

THE EARWIG

UPDATES FROM WEST BERKSHIRE TRAINING CONSORTIUM



Dear Members

This edition we launch nominations for Rising Stars 2020 which will take place along with our annual graduation on Wednesday 20 May 2020 at Arlington Arts Centre. We are busy booking in graduates to attend and receive their diplomas in front of family and friends. If you have completed your apprenticeship with us since May 2019 or expect to do so before May 2020 then contact archie@wbtc-uk.com to get yourself booked in. Also in this edition our resident maths & English expert, Martyn looks at the use of apostrophes and we also look at an Investment in Training Award case study.

Matt Garvey - Managing Director



NOMINATIONS ARE NOW OPEN FOR RISING STARS AWARDS

You'll probably know someone who has done great things as part of a WBTC apprenticeship. If so, tell us about it and nominate them in one of the following categories:

- **Apprentice of the Year (16-18)** - sponsored by Benchmark Furniture
- **Apprentice of the Year (19+)** - sponsored by SPX Flow
- **Mentor of the Year** - sponsored by Bayer Plc
- **Great Start Learner of the Year** - sponsored by James Cowper Kreston
- **Micro Employer of the Year** - sponsored by Dovetail Recruitment
- **Small Employer of the Year** - sponsored by The HR Department
- **Medium Employer of the Year** - sponsored by EJBK Chartered Accountants
- **Large Employer of the Year** - sponsored by Newbury Weekly News

Nominations can be made by visiting <http://wbtc-uk.com/award-categories>

Eligible apprentice entries must be graduating and have achieved their apprenticeship between May 2019 and April 2020. **Nominations close on Monday 23 March at 5pm.**



LAST CALL FOR OUR PARLIAMENT TRIP

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

We have only a few spaces left. To book please email bdt@wbtc-uk.com or if you would like more information please email nicola@wbtc-uk.com

WELL DONE TO OUR NEWEST RECIPIENTS OF THE CERTIFICATE OF EXCELLENCE

Congratulations are in order for Berkshire Labels, Newbury Building Society and Sharp's Autos who have recently been awarded the WBTC Certificate of Excellence.

All have exhibited outstanding performance in the area of apprentice engagement, achievement, progression and the promotion of learning in the workplace.



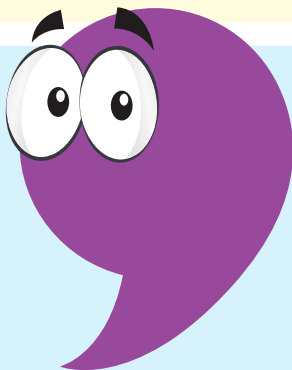
Newbury Building Society (left to right) Alice Dearlove, Ryan Marcham and Tina Stephens



Sharp's Autos (left to right) Ben Rudland, Steven Green and Charlie Stephens with Peter Sharp



Berkshire Labels (left to right) Samantha & Paul Roscoe with Chloe Langford



DID YOU KNOW...

APOSTROPHES ONLY HAVE TWO USES. SO DON'T BE IN THE HABIT OF STICKING THEM HERE, THERE AND EVERYWHERE..!

USE 1

Possessive apostrophes show someone or something owns something:

- They would use Terry's car to get to the meeting.
- The Conservative Party's victory, in the general election, was conclusive.

USE 2

Omission apostrophes show where letters would have been if it had been written formally.

- I'm feeling great today. (Formally: 'I am')
- I should've thought about that before. (Formally: 'should have')

IMPORTANT NOTE 1: If a word ends with 's' it doesn't always mean it needs an apostrophe. Consider if it meets use 1 or 2. For example:

- Michael's pleased with how well his apprenticeship is going.
✓ Correct! (There is an omission in 'Michael is').
- The apprenticeships, for these learners, were going well.
✓ Correct! (These are just plural words; no omission or possession is occurring).

IMPORTANT NOTE 2: It's is possessive like, 'his', 'her' and 'their'. It's means 'It is'.

