

PORTFOLIO



Sally Tarrant
Director of Busec Ltd

Hello and welcome to our autumn newsletter; the theme of which is change. Over the last few months there have been a number of changes at Busec. What is particularly significant is that to echo the lyrics of the song 'a change a change it will do you good' these changes have been beneficial to everyone involved. The most significant one is that Marilyn Charleton has retired as Director of Busec and is now hoping to enjoy the benefits of more 'down time', although she will remain an Associate. Marilyn has been involved with Busec since 2000 and will be well known by many of you.

David Charleton has also joined Marilyn in retirement; he has supported the business in a number of roles over the years, latterly as Business Administrator and NVQ Coordinator, We would like to wish them both well and welcome Denise Richardson who will take on these roles.

To mark the change of Directorship we have given graphic designer, Reanna Eddy, the brief to refresh our image — and this newsletter sees the launch of the new Busec colours and style.

Another change is that we are integrating IT into the way we work and you will have the option of receiving an e-newsletter if you prefer. Those of you who have recently completed your studies may have received e-cards. Jill and I are now using laptops and MP3 players to record many of our discussions with you.

September 2006

in this issue -

Flexible Routes	2
Candidates' Cameos	2 & 4
Welcome & Congratulations	3
NVQ update	4
Company profile ITV Meridian	5
CIPD Conference	6
Charity Bikeathon	6
ILM	8

Busec is also diversifying into the delivery of ILM Endorsed programmes. You can read more about this in the article on the back page of this newsletter.

For me, joining Busec as co-director with Jill Nother is a great opportunity and the realisation of a long term career goal.

Sally

Flexible Routes to Membership

The increased use of core & peripheral workers in organisations coupled with flatter structures means that many H R professionals are now operating in more specialised roles and may have zig-zag career paths.

The CIPD has recognised this and set up a project to review routes to membership with the aim of making them more flexible. Already we have seen the change in CIPD's policy on mixing routes – our candidates' profiles (below & on page 4) are good examples.

Busec can now offer completion of specific fields, at appropriate career periods, that can be banked and added to at a later stage thus building up to the full membership. The mixture of attainment of fields by different routes does not compromise the quality or rigour of CIPD's products but is attractive to a greater number of HR professionals for whom the full PAC programme would otherwise not be an option.

In each edition we give you the opportunity to read about some of your fellow candidates..... meet Helen Perry, below, and Andrew Robinson, on page 4.

Candidate Cameo



I am Helen Perry and I work at Orange in Bristol as an Employee Relations Executive. I have been working here since June 2004 and Orange is a great place to work. I started studying for my CIPD back in 2001 when I was working in London, following the academic route through an MA at the University of Westminster. I enjoyed the course, but after the end of the first year, I relocated to Bristol for personal reasons. Luckily I was credited for the first two modules I had successfully completed – General Management and Core Personnel and Development. I have always wanted to complete the qualification and working at Orange finally gave me the support which I needed to do this – both financially and from my manager. I researched and wrote my management report on the information and consultation arrangements in Orange UK in May 2005, just in time to give birth to my son, Jack, on 2nd June 2005! This then left me with only the Electives module to complete, but I did not feel that I wanted to do this through the academic route any longer, due to the huge responsibility of being a new mum! I found out about Busec and the PAC route as an alternative and felt really relieved that this was an achievable route which would fit around both my work and family commitments. Marilyn has been really helpful and supportive since our first meeting in February and I hope that once I achieve full CIPD membership this will give me more career options and security for the future.

Welcome to the following candidates who have recently enrolled on to the PAC programme with Busec.....

