



>>>>>> WINNING WAYS (CONT.)



The GAI Education Awards Lunch



Graeme Sylvester



David Ratcliffe



Garry Marlow, Andrew Hall and Gary Amer

>>> gary'sview



This year's Education Awards Lunch was another successful

occasion and from the feedback received was enjoyed by those present. This has become the flagship event for the GAI, and our industry, on our calendar and its success could not have been achieved without the event sponsorship from HÄFELE UK Ltd and the Pinnacle Award sponsorship by ASSA ABLOY. My sincere thanks to both companies for their fantastic support.

The number of students receiving their GAI Diploma reached 53. A brilliant effort on their part but congratulations must also be extended to the employers who invested in their people in these difficult times. I'm sure the wisdom of this investment will bear fruit.

Another important development within the GAI is that you are likely to be reading this by virtue of a hotlink from our very first issue of the new E-Bulletin. In future both the Guild News and Technical Updates will be disseminated through this electronic medium. They will also be stored on the Publications section of the GAI website for retrieval purposes.

This is a positive sign of the progress being made to make best use of the various forms of electronic media.

Lastly, on behalf of the team at Head Office, I would like to extend my best wishes for Christmas and wish you every success in 2010.

Gary Amer Chief Executive

>>>>>> REWARDING TIMES

This year's GAI Awards Lunch is believed to be the most successful ever. With a record attendance of 315, the Lunch was made so enjoyable and professional thanks to the generous sponsorship of HÄFELE.

Mike Kelly certainly believes the event was an occasion to remember. "HÄFELE is proud to be associated with the GAI Awards Lunch – we think it's the industry's premier event," he comments. As chairman of the Education Committee's examination working group, Mike has seen the major changes which the GAI is delivering including open learning and the new development pack. "These changes will help to cement the programme's prestige across the globe where it is already very highly regarded," he concludes.

Education is certainly given a high profile at HÄFELE - as proven by the impressive number of prize winners that the company has produced over the years including this year's Bronze Medallist, Graeme Sylvester.

"We place a very high importance on the GAI education programme because it differentiates us in the market. Well informed, confident people are a vital part of our customer service offering so we take it very seriously indeed," says Mike. "We won't be scaling down that commitment in difficult economic times – training and customer service is more important than ever now."



Mike Kelly



>>>> THE GAI MEDAL FOR OUTSTANDING CONTRIBUTION

LIFETIME OF ACHIEVEMENT RECOGNISED



There were emotional scenes at the GAI Education Awards Lunch when one of the most well-known and respected men in the industry was awarded the GAI Medal for Outstanding Contribution. Bob Ramage described the moment as "the proudest of my career" as he went to collect his specially produced medal from GAI President Andrew Hall and Honorary Life Member Graham Shirville.

Speaking about Bob before his surprise award, Graham Shirville described him as "someone who has served the GAI in numerous capacities for very many years...few, if any, have worked harder than he has for us and spent so much of his working life extolling the virtues of the Guild. In doing so, he has proven that the best way to persuade and encourage others is to be personable, demonstrate honesty and integrity and to display



a strong sense of loyalty."

Bob has served the GAI in a number of capacities over the years. He was a very active member of the Executive Committee up until 2006 and was Vice President from 1996 to 1998 and President from 1998 to 2000. He was also Honorary Treasurer from 2000 to 2002. In addition to his work for the Guild, Bob is a committed member of the Institute, where he was elected a Fellow in 2000. He also created an annual trophy for those who had made particular contributions towards the work of the Institute.

Bob received his medal to the strains of Scotland the Brave and sustained applause from all assembled who gave him a standing ovation as he gathered his thoughts.

Congratulations Bob, a well deserved reward for a lifetime of hard work.

>>>> OUR SURVEY SAYS...

As part of our on-going modernisation process, the GAI recently ran a survey of both the GAI and IAI's membership. At the Education Awards Lunch, we distributed a brief summary of some of the findings. There were plenty of constructive comments and on a positive note, members of both the GAI and IAI are recognising change is taking place. However, we need to work harder at communicating the improvements we are making so a fuller report and action plan is being formulated for presentation to the full membership before Christmas.

Reg AI: still seen as a yardstick for excellence, but there is a strong feeling that Reg AI status is not fully appreciated by the industry and that the scheme needs a boost. A working party, led by the Institute, is working on plans to refresh the scheme, with some key changes proposed including a move towards annual CPD points collection.

Education Programme: the GAI's education programme is very highly regarded in the industry. The changes to the way education is delivered, with open learning manuals and online course work for Level 1 is being well received.

Member Communication: Big strides are currently being made in this area including the production of up to date databases of members to allow the GAI's first e-bulletin to be issued before Christmas.

Technical Support: access to technical information is highly valued by members who use the Technical Updates and helpline service. More active support and guidance is to be provided on the GAI web site and we will continue to lobby in conjunction with other relevant trade associations for product standards that are practical and binding.

Publications: in general, the GAI's publications – especially the AIJ – are well received and valued but continual improvements are planned and underway.

Website: members expressed concern that the website needs updating and revamping to make it a more relevant business tool to the industry. The appointment of a skilled Marketing professional at Head Office has led to major improvements in the website over recent months.