

## FCT staff success in City and Guilds “Medals for Excellence”



We are pleased to announce that in February 2009 Mya Miah was awarded a Highly Commended Certificate in recognition of her outstanding performance as a Lecturer/Trainer in General Learning.

The Medals for Excellence programme recognises and rewards exceptional people whose work makes them really stand out. We recommended Mya because of her commitment, tireless enthusiasm and leadership in developing the curriculum, course team and learning resources for a new FCT programme.

In 2008, FCT delivered the LU Employability Scheme: a very successful pilot programme for London Underground to help the organisation recruit long-term unemployed people into customer facing job roles. City and Guilds allowed us to pilot a new qualification, the Certificate in Employability and Personal Development, and we delivered this alongside Key Skills qualifications in Communications and Application of Number.

Mya, course tutor for the programme, used her experience of delivering Key Skills to produce a combined curriculum with a common evidence package for all three qualifications. This enabled the learners to develop their skills and achieve the qualifications during the intensive 9 week programme.

Mya was asked to speak about her experience at the City and Guilds launch of the new qualification. By the end of the day, she had a queue of people wanting to know more about how she developed the common evidence package!

In a very short time, Mya prepared all lesson plans, organised learning materials and liaised with LU colleagues to organise work experience placements for all learners in LU stations. Her course team came from FCT and Entrepreneurs in Action (EiA) which meant Mya had to build a team across two staff groups and ensure everyone was clear about the roles they had to play.



All of the learners had been out of education for some time and were very nervous about commencing the programme. Mya and her colleagues went to great lengths to put the learners at ease, support them with their difficulties and encourage them to achieve. One learner commented at the end of the programme that “we are not the same people who started the course”. Another said “the training was thorough and helpful and friendly. I thought Mya was very good”.

Mya worked over and above her normal working hours, showing great commitment and passion to ensure that the programme commenced on time and that the learners had an excellent experience during the Scheme. **Congratulations to Mya!**