

THE EARWIG

UPDATES FROM WEST BERKSHIRE TRAINING CONSORTIUM

NEW PROGRAMME

Dear Members

For the first time we are now sending The Earwig to all apprentices with our partner providers too; Manley Summers, First Intuition and Tigers Training Centre. All apprentices trained by these organisations and 'funded' via WBTC will also be able to access our training & enrichments as WBTC Members.

April was a very busy month with our Apprentice Graduation & Rising Stars Awards and what a happy and glorious occasion it was. A full summary and photos can be found in this edition of The Earwig. We have also now crossed over into the Apprenticeship Reforms, an exciting new era offering many opportunities even if it could have been handled better by the Education & Skills Funding Agency (ESFA). While there is plenty of funding available for the 1.7% of employers in scope for the Apprenticeship Levy, it appears to be mere crumbs for the other 98%. A major miscalculation by the ESFA has seen colleges and providers allocated up to 80% less funding for small to medium sized apprenticeship employers. There is more on this topic in this issue. In April we also had a visit from Ofsted for their formal inspection. We're not able to reveal the outcome of this event yet but it is fair to say we all had happy faces at the end of the week.

On a more upbeat note this edition also explores our new ILM Award for Young Leaders which we have introduced to add stretch and challenge to apprentices.

April also saw the calling of another General Election. While some might be fatigued by politics, it is a Fundamental British Value that we're able to debate and engage with our representatives. Some profound and far reaching decisions rest on this election, the ramifications of which will stretch for decades to come. It is vital that apprentices feel empowered to get involved in this process and are able to vote. Please encourage anyone you know who is not yet registered to **visit here and register**. They'll need to register by 22nd May to be able to participate in this nationwide democratic event.



Matt Garvey
Managing Director



ILM LEVEL 2 AWARD FOR YOUNG LEADERS

We meet some exceptional young apprentices who will be the managers of tomorrow. If you have someone like this working for you then the ILM Level 2 Award for Young Leaders will help develop their leadership potential. The ILM Level 2 Award for Young Leaders is ideal for apprentices aged between 16 and 24 years who are actively engaged in structured learning. WBTC is now offering this as either a mandatory component of any new apprentice standard OR as an added value activity for existing apprentices.

If you have apprentices in whom you can see leadership potential then this award develops skills and behaviours in leadership, self-management and mentoring.

For new apprentice starts (including progressions) from May 2017, we can build the ILM Level 2 Award into their programme. This would also serve as an ideal introduction to the ILM management qualifications at Level 3 and beyond.

For more information contact claire@wbtc-uk.com



93% of employers see a tangible increase in their managers skill levels following an ILM programme.

WBTC'S NEW APPRENTICE CURRICULUM

We had two great Levy Lunch Seminars with our employers to explore many of these changes. One area we looked at was how the WBTC curriculum offer will change for Apprentice Standards. Unlike the frameworks, Standards don't just focus on technical skills. Included in the requirement are 'Skills & Behaviours' which are those essential attributes that employers crave and that make for a good employee. Consequently, all of our apprentices on a new Standard will attend training for their technical skills PLUS their skills and behaviours. The amount of time will vary by each programme but as a rule of thumb, the Skills & Behaviours will be 7-10 workshops alongside any technical training, English and maths.

For example; the Customer Service Apprenticeship Standard will include off-the-job sessions towards the Diploma in Customer Service **plus** 7-10 Skills & Behaviours Workshops.

For apprentices attending college e.g. construction, engineering, furniture making etc., we'll run the Skills & Behaviours workshops during college holidays so that you don't lose your apprentice any more than one day a week.

Skills & Behaviours Workshops

Those working towards an Apprentice Standard will select 7 or more from the following:

- Coaching & Mentoring
- Delivering Effective Customer Service
- Developing and Understanding Culture, Ethics & Sustainability
- Effective Business Communication
- Efficient & Effective Working Practices in a Team
- Finding Solutions to Difficult or Complex Situations
- Negotiating & Problem Solving Skills
- Personal & Professional Development
- Time Management
- Understanding the Main Principles of Business

These will become mandatory in their programme. Not attending or not completing their Skills & Behaviours workshops will impede their progress on their apprenticeship. It is a new and dynamic way of tailoring the programme to meet the modern working environment.

