Apprenticeship:

- Invest in the future of your business with a highly skilled and productive workforce
- Employees help you to carry out work more effectively and efficiently
- Ensure your workforce has the skills you need to grow and succeed
- Opportunity to pass on your experience to benefit your industry sector

To find out more visit our website today at www.forthvalley.ac.uk/develop_workforce

MANAGING DIGITAL RISKS IN BUSINESS

All businesses have been revolutionised by developments in the digital world, opening up a whole new way to access consumers through better quality data capture. It has also led to improved technology and efficiency both in-store and operationally. However, as more businesses increase their IT capital expenditure, many now see this as a strategic-level risk that could cause major disruption, significant financial loss and lasting reputational damage.

As a leading campaigner and supporter for cyber security awareness, Maurice Logie, Owner and Director of Moreland Insurance, shares his views on some of the challenges facing businesses today.



I have recently been engaging with Forth Valley College and it has been fantastic to find out about the ways in which they are arming students with ethical hacking and cyber security skills.

As news of cyber security breaches across the world is revealed almost daily, it is reassuring to know that new computing graduates will be equipped to protect their employers' systems in the future. But awareness of the risks and what protection is available is a necessity for all businesses now.

Digital Dependence

Digital technology advances have resulted in businesses becoming increasingly dependent on the internet and IT systems for everyday operations, including point of sale, stock management, supply chain and marketing. This means they are now at the mercy of the digital solutions they use, with retailers of all sizes and in all sub-sectors at risk.

Perception vs. Reality

There is a perception that IT failure and cyber crime is confined to an ecommerce website or the loss of data such as customers' credit card details. The reality is that without its IT systems a business could cease to sell or operate for weeks, resulting in lost revenue and potentially high costs of hiring external expertise to fix technical problems.

Another common misconception is that most cyber incidents occur as a result of external hackers. In fact, according to the Ponemon Institute's 2014 Cost of Data Breach study, it is a combination of

1. **external hacking attacks (42%)**
2. **internal negligence (such as lost laptops and files) or deliberate acts (such as insider collusion) (30%)**
3. **system glitches (28%)**

Often businesses will not know they have experienced a cyber breach until an external source notifies them, resulting in slow response times.

The assumption that responsibility for managing and understanding digital risks lies solely with IT departments is rapidly changing. There is growing recognition that everyone in an organisation should be accountable for cyber security, but despite this few staff tend to be trained on information security and many boards still lack a comprehensive understanding of it.

What are the Risks?

One of the major risks a business faces is from the number and variety of business partners it works with. It is not enough to simply implement physical, technical and organisational security measures within their own businesses as the IT perimeter for cyber risk extends further than this. They must also focus on cyber security within the supply-chain and with service providers as interconnectivity between companies can pose a real threat.

Flawed Digital Strategy

Many businesses unsurprisingly tend to focus on the threat posed by unforeseen events, such as a hack or service downtime. However, with online trading contributing a higher proportion than ever of income, a badly executed strategy such as a poorly received website revamp, can have a material effect on a company resulting in a drop in sales and, in extreme circumstances, a fall in share price.

Loss or Theft of Confidential Business Information/Trade Secrets

Businesses will handle a lot of confidential and commercially sensitive information, both their own and that of business partners. If such information is lost or stolen it could be useful to competitors as well as fraudsters, for example; details of suppliers, pricing strategies, current financial position, advertising and marketing campaigns, and any other information that is not publicly available.

Failure of Interconnected Systems
Computer based services are interdependent both within and outside an organisation. The failure of one organisation's computer system can have a dramatic knock-on effect on all those with which it is connected. The same is true of cloud service providers and webhosting companies whose services many firms are dependent upon. Examples of such issues include till or chip and pin machine failure, automated stock management system glitch, website issues all of which can impact on sales.

“There are an increasing number of insurance products available as a **“safety net”** to cover many of the risks.”