Elaine Austin	H R Manager	ITV Meridian	Whiteley
Sue Brenchley	H R Manager	Defence Logistics Org	Huntingdon
Richard Brooks	D2 People Team Leader	Defence Logistics Org	Bath
Katie Buck	Head of HR (Transactional)	Defence Logistics Org	Huntingdon
Kris Bush	Consultant	Ascolto	Alton
Sue Cockayne	Personnel Manager	The Donkey Sanctuary	Sidmouth
James Gregory	Director	GDF Associates /Group	Wareham
Marie Haywood	HR Manager	Ellis Jones Solicitors	Bournemouth
Jeff Howard	Director	Temple Howard Consultants	Brighton
Suzanne James	HR Advisor	Sentinel Housing Assoc	Fleet
Simon Livesley	Head of HR (T&D)	Outreach 3 Way	Crawley
Amanda McGurran	Head of HR & Legal Services	Mitie Engineering Maintenance	Yateley
Helen Perry	E R Advisor	Orange PCS	Bristol
Alan Rymer	Director	Naval Career Management	Portsmouth
Sarah Pook	Assistant County Treasurer	Hampshire County Council	Winchester
Karen Sawitzki	Area Business Manager	Crown Prosecution Services	Abingdon
Carol Thomas	HR & General Manager	Houghton Stone Accountants	Bristol

...and congratulations to our Busec candidates who have recently qualified!

Julie Barratt	Portsmouth City Council	Chartered MCIPD
Siobhan Calfe	Plan International	Chartered MCIPD
Sue Francis	Gemplus Limited	Chartered FCIPD
Caroline Freeman	Eastbourne Borough Council	Chartered FCIPD
Keith Harvey	Hochtief (UK) Construction Ltd	Chartered MCIPD
Harbinder Kaur	Phoenix House	Chartered FCIPD
Linda Kerr	Torex Retail Ltd	Graduate
Angie Lucketti	Westcountry Housing Association	Chartered MCIPD
Margaret Morgan	Hampshire County Council	Chartered MCIPD
Karen Nethercott	SW Ambulance Service NHS Trust	Chartered FCIPD
Andrew Robinson	Portsmouth Diocesan Board of Finance	Chartered FCIPD
Neil Stevenson	CIMANDIS	Chartered MCIPD
Nigel Ward	HMS Collingwood	Chartered MCIPD
Sandra Way	MCI	Chartered MCIPD

Candidate Cameo

I write this piece breathing a sigh of relief at having completed my PAC route and had my membership as Chartered FCIPD confirmed! I work for the Church of England (normally when I say this people ask if it is a voluntary job!) as the Deputy Chief Executive (historic title: Deputy Diocesan Secretary) and the Head of the Central Resources for the Portsmouth Diocesan Board of Finance. The central resources section covers the 6 main business areas of the organisation including human resources; HR is a significant part of my role as I am responsible for the strategy and direction of human resources within my region. I also chair the C of E's national job evaluation panel and used a review of the evaluation system as the subject for my MRR. One of my most interesting and significant challenges over the next few years is the change in legislation to bring clergy office holders (of which there are about 12,000 across the country) under the ERA 1996 for the first time. The opportunity to have experience and prior qualifications recognised through the PAC route was ideal for me as it has made CIPD membership accessible within my own personal time constraints. BUSEC has been an ideal partner for this, working flexibly with my own circumstances and providing clear guidance and direction to help me achieve my membership.



Andrew Robinson
Deputy Diocesan Secretary,
Portsmouth Diocesan Board of Finance

NVQ update

Busec welcomes the following candidates on to their NVQ programme.....

L&D Level 3: Mark Airey, Adam Iliffe, Jason Jagger & Mark Santi (Royal Military Academy, Sandhurst)

L&D level 5: Sue Griffiths & Anna O'Callaghan (Northcliffe Newspapers)

Management & Leadership level 4: Mark Champion (DSDA)

A1 Assessor Award: Mike Terry (DSDA) & Gary Amey (Adams Morey)

Personnel Level 3: Emma Kelly (Thomson Directories)

and Congratulations ! to our NVQ candidates on their recent achievements:

Personnel Level 4: Sam Bell (Hampshire County Council)

Management Level 4: David Mills & Pierre le Cras (Hampshire Ambulance)

Teresa Leppard & Jill Nother of Busec Ltd have updated their skills & knowledge of assessment practise by completing A1 Assessor Award

Did you know.....?