If you have an apprentice on an Apprenticeship Framework and you think 'I like the look of these workshops, why can't we use them?' The answer is that you can. Apprentices on frameworks, mentors and members' staff can book on these in the usual way for free as an added value component.

TECHNICAL TRAINING
Coaching & Mentoring
CULTURE
ETHICS
WBTC
apprentice curriculum
TEAMWORK
Customer Service
Modern Working
Environment
Behaviours
frameworks
Sustainability
SKILLS
Problem Solving
BUSINESS
IT / Telecoms
Furniture Making
TAILORED
Plumbing/Gas
Effective
PROFESSIONAL DEVELOPMENT
Engineering
ACCOUNTANCY
COMMUNICATION

Standards we are definitely switching to:

- Accountancy Level 3, 4 and beyond
- Customer Service Level 2
- Housing Level 3 & 4 Management Level 3 & 5

Frameworks still valid

- Business Administration Level 2 & 3
- Customer Service Level 3
- IT Telecoms Level 3

Awaiting confirmation (Framework & Standard available)

- Carpentry Level 2 & 3 Framework
- Electrical Installation
- Engineering Level 2 & 3 Framework
- Engineering Level 3 Standard
- Furniture Making Level 2 & 3 Framework
- Furniture Making Level 3 Standard
- Plumbing Level 2 & 3 Framework
- Plumbing/Gas Level 3 Standard

As soon as we have confirmation from our partner providers and colleges we'll be able to confirm the above occupations with employers.

LEVY PAYING EMPLOYERS - SOME VITAL LINKS

In case you are still looking to get yourself set-up. The process, as it stands is as follows:

1. Employers can calculate the amount of Apprenticeship Levy they will pay by visiting [here](#).
2. Employers will then register for a Digital Account so that their Levy contributions (plus a 10% government top up) can be paid into it. Visit [here](#).
3. Employers will also sign a contract directly with the Skills Funding Agency. This legal document aims to protect public funds and also discourage 'gaming of the system' aka Fraud. The pdf document can be viewed [here](#).

All three of these steps must be in place before employers can use their digital accounts. Thereafter, once the account is set up, employers can authorise WBTC to manage/input data. However, actual authority for transactions to take place rests solely with the employer. It is vital to note that only the superuser of the Digital Account can authorise payments from it.



EXTRA HELP FOR SMALL-MEDIUM ENTERPRISES IN BERKSHIRE

The European Social Fund has supported many innovative projects in our area over the last 20 years. This latest and most likely final round of funding is just as exciting. It is aimed at companies in Berkshire with 249 or fewer employees. It is called Skills Support for the Workforce (SSW) and provides funding for training for staff aged 19+

1. It is fully funded training potentially saving a business thousands of pounds
2. Aimed at smaller or bite sized sessions
3. Ideal for existing staff wishing to improve or broaden their skills
4. Includes a training needs analysis of your organisation
5. There is a focus on progressing participants into Adult Apprenticeships

We delivered this programme in partnership with East Berkshire College in 2013-2015 with great success and offer opportunities in;

- Management (particularly the Level 3 ILM Award)
- Office Skills
- IT Skills
- Customer Service

Jenny Hyam and Rachel Eaves, along with project manager Jon Thompson will be providing the advice and guidance to local employers. If you are a Berkshire organisation with 249 or fewer staff who would like to benefit from this opportunity then contact; Jenny@wbtc-uk.com Rachel@wbtc-uk.com or Jon@wbtc-uk.com



CRISIS IN FUNDING FOR EMPLOYERS NOT PAYING THE APPRENTICE LEVY



It has become clear that the government hasn't put enough funding aside to support the 98% of employers who do not fall into the Apprenticeship Levy category. This appears to be a fundamentally flawed approach to apprenticeships for 2017 and beyond.

While the Apprenticeship Levy will raise £2.7bn for apprenticeships, most of this will be ring-fenced exclusively for those paying the tax. Unspent funds will not be available until 2020. In the meantime, if the Government hasn't allocated enough for all those small-medium sized enterprises then we will see many companies and apprentices left desperately disappointed - after all, 66% of all apprentices work within SMEs.

