

**From:** Nigel Thornton [REDACTED]  
**Sent:** 20 July 2009 11:52  
**To:** [REDACTED]@sheilds.org  
**Subject:** Shields, NVQ Process.

To Whom It May Concern

I would firstly comment that I have recently undertaken a Level 4 NVQ in Occupational Health and Safety Practise, with Shields, and found the service that was provided to me excellent.

From the initial service and advice from my first contact in respect to what course to undertake, the initial workshop which explains the system through the undertaking of your NVQ, the ongoing assessment and advice given by all the assessors, the easy of contact if you require assistance, along with the straightforward approach you are lead down during the undertaking of providing your evidence by the setting out of the course on the dedicated NVQ website, the service provided by Shields was excellent.

I personally had a minor problem with the evidence required for one unit, as my current position did not have a requirement for some of the items required, but the solution to my problem was found for me by Shields, without any fuss or problem to me, which meant I could just get on with undertaking and thereby passing the course.

I would have no hesitation in recommending Shields to anyone looking to undertake a NVQ, via the e-learning route. Indeed since I have passed mine, I have enrolled on further courses with Shields, to further my own goals in Occupational Health and Safety.

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