



North of England Excellence & The British Quality Foundation

Sharing Best Practice Tour

Virgin Trains Talent Academy, Crewe

Friday 10th February 2012 ~ 13:00pm to 15:30pm

This is a great opportunity to meet the Virgin Talent Team, see the Virgin Trains' training and recruitment centre, and learn more about Virgin's approach to empowering staff, developing people, and leading cultural change.

There are just **30 places available** – demand is certain to be high and early booking is recommended. We start with a buffet lunch at 13:00; a presentation by the Talent Team around 13:30; and a visit around the Academy followed by Q & A, discussions, and networking.

- Virgin Trains operates the UK's West Coast rail franchise recently extended to December 2012. It operates over 330 trains and carries over 60,000 passengers every day.
- Virgin trains is a BQF member and has achieved 5* accreditation (the highest level) in EFQM Levels of Excellence - R4E.
- Virgin's vision is around empowering staff and developing people to use their talents and skills
- The Talent Academy is the home of the Virgin Trains' Talent Team looking after recruitment, training, and career development.
- The Academy includes 2 full size Virgin Pendolino carriages for safety training, a recruitment assessment centre, and is the focal point for all Virgin's customer service, team building, leadership, and cultural change training.

COST

£35 plus VAT - North of England Excellence/British Quality Foundation Joint Members

£90 plus VAT MCCI, NECC, and CQI members

£100 plus VAT - non-members

FURTHER INFORMATION & BOOKINGS

For further information or to make a booking please call **01925 715245** or email events@northofenglandexcellence.co.uk

In Partnership with

