

NVQs from Unisys Uni

It's not just those at the top who make the difference in a business, said MD of Unisys UK, Brian Hadfield as he presented 30 call centre staff with National Vocational Qualifications.

"Over a six month period there were notable improvements in response times and problem resolution that show a positive business impact' said Brian Hadfield.

The qualifications were organised through the Unisys University, a pioneering web-based learning network that guides employees' learning, and by Milton Keynes-based training consultancy, dancing lion.

Ettie McCormack, EMEA Director, Unisys University, added: 'The course can be a great motivator in career development and recognises the skills and experience that each individual brings to the working environment.'

The Unisys call centre provides worldwide support to clients with hardware and software queries. Unisys also provides outsourced customer service support to clients such as Dell.

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