



**Dundee**  
**College**

WORKING WITH BUSINESS

Business  
Services

# Dundee College

WORKING WITH BUSINESS



Dundee College  
Winner of  
**Impact Award – Private Sector**



Dundee College  
Commended -  
**Impact Award – Public Sector**



Dundee College  
Winner -  
**Sustained Relationship Award**



Dundee College  
Winner -  
**Business Start-Up Award**



Dundee College  
Winner -  
**Workforce Development Award**  
(more than 50 employees)



Dundee College  
Winner  
**College of the Year**

## Raising ambition, realising success



**As one of the country's leading and largest colleges, Dundee College makes an important contribution to education, community life and economic development in Dundee and Tayside.**

Our college course provision make us well placed to support key industry sectors - life sciences, computer gaming, energy, tourism, health, performing arts, manufacturing and services - locally, nationally and internationally.

We work closely with the business community to support sustainable development and growth, through the delivery of courses, consultancy services and knowledge transfer activities.

Our contribution has been recognised nationally - Dundee College received several individual awards and the accolade of "College of the Year" in the Scottish Business to College Awards 2010.

Scotland's Colleges are playing a significant role in helping to achieve the Scottish Government's aim to build a smarter and more successful Scotland.

Colleges have much to offer businesses, big and small - and results of a national independent survey show businesses experience tangible benefits from working with us: respondents reported improvements in knowledge and staff skills (66%), improved productivity (32%) and cost savings (27%).

This brochure outlines the range of services you can access at Dundee College. If you are not already working with us, I would urge you to consider doing so - I am sure there are many ways we could support you.

We look forward to your call.

**Veronica Lynch**  
Head of External Relations



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## Cover Design

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Our cover design is based on the concept of **QR barcodes**. You will find these throughout this brochure. If you have a barcode reader on your mobile phone, you can follow a link to contact details, links to our website and course information, by scanning these images.

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Designed by: Marketing, External Relations, Dundee College  
Produced by: Dundee College

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# Bespoke Learning

**The challenges facing your organisation at any given time could be unique to you.**

They may be the result of particular circumstances in your industry sector or your operating environment, or perhaps they have to do with your organisation's culture and people.

**In these situations, an off-the-shelf programme isn't likely to provide the answer.**

One size rarely fits all!

**That's why we would take the time to create an individual solution.**

Working with you, we would:

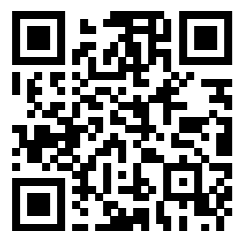
- agree a clearly defined brief
- create an individual training programme designed to meet the specific needs of your business
- deliver it where, when and in the way that suits you best

We are well qualified for the task, we have:

- considerable experience of people and workforce development
- expertise in a wide range of disciplines
- a sound understanding of the theory of teaching and learning
- practical experience of up-to-date and innovative delivery styles

**And we are committed to quality**, so all our courses are evaluated to measure client satisfaction and to ensure our standards remain high.

For further information on **Bespoke Learning**



T 01382 834874 or  
E [workingwithbusiness@dundeecollege.ac.uk](mailto:workingwithbusiness@dundeecollege.ac.uk)

# A Success Story



## Dundee College

Winner of The Impact Award – Private Sector



"It was really great to see Dundee College sweep the board at the Business Awards ceremony. The work the college did with us was highly successful in identifying ways to create growth."

**Bill Sturrock**, Senior Partner, PrintMatters



**PrintMatters has a team of 20 staff operating in a niche market which specialises in the canine and motorsports print sectors. Sourcing skilled staff, ensuring job security for the existing workforce and developing a strong team ethos were identified as the key challenges facing the organisation.**

Dundee College developed a comprehensive business strategy which allowed PrintMatters to understand and prioritise its key objectives. A workforce development plan was designed and implemented which included training in management development, customer care and business process improvements. A consultancy service was also provided by the College which supported key staff in implementing and operating specialist IT software for the company website. All training was delivered on PrintMatters' premises to minimise disruption to the daily operations of the business.

