



Dagon Services

Accredited Mentor Training Programme for Capita Symonds

We selected Dagon Services because of their proven track record in the highways and engineering field. The tailoring of the programme to our specific needs as well as the high quality programme meant our staff were provided with a valuable learning experience. The feedback following the programme was very positive with delegates learning expectations being exceeded. We look forward to working with Dagon Services again.

Gary Massey, Business Director, Capita Symonds

CAPITA SYMONDS

The Capita Symonds Technician Training Programme

Over many years, the Capita Symonds offices in Cumbria have provided training opportunities for school leavers across the County. The majority of these places have been in the local practice offices where they provided Operation & Maintenance services for Cumbria Highways and local property services.

The take up of professional status of Eng Tech & I Eng has been limited and in house surveys clearly showed them that many trainees were not getting the wider knowledge and experience they hoped they would via normal academic routes.

They completed a matching exercise using their own Skills matrices and a competency framework provided by The Institute of Highway Incorporated Engineers (IHIE) based on their interpretation of the EC^{uk} competence frameworks. As a result it was noted that they had good coverage of skills – so what were the blockages to individual progress?



A Trainee Programme accredited by the IHIE was developed and a key recommendation from the Institute is that trainees benefit from the use of Mentors. Their role is to ensure that trainees obtain a well-rounded knowledge of the organisation (using the skills matrix as a basis) and assess evidence that trainees produce against the Engineering Council's competencies.



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They needed to ensure that their Mentors were clear about what they wanted them to do, had a consistent approach to their roles and were confident. So they sourced an appropriate training programme from a local company, Dagon Services, whose Principal Wendy Aldred had already been involved in running Mentor Training for IHIE and could provide an Open College Network accredited programme, tailored to their needs.

The two-day workshop was followed by the development of a portfolio of evidence of successful discussion with their trainees. The initial team of eight Mentors from Cumbria & Durham, who are supporting some 30 highways, road lighting, architectural and property trainees, are now awaiting their accreditation and the programme will shortly be widened to include trainees in other offices throughout the UK.

Wendy Aldred says

“The Capita Symonds Trainee Scheme that has been implemented is a robust framework that integrates with IHIE requirements and the Engineering Council Standards. It was good to work with an employer who not only produces such a system, but in implementing it also provides relevant training and support. We are pleased to be able to provide an accredited programme that meets their specific requirements. Feedback from delegates in their evaluation and completed portfolios stated that they had found the programme useful in other ways too, improving time management, communication, people management and generally helping to improve their day to day work.”

Some quotes from the mentors following the training

“A very thorough and useful course. I not only gained knowledge about becoming a mentor but also learned a lot about my own strengths and weaknesses”

“I have a better insight into the mentor role and am qualified to undertake the role in a proficient manner”

“To accept and challenge my weaknesses and how to hopefully inspire and support mentees”

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