

THE EARWIG

UPDATES FROM WEST BERKSHIRE TRAINING CONSORTIUM



Dear Members

Welcome to our August edition, a time when the schools are out for summer and holidays beckon. This month we'll feature recent winners in the Learner Achievement Awards, good advice when travelling abroad and also updates on some changes to our training workshops. We're taking a bit of a break for the summer on our added value workshops but you'll find a brace advertised for September & October.



Matt Garvey, Managing Director

LEARNER ACHIEVEMENT AWARDS 2018

Congratulations to the three WBTC winners who were presented with awards by Eddie 'The Eagle' Edwards recently. The Learner Achievement Awards recognise excellence for adult learners i.e. aged 19+.

The three winners were:

Hayley Stacey an apprentice at Kennet School who was awarded the 'Most Impressive Apprentice' award

Swift Logistics was presented with the 'Most Committed Organisation' award

Kavetha Kavethi was recognised with the 'Returning to Learning' Award

All three were nominated through an external awards process and then presented with their prizes at an event at Shaw House in June. Well done to the three WBTC winners and all the category winners who have demonstrated the transformative power of learning.



Most Impressive Apprentice Award winner Hayley Stacey.



Rob Holme of Swift Logistics receives his award for Most Committed Organisation from WBTC's Jon Thompson and Eddie.



Returning to Learning Award winner Kavitha Katheti with Eddie and Kelvin Hughes, WBTC Fellow and Chief Executive of Newbury Community Resource Centre

LEVY TRANSFER PROCESS – OUR FIRST SUCCESS

I am delighted to report that two local levy-paying clients have got together to undertake a transfer of funds. Sovereign Housing Association, a longstanding WBTC customer and a 2018 Platinum Award winner has pledged to support apprenticeships at Kennet School, a Rising Stars Awards finalist in 2018. This transfer of Apprenticeship Levy funds will help Kennet School to invest in school staff to undertake apprenticeship standards.

Steph Akerman, Learning and Development Consultant, said "It's important to us that Sovereign invest in our local communities especially as many of our apprentices have been pupils at Kennet School. Through this transfer of our levy funds we're giving something back to Kennet School enabling them to invest in staff and continue their outstanding work with pupils; some of whom will no doubt go on to become tenants and/or employees here at Sovereign."

Mrs Piper, Headteacher of Kennet School said; "We have six apprentices at present and value them as an essential part of the staffing structure in school. We are delighted by our partnership with Sovereign, and having maximised the use of our levy they've enabled us to invest in an additional apprenticeship position that wouldn't have been possible otherwise. All schools face challenging financial environments so this donation of levy funds will make a sustained difference to the school, our staff and our pupils."



Thanks to a Levy Transfer from Sovereign Housing, Kennet School can add another apprentice to its growing team of staff.

WELCOME TO NEW FACES AT WBTC

Karen Dodd has recently joined WBTC as our Levy Client Recruitment Manager. Karen will focus on targeting and supporting those Apprenticeship Levy paying customers not yet familiar with the quality and service of WBTC. Karen, who lives in Newbury, has a lot of experience with employers having been a business advisor for Thames Valley Chamber of Commerce. Prior to that Karen was a high profile engagement executive for a large apprenticeship provider in London.

Karen said 'My apprenticeship experience has been gained working with both private training providers and colleges and this has helped me to understand exactly what employers really need from their provider. I am looking forward to helping employers through the minefield of the Levy and providing them with outstanding quality apprenticeships.'



Hazel Thomas

If you would like to have a chat with Karen then drop her an email Karen@wbtc-uk.com



Karen Dodd

Hazel Thomas is our new Training Consultant specialising in craft apprenticeships such as construction and housing. Hazel came to WBTC from a local WBTC customer and she has already built strong relationships with her apprentices who are in diverse occupations such as plumbing, carpentry and electrical installation.

Hazel said 'Previous to taking the role of Training Consultant for Craft Apprentices at WBTC I was Area Account Manager for a local lighting company. Part of my role involved developing and coordinating the delivery of the new starter induction plan, as well as providing regular product training workshops to all employees and customers. I also created product demonstration videos that are on YouTube.'

Hazel can be contacted via hazel@wbtc-uk.com

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





NEW GRADING STRUCTURE	CURRENT GRADING STRUCTURE
9	A*
8	A
7	
6	B
5	C
4	
3	D
2	E
1	F
	G
U	U

GCSE GRADE CHANGES

School leavers in 2018 will be getting their GCSE grades in August and we'll all be getting used to the new grading system. The A - G grades with which most of us are familiar has been replaced with a grade 1 - 9 system where grade 9 is the highest possible grade. Naturally, with changes like this, employers will want to understand the relationship between the new system and the old A - G system. What most employers want to know is how would a grade A - C translate under the new system. Grade A - C is the benchmark that many employers use, especially in English & maths, when assessing new recruits. This is sometimes because of the rigours of the job and/or the rigours of the apprenticeship. Grades A - C in English and maths are also exempt apprentices from their functional skills.