DOUBLE SUCCESS AT KENNET ACADEMY TRUST

WELL DONE TO OUR LEARNER OF THE QUARTER JEMMA PRICE

Jemma's Training Consultant, Andrea Wood said 'I am nominating Jemma Price as learner of the quarter for her outstanding success with her Team Leader/Supervisor apprenticeship and her End Point Assessment (EPA) in which Jemma achieved a Distinction.

Jemma was new to team leading and her success is a great achievement. Jemma found all the training beneficial and gained so much from learning the models and theories and applying them to her job role/organisation.

Jemma has a pressurised job role within the resources centre at the Kennet School, yet she still made the time to ensure she completed all her apprenticeship work to a high level. Jemma also had challenges along the way as she had to spend time in hospital, yet she remained on target throughout her Apprenticeship. Jemma was fearful about the on-line EPA discussions, however she pulled this off and achieved her amazing result. Also, Jemma had to achieve her Functional Skills, both English and maths. She was very worried about her maths exam. She had 1-to-1 sessions with our Functional Skills specialist, Martyn, and did so well, she passed the exam first time.'



Jemma Price,
Learner of the Quarter - January 2020

CONGRATULATIONS TO KIERAN REEVES WHO RECEIVES THE CHAIRMAN'S AWARD

Kieran's Training Consultant, Andrea Wood said 'I am nominating Kieran Reeves for learner of the quarter who completed his apprenticeship at Kennet Academy Trust. Kieran has achieved his Business Administrator standard with a Distinction.

This is a great achievement as he faced difficulties along the way. Three months into the job he wasn't performing well in his workplace and it seemed for a while that he may lose his apprenticeship. He had meetings with his manager to ensure that he had the support he needed. He continued to lack confidence and struggle in his role, but Kieran kept trying his best. As he lacked confidence I was worried how he would perform with his End Point Assessment (EPA) presentation as he had a limited role to gather the evidence necessary for his portfolio.

However, as it got nearer to his EPA he began to work extra hard and pull together all his EPA evidence. I am so pleased he achieved a Distinction grade as I know he found his apprenticeship journey challenging. Well done to Kieran on all he has achieved.'



Kieran Reeves, Chairman's Award - January 2020

2020 APPRENTICE GRADUATION

It may feel like a long way off but any apprentice who has achieved since 1st May 2019 will be invited to graduate this 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



SAFEGUARDING & PREVENT DUTY

WHAT IS THE 'INCEL' MOVEMENT?



'Incel' is the shorthand term for 'involuntary celibate'. This is a movement adopting a radical ideology that has emerged in the last twenty years. Beginning by appearing to be a harmless 'lonely hearts' style community, of online discussion forums and websites, it has grown and mutated into a much darker and more sinister movement. At its most extreme it condones mass-rape and mass-killing of women.

The Incel movement needs to be taken very seriously as a terrorist threat. Evidence of this exists in the multiple mass-casualty attacks that have been carried out in the USA and Canada by 'Incels', totalling a greater number of attacks than Islamist extremist attacks in the USA between 2002 and 2019, and at least 27 fatalities since 2014. It must be considered as serious a threat as other ideologies, such as violent racism.

Self-defined Incels believe that women's political empowerment and ability to select their sexual partners has severely degraded men's social status. Online rhetoric hinges on fantasies of mass rape and murder and the dehumanisation of women. The extent of support for mass violence has led to a number of online Incel forums being taken down.

Support is currently likely to be more limited than other known ideologies, but the movement fits within a broader trend of young males being radicalised online and is likely to increase in the long-term. A form of 'male supremacy', it shares some similarities with the extreme right wing movement. Both groups attribute society's ills to social liberalism, women and ethnic minorities. Racial hatred is also common in Incel forums.

Incels have adopted their own terminology, using terms such as 'Chad' and 'Alpha' to describe testosterone-fuelled men who sleep with a disproportionate number of women. They also use the dehumanising term 'Femoid', to describe women generally. 'Stacy' and 'Becky' are other terms used to stereotype women who are attracted to 'Chads'.