Loss or Theft of Personal Data

Many firms collect, maintain, transmit or store private information including potentially large amounts of consumer and employee data, as well as a significant amount of credit card information. This personal and confidential data may be shared between individual organisations and their supply chains, increasing the number of touch points and therefore the potential risk of a data breach.

Supply Chain

There may be a complex and diverse global supply chain, covering areas as varied as stock supply and credit card payments, making due diligence difficult and costly. There may also be differences in the quality of suppliers' cyber security and a weak link in the supply chain can leave retailers vulnerable to a costly cyber attack.

Cyber Extortion

Cyber extortion has become far more common in the retail sector, partly as a result of the low cost and easy availability of hacking tools which are simple for even the most technically challenged criminal to use. Denial of service (DoS) attacks can block access to essential systems and online trading platforms, leaving retailers unable to trade and at the mercy of cyber criminals.

Fraud

Fraud can be a particular issue particularly for larger businesses thanks to their relatively high profile and online ubiquity. This can involve payment card skimming, with fraudsters using stolen details from individuals' credit cards to make purchases. This type of activity is increasingly happening online where a physical card is not required to make a purchase and appropriate checks are more difficult to carry out – the cost of such fraud can be significant.

What are the Impacts?

The impact of any digital incident, especially if not handled correctly, can be catastrophic in terms of reputational damage and financial loss. Some of the more obvious impacts on the balance sheet include: theft of cash; the inability to trade and associated costs of downtime; costs to repair or reinstate systems and operations; ransom payments to hackers (denial of service attacks); and regulatory fines for data breach of customer information.

There are also some less apparent costs associated with digital incidents which may include: opportunity costs following the loss of vital business and client information; non-delivery of stock or other essential supplies; and possible legal costs associated with defending issues such as IP infringement.

Other even more intangible, but no less important, consequences should also be considered as these ultimately have a financial impact. Brand and consumer trust, for example, is an incredibly important part of being a successful online retailer and can be severely damaged following an incident. A company's reputation can take years to build and, in the age of social media, hours to destroy.

A significant loss of customer data or similar breach can mean that consumers lose confidence in a retailer, taking their business to a more trusted site. Damage can be exacerbated if an incident is poorly handled from a PR perspective.

In conclusion, although investment in cyber security will not prevent against all eventualities – due to constantly evolving forms of malware and the impending threat of human error – managing digital risks effectively can significantly reduce the impact of cyber incidents. In addition there are an increasing number of insurance products available as a “safety net” to cover many of the risks highlighted above.

www.morelandinsurance.co.uk



CMI DIPLOMA SETS LOUISE UP FOR UNIVERSITY

Louise Cowie from Plean studied for a CMI Diploma in Management at Forth Valley College. She is the PA to the Director of Estates and Campus Services at the University of Stirling and the Office Manager in her Department.

Louise, said: “I had heard that Forth Valley College had a very good reputation through word of mouth from friends and other colleagues and I wanted to do a qualification in management, because management is where I see my career going.

“I thought the college facilities were brilliant. It was predominantly the Falkirk Campus that I studied at, but I have been to the other campuses which are fantastic and have very good facilities. The lecturers were very supportive and always had time for you. You could e-mail or call them if you needed any help and you could also submit a first draft assignment and get some feedback which was really helpful.

“Throughout the CMI Diploma we were doing assignments very much associated with management such as problem solving, influencing, dealing with difficult people who have challenging behaviours. It was all stuff that was related to the job and it was really good to be get some tools, hints and tips on how to deal with situations and take this back into the workplace.

“It really has benefited me. I left school at 17 and didn't go to university, but I always wanted to do a degree. However, I never actually found the stepping stone to get to that point. I always wanted to do a degree in management, but felt it was too much of a leap. So when I found out about the CMI Diploma at Forth Valley College I thought it would be an ideal opportunity. I loved the course and thought it was absolutely fantastic. It has also given me credits towards the degree I am now studying for here at the University of Stirling.

