

# THE EARWIG

UPDATES FROM WEST BERKSHIRE TRAINING CONSORTIUM

ISSUE 50, JANUARY 2020

## Dear Members

Happy New Year and what an auspicious year it is. When I was growing up the year 2020 was the stuff of science fiction. I hope you had a cheerful Christmas time and the credit card bill and waistline haven't been hammered too much. This month we reveal the results of our annual Investment in Training Awards and celebrate some amazing employers. We feature two apprentices from the same employer who achieved their programmes and both secured distinction grades. We also have the Learner of the Quarter for the latter part of 2019 to celebrate along with a look ahead to the new government's agenda.



Matt Garvey - Managing Director

## CONGRATULATIONS TO JOSH CAFFELL OUR LATEST WBTC LEARNER OF THE QUARTER

His Training Consultant, Tony Garraway said, "Josh has excelled in his role at Herma, so much so that his manager is now considering further apprentices next year, and we have already discussed future career options for Josh once he achieves. Josh has applied himself to learning and developing his skills from his first day. When I completed his initial meeting, his employers showed concern that Josh looked tired, as the role at Herma is physically demanding. Josh was determined to do the same job as everyone else, but reluctantly accepted some reduced hours to ease him into the physical nature of the role. It was good to see this desire to fit in and his determination to achieve."

Josh is part of a team (normally 2 people) that operate an impressive piece of machinery, designated K3 at Herma. Herma produce paper for the printing industry, cut and rolled to various sizes. This is done using equipment such as K3. Accuracy, efficiency and above all safety are paramount when operating this equipment, and Josh has learnt every element of the machine's operation. As Josh developed, he worked with 2 others, shadowing and enhancing his skills. He has never shown any reluctance to try, and I have been impressed with his confidence around this piece of equipment. Josh has now operated this machine with a colleague, Ryan, as a production team. They have consistently achieved the highest quality and production figures within the factory, which has been noted by management, as Josh and Ryan are two of the youngest (and newest) employees. In my last visit, I was pleased to hear that Josh had also recently been challenged to try the lead role operating K3, setting up and operating K3 over an entire week. He completed this with no issues or concerns, again achieving production targets.



Josh Caffell (left) Learner of the Quarter, pictured with Steve Hill of Herma UK Ltd.

Josh is a very level-headed, modest young man with the drive and determination to achieve. Josh was a lot quieter when he started, and I have seen his confidence grow over the last 6 months. In our last meeting, Josh expressed he had felt lost at school, and is now beginning to value the skills and qualities he has to offer. I have been impressed with his positivity and maturity. He has been supported well by his manager and mentor at Herma, but I see a learner who would strive to achieve wherever he works. He is, and will continue to be I am sure, a positive role model in the workplace."

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...we have already discussed future career options for Josh once he achieves his apprenticeship.

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## VECTORWORKS DOUBLE SUCCESS

### CONGRATULATIONS TO ADAM ROBINSON ON ACHIEVING HIS CUSTOMER SERVICE PRACTITIONER APPRENTICESHIP.

Adam said *"My apprenticeship has helped me become more confident when I am speaking with people that I have not met before, both on the phone and via email. I have learnt how to manage my time so that I am able to work more efficiently.*

*The thing I enjoyed most about my apprenticeship is the fact that I get to do a job which interests me as a part of my training. I have gained a deeper understanding of how the company works due to the research I have had to do. This has helped me learn the processes of other departments and how my role fits. An apprenticeship is a great choice for somebody looking for on-the-job training as you get to do the job you like and you get time away from work to be able to learn. You also get a qualification at the end which is great for my future employability. All the WBTC trainers I have come into contact with have been really helpful in assisting with completing my apprenticeship. For me, time management has been a big obstacle I have had to overcome. I have developed a few techniques to help with time management in other areas of my job role as well."*

Emma Hart, Adam's training consultant said *"Although at first Adam struggled to balance his job role and apprenticeship work, towards the end of his programme, he really worked hard to get everything finished in time for his End Point Assessment. Adam was keen to be offered full time employment at the end of his apprenticeship and has achieved this alongside his a Distinction for Customer Service Practitioner."*



Adam Robinson, Customer Service Practitioner - [Vectorworks](#)

### CONGRATULATIONS TO GEORGE EALES ON ACHIEVING HIS CUSTOMER SERVICE PRACTITIONER APPRENTICESHIP.

George said *"My first apprenticeship has helped me massively to grow my skills and to understand the working world. I learnt how to work in a team and to strive to get work done to the best standard.*

