



**Building up Business**

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15 July 2003

Dear John

**RE: Shield Programme**

Please pass on our thanks to the staff who delivered the Shield Programme in North Tyneside. The presenters were of the highest quality and engaged the delegates throughout the programme.

The feedback from the delegates has been excellent with many now adapting the techniques learned in the course to their everyday employment and self-employment situations.

Please do not hesitate to contact me if you have any further queries and I look forward to working with you again in the future.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'S Collier', is written over a horizontal line.

Sean Collier  
Manager  
Building up Business  
North Tyneside Council

