

APPOINTMENTS & UPDATES

Marston Group has launched a new learner response system within its City and Guilds training course.

The Genee Pads, or 'G-Pads', allow Marston trainers to assess the effectiveness of training quickly and efficiently, through remote-controlled receiver sets. These receivers enable learners to register responses to questions during the course, the results of which are recorded, collated and displayed on screen immediately. The results are displayed using Genee software ClassComm, embedded within a Microsoft Powerpoint presentation.

Audit & compliance director Russ Poulter said: "The G-Pads and ClassComm software are proving hugely beneficial to our courses. We are able to assess which of our learners need additional guidance and coaching with the lesson at hand and are able to offer supplementary training as and when required."



Russ Poulter, audit & compliance director, Marston Group

Optima Legal has won the Best Law Firm award at the Mortgage Finance Gazette annual awards 2012.

The Best Law Firm award is a new category where firms have to demonstrate excellence in legal property services through innovation and providing a consistently high level of service.

Lead property partner, Anthony Ruane, said: "Legal services and the housing market in general are going through a period of significant change. We continually work with our clients to recommend new ways to improve service delivery whilst reducing risk and cost. It is fantastic to have our efforts recognised."

Experian has announced two promotions within its UK & Ireland business. Nick Evans is promoted to the new role of product & propositions director for Experian Decision Analytics in the UK & Ireland, while Simon Waller, who previously held the role of head of collections, broadens his remit to head of customer management & collections.

The P&A Group of Companies has appointed Paul Leary as divisional director of its banking and financial arm. Mr Leary joins the firm from RBS Invoice Finance, and he has worked in invoice finance for 15 years – latterly as recovery manager for the North East of England and Scotland.

Jeremy Priestley, managing partner of The P&A Group of Companies, said: "In a challenging market we feel that Paul's background in banking will bring new skills and added value to our clients."

Mackenzie Hall has been chosen as a finalist in Skills Development Scotland's Modern Apprenticeship Awards, sponsored by HP.

It is in the running to be named Scotland's best medium-sized employer for firms with less than 250 workers. Representatives from the company will travel to Glasgow's Science Centre for the tenth anniversary awards in December.

Mackenzie Hall's Robert Mathieson said: "Being nominated is an honour in itself, so we are absolutely thrilled to be in the final two."

Nexidia has announced a new US patent for its first-call resolution analysis technology. The Enhancing Call Centre Performance award (US Patent 8,051,086) expands Nexidia's intellectual property portfolio to 13 US patents since 2007.

"Nexidia continues to build on its portfolio of intellectual property in order to meet contact centres' need for superior analytics technology that improves and grows their businesses," said John Willcutts, Nexidia's president and chief executive officer.

Legal Recoveries & Collections (LRC) has appointed Nick Smith to the position of business development manager. He joins LRC with over 10 years' experience in the legal recoveries industry.

Development director Pete Squires said: "We are delighted that Nick has joined us, bringing with him a wealth of experience and knowledge to help drive our business forward."

Teleperformance has been awarded the 2011 EMEA Frost & Sullivan Award for Company of the Year for its strong organic growth in a commoditised market that saw a general reduction in inbound call volumes from key clients in 2010.

"Teleperformance has been able to reverse the commoditisation trend prevalent in Western Europe and establish itself as a value-add provider through its 'Platinum' offering," said Frost & Sullivan senior industry analyst Suvradeep Bhattacharjee.

Aktiv Kapital has reported operating revenues of NOK219.8m and operating profit of NOK94.6m in the third quarter of 2011, compared to operating revenue of NOK234.6m and operating profit of NOK101m in the third quarter 2010. The decrease is primarily related to few acquisitions of portfolios.

"The results for the third quarter demonstrate how Aktiv Kapital is operating efficiently and adjusts costs to revenue," said newly-appointed CEO Geir Langfeldt Olsen.

The Lewis Group has made the shortlist of the Scottish Business Awards for demonstrating excellence in treating customers fairly (TCF) and for its commitment to customer service.

Operations manager Lorna Dickson said: "We have created a strong, customer-focused culture and have been at the forefront of TCF and 'fair collections' for many years."