*Going outside of my comfort zone to experience something new. I have developed my personal skills such as confidence and teamwork. I have also gained good experience on what it is like to work full time with deadlines to meet. Obstacles that I came across included finding the time to get all my course work done alongside work from my job. However, my training helped me to learn how to prioritise my time to meet deadlines. Another obstacle that I came across was learning how to do my job effectively, and with confidence.*

*My apprenticeship has been the perfect opportunity to gain experience/skills and to get a foot into a career. My tutors have been very helpful throughout my course and I managed to achieve my apprenticeship earlier than expected. I have gained a lot of new skills through training, help from WBTC and my employer."*



George Eales, Customer Service Practitioner - [Vectorworks](#)

## JOIN US ON OUR TRIP TO PARLIAMENT IN MARCH

We're off to Parliament once more on **Monday 16th March 2020** and this time it will be a relatively new set of MPs and a new government following the ongoing general election. As a reminder this is targeted at 16-18 year olds with some 19+ chaperons. We have a total of 20 spaces. As well as the tour of the Palace of Westminster there is also a workshop on 'Pressure Groups' and their influence on democracy.

To book please email [bdt@wbtc-uk.com](mailto:bdt@wbtc-uk.com) or if you would like more information please email [nicola@wbtc-uk.com](mailto:nicola@wbtc-uk.com)



## THE CHAIRMAN'S AWARD GOES TO FRANKI TIMMS

Franki's Training Consultant, Andrea Wood said, "I am nominating Franki Timms for achieving her Business Administrator Advanced Apprenticeship and for overcoming her personal challenges to be able to do so. When I first met Franki she explained that she suffers from Social Anxiety. Franki explained to me that even for her GCSE English her school had an exemption so Franki didn't need to do a presentation to others. She also explained that when her name was called out in assemblies she would never make it to the front as she always ended up fainting. As you can imagine I was thinking about how she was going to deliver a presentation to the End Point Assessor.

Over the year at each visit I would discuss the EPA with Franki and what she would need to complete. When she was asked to complete presentations at training she found it very difficult.

Franki then amazed me, she practiced her EPA in front of the whole class, with both Emma and Fiona telling me she had presented amazingly to the entire group. Then Franki impressed me even further, she managed to deliver her presentation to the EPA Assessor and passed her apprenticeship."



Franki Timms

## SPECIAL PRAISE FOR SHAKIL SALAM OF JAMES COWPER KRESTON

Shakil's Training Consultant Andrea Wood said, "Shakil found it difficult at first to balance a full-time job role and his studies. He found it difficult to revise for his exams and to find revision strategies that worked for him. Most people would have given up, but Shakil was determined to succeed and to overcome all the difficulties he faced with his exams. He was growing in confidence at work and was performing well in his job role, impressing his seniors. I had regular contact with Shakil to help him get motivated with his studies and he had great support from his tutor with the technical element.

Over the two and a half years I supported Shakil I saw his confidence grow and grow in his own abilities. He managed to find ways that worked best for him in terms of revision and he put in the extra mile with his study time. He even went to study extra in the evenings to ensure he passed his exams.

After encountering so many obstacles it would have been easy for Shakil to give up studying. However, I am so proud that Shakil achieved his Higher Apprenticeship in Accounting and will be progressing to study the ATT qualification, Well done Shakil."



Shakil Salam of James Cowper Kreston

## INVOICING CHANGES FOR NON-LEVY EMPLOYERS

From 1st January 2020 WBTC will switch to single upfront invoices. This means that we will send a single annual invoice detailing the charges due and then employers can decide on whether they wish to pay in one sum or via monthly payments. We will do this for new learners starting from 1st January 2020.

We're doing this to cut down on the paperwork involved in monthly invoicing. As a charity we'd rather spend time & money on training than on invoice administration.

### HOW WILL IT WORK IN PRACTICE

For example, a small employer recruits a new 16-18 year old apprentice through WBTC. Only a recruitment charge is due of £22.50 per week for 52 weeks. We will send a single invoice of £1170 and the employer will inform WBTC of whether they wish to pay in one installment or in 12 monthly instalments. It will be up to the employer, should they wish to pay monthly, to set up the standing order. We'll supply full details within the invoice to enable them to do that. WBTC will send monthly statements so that the employer is clear on the status of their account.

