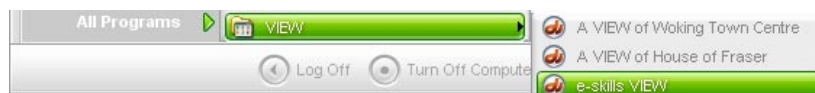


Start e-skills VIEW
 Choose 'Gathering evidence'
 Choose 'Gathering evidence 2'



Now choose the employer:

Dover Coastguard



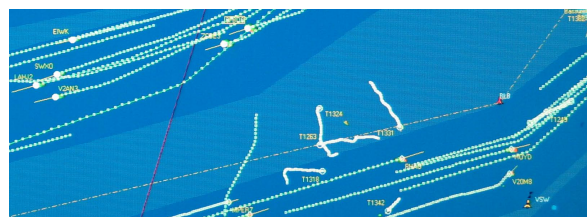
Use the Gathering evidence 2 links, to explore two important areas of the Dover Coastguard Station.

Like most organisations, the Station is supported by an administration office. In there you will find two staff willing to answer some questions for you.

Use the link to 'Administration'. Check the map to see where in the Station you have arrived.

Explore these three areas, that are quite close together off of the administration corridor;

The Administration Office. (at the east end of the corridor)
 Conference Room, (at the east end of the corridor)
 and
 Spike's office, (at the west end).



Find and move into the Administration Office.

Denise, Jill and Phil work in the Administration Office. Use the interviews and text to find out what they do.

1. What does Jill like most about her job?

Denise was once employed to support 'Accounts', but this function has been moved to the Coastguard Head Office. Denise has kept her job at Dover by taking on new responsibilities offered to her by her employer.

2. What work does she do now and what training did she need
3. The administration office is the workplace for three employees. If one was to leave and you were responsible for describing the office to a prospective new employee over the phone, how would you respond positively and honestly?

Leave the Administration Office and return to the corridor.
 Turn around and enter the Conference Room.
 Move to the far end of the Conference Room, closest to the windows.

Looking at the table, click on the 'Business Plan for the MCA'.
 Find the section, 'Delivering for our customers'. (document's page 12)
 VIEW the page in more detail and look for the 'people management' section on the right hand side.

4. What do you think the plan means by; '...the needs of all generations of our staff and their attitudes to work...'?
5. Do you think that young and old people are motivated by different things at work?
6. What about male and female, different ethnic minorities, and the disabled?
7. How will the MCA help to combat bullying in the workplace?
8. How has the MCA gathered the views of its employees?

Leave the Conference Room and return to the corridor.
 Move down the corridor and into Spike's office.
 Find and listen to Spike's interview.

9. What does Spike do in a typical day that can help maintain the motivation of his staff?

Spike is close to the day to day action of the Dover Coastguard.

10. Do you think that any career move would take him away from this and what would be the advantages and disadvantages for him?

Click the 'ge 2' (Gathering evidence 2) button to the left of the map in the bottom right hand corner and you will return to the Gathering evidence 2 list of employers.

