

THE EARWIG

UPDATES FROM WEST BERKSHIRE TRAINING CONSORTIUM

ISSUE 47, SEPTEMBER 2019



Dear Members

I hope you enjoyed the summer break and managed to catch some much needed relaxation.

Since the last edition of The Earwig, England won the cricket World Cup and we've had a new government under Boris Johnson. July and August was also pretty manic here at WBTC as we matched local young applicants to new apprenticeship opportunities with employers.

In this edition we celebrate the latest learners of the quarter, meet some new staff at WBTC, examine the issues causing anxiety and highlight how young people may be at risk of being groomed by gangs.

Matt Garvey, Managing Director

PREPARING FOR BREXIT...

Many of our members employ EU citizens and are looking for some help and guidance in preparation for Brexit. There is a government toolkit that has been developed to help employers in this situation. This toolkit equips employers with the right tools and information to support EU citizens and their families to apply to the EU Settlement Scheme. **Click here to visit the website.**



DISCOUNTS FOR APPRENTICES!



NUS Apprentice extra is the discount card for UK Apprentices with loads of discounts in-store and online, helping your hard earned cash stretch a little further!

There are hundreds of participating retailers, restaurants and online sellers. Discounts are available for fashion, food, driving lessons, flights and many more. Some of the well known participating organisations include:

Alton Towers, Amazon, Apple, ASOS, Co-op, Domino Pizza, Durex, Microsoft Odeon cinema, Prezzo, RED driving school, Soletrader,

It costs £11 and you can start saving immediately. It's open to apprentices of any age and you'll need to apply as a WBTC apprentice.

Visit <https://www.apprenticeextra.co.uk/buy-now.aspx> for more information and to apply.

LEARNER OF THE QUARTER

Well done to Liam Austin-Kane of Newbury Tools who is our latest Learner of the Quarter.

Liam's nominator, Andrea Wood said 'I am nominating Liam Austin-Kane for Learner of the Quarter for his amazing achievement with his Customer Service Practitioner Apprenticeship. Liam didn't enjoy school at all and had a bad experience, often getting himself in trouble. At the start of the apprenticeship, Liam didn't engage much during the sessions. He didn't complete any of his diploma work and fell further and further behind. Liam was also struggling to adjust to the world of work.

Liam had to face many challenges along the way. Support was put in place and over the months Liam started to understand what was required of him.

Liam became more engaged in training sessions. I adjusted my assessment methods with Liam and he completed his NCFE Award in Skills and Behaviours which was an important step. I then began to support Liam to build a portfolio for his End Point Assessment showcase. This is something that at first, I thought Liam would struggle with as he had not produced any written work for me. However, Liam started to see the value of his apprenticeship and became more determined to achieve it. To my delight he started to put together a portfolio.

When it came to Liam's End Point Assessment observation and discussion, I was extremely concerned about his ability to perform under the pressure of an assessed environment. However, to my great delight, Liam excelled in every component of his End Point Assessment. He attained distinction grades in all three EPA components which is an amazing achievement. I was so proud of Liam. Liam thoroughly deserves to be Learner of the Quarter for his achievement of a distinction and the distance travelled from his starting point at the beginning of the apprenticeship.'



CHAIRMAN'S ACHIEVEMENT AWARD

Also well done to Kayleigh Webb of Morgan Sindall

Kayleigh's nominator Andrea Wood said 'I am nominating Kayleigh Webb for the Chairman's Achievement Award for her perseverance and determination to achieve her level 2 maths functional skill. Kayleigh started her Apprenticeship over 12 months ago and during her sign up visit I was explaining to Kayleigh that she would have to achieve her maths functional skills as part of her apprenticeship. Kayleigh found maths challenging at school and she said that she wouldn't be completing her functional skills and was prepared to give up the whole apprenticeship to avoid taking the maths exam. After long discussion with Kayleigh she reluctantly started to work on her maths with specialist 1-1 sessions.

By building her confidence, Kayleigh started to believe in herself and recognise that she could achieve the maths functional skills. She started to put in extra study in her own time. All this hard work paid off and Kayleigh went on to pass with flying colours. It goes to show what you can do if you really put your mind to something.'



SAY HELLO TO...



Ben Crompton
Training Consultant
(craft programmes).

Ben's caseload includes construction, housing and other practical programmes. Ben is providing cover for Hazel while she is on maternity leave.



Shaun Topham
Training Consultant (Management).