WBTC is lobbying hard to have this position redressed before the peak uptake of apprenticeships in the summer.

APPRENTICESHIP REFORMS



The beginning of May signalled the start of the Reform of Apprenticeships with a number of notable changes:

1. Larger employers with a payroll exceeding £3m pa will be funded via the new Apprenticeship Levy and their digital account.
2. Smaller employers with a payroll under £3m pa will (in most cases), be required to make cash contributions to the training of each apprentice.
3. All apprenticeships should contain 20% off-the-job training.
4. Graduates are no longer automatically excluded from apprenticeship funding.
5. Enhancement payments of £1000 will be paid to all employers enrolling apprentices who are aged 16-18 or aged 19-24+ classed as a disadvantaged adult.
6. Most apprenticeships will have migrated to new 'Standards' and away from 'Frameworks'.
7. End Point Assessments for apprentices on new Standards.



APPRENTICE GRADUATION & RISING STARS AWARDS

The sun shone on Arlington Arts for our Rising Stars Awards 2017 and everyone looked splendid. After our nomination process and shortlisting the finalists, this was the day when the winners would finally be revealed.

EMPLOYER CATEGORY WINNERS

- 1 **Large Employer of the Year**
(250+ employees)
*Sponsored by Newbury Weekly News
Bayer Plc*
- 2 **Medium Employer of the Year**
(50-249 employees)
*Sponsored by BGM Heating & Plumbing
Benchmark Furniture*
- 3 **Small Employer of the Year**
(10-49 employers)
*Sponsored by Environmental Solutions
Phabrix Ltd*
- 4 **Micro Employer of the Year**
(9 or fewer employees)
*Sponsored by Bayer Plc
Red Balloon Marketing*

INDIVIDUAL CATEGORY WINNERS

- 5 **Workplace Mentor of the Year**
*Sponsored by Benchmark Furniture
Nicola Young
(Atkins & Potts)*
- 6 **Great Start Learner of the Year**
*Sponsored by James Cowper Kreston
Emma Spink*
- 7 **Apprentice of the Year (19+)**
*Sponsored by Verbatim Call Centres
Millie Millam (Bayer Plc)*
- 8 **Apprentice of the Year (16-18)**
*Sponsored by Sovereign
Chloe Whatley
(Executive Serviced Apartments)*



APPRENTICE GRADUATION

Apprentices, their employers, friends and family gathered for our annual graduation ceremony on 19th April at Arlington Arts. It was such a sunny warm day and our graduates looked amazing. We saw apprentices of all levels graduate in a wide range of occupational sectors. They looked proud, professional and pleased as punch.

Our thanks go to Mr James Puxley, the Lord Lieutenant of the Royal County of Berkshire who gave the graduate address and then formally congratulated each of our individual apprentices. **Event photos can be found on our Facebook page** but here's a few for you to enjoy.





SAFEGUARDING & PREVENT DUTY SAFEGUARDING AGAINST SEXTING

A growing trend, particularly among young people, is what is known as 'Sexting'. Increasingly, educators and employers have a duty to be vigilant and to educate and protect young people against the dangers they could face.

Sexting means sending sexually explicit messages and/or suggestive images, such as nudes. While the name suggests that this is only done via text messages, these types of messages can be sent via any messaging service, including emails and social media. This also means that sexts can be sent or received via a number of electronic devices, such as smartphones, computers and tablets.

Sexting and the law

If a child is under the age of 18, it is illegal for them to take a nude photo of themselves or a friend, as well as distributing them. Even though the age of sexual consent is 16, the Protection of Children Act means it is against the law for a child to share a sexual image, even if it is with someone who is also under the age of 18.

Images covered under the law include, but are not limited to, naked pictures, topless photos of girls, any sex acts and sexual images in underwear. If it is found that a child under the age of 18 is in possession of any of these, has been sending them or taking these types of photos, the police can record it as a crime.

However, since the start of 2016, the police can simply record the crime, but take no further action if it isn't in the public interest. This means that it is unlikely to show up in future records. This decision is totally at the discretion of the police, who will judge on a case by case basis.