There is also the lionising of mass-killers who follow this ideology, such as Elliott Rodger ('ER'), who killed 14, and use of his example as encouragement to members of the community to conduct a similar mass-casualty attack.

The vulnerabilities that lead people to sympathise with these ideas, their appeal to socially isolated individuals, the dehumanisation of others and encouragement of physical and sexual violence makes them a significant threat.

As is always the case, it is important to be vigilant, from a safeguarding perspective, and if signs are identified that someone has been radicalised, or is vulnerable to being, reporting this to a Safeguarding Officer or the police is essential. Call 999 or the police anti-terrorist hotline on 0800 789 321 to report an immediate threat to life or property.

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



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HEALTH & SAFETY NEWS

CORONAVIRUS: HOW SHOULD HR PREPARE?



With the world intently watching as the coronavirus spreads, HR professionals would be wise to prepare for the possibility of an outbreak among their workers. We asked Dr Adrian Hyzler, Chief Medical Officer at Healix International, to offer some guidance on how best to respond. With the headlines constantly updating us on the rapid spread of the novel coronavirus, employers should be on high alert and ready to act appropriately.

Governments are attempting to contain the infection, which is believed to have emerged from illegally traded wildlife in a seafood market in Wuhan, the capital of Central China's Hubei province. But the virus has now reached 19 other nations, including the US, France, Germany, Thailand and Australia.

Business travel guidance

In terms of business travel, employers should keep updated with Gov.UK advice. As of this week, the UK is advising against all but essential travel not only to the Hubei province, but to all mainland China. In response to this, British Airways has suspended all flights to and from China.

For businesses who have employees travelling within China, Dr Adrian Hyzler recommends they consider withdrawing all non-essential travelling employees from China while it is still fairly straightforward. All 'vulnerable' travellers should be withdrawn regardless - these would include:

- Anyone aged 65 and over
- Pregnant women
- Children and adults with an underlying health condition (such as long-term heart or respiratory disease)
- Children and adults with weakened immune systems

You can read more about how to prepare **by clicking here**.

Waiting for the infection to arrive before thinking about your approach to the situation could contribute to its outbreak and spread within your business and wider community.

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, Soletreader.

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. 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.

FEBRUARY

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 Contact: bdt@wbtc-uk.com
Date: Friday 28th February 09:30 - 16:30 Cost: **FREE for WBTC members** £199 for non members



APRIL

DELIVERING EFFECTIVE CUSTOMER SERVICE

This workshop is ideal for those who wish to enhance their customer service and telephone skills. It sets out to firstly analyse the 'customer journey' and components of effectiveness when delivering customer service; and secondly, to focus on key interpersonal skills required to perform most customer service roles. Attendees will be encouraged to think of ways in which they can exceed their customers' expectations. It will explore the techniques needed to help customers who are angry, confused or upset. Also included will be the 10 step process that can be used for a variety of call handling situations which is aimed to help to facilitate the effective management of calls with a view to delivering exceptional customer service over the telephone

Venue: WBTC Contact: bdt@wbtc-uk.com
Date: Friday 24th April 09:30 - 16:30 Cost: **FREE for WBTC members** £199 for non members



JUNE

EMERGENCY FIRST AID AT WORK

When an organisation's risk assessment of First Aid needs identifies that there is a requirement for Emergency First Aid at Work practitioners, then this award will enable all attendees to have the skills and knowledge to provide the organisation with Emergency First Aiders that can provide treatment to their casualties in a prompt, safe and effective manner. Attendees will be assessed by the course tutor and then have to take a multiple choice assessment at the end of the day.

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



RESILIENCE UNDER STRESS AT WORK

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 or their team's resilience for 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: Friday 26th June 09:30 - 16:30
Contact: bdt@wbtc-uk.com
Cost: **FREE for WBTC members** £199 for non members



WBTC

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