



INTERVIEW WITH Mr. UGUR YILMAZ MANAGING DIRECTOR

intechcentre



Q. Please briefly tell us about yourself

I was born in 1969 in Corum/Turkey. I am the eldest of four children; with two brothers and a sister. I studied Computer Sciences at the Westminster University and graduated in 1997. In the final year of my studies I set up my own company. I was in the business of wholesaling computers, in terms of importing and exporting. I then established my current companies Intech Centre and USBEM in 1999.

Q. Can you please tell us about your businesses and companies?

Currently, we have two companies, Intech Centre based in London and USBEM in Ankara, both established in 1999 and operating successfully since then.

INTECH CENTRE (based in London.)

Intech Centre was established in 1999 as a one-stop computer and internet centre. We then changed the mission of the company in 2002 and added the training sector. Intech Centre is now one of the leading training providers in the London, offering training and qualifications for employers, employees and the general public. In addition to our training centre, we have a computer maintenance and networking, and web design department, where we serve the general public on computer issues; and additionally we cater for businesses by providing exchange servers, domains, networking, web design and hosting.

INTECH CENTRE'S Privilege Card special offers to TBCCI members

FREE Specialist Advice on Staff Training

FREE Courses and Qualifications for Employed people

15% discount on Web Design

15% discount on IT Maintenance Contracts

USBEM (based in Ankara, Turkey)

USBEM is currently an authorised distributor of

- **City & Guilds** (UK's leading awarding body) and
- **Pearson Digital Learning** (one of the world's biggest education companies).

USBEM's products and services are currently used by universities, councils, corporations and governmental departments.

Q. Can you please tell us about your services & products in the UK and Turkey?

In the UK, at Intech Centre, we offer government funded training solutions which means most of the courses and qualifications provided are either free of charge or partly

paid by the Government. We have a portfolio of over 700 online courses with most of them awarding a qualification. Some of our popular qualifications are:

- Literacy Level 1/2
- Numeracy Level 1/2
- ECDL & ITQ (Word Processing, Spreadsheets, Presentation, Email, Internet)
- NVQ Customer Service Level 2
- Food Hygiene

In addition to our training solutions, we offer impartial advice as well as support to people with CV and covering letter writing, interview skills and job search. Again these services are completely government funded.

Intech Centre is approved by Learndirect, Train to Gain, BCS, City & Guilds, RIPH, Nextstep and is a recipient of Matrix Quality Standard and ISO 9001:2000.

In Turkey, USBEM is offering the world's largest education group, Pearson's, online English learning solution. Our product, ELLIS Academic, is cost effective, accessible, and has over 1,000 hours of learning divided into six levels. ELLIS is currently used by many institutions including: Anadolu University, TOBB University, Privatisation Administration of Turkey, General Directorate of Airport Authority of Turkey, Istanbul and Ankara Metropolitan Municipalities and Turkish Telecom

Also in 2009, USBEM was granted as the Authorised Representative of City & Guilds in Turkey. USBEM will be offering internationally recognised courses and qualification in the Turkish market.

Q. Could you please expand on how TBCCI members can benefit from your government funded training solutions available in UK?

The UK government, following the results of the research led by Lord Leitch, had introduced various projects to achieve the objective of becoming a world leader in skills by 2020. As a leading training service provider, we are taking part in these developments:

- We have a scheme for employers, management and decision makers to improve their Leadership and Management skills. We offer online training in sales, marketing, staff management, crisis management, Harvard ManageMentor and many more. Normally, these courses will have a cost, however the Government is giving a £500 grant for training and a further £500 on a £ for £ basis. Companies with over 5 employees (full-time, part-time or voluntary) can benefit from this scheme.
- In addition to employer training, we also offer Government funded Basic Skills, IT (software, word processing, spreadsheets, presentation, email and internet) and NVQ Customer Service qualifications, .
- We provide also courses and qualifications in Customer Service and any business can benefit from these provision including restaurants, call centres, law firms etc

I would like to point out again that most of our training solutions are government funded which means free of charge. If any organisation is interested in our services, our training advisors can contact them and tailor training programmes according to their needs and requests

Q. What are your missions and targets in Turkey and UK?

In the UK, we aim to help communities to improve their skills, gain higher qualifications, become more employable or have sustainable employment and boost ones confidence. However so far, despite to all our efforts, generally the Turkish community has not been very interested in these services. In Turkey, USBEM is working with some of the

pioneering brands in their industry and is presenting them to the Turkish market. We believe that the introduction and integration of our internationally recognised products and services are all in line with Turkey's European Union accession.

Q. Do you have a message for the Turkish-British business community here?

Everyone has directly or indirectly felt the worldwide economic slowdown; however as the UK is a service orientated country, we have felt it the most. Most employers might think that the only way out of the current situation is to work harder and/or cut down their operating costs. However, I strongly believe that both training of employers and employees will improve their skills, make them more efficient at work and boost their confidence, which will ultimately improve their business. I think everyone should take part and benefit from these Government funded courses. Without the Government funding that is in place, courses in IT and Customer Service may cost up to £1,500 per person to participate.

Thank you Mr. Ugur Yilmaz