

THE EARWIG

UPDATES FROM WEST BERKSHIRE TRAINING CONSORTIUM



Dear Members

Spring is here although someone needs to tell the weather. Hopefully this edition of The Earwig will put a spring in the step of readers as we unveil our Engineering Summit in May, celebrate a Creative Digital Media apprentice and profile some more employers awarded our Certificate of Excellence.

Matt Garvey, Managing Director

ENGINEERING SUMMIT 2018

SETTING THE STANDARDS FOR YOUNG ENGINEERS

WBTC

BASINGSTOKE COLLEGE OF TECHNOLOGY

BCoT

WBTC & BCoT ENGINEERING SUMMIT

This year WBTC & Basingstoke College of Technology (BCoT) will be offering the new Engineering Apprenticeship Standard. This represents a complete overhaul of the engineering suite of apprenticeship training and responds to employer demands for a programme that is:

- More bespoke
- Stretching & challenging
- Validated by a final End Point Assessment

In preparation for this WBTC & BCoT are hosting a new Engineering Summit on 17th May 2018 at 200 Longwater Avenue in Green Park Business Park, Reading.

Running from 10am through to 12 noon, with lunch provided afterwards, the summit will include:

- A presentation on the content and deliver of the new Engineering Standard
- The benefits of moving from the Apprenticeship Framework to the new Standard
- An update on funding, timescales and training venues

This event is **FREE OF CHARGE**. However, as with our other added value services we will administer a late cancellation/no-show penalty of £50 per person. There is plenty of free parking available.

To attend or for more information, please email matt@wbtc-uk.com

APPRENTICE GRADUATION & RISING STARS AWARDS 2018

WEDNESDAY 25TH APRIL
ARLINGTON ARTS CENTRE, 2-4PM



Nominations are now closed in our Rising Stars Awards and our judges are now busy going through the entries to select the finalists and winners. It is a closely guarded secret and not even the event hosts know who the winners are until they are announced.

Finalists will be contacted directly and invited to the ceremony where they will be presented with a finalists medal before the winners are announced.

This year we are delighted to have **Mark Dawe as our Guest of Honour for the graduation ceremony.** Mark is the CEO of the Association of Employment & Learning Providers (AELP) and is consequently the main lobbyist on behalf of apprentices all over England.

Appointed as the Chief Executive of AELP almost 2 years ago, he is also on the Board of WorldSkills UK and the Ufi Trust as well as a range of government boards such as the ESFA Advisory Board, IfA Quality Alliance and the DfE's Apprenticeship Stakeholder Board. Most recently, Mark was the Chief Executive of OCR, the exam board, for 5 years.



He has been a governor of primary schools, secondary and a further education college. Mark has a wealth of experience across a broad spectrum in the education field. Prior to his role at OCR, Mark was Principal of Oaklands FE College (and AELP Board Director) having been Deputy Director, FE Strategy at the Department of Education and Skills and before that as Deputy Director, Adult Basic Skills Strategy Unit after joining the department in 2003.



WBTC are delighted to have the support from **The Englefield Trust**, a local charitable trust who have made a generous donation towards the apprentice graduation ceremony.

Over the last 50 years The Englefield Charitable Trust has supported a range of charities and good causes in and around Berkshire, which include education, the arts, social welfare, health, conservation and the armed forces.



HONORARY FELLOW OF WEST BERKSHIRE TRAINING CONSORTIUM



In 2016 West Berkshire Training Consortium created its highest award to recognise outstanding local role models who champion apprenticeships, training and young people. The inaugural Honorary Fellow of WBTC went to two recipients in 2016; Vicky Holland of West Berkshire Council for 'Services to Work-based Learning' and to Linda Higgs formerly of SPX Flow for 'Services to Apprentices'. They were followed by Alex Pye a well-known figure in the world of careers advice for his 'Services to Young People'.

This year the Honorary Fellow of WBTC 2018 is Kelvin Hughes for 'Services to Young Adults in West Berkshire'. Since 2004 Kelvin has been a cornerstone of the local third sector support for young people and disadvantaged adults. In his role as CEO of Newbury Community Resource Centre, Kelvin has provided life changing opportunities to teenagers and young adults who had otherwise been overlooked. At WBTC we have had the privilege of working with Kelvin and his team to provide good value work experience for young trainees. Kelvin has provided a safe and nurturing environment in which people can experience positive change. Some of these young people have used that experience to go on to secure full time employment or apprenticeships. Furthermore, the Newbury Community Resource Centre is an invaluable local resource that has offered support to families and individuals.'

Kelvin will receive his Honorary Fellowship at WBTC's Rising Stars Awards.

INVESTMENT IN TRAINING AWARDS

Last edition we featured four employers who had achieved the Certificate of Excellence in our latest Investment in Training Awards. This month four more excellent employers are promoted for their outstanding apprenticeship and work experience programmes.



