

Press Release

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UNICOM INVESTS IN ITS FUTURE WITH STAFF NVQ TRAINING SCHEME

Photographs available at www.unicomimages.co.uk

EIGHT employees from Unicom are investing in their future by training to gain national vocational qualifications (NVQs), thanks to the company's new training scheme.

As part of its commitment to staff and the Investors in People standard gained last year, telecoms provider Unicom has launched its NVQ scheme in partnership with Damar Training.

Damar will be implementing one-to-one sessions with the eight Unicom staff who will be completing NVQs in customer service, team leadership and accounts.

Each training course will be tailored to the employee and will demonstrate how the skills learnt through the NVQ can be integrated into current roles.

Charlotte McHale, head of training and development at Unicom, said: "The qualifications gained not only enable staff to build competence in their current roles but also gives recognition and credit to the skills they already have.

"After the first eight staff complete their NVQs we are going to roll out the scheme to further Unicom employees."

Staff undertaking the NVQs will be assessed on a portfolio of their work, evaluation in the workplace and end of course exams.

Jonathan Bourne, director at Damar Training, said: "It's encouraging to see a North West business which is happy to invest in its workforce. We are certain Unicom's new NVQ training scheme will help its staff realise their full potential."

Unicom specialises in telecom, broadband and website services for the small business market. It currently services 80,000 businesses across the UK. It has offices in Birmingham, Ipswich, Leeds, Milton Keynes, Newcastle upon Tyne, Nottingham, Sheffield, Stoke on Trent and Crawley.

Visit www.switchingon.com for further details.

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About Unicom:

- Unicom, a trading name of Universal Utilities PLC, is a telecommunications service provider specialising in the small business market.
- Unicom has attracted its business customers by offering discounts of up to 60% off BT's prices, at the same time as keeping customers on the BT network. Unicom currently supplies in excess of 450 million minutes of call time to its customers each year. Unicom differentiates itself by offering a high standard of personal customer service, with no premium rate 0845 or 0870 numbers, no recorded messages or menus, and no overseas call centres. Unicom boasts one of the highest customer retention rates in the industry.
- Unicom has a directory enquiry service, 118 777. Based on calls from a BT or Unicom telephone line, 118 777 is 28% cheaper than 118 118, and 53% cheaper than 118 500. Calls from other networks may vary.
- Unicom was ranked 26th in the Sunday Times Profit Track 100 listings in April 2006, 89th in the Sunday Times Fast Track 100 index in December 2006 and 96th in the Sunday Times Profit Track 100 listings in April 2007. In September 2007 it achieved a ranking of 95th, and in September 2008 a ranking of 88th, in the Sunday Times Microsoft Tech Track 100 index.
- Unicom is a patron company of The Outward Bound Trust.
- In 2009 Unicom was awarded ISO 9001:2008, Customer Service Excellence, Customer First and Investors in People, all nationally recognised standards which are confirmed by outside experts who are used to judging standards on a daily basis in a wide variety of trades and industries.