The government has produce a series of resources and video clips which can be [viewed here](#).

CUSTOMER SERVICE & BUSINESS ADMINISTRATION CHANGES TO OUR TRAINING

We've been listening closely to our apprentices and employers about what they would like to see in their programmes. Two of our most popular, Customer Service & Business Administration will therefore be changing with immediate effect for **new** starts.

We'll also be introducing a new Level 3 Customer Service Apprenticeship to provide progression opportunities for those who have completed the Level 2 Customer Service Practitioner. It will also be ideal for more experienced and senior customer service professionals. The new programme is called The Customer Service Specialist and more information can be [found here](#).

For the Business Administrator Apprenticeship and the Level 2 Customer Service Practitioner we have made some changes to the content. Apprentices and employers have asked for more training and less workplace assessment. We have agreed with this request because we feel that the demands of the standard do require more training, coaching and mentoring. Therefore for new starts we will be doing the following

1. Taking out the current Diploma
2. Adding in examined units at the appropriate level
3. Increasing the number of training workshops

The overall number of hours learning does not change. Rather the emphasis moves away from assessment and more to training & coaching.

If you have any questions about this development then please email me on matt@wbtc-uk.com



HEALTH & SAFETY NEWS

AVOIDING OVEREXPOSURE TO THE SUN

As we bask in this remarkable warm weather, it's not unusual to see a collection of bright red punters waddling down the street thanks to over exposure to (or lack of protection from) the sun. Many Brits suffer from FOMOS (Fear of missing out on sunshine) and consequently overdo it when they get a chance to strip off and sunbathe. Sun worshippers and people working outside for long hours must take extra care because the power of the sun, even through cloud, can lead to heat stroke, sunburn and dehydration. Prolonged sun exposure is linked to skin cancer.

Applying sun screen is one way to enjoy the sun safely. Sun screen comes in many forms with many levels of protection from UVB rays which burn the skin.

SPF 15 filters out approximately 93 percent of all incoming UVB rays. SPF 30 keeps out 97 percent and SPF 50 keeps out 98 percent. They may seem like negligible differences, but if you are light-sensitive, or have a history of skin cancer, those extra percentages will make a difference. And as you can see, no sunscreen can block all UV rays.

But there are problems with the SPF model: First, no sunscreen, regardless of strength, should be expected to stay effective longer than two hours without reapplication. Second, 'reddening' of the skin is a reaction to UVB rays alone and tells you little about what UVA



damage you may be getting. Plenty of damage can be done without the red flag of sunburn being raised.

From an employer's perspective, if you have staff working outside consider the level of protection that they have from the sun. Sun screen, a hat, light long sleeve clothing, plenty of water and access to shade will all help keep your employees health and safe. For those enjoying a spell in the beer garden, on the patio or on the beach make sure you have the right level of protection. A healthy golden tan is one thing, looking like a lobster is quite another.

For more information [click here](#).

WELL DONE TO LEANNE

Many apprentices are currently studying for the NCFE Award in Skills & Behaviours in the Workplace as part of their apprenticeship programme. Nearly 200 employees at The Publica Group are also undertaking units of this award as part of their own internal staff development programme. This exclusive qualification has been designed by WBTC in conjunction with awarding body NCFE and it is closely aligned to the attitudes and behaviours in apprenticeships. The topics include:

- Find Solutions to Difficult Situations**
- Effective Business Communication**
- Efficient and Effective Working Practices within a Team**
- Personal and Professional Development**
- Deliver Effective Customer Service**
- Time Management**
- Coaching and Mentoring**
- Provide Outstanding Customer Service on the Telephone**
- Develop an Understanding of Culture, Ethics and Sustainability**
- Understand the Main Principles of Business**

Our first achiever of the NCFE Award in Skills & Behaviours and consequently the first person anywhere to pass it is Leanne Holland of Kennet School. Leanne is currently on a Business Administrator Apprenticeship and doing very well.

So here's a big 'well done' to Leanne who is literally our number 1 achiever!



Leanne Holland



SAFEGUARDING & PREVENT DUTY FOREIGN TRAVEL TRIP-UPS

Many of you will be taking holidays at this time of year, so it is pertinent to consider unintentional social mishaps, or even crimes, you could potentially commit whilst abroad.

