

**From:** Price, Joanne [REDACTED]  
**Sent:** 20 July 2009 13:54  
**To:** [REDACTED]@sheilds.org  
**Subject:** RE: testimonial

I found the NVQ process with SHEilds smooth and straightforward from start to finish. The flexibility of the system worked well for me and I did not struggle with the distance learning element. Support was always provided by the assessor assigned to my portfolio, this was great to request advice and gain feedback. My questions were always answered in a prompt, friendly and supportive manner. Overall I found the process very good and would not hesitate to recommend others.