One of the most effective ways to safeguard against sexting is to talk to employees about it. Ensuring they understand what it is, how it is dangerous and what the results of engaging in sexting are, could enable them to make the right choices.

This will also make sure they know what to do if they are sent any unwanted images or messages, which can be distressing. If they know they have your support, they are more likely to come to you with issues and questions.



It is also important to set a code of conduct for them regarding the use of their electronic devices and social media. Ensure they know what they can and cannot do with their devices and what they shouldn't post online, such as their address.

It can also be a good idea to check what controls your IT support or broadband provider offers to support in this area.

For further advice and guidance, please contact martyn@wbtc-uk.com

HEALTH & SAFETY INFORMATION VIBRATION AT WORK



While the Beach Boys sang about good vibrations, the very opposite can be the case in a workplace setting. This article doesn't cover that bone shuddering feeling you get when you miss-hit a golf ball but rather the ongoing exposure to office machinery or transport can lead to long term difficulties for workers.

The HSE asked 'Did you know, vibration can cause long-term painful damage to your hands and fingers - and that shocks and jolts from driving certain types of vehicles can cause severe back pain?'

The HSE has a wealth of advice for employers including:

- What you may need to do as an employer under the Control of Vibration at Work Regulations 2005 which came into force in July 2005;
- How you can protect your employees from hand/arm vibration.

These regulations may apply if you are an employer whose business involves the use of hand-guided powered equipment and powered machines which process hand-held materials, and of particular interest if your business involves the regular and frequent use of hand-held power tools.

You may also find these pages helpful if you are:

- An employee or self-employed person, who uses vibrating equipment;
- A trade union safety representative or an employee representative;
- An adviser on occupational vibration risks.

If your workers use vibrating equipment you may also have to consider risks from exposure to noise. **For more information, click here.**

VIEW & BOOK COURSES ONLINE
Course details are all available on our website [here](#)

WORKSHOPS, COURSES AND ACTIVITIES

Most of the events below are free of charge to WBTC members which means apprentices and work place mentors. To book please use the email address against each event. Spaces go fast so please let us know ASAP if you wish to make a reservation.

We operate a £35 no-show fee for anyone who doesn't attend without notice on any free of charge course. This will be invoiced care of the employer. WBTC have enhanced the confirmation process as follows

- We'll confirm your attendance by email and send a meeting request that you can import to your outlook or webmail calendar.
- We'll confirm your space with your employer and **call** you 2-3 days prior to the event.

MAY

SAFEGUARDING LEVEL 1

This is mandatory for any apprentice aged 16-18 unless their employer has made similar arrangements. This workshop covers the knowledge and skills to help protect young people and vulnerable adults and will include:

- Spotting signs of harm, bullying and abuse
- What to do when you think someone is at risk
- Ways to stay safe on line

Venue: WBTC
Date: Friday 26th May, 09:30 - 16:00
Contact: yvonne@wbtc-uk.com
Cost: **Free for both WBTC members and non members**



JUNE

MANAGEMENT MASTERCLASS - CHANGE MANAGEMENT

Change can be a threat or opportunity. Yet change has to be managed, taking people beyond denial and fear into acceptance and exploration.

Great managers help staff cope with and embrace change and this session will help delegates to do just that. It will also explore:

- Understanding how change can be driven by strategic direction and organisational design
- Developing an understanding of Change Management theories
- How to plan and implement change within an organisation

Venue: WBTC
Date: Friday 9th June, 09:30 - 16:30
Contact: jenny@wbtc-uk.com
Cost: £199 for WBTC members. £269 for non members