Shaun will be training apprentices on our management programmes especially at level 3. He is also supporting new learners on the latest round of ESF funded programmes.



Archie Dyson
Business Support Apprentice.

Archie joins us from Sutherland Health and will be supporting training consultants in their roles teaching, training and dealing with awarding organisations.

SAFEGUARDING & PREVENT DUTY

'COUNTY LINES' - A GROWING THREAT

A growing crime, known as 'county lines', is currently being highlighted by authorities and the media.

County lines is when gangs and organised crime networks groom and exploit children to sell drugs. Often these children are made to travel across counties, and they use dedicated mobile phone 'lines' to supply drugs. Children as young as 7 are being put in danger by criminals, who are taking advantage of how innocent and inexperienced these young people are. Any child can be exploited, no matter what their background.

HOW ARE CHILDREN BEING EXPLOITED?

Criminals are deliberately targeting vulnerable children - those who are homeless, experiencing learning difficulties, going through family breakdowns, struggling at school, living in care homes or trapped in poverty.

These criminals groom children into trafficking their drugs for them with promises of money, friendship and status. Once they've been drawn in, these children are controlled using threats, violence and sexual abuse, leaving them traumatised and living in fear.

However they become trapped in criminal exploitation, the young people involved feel as if they have no choice but to continue doing what the criminals want.

HOW MANY YOUNG PEOPLE ARE AFFECTED BY 'COUNTY LINES'?

No one really knows how many young people across the country are being forced to take part, but The Children's Commissioner estimates there are at least 46,000 children in England who are involved in gang activity. It is estimated that around 4,000 teenagers in London alone are being exploited through child criminal exploitation, or 'county lines'. Tragically the young people exploited through county lines can often be treated as criminals themselves.

The signs of criminal exploitation to be vigilant for:

- Returning home late, staying out all night or going missing
- Being found in areas away from home
- Increasing drug use, or being found to have large amounts of drugs on them
- Being secretive about who they are talking to and where they are going
- Unexplained absences from school, college, training or work
- Unexplained money, phone(s), clothes or jewellery



- Increasingly disruptive or aggressive behaviour
- Using sexual, drug-related or violent language you wouldn't expect them to know
- Coming home with injuries or looking particularly dishevelled
- Having hotel cards or keys to unknown places.

WORRIED ABOUT SOMEONE BEING CRIMINALLY EXPLOITED?

If you think a young person you know could be in danger call 999, or if you have non-urgent information to share with the police, contact them via **Crimestoppers** on **0800 555 111**.

If you are concerned about a child's welfare, contact your local social care department. There is also a guide for parents who may be concerned about their child.

If you would like further advice and guidance then contact martyn@wbtc-uk.com



2020 APPRENTICE GRADUATION

It may feel like a long way off but then again any apprentice who has achieved since 1st May 2019 will be invited to graduate next year. If you have achieved your apprenticeship since May then you'll receive an invite and opportunity to confirm your attendance. If you haven't heard from us then email me, matt@wbtc-uk.com. If you haven't yet achieved but are planned to do so by 30th April 2020, don't worry, we'll help sort your place once you've fully completed your apprenticeship.

Date: Wednesday 20th May 2020

Time: 14:00 - 16:00

Venue: Arlington Arts Centre, near Newbury



HEALTH & SAFETY NEWS

WHAT IS ANXIETY?

It will not have gone unnoticed to many readers that mental health issues are becoming prevalent in the workplace. Surveys suggest that 25% of employees cope with a mental health issue and naturally from time to time this will have an impact at work.

Anxiety, as a mental health disorder, is one of the most common issues facing people of all ages. Day to day anxiety such as worrying about an exam is a natural part of life. However, when people find that anxiety spills over to affect every aspect of daily life then they may have Generalised Anxiety Disorder (GAD).

WHAT DOES IT MEAN TO HAVE GAD?

While anxiety may come and go with the pressures of life, those who have GAD will feel anxious most of the time and perhaps about things that others find relatively normal and unstressful. It can be a spiralling effect with sufferers avoiding anxious situations and then becoming anxious about the action they have taken, for example, being off work with anxiety and then worrying about being off work. Signs of GAD can include:

- dizziness
- tiredness
- a noticeably strong, fast or irregular heartbeat (palpitations)
- muscle aches and tension
- trembling or shaking
- dry mouth
- excessive sweating
- shortness of breath
- stomach ache
- feeling sick
- headache
- pins and needles
- difficulty falling or staying asleep (insomnia)

In terms of mental symptoms, sufferers will feel on edge, restless, irritable, or have a sense of dread about upcoming situations. This may be exasperated if the sufferer doesn't wish to share their feelings of anxiety with others.