“I would definitely recommend the CMI Diploma in Management. I feel it is pitched at the right level and it is very flexible which was great for me. I have always worked full-time, and I have two children, so only having the odd class for an hour or so and doing a lot of the work in your own time was great.”

To find out more about CMI courses and Forth Valley College and to watch a video with Louise, please visit www.forthvalley.ac.uk/cmi.



TEACHER BECOMES STUDENT AGAIN AT FVC

Lecturer Gordon Bruce is measuring up on a Carpentry and Joinery Modern Apprenticeship at Forth Valley College so he can transform his teaching skills.

Gordon – who was formerly one of the college's main Furniture Crafts and Restoration lecturers – has been taken on by his employers FVC to complete the MA so he can bring his vast experience and teaching expertise to help train the next generation of trades-men and women.

Gordon said: "I started the MA back in August 2016; it's great and I am thoroughly enjoying it - maybe I shouldn't let-on about that bit!"

"Completing this course puts me on track to hopefully join the current expert team that

teach the very subjects that my lecturers Brian Donnelly and Jack McCluskey are teaching me now! This allows me, via this MA, to utilise the very transferable skills I've been promoting to my own students.

"The college has been very supportive, from top-to-bottom, in my change of circumstances - even facilitating me getting the real industrial experience vital to me accomplishing my goal - and you have got to give them credit for that. I would definitely recommend the MA programme to anyone who has the opportunity. Seize it!"

For more information please visit www.forthvalley.ac.uk/choose_ma

FIRST AID FOR CHILDREN COMMONLY ASKED QUESTIONS

Forth Valley College offers a first aid course specifically aimed at providing individuals with the skills and knowledge to administer first aid to children from new-borns to adolescents.

HSE Commercial Trainer at Forth Valley College, Richy Todd, offers an insight into some of the most commonly asked questions during the First Aid Paediatric course.

Q. Should I use ice to cool a burn?

A. No. Ice can actually damage the skin. Always use cold water to cool the burn for a minimum of ten minutes. If you haven't got cold water you can use; soft drinks, milk and beer.

Q. Why do all babies and children who have been burnt have to go to hospital?

A. Even small burns can be potentially life threatening to a baby or child. You can either; take them to hospital, phone NHS 111 or call an ambulance on 999/112. Do Not Be Afraid To Call An Ambulance.

Q. How do I treat a baby that is choking?

A. Give five back slaps followed by five chest thrusts, two fingers placed on the centre of the chest and push. Continue this for three cycles then phone an ambulance if it still hasn't been cleared.

Q. If a child has a febrile convulsion can I cool them down in the bath or shower?

A. No, placing them in any of these would be very distressing for them and could induce hypothermia.



For more information on first aid courses at Forth Valley College, please visit www.forthvalley.ac.uk/first_aid

MEET THE TEAM

Each issue, InTouch will introduce a member of the college team offering an insight into what their job involves.



Jennifer Tempany

Head of Business Development at Forth Valley College

Describe your role

The Business Development Department needs to develop and generate additional revenue for the college and we do this by providing commercial training opportunities for local, national and international partners and companies. I am responsible for overseeing the provision for more than 1000 Modern Apprentices, vocational and work based learning qualifications, commercial activity in the form of competency based training in Engineering, CompEx and HSE, as well as the college's international delivery to organisations in Russia, China and Dubai. My role is to oversee all of this and help lead the direction of the college in this regard.

What's your background?

I graduated from Edinburgh University in 1998 with a BEng Chemical Engineering and commenced work as a Process Engineer with BP in Grangemouth. During nine years at the Grangemouth site I held a number of engineering positions working with Ethylene Crackers and also became a specialist in Control of Work and Risk Assessment. In addition to this I was a core team member of the site wide "Operations Excellence" or "Lean Management" programme that delivered £5million of efficiency savings across

the Grangemouth site. The last role I held at Grangemouth was the BP Early Development Manager for the UK. I was responsible for the Apprenticeship and Graduate Programmes with a focus on increasing technical competence.

