

## **CELEBRATING 25 YEARS - PROFILING CAROL GRAY**



Carol joined Bon Accord Training in February 1992 but had been involved since it was started by her father, Brian, in 1986. The business revolved around Carol's love of transport and that passion fuelled her drive and ambition to push the business to succeed.

Initially employed as an Office Junior, over the years Carol progressed to take on more of the management of business as Brian focused on developing and tailoring courses to suit the market place, allowing it to grow in expertise and reputation, increasing the customer base. The role evolved to Training Co-ordinator, and when company became Bon-Accord Training Limited in 2004, Carol was promoted to Director.

Dealing with all aspects of daily business and customer requirements, Carol finds the role challenging, but rewarding. Managing and co-ordinating a small team to identify and exceeds customer expectations, Carol has ensured the business continues to be profitable with a substantial workload, despite the periodic downturns in the industries serviced.

Carol has several skills suited to managing the business successfully. She has an excellent understanding of multiple industry training management, developed over the years with site visits, staff engagement, listening to customer requirements and attending meetings/workshops with accrediting bodies.

Carol's main focus outside the business management is monitoring and delivering a high quality service. Bon Accord Training is monitored by several awarding bodies; CPCS/NPORS/ITSSAR and SQA. The challenge of meeting the quality standards of these bodies is Carol's responsibility. As an internal verifier, knowledge and application of standards is a key requirement. This involves overseeing standards from assessors/instructors to producing candidate portfolios. Carol's busiest and most challenging time of the year is Audit Season. Collating and assessing documentation, including feedback from external sources (generally it's very good!) and presenting the information to external auditors is a stressful task, but vital to the continuing success of the business

Carol leads all new business development and regularly meets with clients to discuss their requirements, plan out to meet those requirements and negotiate contracts and rates. With an excellent track record of resolving issues and ensuring the client is happy with outcomes, Bon Accord Training is flourishing with a strong leader at the helm.



## BON-ACCORD TRAINING LIMITED

Ask Carol why she enjoys her job and the response is simple; “The great part of working here is I never stop learning. Our instructors are keen to pass on their knowledge and this means I can help them develop courses for our customers. Their exceptional knowledge of each customer site certainly helps me when dealing with customer requirements. I meet or speak to so many different people from Company Directors to individual operators, I really enjoy getting to know them, working with them to identify their needs and knowing I can deliver the service they should expect from every training provider.”

So, what’s the next step for Carol? “This year I am aiming to develop new courses to compliment the suite of courses already offered to increase our market share and to re-develop some of our more popular courses. I am also working with a web developer to increase our online presence”

When Carol isn’t working, she enjoys spending time with her family, travelling, walking her dog and of course, all things transport. Even on holiday, most of the pictures taken will have a piece of plant equipment somewhere!