WHAT CAN BE DONE?

For some, engaging in exercise may present a welcome relief from stress and anxiety. Other measures could include quitting smoking,



reducing alcohol and caffeine intake. A GP can prescribe both medical and psychiatric remedies for sufferers to help manage their symptoms. Self-help courses or local talking therapies may also have a positive impact.

ANXIETY IN YOUNG PEOPLE

There is evidence to suggest that social media and the expectations it creates has raised feelings of anxiety among young people. Body image, success and popularity can be pressures that leave some feeling stressed out because it batters their self-esteem. Of course much on social media such as Instagram and Facebook are idealised fake versions of real life and totally unrepresentative of what 99.9% of people experience through their youth. As an employer it may help to reinforce your apprentice's self-esteem with praise about work, attitude and behaviour. You may wish to challenge some of the social media nonsense that can make younger employees feel inadequate by instilling a sense of value in their contribution to your organisation. An environment of positivity and respect can be part of the support for those who get anxious.

WBTC is here to help. Most of our staff are Mental Health First Aid trained and we also have five safeguarding officers on hand to provide advice to any apprentice who feels anxious, stressed who is or struggling mentally. You can contact Martyn Staines, martyn@wbtc-uk.com or Natalie, Natalie.Elliott@wbtc-uk.com

If you would like more information on this subject, [visit this link](#).

MENTORING & COACHING TRAINING IS NOW MANDATORY

From August any employer who enrolls an apprentice aged 16-18 with WBTC must enrol the supervisor on a coaching and mentoring workshop here at WBTC. Feedback from our learners and analysis of the learner journey has shown that those with a trained coach/mentor are significantly more likely to stay in their job and complete their apprenticeship. We've put together a short workshop specifically designed for coaching & mentoring apprentices. It's FREE and is a half-day session (09:30 - 12:30).

Who is it for?

Anyone who is assigned an apprentice to look after i.e. to train at work along with a supervisor/line manager of apprentices

What is involved?

You look at learning styles to better understand how you can get skills across to your apprentice. You'll learn coaching and mentoring techniques and interact with other mentors from different companies. The workshop is supplemented by online resources.

How much does it cost?

This is a free, added value service for WBTC members. We want our members to feel confident in helping their apprentices flourish at work. Employers who can demonstrate they have coaching & mentoring training skills already are not required to attend.



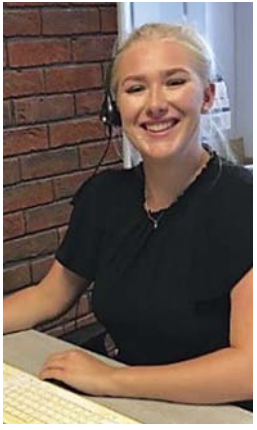
UPCOMING WORKSHOP DATES:

Monday 16th September
Monday 28th October
Monday 25th November
Friday 17th January

To book, please send an email to:
bdt@wbtc-uk.com

CONGRATULATIONS TO OUR RECENT APPRENTICE ACHIEVERS

We've had a tidal wave of excited apprentice achievers recently, it has been so rewarding to read their testimonials about completing their programmes. It's difficult to feature all, so here are three from the world of customer service, engineering and teaching.



Alexandra Ross

Congratulations to **Alexandra Ross of Hypertec Ltd.** who has achieved the Customer Service Practitioner Standard.

Alex said "My apprenticeship has given me the knowledge and skills needed to provide outstanding customer service within my role. I learnt about being responsible for my actions and asking for support when needed. I really enjoyed using my knowledge and skills taught at WBTC in the workplace. I met so many people who now are my friends and I've built good relationships with the staff both at work and WBTC. I have gained my

qualification and a full time position within Hypertec's top performing sales team. I think they are brilliant!

After deciding I didn't want to go to University, WBTC gave me the guidance I needed to put me into the world of work and in a role I wanted. My main obstacle during my apprenticeship was managing the coursework alongside the day job. WBTC were great at offering me catch-up sessions (often 1 to 1) to ensure the work was completed. During the time I spent at WBTC, I really built a good relationship with my Training Consultant Tony. He was so supportive all the way. Without him, I would not have achieved a distinction."