Should you have any queries then please email me (matt@wbtc-uk.com) or rachel@wbtc-uk.com

## WBTC INVESTMENT IN TRAINING AWARDS

For longstanding employer customers of WBTC our annual awards will be a well known feature. This is our 10th year of issuing awards for employers who demonstrate an outstanding commitment to apprenticeships and work experience. As a reminder, the Investment in Training Awards is a bit like the Michelin Star system that we operate to recognise how our employers attract, look after and progress apprentices or work experience students. Each year a panel of WBTC staff review all employers against six criteria.

### THE SIX CRITERIA

1. Participation of apprentices or work experience students (16-18)
2. Involvement with non-employed people
3. Success rates of apprentices in the organisation
4. Promotion and progression rate for apprentices
5. Culture of learning & development within the organisation
6. Promotion of equality and diversity

The six criteria results are then used to award one of the following certificates:

#### Certificate of Excellence

The organisation scores strongly in all 6 areas

#### Certificate of Merit

The organisation scores well in 4-5 areas

#### Certificate of Commendation

The organisation score well in 3 areas



The highest award we can issue is the **Certificate of Excellence** and any employer who achieves this for 5 consecutive years is presented with the prestigious Platinum Award.

We don't have any Platinum Award winners for 2019 however, EJBC Chartered Accountants have now received it for four years in a row so keep it up! Some employers have maintained consistently excellent standards for many years and on the table the \* symbol means they hold the Platinum Award.

## CONGRATULATIONS TO OUR 2019 AWARD RECIPIENTS

Below are the 2019 Investment in Training Award winners. Noticeable this year there are a greater number of Merit winners which is really encouraging to see.

### CERTIFICATE OF EXCELLENCE

Bayer Plc\*  
 Benchmark Furniture\*  
 Berkshire Labels Ltd  
 EJBC Chartered Accountants  
 Intelligent Group Solutions  
 James Cowper Kreston LLP\*  
 Kennet Academy Trust  
 Newbury Building Society  
 Publica  
 Sharp's Autos  
 Sovereign Housing Association\*  
 SPX Flow Control\*  
 Thames Valley Police  
 West Berkshire Council\*

Elmdale Maintenance Ltd  
 European Embalming Products Company Ltd  
 Firstxtra Financial Services  
 Garner-Osborne Circuits  
 Gowrings Mobility Group Ltd  
 Hartwood Oak Buildings  
 Hypertec  
 Intelligent Retail Ltd  
 JV Foods  
 Macmillan Publisher International Ltd  
 Metal Improvement Company  
 Morgan Sindall Investments Ltd  
 Net Team TX Ltd  
 Northwood Investors International Ltd  
 Nustream  
 Opus Accounting  
 PBA Accountants  
 Phabrix Ltd  
 Ross Brooke Ltd  
 RSK Plumbing & Heating Ltd  
 Saica Pack  
 Secure Systems  
 Stacatruc  
 Technical Services Ltd

Vectorworks UK Ltd  
 Wilkins Kennedy

### CERTIFICATE OF COMMENDATION

Abel & Cole Ltd  
 ATB Accounting  
 Herma UK Ltd  
 Linear Guidance Illumination  
 Marley Eternit Ltd  
 MLB Plumbing and Heating  
 NodeOne Ltd  
 Pollet Pool Group UK Ltd  
 Prestige Network  
 Prior's Court Foundation  
 Prompt Autos  
 Rebound Electronics  
 Rob Pond Plumbing and Heating Solutions  
 SAS International  
 Sulzer Mixpac  
 SureCam (Europe) Ltd  
 TLC Plumbing and Heating  
 Treloar Trust

### CERTIFICATE OF MERIT

Advantiv Ltd  
 Avia Technique  
 Barnfield Engineering Services Ltd  
 BGM Heating & Plumbing\*  
 CBRE  
 Cobal Sign Systems Ltd  
 Dovetail Human Resource Services

My colleagues will be visiting to present your awards throughout January & February. Those receiving their award for the first time will also receive a frame so that you can proudly display your achievements. Previous recipients we ask that you reuse frames we previously issued. If you have any questions about the Investment in Training Awards then please email [rachel@wbtc-uk.com](mailto:rachel@wbtc-uk.com)



## SAFEGUARDING & PREVENT DUTY

# NEW YEAR, NEW GOVERNMENT: WHAT CAN WE EXPECT

**Boris Johnson's newly elected government has made a raft of promises as to what it will do for the country. As so often in this column, we discuss British Values. This month we will turn our focus to what this new government pledges to do with its comprehensive mandate to improve Health, Education and Law and Order.**

### HEALTH

Johnson said the NHS would be his government's top priority. He has made an array of pledges - on funding, staffing and new facilities. Johnson has promised to increase the budget of the NHS in England by £20.5bn in real terms (after inflation) by 2023-24.