Busec now offers ILM endorsed training which could contribute to the underpinning knowledge for management NVQ's

.....see the back page for more details.

At Busec we are fortunate to work with a wide range of organisations; we thought you may like to read about HR within ITV Meridian

Meridian is part of the ITV News Group (ING), which comprises all of ITV's regional and national news output across the UK. Meridian is the newest company in the group, having been on-air since 1993. Our audience is around 5.5m people, almost 10% of the UK's viewing public.

From our headquarters in Whiteley, Hampshire, we present three separate simultaneous news services. We have further news centres in Maidstone and Newbury and bureaux at Brighton, Bournemouth, Salisbury, Reading, Hastings, Ashford and the Isle of Wight.

ITV was the first major broadcaster to change to digital server technology and Meridian was the first region to go live on the new systems at the beginning of December 2004.

The move to digital technology required a huge amount of staff training and a complete review of the organisation and its staffing levels to create a workforce that could service the new way of working. We now employ 150 permanent staff across the Meridian region and an average of 8 freelancers on any given day.

Generally our staff fit into three categories: -

Editorial - which includes Journalists (Reporters), Newsroom Journalists, who produce short stories or 'packages' from material supplied to them, Newsdesk staff (Editor, Deputy Editor, Broadcast Journalist) who handle stories coming in and decide which should be in the programme, the running orders etc. Editorial staff are mostly degree educated, as they need detailed understanding of broadcast law.



One of the three news studios based at Whiteley

Technical - includes Graphics, who add logos, names, charts to the programmes, Craft Editors, who do the high-end editing of material to make the packages, cutting out what is not needed and piecing it together in a professional way, Technical Operators, who operate cameras, lighting, monitor sound levels, receive and playout material between the regions, Technical Support, who support the IT equipment. Technical staff are mostly degree educated and require specific knowledge of digital television broadcast equipment.



A production gallery for one of our news studios

Admin - who cover all the other functions including Finance, Site Services, Library and HR. Each region has its own HR team.

The introduction of the new technology requires very specific skills from employees that have yet not been recognised by many educational establishments. As a consequence, new recruits often require a significant investment in training to be effective in their job.

I joined ITV Meridian in March 2004 prior to the introduction of the new technology so I have experienced an exciting period of great change. The role continues to be very varied and interesting, dealing with many different people both within ITV Meridian and across the wider ITV. I started studying for my CIPD a few years ago via distance learning. Following a break, when I had my children, I am now completing it with Busec via the PAC route and the variety offered in my role has definitely played a part in the collation of evidence, which has been no way near as challenging as I first envisaged!

Elaine Austin
HR Manager for ITV Meridian,
a division of ITV plc.

CIPD Conference, Keele

by Jill Nother

The CIPD's Professional Standards Conference is an annual event held at Keele University. Aimed at tutors of PDS and certificate programmes, examiners, external verifiers, PAC and NVQ programme managers and external moderators. It is a unique opportunity to be able to meet with a wide variety of people who are involved with the delivery and assessment of CIPD qualifications.

The theme this year was *high performance working*. A good range of sessions were provided with something for all interests.

As external moderators Sally and I are required to attend the workshops specifically related to this role. However, we do have opportunities to dip in to other sessions. For example, I went along to hear Professor Mick Marchington talk about "improving the quality of management research reports." I was encouraged to learn that many of the points Mick made reflect the guidance we give to our PAC candidates at the Applied Field Workshop and in our handouts.



Keele University

The highlight of the conference was the key note address "*High Performance Working – HR's role*", given by Professor Michael West. Michael is professor of organisational psychology and head of research at Aston Business School. He is particularly interested in team and organisational innovation and effectiveness and has led a programme of research in

(Continued on page 7)

Remember July? - those lazy Sundays when we were enjoying that wonderful sunshine, lazing in the garden under a shady tree with a cool drink? Not for Busec's admin manager, Sue Besant & her husband Richard (of Costain) - they joined around 5000 cyclists on July 16th to take part in the annual London Bikeathon to raise money for Leukaemia Research. Together, they completed the 26 miles to raise over £1200 (with a lot of help from Costain's sub contractors), for this worthy cause – and despite temperatures of over 32 degrees & the busy London traffic, they said they enjoyed the event! The 'city' route started at the Royal Hospital Chelsea, took them past many of the city's famous landmarks - St Pauls', The London Eye and Tower Bridge towards the Mile End Park check point, where water, bananas, crisps & melting Mars Bars were handed out - then onwards through Canary Wharf, King Edward's Park and back along The Embankment to the finish. and next year, they hope to do it all over again!

