

TALKING HEADS

EDUCATION & TRAINING

1



Name: John Wilshire
Course: Tobermory, Isle of Mull
Region: Scotland
Course Type: Heathland and Parkland (nine holes)
Staff: One - me! (student in school holidays)

How have you gone about establishing an Education and Training Budget which satisfies your needs?

Don't have one. We couldn't afford it at our club where we struggle to balance our books with 120 members paying £115 subscription each year.



Name: Mike Davey
Course: Hazel Grove GC, near Stockport
Region: Northern
Course Type: Parkland
Staff: Head Greenkeeper plus five (two casuals in summer)

Basically we put money in the budget for education and training and then it is done on a voluntary basis and anyone wishing to progress is offered every encouragement.



Name: Geoff Henderson
Course: Kenwick Park Golf Club, Lincs
Region: Midland
Course Type: Parkland and woodland (18 holes)
Staff: Course Manager, plus five

We have links with local training groups. We don't have a special training budget as such but if we need the finance for staff training it would be available.



Name: David Ansell
Course: The Dyke Golf Club, near Brighton
Region: South East
Course Type: Downland (18 holes)
Staff: Course Manager plus five

We finance day release courses at Plumpton College and also Chainsaw and First Aid courses etc. We also pay for staff subs to BIGGA.



Name: Carl Horrax
Course: Salisbury and South Wilts Golf Club
Region: South West and South Wales
Course Type: Chalk downland (27 holes)
Staff: Course Manager, plus seven, plus mechanic

We have training and education programmes in place for everyone's requirements on the staff. We have appraisals to identify training needs.



Name: Bernard Findlay
Course: Portstewart Golf Club
Region: Northern Ireland
Course Type: 36 holes links, nine holes parkland
Staff: Course Manager, plus 12, plus mechanic, plus four part-timers

We have a budget which varies each year based on demand from the members of staff.

2

3

4

5

What training have your individual staff members undertaken in the last 12 months?

Does the motivation for education and training come from you, the staff themselves, the club, or all three in equal measure?

What incentives does the club offer for staff who undertake education?

Do you believe the range of training which is available caters for all your needs?

None. I see an agronomist, Steve Isaacs, from the STRI, once a year and act on his report, and also exchange views with a few other greenkeepers.

When I go on holiday I make a point of visiting other courses and learning what I can, but I am left to do everything myself and happily get on with it. I give each student some advice every year.

None. Running a small rural club such as ours is totally different compared with most other clubs. I have a small photography business and man the lifeboat station at times.

Training is fine for those who can afford it, but I couldn't go on a course as there is nobody left to do the work. I have books on care of the golf course etc and do a lot of research and try to learn as much as I can.

One staff member did an NVQ Level 2 course ending last summer. We are in a state of change with staff, so things may be different shortly.

I would say that I would recommend staff to progress and learn as much as they can and then sort out the on-going learning after talks with the Chairman of Green.

Things are changing since I started here 12 years ago. There wasn't a great deal of training etc, but now I have a very understanding Chairman of Green who believes we should do all we can to encourage learning because this in turn results in a better course.

Part of it is, but I believe the greenkeeper training schedule, so far as the actual syllabus available from BIGGA is concerned perhaps needs to be looked at.

A new member of staff is on an NVQ Level 2 at Myerscough College and another member has just finished one. On the job training I do myself.

I would say all three. When staff are taken on they understand that they need to take NVQs and the Club Secretary, Professional and myself get together and discuss any matters concerning this.

No special incentive from the club. But staff understand that we want them to progress and there are no problems for people who want to improve their skills whether they are staying with us or perhaps being promoted elsewhere.

Yes, I believe the range of training available is very good. As long as a person wants to get on, it is all there in place.

We have a mature staff, most of whom have been here seven or eight years, so very little has been done in the last 12 months. They are all up to NVQ Level 2 or beyond.

From myself initially, but all three eventually. I try to get a newcomer to get to know the ropes in the first 12 months before starting his educational programme.

There are pay incentives attached to the level of competence following educational awards, college work and experience. Our pay levels are on BIGGA guidelines. The club is very supportive.

Yes. You can reach good levels of competence from the courses available and I am always looking for staff to improve their skills. The roadshows and seminars also help from time to time.

We have had two on NVQ Level 2 and two starting this year. One on IOG Intermediate Diploma, plus chainsaw and spray courses and three on BIGGA essential management courses.

Essentially from me. We take education very seriously and I am always pushing individuals to improve their knowledge.

No incentive from the club as such, but I stress to staff that knowledge is for their own personal benefit and that I am trying to produce the best greenkeeping team I possible can.

It could be improved. Education on offer is very basic and I think local colleges could organise more courses to improve skills, self motivation, dealing with complaints etc. I have in-house training and presentation days and seminars on delegating and assertiveness.

We had one on an NVQ Level 2 course, another on a supervisory Level 3 course and two more doing HNC which they are still on.

I would say all three. I am always delighted when a staff member comes to me and asks for help in progressing.

The club is very happy to see staff go on courses and is very supportive. We want to see staff improve their skills and go on to positions of responsibility either at our club or elsewhere.

Yes, generally speaking at the local colleges, particularly with knowledge of teaching care of greens. But I would like to see more understanding from colleges with help with regard to links golf courses.