The Conservatives have committed to building 40 new hospitals in England by 2030.

Lack of staff remains the NHS's number one problem. Johnson has pledged to recruit 50,000 extra nurses and then admitted that 18,500 of them would come from stopping existing staff quitting early. Restoring maintenance grants of up to £8,000 a year for student nurses should improve recruitment, but nursing leaders doubt the 50,000 pledge will be met.

Waiting times for A&E care, planned operations and cancer treatment have worsened in recent years. The government has no obvious plan to resolve this beyond more money, more staff and backing for the NHS long-term plan, which aims to keep people healthier.

### EDUCATION

In terms of reforms, the signature policies are set in place, as they have been since David Cameron: converting schools into academies and using tuition fees and student loans to fund demand for higher education.

Johnson's intention is to raise per-pupil spending to at least £4,000 in primaries and £5,000 in secondaries, although many schools in deprived and urban areas are already higher.

Existing teachers, however, are unhappy at the Conservative election pledge to beef up Ofsted inspections.

Promises on early years education were vague, with a '£1bn childcare fund' in England and no new funding commitments for children and young people's mental health.

Otherwise, there are some creaking policies that need urgent repair: further education colleges, apprenticeships and early years provision are all likely to demand attention from Williamson or whoever succeeds him.

### LAW AND ORDER

The Conservatives' hardline approach on crime and justice under Johnson became clear as soon as he took office: 20,000 new police officers on the streets was one of his first pledges.

Plans to increase sentences for some sexual and violent offenders were frequently promoted by Johnson and his team during the election campaign, particularly around the London Bridge terrorist attack.

During the campaign they pledged to give all child murderers a 'whole life order', condemning them to die in jail without release.

The government's own serious violent crime strategy acknowledges that violent crime has a clear link to 'poor life outcomes'. There was very little mention in the Conservative manifesto about tackling these more complex issues behind crime.

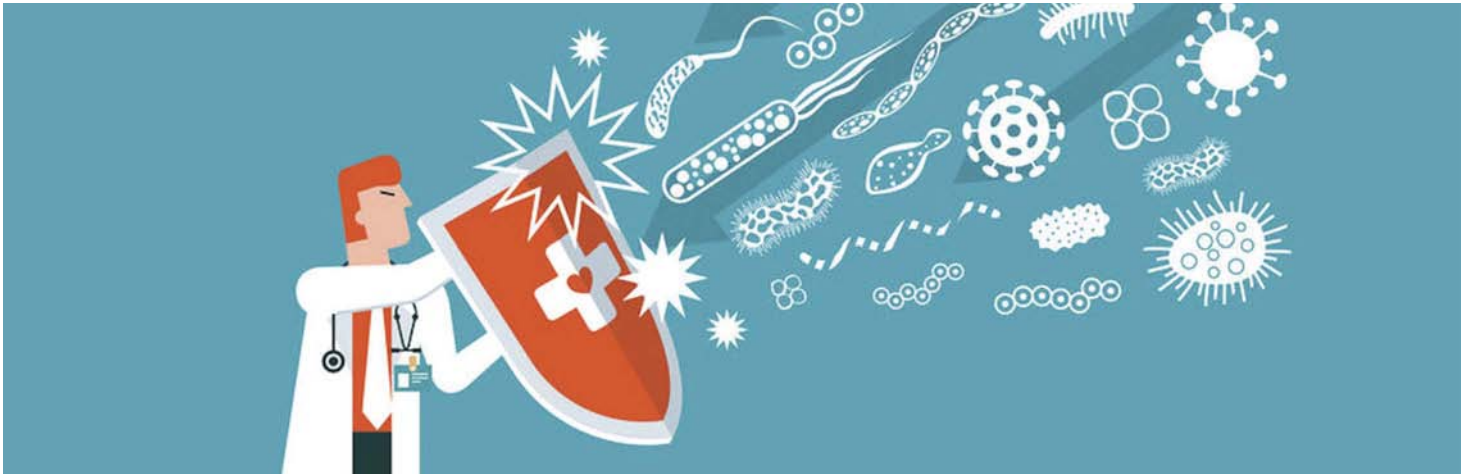
So an interesting year ahead, we hope, and one where Mr Johnson's government will be under close scrutiny to see what they can deliver.