Despite only working with Dundee College for 8 months, PrintMatters is now enjoying a number of significant benefits including: an 11% growth in commercial print; a 20% growth in international business; a reduction in person dependency; an increase in staff confidence and team ethos; improved quality; and repeat business due to high levels of customer satisfaction. PrintMatters is proactively tackling its challenges and achieving business growth in extremely difficult times.

# Training Courses

**Our portfolio of short courses is continually expanding to meet current and emerging training needs.**

We offer a wide range of popular programmes both as “open” courses (a published schedule, on which you can book individual places) and tailored programmes, designed for individual companies.

**Open courses** are held in a range of high quality College venues. Our facilities include industry standard workshops, laboratories, studios, seminar rooms and IT suites.

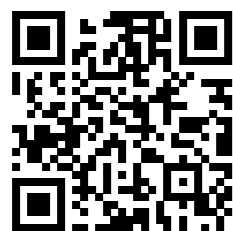
**Tailored programmes** are delivered in the way that suits our clients, at the place and time that is convenient for your staff and your business operation.

Key areas covered in our short course portfolio include:

- Renewable Energy
- E-commerce
- Soft Skills
- Leadership Management
- Health and Safety
- Financial and Office Management
- Human Resources
- Information Technology
- Hospitality

We regularly conduct research to ensure our programmes are relevant.

For further information on **Training Courses**



To view our programme of open short courses, visit [www.dundeecollege.ac.uk](http://www.dundeecollege.ac.uk)

T 01382 834874 or  
E [workingwithbusiness@dundeecollege.ac.uk](mailto:workingwithbusiness@dundeecollege.ac.uk)

# A Success Story



## Dundee College

Commended - The Impact Award – Public Sector



“NHS Tayside have worked as partners with Dundee College on a number of developments which aim to assist us secure an appropriately trained, sustainable workforce. The partnership enables us as an organisation to match education to our required skill sets, both current and future.”

**Debbie Donald**, Associate Director,  
Workforce Planning and Development, NHSTayside



**NHS Tayside was experiencing great difficulty recruiting new employees with the necessary skills, qualifications and experience to work in the care sector for three main reasons: regulatory requirements; changes in service user needs; and an ageing population.**

To address these recruitment challenges, Dundee College led a collaboration with Dundee City Council, NHS Tayside and the private care sector. This highly innovative initiative, entitled the ‘Health and Social Care Academy’, aims to: maximise the potential of the available labour market; provide sustainable work opportunities within NHS Tayside; and ensure a continual supply of potential employees who have the necessary knowledge; skills and work related experience. The Academy’s learning programme is based around the National Occupational Standards of Care and is delivered by highly qualified tutors at Dundee College.

The partnership with Dundee College has enabled NHS Tayside to address the challenges faced in recruiting qualified individuals by providing a continual supply of potential employees qualified to a recognised industry standard. The Health and Social Care Academy is a strong, productive partnership built on mutuality and has resulted in additional on-going collaborations between the two organisations.

# Knowledge Transfer

Another way that organisations are benefiting from the knowledge and expertise at Dundee College is through Knowledge Transfer (KT) activities.

The transfer and exchange of knowledge between colleges and business is a strategic priority for the Scottish Government.

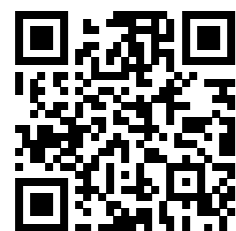
**Dundee College has contributed as the knowledge-based partner in a range of KT projects, helping local companies to improve their competitiveness, productivity and performance, in the areas of Sales and Marketing; E-commerce; IT; Human Resource and Development; and Strategic Business Review.**

The UK-wide programme of Knowledge Transfer Partnerships (KTPs), provides funding to enable companies to enter into longer term, formal partnerships with colleges.

**Dundee College was the first college in Scotland to participate in a formal KTP, and has achieved national acclaim for an award-winning project with a Dundee based business. (See case study opposite.)**

Contact us to discuss how Knowledge Transfer activities with Dundee College could help your business improve performance and capitalise on market opportunities.