▲ BAYER PLC

Lars Bruening Bayer UK/Ireland senior business executive, Rebecca Harrison Bayer Talent Management, Melissa Strong Bayer apprentice coordinator Commercial.

Jonathan Meek HR Manager at SPX Flow (pictured below) said, 'We're all really pleased that SPX Flow is back in the Certificate of Excellence category with WBTC. We pride ourselves on having a first class apprenticeship programme and approach to staff development generally. While manufacturing has had its ups and downs our commitment to investing in young people has not wavered. All of our apprentices rotate through the business so that they get maximum experience and value in their learning programme. This has resulted in apprentices progressing into many career paths within SPX Flow, from sales, to engineering and manufacturing. It has proved to us that an apprenticeship with WBTC can have a positive impact across our whole business. We have also invested in our existing staff through management programmes and short courses at WBTC. Some of this has helped the apprentices' mentors and managers to be extra effective in their role nurturing the next generation of our employees.'



▲ BGM HEATING & PLUMBING

Barry Eldred & Ben Crittenden.



▲ ATKINS & POTTS

Tom Day, Oscar Roberts, Nicola Young, Artur Dobrzynski and Mariusz Blaszkow.

A NOTE ON THE GENERAL DATA PROTECTION REGULATIONS

The General Data Protection Regulations (GDPR) comes into effect in May. WBTC currently collects, stores and uses data on apprentices, learners and employers. We use this for funding purposes, to ensure apprentices get their qualifications, to resolve safeguarding issues and to provide a good service. We also use data for marketing and publicity purposes including here in The Earwig. Like many organisations we'll be updating our practices in line with the regulations and contacting our members accordingly. We may be issuing updated contracts and agreements with you and/or seeking further permission to keep you on mailing lists for marketing. Please note, we only intend to market the following:

1. Potential applicants for apprentice vacancies
2. Our added value courses for members
3. Details of awards and graduation ceremonies
4. Information that we feel employers will find useful in their operations

We also use Mailchimp providing each contact the chance to unsubscribe. If you have any questions about how we use data then please contact me on matt@wbtc-uk.com



SAFEGUARDING & PREVENT DUTY

BLUE BADGE ELIGIBILITY RULES UNDER CONSULTATION



A proposal to change the eligibility criteria for the Blue Badge parking scheme, to include people with non-physical conditions, is currently under consultation.

This is part of the government's objective is to ensure that those people with the greatest need have access to badges, whilst ensuring the scheme remains sustainable. A move such as this, which will widen the scheme's inclusivity, could be an important means of support for those learners and apprentices with learning disabilities.

The Blue Badge scheme plays a vital role in allowing 2.4 million disabled people in England to maintain their independence through special national parking concessions. Blue Badges enable their holders to visit their families and friends and to access healthcare and leisure activities.

The current rules embrace all conditions, physical or otherwise, but it has become clear that the regulations and guidance are not clearly understood by local authorities. People with hidden disabilities may be finding it difficult to access badges, even though their condition causes them very significant difficulties when undertaking a journey.

Eligibility under the current scheme is primarily aimed at those who have "a permanent and substantial disability which causes inability to walk or very considerable difficulty in walking". This consultation is seeking views on a proposition to change this criterion to the following:

A person who has an enduring and substantial disability the effect of which is that that person is unable to:

- 1 walk.
- 2 undertake any journey without it causing very considerable difficulty when walking.
- 3 undertake any journey without there being a risk of very considerable harm to the health or safety of that person or any other person.
- 4 follow the route of any journey without another person, assistance animal or orientation aid.

The new scheme would recognise that an independent mobility assessor may not be suitable for assessing mental or cognitive disabilities, so the consultation is seeking views on the use of eligibility assessors for all applicants covered by the proposed new criterion. This would allow a range of healthcare professionals other than GPs to undertake the assessments.

If you would like advice and guidance on supporting or recruiting employees with a disability then please feel free to contact me via martyn@wbtc-uk.com



CONGRATULATIONS TO DANIEL MATTHEWS ON ACHIEVING HIS ADVANCED APPRENTICESHIP IN CREATIVE DIGITAL MEDIA



Daniel works for Red Balloon Design who were the WBTC Micro Employer of the Year in 2017.

Daniel said "My apprenticeship has helped me in terms of getting the experience within the industry. I have developed my eye for design and typography. I have also learned techniques and programs that I never knew before. I learnt how to make and edit my own music video. I enjoyed meeting new people and I achieved my Level 2 Maths. Through doing an apprenticeship you learn a lot by being hands on in the workplace. University is not the only way to get your foot in the door."