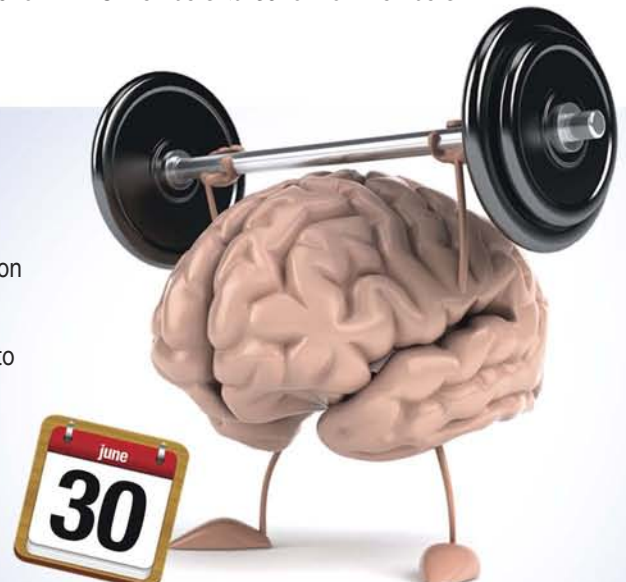


DEVELOPING MENTAL TOUGHNESS FOR MANAGERS

Mental toughness is the new concept in leadership potential. It explores the techniques that leaders need to cope with the pressure of staff, conflict, deadlines and difficult decisions. Anyone can manage when things are going well. This session will explore how people cope when the chips are down!

As part of this session, delegates will undertake a Mental Toughness assessment to help them explore their areas for development.

Venue: WBTC
Date: Friday 30th June 09:30 - 12:30
Contact: yvonne@wbtc-uk.com
Cost: **Free for WBTC members.** £100 for non members



WORKSHOPS, COURSES AND ACTIVITIES (CONTINUED)

JULY

TIME MANAGEMENT

Procrastination is the thief of time and in this time poor age we can ill afford to be dithering. This session is ideal for those who never seem to have a to-do list or never complete it anyway. It will explore:

- Defining Urgent v Important
- Prioritising tasks and activities
- Avoiding procrastination and time wasting



Venue: WBTC
 Date: Friday 10th July, 09:30 - 12:30
 Contact: yvonne@wbtc-uk.com
 Cost: **Free for WBTC members.**
 £100 for non members

MANAGEMENT MASTERCLASS: HIGHLY EFFECTIVE STAFF MANAGEMENT

This session is aimed at those who interview, appraise and performance manage staff. It will look at those thorny issues that managers have to consider when dealing with HR issues. It will help clarify some HR issues that keep managers awake at night and it is delivered by an experienced HR Director and management trainer Debbie Gargan. This really is an invaluable aid for managers.



Venue: WBTC
 Date: Thursday 13th July, 09:30 - 16:30
 Contact: jenny@wbtc-uk.com
 Cost: £199 for WBTC members. £269 for non members

ASSERTIVENESS WORKSHOP

This session is ideal for those who want to be more assertive, self assured and confident at work. It will explore:

- What assertiveness is and how to avoid being passive-aggressive
- Techniques for influencing people to your way of thinking
- Presenting yourself in calm and professional way



Venue: WBTC
 Date: Friday 14th July 09:30 - 12:30
 Contact: yvonne@wbtc-uk.com
 Cost: **Free for WBTC members.** £100 for non members

COACHING & MENTORING

At some stage we all coach or mentor a colleague even if we aren't managers. This session, which is especially useful for workplace mentors, looks at the techniques required to be an effective coach. It will examine:

- the purpose of coaching and mentoring within an organisational context and define the difference,
- the skills, behaviours, attitudes, beliefs and values of an effective coach or mentor,
- the principles of effective coaching or mentoring in practice and how to assess benefits.



Venue: WBTC
 Date: Friday 21st July 09:30 - 16:00
 Contact: yvonne@wbtc-uk.com
 Cost: **Free for WBTC members.**
 £199 for non members

WBTC

West Berkshire Training Consortium
 Consortium House
 7 Cheap Street, Newbury
 Berkshire. RG14 5DD
 Tel: 01635 35975
www.wbtc-uk.com

We have now schedule a full 12-month calendar of workshops. This will be sent out via a separate mailer and also handed to all apprentices during their face-to-face visits with one of our staff. Remember, if you are an employer that has an apprentice, is on one of our qualifications or hosts a work experience student then you are a member. This will entitle you to subsidised or free access to our one-day workshops and enrichment activities.

facebook.com/WBTCNewbury

twitter.com/WBTCNewbury

Matt Garvey LinkedIn