For further information on **Knowledge Transfer**



Visit [www.ktponline.org.uk](http://www.ktponline.org.uk)

T 01382 834874 or

E [workingwithbusiness@dundeecollege.ac.uk](mailto:workingwithbusiness@dundeecollege.ac.uk)

# A Success Story



## Dundee College

Winner - Sustained Relationship Award



**McGill**  
*for the complete service*

“Our continued relationship with Dundee College has had a significant impact on the business. Without Dundee College’s help we would not have been able to deliver our renewable strategy.”

**Stan McGill**, Managing Director, McGill

**Dundee College have sustained a professional relationship with McGill which has lasted for over 20 years and has been of significant mutual benefit.**

Initially, the training provided by Dundee College focussed primarily on the up-skilling of McGill’s apprentice electricians. More recently, however, the portfolio of services and support provided has expanded to include bespoke training, consultancy and knowledge transfer activity. This provision has supported the diversity of the company and allowed it to capitalise on an opportunity within the innovative, embryonic renewables market.

As a result of their sustained relationship with Dundee College, McGill has benefitted from: increased turnover; increased employment; market differentiation from its competitors; successful re-branding of its business; and increased employee engagement. It has also successfully evolved from a small local contractor to a multi-national company.

# Business Solutions

**We have many years' experience of working with organisations, large and small, in the private, public and third sectors - experience that we can draw on to help your business perform at its best.**

We have developed an extensive range of tools and techniques to analyse training needs and review the direction and development of a business, whatever industry sector it is in.

Our professional, experienced staff can support you in a wide range of aspects of organisational development, while you concentrate on your core business.

Contact us to discuss how our experience could assist you.

For further information on **Business Solutions**



T 01382 834874 or  
E [workingwithbusiness@dundeecollege.ac.uk](mailto:workingwithbusiness@dundeecollege.ac.uk)

# A Success Story



## Dundee College Winner - Business Start-Up Award



"Working with Dundee College has resulted in our company having a focus and a direction that was lacking before. Proof is in the pudding and since our liaison with Dundee College we have seen sales rise by as much as 300%."

**David Taylor**, Managing Director, Discovery Packaging & Design



**Discovery Packaging & Design is a small start-up business in Dundee which specialises in bespoke packaging solutions for the food and drink, clothing, industrial and protective industry sectors. Since the company's inception in May 2009, financial survival in a period of economic downturn has been identified as the most salient challenge they face. Person dependency was also acknowledged as a significant challenge.**

Dundee College conducted a Training Needs Analysis which was the initial step in identifying ways of reducing person dependency. Management training was then provided to the Director of the business which equipped him with the necessary leadership, delegation and motivation skills to run a successful business. Financial support was also supplied through a Scottish Funding Council (SFC) Innovation Voucher Scheme funding application which will enable further collaboration in the areas of marketing, sales and promotion.

With support and strategic advice from Dundee College, Discovery Packaging & Design has increased its customer sales by over 300% in 9 months. There has been a significant reduction in person dependency and workforce confidence is growing as staff witness the business start to flourish.

# Workforce Development SVQ/MA

If you are looking for a way to develop your staff through on-the-job training, Scottish Vocational Qualifications (SVQs) and Modern Apprenticeships (MAs) could be the answer.

Because they are based on nationally agreed industry standards, these qualifications can help you identify the areas of your operation where there is room for improvement.

And since they are work-based, they provide an ideal way to ensure that your staff development programme supports your business strategy.

Research studies have shown that employers reap tangible benefits from this approach to training, including: increased productivity and quality; improved staff retention; and reductions in complaints; accidents; absenteeism and waste.

Dundee College has a long track record in managing and delivering SVQs and MAs.

Contact us to discover if these qualifications could provide effective on-the-job training for your staff.

For further information on **Workforce Development SVQ/MA**



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E [workingwithbusiness@dundeecollege.ac.uk](mailto:workingwithbusiness@dundeecollege.ac.uk)

# A Success Story



## Dundee College

Winner - Workforce Development Award  
(more than 50 employees)



"Winning this award really cements our relations and working with Dundee College has helped us as an organisation realise how important training is. To have such a fantastic local provider is a real bonus for businesses."

