

European Social Fund Group Award Winner

Practice Plan Ltd, Oswestry

Phone operator 1– Good afternoon, Practice Plan, Kimberley speaking, how can I help you?

Janet Edwards (Practice Plan Ltd) – We look after Dentists, do their marketing, their business support.

Practice Plan as a company have been exceptional in promoting learning within the workplace.

Team member – Within our team everybody's done at least one NVQ.

Phone operator 2 – I've just started doing my customer service NVQ.

Phone operator 3 – I've just started an NVQ in Business Administration.

Christine Burns (Shropshire Council – County Training) – Some of the ladies that I had originally didn't have a qualification before and this was a first time they had done anything like this since leaving school.

Team member – They give you lots of opportunities to learn so its really good.

Christine Burns (Shropshire Council – County Training) – Also they have been involved in the 14-16 year old programme.

Learner – There is a group in school which did the Business Admin qualification and I was one of the first people to finish because of the help which I got from Practice Plan.

Team member – Practice Plan encourages you to do things and was very keen for us to go on the Tanzania trip.

Janet Edwards (Practice Plan Ltd) – Tanzania was quite a big effort.

Team member - We did a lot of renovation for the people out there, it was a fantastic opportunity and it made me see a lot of things that I obviously would not have seen before.

Janet Edwards (Practice Plan Ltd) - On a personal level I think they grow so it something that you can see, as you can feel here, everybody feels happier in the workplace.