Busec hopes to sponsor a team event next year, so if you are interested in joining, please contact Sue at the Busec office.



(Continued from page 6)

relation to the organisation of health services. Particularly relevant with the amount of change and fast pace in the NHS currently. Key points from his address included: -

- Morale and satisfaction are better in smaller organisations. The feeling of community makes the difference between high and low performing organisations and HRM practices also contribute to this.
- Breaking down large organisations into smaller teams can assist this feeling of community.
- An explanation of "flow", i.e. being completely involved in an activity for its own sake. Your whole being is involved and you are using your skills to the utmost.
- Flow is caused by job autonomy, social support, feedback, development and learning opportunities, variety of task and responsibility. Michael challenged us to think about what percentage of our working day we are "in flow."
- Positive emotion is a source of human strength and affects helpfulness, aids creativity and cognitive flexibility and affects persistence in all tasks.
- Positive organisational climates are linked to high staff satisfaction and low levels of stress, injury and absence.
- Evidence of creating positive communities and working in a team affects patient satisfaction in the NHS and patient mortality.
- Effective team based working includes adopting a culture of cooperation, having clear shared objectives, participation and an emphasis on quality of product, service or performance.

Michael was an inspirational speaker and his address was underpinned by thorough and wide-ranging research. Recent publications of his include *The Essentials of Teamworking: International Perspectives* (2005 John Wiley & Sons Ltd); *Team-Based Working: A Practical Guide to Organisational Transformation* (2004 Blackwell).

The website for positive psychology is www.authentic happiness.com

We would like to hear your views about our latest edition of

PORTFOLIO

Have you any ideas for future issues?
-do email or give us a call

If you would like to find out more about any of the opportunities Busec has to offer then please contact us!

T: 01730 710055 E: admin@busec.co.uk

W: www.busec.co.uk

ILM

To compliment our Professional Assessment of Competence and NVQ programmes, Busec now offer **Employment Law** and **Recruitment and Selection** programmes.

Both these programmes are ILM endorsed which means that there is an element of assessment for all delegates on the programme. This gives employers the confidence that not only have their people been on the course but their skills and knowledge have been assessed and they have met a certain standard.

Jan Barrett will deliver Employment Law; after many years as a senior HR Manager in the manufacturing sector Jan now works as a consultant advising and presenting training on employee relations issues.

The Recruitment & Selection programme will be facilitated by Sally Tarrant. Sally has broad experience of R&S: through delivery of large scale graduate recruitment programmes, design of assessment centres and as a line manager.

Employment Law

Intended Participants – senior managers of SME's, line managers and other employees with responsibility for managing/supervising others and needing to know best practice for all aspects of HR including resourcing, terms and conditions, discipline and grievance, individual rights during employment, discrimination and termination of employment.

Programme Objectives -

- Knowledge of key legislation and an understanding of how it applies
- An appreciation of the scope of the personnel professional
- A round-up of key and relevant employment legislation and how to comply
- An insight into practical solutions to manage employees and avoid tribunals

Venues: we can offer open programmes or in-house delivery. With in-house delivery there is always the option to tailor the programme more specifically to the requirements of your organisation. For open programmes delivery will be based at a purpose built training venue RKdia, in Horndean which provides easy access from A3, between junction 1 and 2

Dates of delivery: Recruitment & Selection: November 15th 2006, February 27th 2007
Employment Law: November 29th 2006, February 6th 2007

To book your place on the above dates, or find out more about an in-house programme, contact one of the Busec team on 01730 710055.