I moved to Forth Valley College in 2007 to become head of Department for Applied Science and Computing. During this time I oversaw the revision of the college's Chemical Engineering and Computing Delivery, as well as pioneering the introduction of the award-winning Engineers of the Future programme. After a maternity career break, I became Head of Business Projects and undertook the delivery of government funded skills intervention programmes with local businesses - including Alexander Dennis Ltd. For the last four years I have been head of Business Development at Forth Valley College.

Describe a typical day at work

It varies so much, but I could have an extensive range of business meetings with external stakeholders, potential new clients and with colleagues within my department and across teaching departments. I help to negotiate contracts, monitor budgets and finances and manage our fantastic team.

What's been your biggest achievement so far?

I have to say I am very proud of the work I have been involved in here at Forth Valley College, since I have been here. I love the varied nature of what we do and I have enjoyed building a team and I feel a great sense of achievement by helping to build the Business Development team.

Describe your job in three words?

Transformation...Opportunity...People.

Why choose training at Forth Valley College?

You should choose Forth Valley College as we have extensive technical expertise, incredibly passionate staff and the ability to transfer knowledge. Our core business is knowledge and learning and we have a lot of exceptionally skilled people who can impart this to our clients. We also have fantastic facilities, but if we don't have what we need, we can develop and adapt to meet our clients' needs.

Training Courses

from March 2017 to May 2017

First Aid at Work

(Falkirk Campus)
22 – 24 March 2017
19 – 21 April 2017
24 – 26 May 2017

£195

First Aid at Work Refresher

(Falkirk Campus)
30 & 31 March 2017
27 & 28 April 2017
18 & 19 May 2017

£165

First Aid Emergency

(Falkirk Campus)
22 March 2017
19 April 2017
24 May 2017

£99

First Aid Paediatric

(Falkirk Campus)
22 May 2017

£99

PAT Testing

(Falkirk Campus)
3 & 4 May 2017
Exam: 5 May 2017

£345

CompEx EX01-04

(Falkirk Campus)
20 – 24 March 2017
27 – 31 March 2017
3 – 7 April 2017
24 – 28 April 2017
8 – 12 May 2017
15 – 19 May 2017
29 May – 2 June 2017

£995

CompEx EX01-04 Refresher

(Falkirk Campus)
10 & 11 April 2017
15 & 16 May 2017
23 & 24 May 2017

£525

NEBOSH General Certificate

(Falkirk Campus)
NGC1
6, 12, 20, 21 & 27 April 2017
GC2
11, 12, 18, 19 & 25 May 2017
Revision (NGC1, 2 & 3)
31 May, 1 & 2 June 2017
Exam: 7 June 2017

£1500

REHIS Elementary Food Hygiene

(Stirling Campus)
14 March 2017
04 April 2017
16 May 2017
30 May 2017

£60



TOP TWEETS

Angus MacDonald MSP
@Angus4FalkirkE

Great news as @FVCollege Falkirk Campus gets the go ahead. Well done to @principal_fvc Ken Thomson and his team on securing approval.

DYW Forth Valley @DYW_ForthValley

Hospitality employers say 'make this an industry of choice not a filler'. Amazing showcase of @FVCollege hospitality talent #ScotAppWeek17

Historic Environment Scotland @HistEnvScot

We've partnered with @StirUni&@FVCollege to promote & develop Scotland's cultural heritage expertise <http://ow.ly/e87V3089Ek6>

Moray Primary School @MorayPrimary1A

Learning about the dangers of electricity with Jonathan from Forth Valley College @MorayPS @FVCollege #electricity #Science #stayingSAFE

INEOS Grangemouth @INEOS_GM

#ScotAppWeek17 We've a strong partnership with @FVCollege delivering highly skilled and knowledgeable Modern Apprentices for our businesses

Forces Friendly Training Provider



Call: 0324 403000 or
email **businessdevelopment@forthvalley.ac.uk**
for more information or to book a course.