Tony Garroway, Alex's Training Consultant said "Alex is extremely capable and enthusiastic. She settled into her sales role at Hypertec quickly, and I could see her natural affinity for the role. Alex contributed well to our training sessions and developed a strong understanding of the principles of customer service. I was pleased to see Alex achieve her apprenticeship with a deserved distinction, and see her employer recognise her abilities with a permanent role. I am delighted that Alex achieved a distinction in her apprenticeship, well done."



Emily Cuthbert

Congratulations to **Emily Cuthbert of Kennet School** who has achieved her Advanced Apprenticeship in Supporting Teaching and Learning.

Emily said "My apprenticeship has helped me find something I didn't think I would, which is a strong passion for my job and a clear vision of what I want to achieve in my career. I love every single day of work. I've learnt a lot about the working world and important education related policies such as safeguarding and how I can apply those policies in my everyday work. I have gone from being a pupil at Kennet to a member of staff, which has posed its own challenges, but the support of

WBTC and my colleagues at Kennet has meant that transition has been a lot easier than I feared. My advice to anyone thinking of doing this apprenticeship, would be to carefully manage your time, it is a short apprenticeship, and there is a lot to do, but if you manage your time carefully you will do well. An apprenticeship is what you make of it, the more you put into it, the more you will get out of it."

Hazel Thomas, Emily's Training Consultant said "Emily has thrown herself into every aspect of school life during her apprenticeship, volunteering to take on extra duties such as helping with the school play and assisting during parents evenings plus many other extra activities on top of her role as an Apprentice Teaching Assistant. She has utilised strong time management skills to ensure that she completed her portfolio work on time and to a very high standard!

Emily's positive attitude and professionalism have seen her receive continuous high praise from her colleagues and parents of Kennet School pupils. I'm thrilled Emily has been offered a full time teaching support role at Kennet and is doing a degree with the Open University with the goal of gaining her QTS and becoming a teacher. Along with everyone at WBTC I wish Emily all the best for her future."



Konrad Ebert

Congratulations to **Konrad Ebert of Curtiss-Wright Surface Technologies (Metal Improvement Company)** who has achieved his Intermediate Apprenticeship in Performing Engineering Operations.

Konrad said "My apprenticeship has helped me a lot through the knowledge I have gained and has made my job easier. At day-release I gained a lot of theory knowledge through attending classes and doing assignments. I now have more responsibility at work and I am more adaptable. I have grown in confidence with my job and also how I communicate with others. My training consultant, Brian, was very helpful and I would not have completed my apprenticeship without his support. I would advise anyone who is thinking of taking up an apprenticeship to "just do it".

Brian Adams, Konrad's assessor said "It is a pleasure to work with Konrad. He is highly motivated towards making progress with his job and apprenticeship, and is very committed to being successful. Despite English not being his first language, Konrad has persevered with his writing skills and has made great progress with communication in general. Konrad is highly thought of at Metal Improvements and has proved to be an enthusiastic, committed and adaptable member of staff. Konrad shone through his studies as was apprentice of the year as part of a Basingstoke College celebration. I wish Konrad every success for the future as he continues to develop his career in engineering."

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 other staff can attend. To book please use the email address bdt@wbtc-uk.com. Spaces go fast, so please let us know ASAP if you wish to make a reservation. You can find full details of the workshops available, plus dates, on our website here.

At WBTC we operate a £50 no-show fee for anyone who fails to attend without notice on a booked workshop. This will be invoiced care of the employer. To help avoid this WBTC will confirm your attendance by email, confirm your space with your employer and call you 2-3 days prior to the event.

Remember, if you are an employer that has an apprentice or hosts a work experience student, then you are a WBTC member. This will entitle you to subsidised, or free, access to our one-day workshops and enrichment activities. To book please email bdt@wbtc-uk.com If you are unsure if a course is right for you, then please ask. You can email claire@wbtc-uk.com, who'll be happy to provide more information on content and structure.

SEPTEMBER

MANAGING RISK & IMPLEMENTING DECISIONS

The clarification of business objectives, specification of problems and the search for, and implementation of solutions, is an ongoing requirement of most organisations today. Having employees confident in managing risks and deciding the best courses of action is therefore becoming increasingly sought after. This workshop is ideal for Line Managers and people in Middle Management positions and aims to explore theories and case studies involving problem recognition, decision making and risk management with a view to helping the attendee to develop their critical thinking skills.

