

first line maintenance skills

Who should participate?

Production Operators and others who are required to carry out practical maintenance and fault finding on their plant and equipment.

Operators are encouraged to participate in small group maintenance activities, fostering teamwork and co-operation.

Programme Benefits

By the end of the programme participants will be able to:

- ▶ Carry out first line mechanical maintenance tasks
- ▶ Understand and check the condition of equipment mechanisms
- ▶ Adopt teamworking practices

Duration:

3 days

The programme will cover:

- ▶ Practical skills to suit the participants' workplace processes, plant and equipment
- ▶ Health & Safety
- ▶ Basic fitting practices
- ▶ Use of hand tools
- ▶ Drive systems and components
- ▶ Lubrication and fault finding
- ▶ Basic maintenance practices
- ▶ Care and use of basic measuring equipment

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INVESTOR IN PEOPLE



City & Guilds



our service level commitment

OUR COMMITMENT TO YOU AND YOUR COMPANY:

MGTS will ensure that -

- ▶ Your training and assessment programmes are delivered by Tutors highly experienced in the relevant subject matter and your industry
- ▶ The delivery of training and assessment will focus on your training objectives supported by up to date programmes and learning materials
- ▶ Your employees will receive training designed to meet their personal learning needs with additional support where appropriate
- ▶ Training programmes are delivered with your requirements as the focus ensuring total flexibility and on time delivery
- ▶ Your employees benefit from a healthy, safe and secure learning environment ensuring equality of opportunity and diversity of contribution to enhance the learning experience
- ▶ You and your employees are given support to achieve high quality personal learning and successful learning transfer to the workplace
- ▶ The confidentiality of your business development needs is maintained throughout

YOU AND YOUR COMPANY WILL BENEFIT:

- ▶ When you encourage your Learners to practice the skills and apply the knowledge learnt to the workplace
- ▶ When you provide your Learners with a mentor or coach to support them in applying what they have learnt to the workplace
- ▶ When you arrange for the Learner's Manager to review what they have learnt and plan for the learning to be used in the workplace
- ▶ When you talk to MGTS staff about additional support looking at the capability of your systems, organisation and individuals to successfully transfer the learning to the workplace

FEEDBACK AND EVALUATION:

MGTS are committed to delivering a service that meets our customer needs. As part of our Quality Assurance process we will contact you and ask for your feedback following the recent delivery of training and/or assessment to your employees.

When you are contacted we would very much appreciate you taking a few minutes to answer the following six questions and help us in our efforts to continuously achieve a high level of customer satisfaction. You will be asked to give a rating for each question on a scale of 1 (Not Achieved) to 10 (Fully Achieved) and provide general comments.

- ▶ Have the learning objectives for your delegates been achieved?
- ▶ Were the course objectives and content relevant to your business needs?
- ▶ Are your employees benefiting from their experiences on the programme?
- ▶ Applicable to long courses only: Are your employees making the progress that you would expect at this stage of the programme?
- ▶ Have MGTS administration and communication processes met your requirements?
- ▶ Have MGTS given you excellent customer care?
- ▶ Have MGTS provided you with a responsive, flexible training solution?
- ▶ Given your overall experience of our service, would you recommend MGTS to a colleague?

If you would like to discuss your MGTS experiences any further, please contact one of the following:

Bob Dunn, Commercial Manager

email: dunn@mgts.co.uk

Adrian Lawrence, Business Systems and Contracts Manager

email: lawrence@mgts.co.uk

HOW TO FIND US



▶ From the M1 South

Exit Junction 21 to M69

Follow M69 to Junction with M6

Take Birmingham Direction Exit M6 at next Junction 3

▶ From the M6 North or South

Exit Junction 3

Follow A444 to Coventry / City Centre in approximately 4 miles at 6th Roundabout

Take A428 City Centre. (H) hospital sign present. In 100 metres at Traffic lights take left filter into Gulson Road. (H) hospital sign present.

MGTS is 200 metres on left with yellow and black railings.

▶ From the M40 North or South

Exit Junction 15 (Warwick/Stratford upon Avon).

Follow signs A46 West to Kenilworth/Coventry.

Continue along this road for approximately 11 miles

Bear left into A423 signs to Coventry City Centre.

At next large roundabout (Ring Road Junction 4) position into right hand lane. Continue around roundabout as if heading back in direction you have come from. At sign for Whitley Village ensure you swap to left-hand lane, immediately past old sandstone building turn left into Gulson Road (signposted). (H) hospital sign present also. MGTS is 200 metres on the right with yellow and black railings.



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