*If you would like further advice and guidance then contact [martyn@wbtc-uk.com](mailto:martyn@wbtc-uk.com)*



## HEALTH & SAFETY NEWS

# WORRYING DECLINES IN VACCINATIONS



There has been a lot of media attention about declines in vaccinations among children and the impact upon health. Discredited anti-vaccination campaigns have nevertheless fuelled this decline and resulted in some alarming cases of childhood diseases among children and adults. Let's take a look at the three illnesses that some vaccinations are designed to eradicate

### MEASLES

Measles is a highly infectious viral illness that can be very unpleasant and sometimes lead to serious complications. It's now uncommon in the UK because of the effectiveness of vaccination.

Anyone can get measles if they have not been vaccinated or have not had it before, although it's most common in young children.

In 2019 there was a 300% increase in reported cases. The most recent serious outbreak in Samoa resulted in over 70 deaths. Commentators attributed these outbreaks to a decline in vaccination update in preceding periods.

### MUMPS

Mumps is a contagious viral infection that used to be common in children before the introduction of the MMR vaccine.

Mumps is most recognisable by the painful swellings in the side of the face under the ears (the parotid glands), giving a person with mumps a distinctive "hamster face" appearance.

Other symptoms of mumps include headaches, joint pain and a high temperature, which may develop a few days before the swelling of the parotid glands.

Regular vaccinations for Mumps occurred from 1988 in the UK. This means millions of adults have no immunity from the disease which can cause complications such as male infertility. In 2019 serious mumps outbreaks were recorded in Cardiff and Nottingham.

### RUBELLA

Rubella (german measles) is a rare illness that causes a spotty rash. It usually gets better in about 1 week. It can be serious if you get it when you're pregnant. There have been no significant outbreaks of Rubella since 2015.

These diseases can be incredibly unpleasant and harmful, especially to children and pregnant women. As a result medical advice recommends that sufferers avoid mixing with others to reduce infection rates. **Government advice on vaccinations can be found here.**

# DISCOUNTS FOR APPRENTICES!



The 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.

## 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](mailto: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](mailto: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](mailto:claire@wbtc-uk.com), who'll be happy to provide more information on content and structure.**

### JANUARY

#### TIME MANAGEMENT

The word 'management' implies being active in how time is use and applied as opposed to just letting things happen. This workshop encourages the attendee to truly plan, manage, decision make and concisely focus on their time. It will explore the difference between importance and urgency in order to improve efficiency and effectiveness.

Venue: WBTC

Date: Monday 24th January 09:30 - 13:00

Contact: [bdt@wbtc-uk.com](mailto: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 to manage people in the workplace. The course will provide a good overview of the essential elements involved in managing people, covering a range of areas such as employee motivation, engagement, managing performance, developing talent, managing conversations and understanding key HR practices. Participants will have the opportunity to understand some of the best practices in managing people and will be encouraged to reflect on their own skills and apply the learning back in the workplace.

Venue: WBTC

Date: Friday 31st January 09:30 - 16:30

Contact: [bdt@wbtc-uk.com](mailto:bdt@wbtc-uk.com)

Cost: **FREE for WBTC members** £199 for non members



### FEBRUARY

#### FIRST AID FOR MENTAL HEALTH

With 1 in 4 employers suffering a mental health issue or condition the need for work-based expertise has never been greater. This course will take attendees through the signs and symptoms of mental health issues and what can be done to initially support the sufferer and then sign-post them on to expert care.

Venue: WBTC

Date: Tuesday 11th February 0930-1600

Contact: [bdt@wbtc-uk.com](mailto:bdt@wbtc-uk.com)

Cost: **FREE for WBTC members** £199 for non members



#### PROJECT MANAGEMENT

The ability to effectively plan and control a project and engage others in the process, is a skill that's prized in business. More specialised skills are required to ensure an effective project outcome is achieved. This workshop will help attendees to consider the importance of planning, implementing and evaluating a project to deliver a successful outcome.

This course is aimed at people of all roles and levels of the business who would like to develop their knowledge and understanding of Project Management.

Venue: WBTC

Date: Friday 28th February 0930-1630  
(also running on Friday 27th March)

Contact: [bdt@wbtc-uk.com](mailto:bdt@wbtc-uk.com)

Cost: **FREE for WBTC members**  
£199 for non members



## WBTC

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