Venue: WBTC
Date: Tuesday 10th September 09:30 - 16:00
Contact: bdt@wbtc-uk.com
Cost: **FREE for WBTC members**
£199 for non members



MANAGING PEOPLE FOR PERFORMANCE

This workshop is ideal for Line Managers and people in Middle Management positions who would like to develop their skills and knowledge in practical ways to manage people in the workplace effectively. The course will provide a good overview of the essential elements involved in managing people, covering a range of areas such as employee motivation and engagement, managing performance, developing talent, managing conversations and understanding key HR best practices related to leading a team of people at work. Participants will have the opportunity to understand some of the best practices in managing people and will be encouraged to reflect on their own practices and apply the learning back in the workplace.

Venue: WBTC
Dates: Tuesday 20th September 09:30 - 16:00
Contact: bdt@wbtc-uk.com
Cost: **FREE for WBTC members**
£199 for non members



LEVEL 2 AWARD IN HEALTH & SAFETY IN THE WORKPLACE

This workshop covers the principal aspects, elements, procedures and duties of employers and employees. It also highlights the consequences of non-compliance with health and safety legislation, the requirements for training and competence and the ways in which health and safety information can be communicated.

The qualification assumes no prior knowledge. Learners will come from diverse employment and education backgrounds, and will be of all ages.

Venue: WBTC
Date: Friday 13th September 09:30 - 16:30
Contact: bdt@wbtc-uk.com
Cost: **FREE for WBTC members**
£199 for non members



WORKSHOPS, COURSES AND ACTIVITIES

(CONTINUED)

OCTOBER

SAFEGUARDING (Mandatory for 16-18 year olds)

This is delivered as a mandatory requirement for all our 16-18 year old apprentices and for any other member who may want to attend. It is delivered as a workshop with the opportunity for the attendees to achieve an NCFE Level 1 Award in Safeguarding in the Learning Environment. The aim of this workshop is to provide learners with the knowledge and understanding that everyone has the right to learn, to be safe and to be respected. This, in turn, will enable learners to make sure that they are being provided with a safe and secure learning environment that promotes their health and well-being.

Venue: WBTC
Date: Tuesday 8th October 09:30 - 16:00
Contact: bdt@wbtc-uk.com
Cost: **FREE for WBTC members** £199 for non members

COACHING & MENTORING (FULL-DAY)

This is a different workshop to the mandatory half-day session mentioned earlier.

This workshop is ideal for Line Managers, Mentors and people in Middle Management positions who would like to develop their knowledge and skills in best practice coaching and mentoring techniques to be able to take back to the workplace. The course focusses on both on and off the job coaching as a tool for enhancing workplace skills and developing critical thinking in the Coachee. Participants will learn one of the most recognised models of organisational coaching, and will have an opportunity to practice the technique within the training environment.

Venue: WBTC
Date: Wednesday 18th October 09:30 - 16:00
Contact: bdt@wbtc-uk.com
Cost: **FREE for WBTC members** £199 for non members



RESILIENCE UNDER STRESS IN THE WORKPLACE

Organisational resilience looks at how well the organisation can 'weather the storm' or adapt to the challenges it faces, and resilient employees cope better with adversity and are more likely to continue performing well when faced with the challenges ahead. This workshop is ideal for anyone looking for techniques and ideas in developing theirs of their team's resilience in the workplace. The course will include looking at a range of areas that includes work management and prioritisation, dealing with pressure, stress management, mental resilience and positivity in mind set with the aim of arming the delegate with tools to develop levels of resilience at work.

Venue: WBTC
Date: Tuesday 22nd October 09:30 - 16:00
Contact: bdt@wbtc-uk.com
Cost: **FREE for WBTC members** £199 for non members

CHOCOLATE MAKING WORKSHOP

We've decided to try something completely different for an enrichment activity. Rosie's Chocolate Factory near Reading is a great way to learn about chocolate. During the workshop each participant will make chocolate bars, with inclusions of their choice, as well as a Halloween themed treats. Ideal not just for creative minds but also any chocoholics out there.

This enrichment activity is free of charge to WBTC Members. Delegates can make their own way to the venue and we'll also put on transport from WBTC. We're running this event in half term week on Wednesday 23rd October 2019. We'll be leaving WBTC, Newbury at 1pm and returning for 4.30pm. Travel will be provided by WBTC.

Date: Wednesday 23th October 13:00 - 16:30
Contact: bdt@wbtc-uk.com
Cost: **FREE - WBTC members ONLY**



WBTC

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