Claire Richards, Daniels's Training Coordinator said *"Daniel has been a pleasure to work with. He has continued to develop his role at Red Balloon and has produced some impressive work. Daniel has been committed to his job role and his apprenticeship and has worked hard to achieve his Level 2 Maths. It is great to see him achieve his full Advanced Apprenticeship in Creative Digital Media."*

HEALTH & SAFETY NEWS

Two maintenance workers were recently dismissed by their employer for raising health & safety concerns at Liverpool Prison. A tribunal found that this dismissal was unfair and raised the issue of those who are 'whistle-blowers' when it comes to poor health & safety of working conditions.



The Health & Safety Executive states that protection for 'whistle-blowers' was established by the Employment Rights Act 1996 (ERA). It introduced rights of protection for workers not to suffer detriment or dismissal for raising concerns ('blowing the whistle') on their employers' fraudulent, criminal or dangerous activities.

ERA was amended by the Public Interest Disclosure Act 1998 (PIDA) and later by the Enterprise and Regulatory Reform Act 2013 (ERRA). The effect has been to clarify what constitute "protected disclosures", what classes of person are protected, and how disclosures can be made.

One of the categories of disclosure includes information tending to show that the health or safety of any individual has been, is being or is likely to be endangered and as HSE is one of the bodies to which a protected disclosure can be made.

Action. Employers should:

- offer anonymity in accordance with normal complaints handling procedures.
- take complainants' details so they can be told the outcome of any investigation.
- forward any whistleblowing claims documents or information received from an Employment Tribunal to HSE's CAT in Bootle, who will deal with them as complaints.
- refer all enquirers to the free guidance from GOV.UK: 'Whistleblowing'

You can **read more here**.



PROMOTE YOUR ORGANISATION THROUGH THE EARWIG

Please feel free to send any promotions or good news about your organisation to The Earwig and it will get a feature for free. It could be a new service you are offering, great work with your employees or a charity event you are hosting. Email me via matt@wbtc-uk.com

THE WBTC LEVY MATCHING SERVICE



The last edition of The Earwig highlighted that employers paying the Apprenticeship Levy can transfer up to 10% of their annual funds to other levy paying customers. WBTC is on hand to help matchmake our members so that enterprises with unspent funds can help and support other employers who may have a need to undertake staff development. **Full details can be viewed here.**

Some ideas we have been exploring include transfers to local academy schools to help with the development of their workforce or linking up with public sector levy payers who have increasing demand.

A large levy payer may wish to support businesses in their supply chain and thus benefit from increased capacity. WBTC is on hand to support you through the process.

For advice and guidance email matt@wbtc-uk.com

WORKSHOPS, COURSES AND ACTIVITIES

Most of the training workshops below are free of charge to WBTC members which means apprentices, work place mentors or any of your staff can attend. 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 remind you prior to the event.

APRIL

TIME MANAGEMENT

Procrastination is the thief of time! To-do lists, prioritisation, those little time thieves. This session looks at productivity in the workplace and making the most of every minutes. You'll learn the difference between important and urgent, how to deal with interruptions, your temptations that lead you to 'waste time' and some good practice in organising your day. This fun, interactive and valuable session is one of our most popular.

Venue: WBTC
 Date: Friday 6th April 09:30 - 12:30 (Don't be late!)
 Contact: matt@wbtc-uk.com
 Cost: **Free for WBTC members** £100 for non members



PROVIDE OUTSTANDING TELEPHONE TECHNIQUES

Let's create a great impression for our customers. Most 'first contact' is over the phone and it creates the first impression of your business.

This session looks at all aspects of telephone techniques from an initial confident greeting to handling calls with angry, confused or upset customers. It is ideal for anyone who uses the phone for either external customers or dealing internally with colleagues. Remember, everyone is a customer!

Venue: WBTC
 Date: Friday 20th April - 09:30 - 16:30
 Contact: matt@wbtc-uk.com
 Cost: **FREE for WBTC members** £100 for non members



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.

Momentum is really building among our members and workshops are now filling up fast!

EMERGENCY FIRST AID AT WORK

This fully accredited qualification will endow the delegate with the role of 'first aider' at work. It can also be used as a refresher.

Venue: WBTC
 Dates: Friday 27th April / Friday 8th June
 09:30 - 16:30
 Contact: matt@wbtc-uk.com
 Cost: **FREE for WBTC members**
 £149 for non members



JUNE

EFFECTIVE BUSINESS COMMUNICATION

This ever popular module focuses on professional letter writing and emails for a business environment. Attendees will explore good practice and how to avoid looking like an amateur when it comes to commercial correspondence with colleagues, customers and suppliers.

Venue: WBTC
 Dates: Friday 1st June - 09:30 - 16:00
 Contact: matt@wbtc-uk.com
 Cost: **FREE for WBTC Members**
 £100 for Non Members



WBTC

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