Irene Harrison, HR Officer, Servite Housing Association



Servite Housing Association is a respected social landlord overseeing some 1700 properties in Dundee, Angus, Perth and Fife.

Servite invests heavily in workforce development to ensure that its 150 staff are qualified to Scottish Social Services Council standards. To do this Servite required a training provider who could deliver a cost effective, wide ranging portfolio of training solutions that would minimise disruption to core business activity. As the largest college provider of housing qualifications in Scotland, Dundee College was the obvious choice.

This partnership has generated significant results for Servite Housing Association including: increased customer satisfaction; business growth; and an increase in staff retention. The blended approach of on-site delivery, day release and distance learning has enabled the organisation to continue to function on an operational level with minimal disruption to the customer base.

# Venue Hire

We have an excellent range of modern, well equipped conference and training facilities and offer a comprehensive service, including first class catering services, administrative and technical support. Parking is available at all our venues. All are accessible for visitors with a disability.



For further information, call **01382 227172**



## Overgate Learning Centre

Conveniently located in the heart of Dundee, the centre is on the 10th floor of City House, in the Overgate Shopping Centre.

Commanding stunning views over City Square and the Tay estuary, it comprises:

3 training/meeting rooms:

- The Balgay Suite (seats 12)
- The Baxter Suite (seats 20)
- The Caird Suite (seats 12)

There is also an IT suite with 13 networked computer stations; and 4 open plan IT pods, each comprising 6 networked stations with internet access.

(Whiteboard, flipchart, data projector, white screen, television and video, internet access and laptops are available in all rooms.)



For further information, call **01382 834874**



## The Space at Kingsway Campus

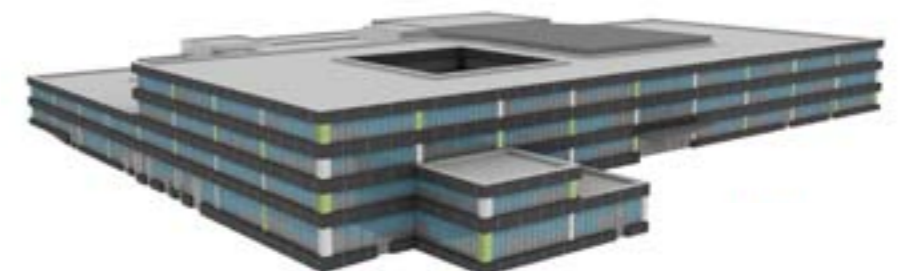
This unique venue offers flexible meeting and conference facilities, including:

- 3 seminar rooms – which can be configured to suit individual requirements
- 180 seat auditorium – which can be arranged in traditional auditorium, catwalk, or theatre in the round styles
- Spacious foyer, bar and public areas – suitable for networking and food service

## Kingsway Lecture Theatre

This modern, spacious lecture theatre has twin data projectors, lighting grid, sound and raked seating for 140.

Our refurbishment of **Gardyne Campus** includes the redevelopment of the Gardyne Theatre and the creation of a range of state-of-the-art conference and training facilities.



# Key Contacts

To discuss Bespoke Learning, Training Programmes, Knowledge Transfer or Business Solutions, contact our Employer Engagement & Knowledge Transfer team:



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To find out more about Vocational Training (SVQ) and Modern Apprenticeship (MA) qualifications, contact our Public Partnership & Contracts team:



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Gardyne Campus  
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Overgate Learning Centre  
Overgate Centre  
Dundee DD1 1UQ

**T 01382 834874**

[www.dundeecollege.ac.uk/workingwithbusiness](http://www.dundeecollege.ac.uk/workingwithbusiness)

Find us on



[www.linkedin.com](http://www.linkedin.com) - search groups - Dundee College Business

[www.twitter.com/DC\\_Means\\_Biz](http://www.twitter.com/DC_Means_Biz)

[www.youtube.com/dundeecollege1](http://www.youtube.com/dundeecollege1)

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The Board of Management of Dundee College trading as Dundee College is a charity registered in Scotland: No. SC021188. Certain projects managed by Dundee College are supported by European Funding.