Social etiquette

In some countries in Africa and the Middle East (e.g. Egypt), outside of holiday resorts, it is not advisable to make public shows of affection.

The Horn Fingers used by rock stars, usually in a positive manner (Rock On!), are used by Buddhists and Hindus as a symbol to dispel evil, however, in many other cultures, it symbolises the Devil. In the Mediterranean (France, Italy, Spain, Greece), it means "your wife is cheating on you"!

In Arabic (Egypt, Dubai) or Islamic countries (such as Turkey), the thumbs up gesture is extremely offensive, as is extending the index finger towards someone (similar to the middle finger in western culture).

Illegal practice

It pays to know the local drinking laws - you're allowed to drink alcohol in the United Arab Emirates, for example, but it's against the law to be publicly drunk. In some European countries it's legal to drink on the street; in others, it's not allowed.



It is also worth consulting local legal minimum age on drinking.

From India to Turkey, many different locations have strict rules on which substances they allow through border control. Sometimes even everyday drugs in the UK, like Paracetamol, may be contraband abroad, so always check before you travel.

If the host nation bans prescription drugs you need on an everyday basis, it's important to contact their foreign embassy before making your journey.



In these instances, you may get permission to travel with the medication.

If not, the embassy may recommend an alternative pill you can take during your travels.

The Home Office provides a full list of commonly used drugs that can be controlled under misuse of drugs legislation.

Personal food, plant and animal products are also prohibited in some countries, so it is also important to be aware of what you can't take in to other countries and bring back into the UK. Here's some links you may find of interest:

Foreign Embassies in the UK

Countries where drinking alcohol is illegal

Legal drinking ages in Europe

Personal food plant and animal product imports

If you would like further advice and guidance, please feel free to get in touch martyn@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.

AUGUST

FIND SOLUTIONS TO DIFFICULT SITUATIONS

This is a unit from the NCFE Award in Skills & Behaviours in the Working Environment and this session explores problem solving, negotiation and outcomes. Most difficult situations involve other people, balancing their competing needs with those of the team of business. This session therefore is great for team leaders as well as team members.

Venue: WBTC

Date: Friday 24th August - 09:30 - 16:00

Contact: maria@wbtc-uk.com

Cost: **FREE for WBTC Members** £149 for Non Members



WORKSHOPS, COURSES AND ACTIVITIES CONTINUED

SEPTEMBER

PRESENTATION SKILLS

Avoid those death-by-PowerPoint sessions where a presenter drones on and learn to wow and engage your audience. This session will equip you with the confidence to create eye catching, ear catching and involving presentations that capture your audience. It will explore audience engagement, projecting your voice and using presentation aids in a sparing but innovative way.

Venue: WBTC
Date: Friday 21st September - 09:30 - 16:00
Contact: maria@wbtc-uk.com
Cost: **FREE for WBTC members** £149 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!



FIRST AID CERTIFICATE

This qualifications equips staff with the skills to be a nominated 'First Aider'. This is an incredibly useful skill to help keep customers and staff safe from accidents to illness. It is a very popular course so early booking is essential.

Venue: WBTC
Date: Friday 28th September - 09:30 - 16:00
Contact: maria@wbtc-uk.com
Cost: **FREE for WBTC members** £149 for non members



OCTOBER

EFFICIENT WORKING PRACTICES IN A TEAM

Teamwork makes the dream work! Any business relies on team work and sometimes team dynamics can make working life really difficult. This session explores the concept of teamwork, the stages of team development and the roles and behaviours according to different personality profiles.

Venue: WBTC
Date: Friday 5th October - 09:30 - 16:00
Contact: maria@wbtc-uk.com
Cost: **FREE for WBTC members** £199 for non members



DELIVER EFFECTIVE CUSTOMER SERVICE

In this session you will practice good face-to-face customer service. It will explore why effective communication is important when delivering customer service. Delegates will also investigate the Customer Journey and the competing needs of different customers. Ultimately at the end of this session you'll be able to create a positive impression of yourself and your organisation that leaves the customer happy and satisfied.

Venue: WBTC
Date: Friday 12th October - 09:30 - 16:00
Contact: maria@wbtc-uk.com
Cost: **FREE for WBTC members** £199 for non members



COACHING AND MENTORING

This session is ideal for anyone who coaches, mentors or leads people or someone who aspires to be a mentor. You'll learn about different mentoring techniques and learning styles to aid you when coaching a colleague.

Venue: WBTC
Date: Friday 19th October - 09:30 - 16:00
Contact: maria@wbtc-uk.com
Cost: **FREE for WBTC members** £199 for non members



WBTC

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