



Heart of England Training Ltd

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# TRAINING NEWS

## Success all the way for Jewson employees

**Five employees with the Customer Service Department at Jewson's head office, in Coventry - Louise Caswell, Dawn Henton, Andrew Lee Yam Cheong, Becky Stote and Jasbir Bassi, were delighted with their achievements after they all completed Customer Service level 3 NVQ's with Heart of England Training.**

Jewson Customer Service Manager Su Cousins and Training and Development Manager Yvonne McDermott both agreed that the Customer Service NVQ Programme has had a positive and motivational effect on their staff contributing towards a strongly customer focused team environment.

Louise Caswell didn't stop there! She was promoted to a Supervisor role during 2003 and she has gone on to achieve a further NVQ level 3 in Management.

"I found the qualification very useful and informative, it has helped me to handle different issues in my new role with confidence" said Louise.



Her assessor - Donna Golding added "Louise has really thrown herself into this qualification, demonstrating a high level of commitment and enthusiasm. To complete in under 5 months is outstanding!"



## Martin Middleton - Entry 2 Employment Learner of the year

Rugby based E2E Learner Martin Middleton was recognised as a winner in the E2E category at the Coventry and Warwickshire LSC awards ceremony held at the Peugeot Conference Centre in Ryton on 23rd March. 19 year old Martin's Trainer - Jacqui Brennan said "Martin has managed to overcome a lot of problems that he has faced and is now an enthusiastic, hard-working, committed individual with a smile on his face, willing to help anyone. Martin's NVQ work is excellent, and he has already completed the Business Administration course at level 1. He always participates in group activities and greets all work from photocopying to I.T. support with equal enthusiasm".

Martin said "Since I started with HOET I've made a new group of friends and gained a lot of responsibility, which has made a big difference to me. I have also recently passed my driving theory test and I hope to be driving to work soon"

**Cont. P3.**



**HEART OF ENGLAND TRAINING LTD**  
 HEAD OFFICE, 30 WILLIAM STREET, RUGBY, CV21 3HA  
 HEART OF ENGLAND TRAINING IS AN EQUAL OPPORTUNITIES EMPLOYER



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## NVQ & APPRENTICESHIP ACHIEVERS

### **NVQ BEAUTY THERAPY**

EMMA O'SULLIVAN  
TARA ROBINS  
LISA HERNANDEZ  
NAOMI SIDWELL  
CHARLENE STRETTON  
SAVANNAH RUDDOCK  
JENNINE WILLIAMS  
LEANNE RANDALL  
REBECCA CONNELLY  
KATY HUSSEY

### **NVQ CUSTOMER SERVICE**

ADIBA HUSSAIN  
JOANNE HUNT  
ALAN GUILFORD  
DAWN HENTON  
ANDREW LEE YAM CHEONG

### **FMA CUSTOMER SERVICE**

TINA PATAK

### **AMA CUSTOMER SERVICE**

NICOLA KAVANAGH

### **NVQ ADMINISTRATION**

ALI ABDUL  
LISA PARKER  
LEANNE MAHON  
DAWN CLEAVER  
AMY HIBBERT  
BALWINDER CHARIA  
DARREN COTTLE  
CARRIE MCBEAN  
DEEPALI MISTRY

### **NVQ I.T.**

KATE FOWLE

### **AMA I.T.**

CARL THOMAS

### **AMA ADMINISTRATION**

JENNA BELTON

### **FMA ADMINISTRATION**

ANTONIA CRILLEY  
LUKE WILLIAMS  
MICHEAL AHERN  
DANIEL GAY  
RACHEL SMITH  
SCOTT MARTIN

### **HAIRDRESSING NVQ**

GEMMA MACKNESS  
TERRI JARDINE  
CARLA ATKINSON  
CHARLENE ROBERTS  
CLAIRE THOMAS

### **HAIRDRESSING FMA**

SUSAN ZAPARANIUK  
LISA BROMLEY  
JENNIFER WILLS  
TRACEY CRINGLES  
NICOLA DEVONISH  
SAMANTHA NUTT  
SAMANTHA SWINDLE  
STACEY MCATEER  
LEANNE FACER  
KAREN KELLY  
JODIE VALE  
ABBIE ORZECOWSKA  
LEANNE SMITH  
KIRSTY EALES  
HOLLIE NYCZ  
JODIE DEXTER  
KAYLIEGH LANGTON  
FAYE STANLEY  
LINDSEY HALL

### **AMA HAIRDRESSING**

CLAIRE JUDD  
LEANNE RUSSELL  
STACEY HUNT  
MARIE PARKER

## SUPPORTING EMPLOYERS

Mr Andrews Hair Design

Alberico Gabriels

The Cutting Rooms

Tete-a-Tete

Indy Hair

Charles Russell

Simon Paul

Dawn Newcombe

Martanne-Livingwell

Rumours

Camelion

Martanne

Snippets Barbers

Mermaids

The Retreat

Decisions

Lawrence Anthony

Dennis Micheal

Colin Dumphy

La Croix

Klickers

Visible Changes

Wyken Glass

Whitefriars Housing

Coventry City Council-

Building Control

Emergency Services

Sport Development

Millward Brown

Jewson

Federal Express

Hafele UK

Info-Matrix

The Printing Works

Heart of England

Training

## Welcome to Nigel Allen

Heart of England Training are pleased to welcome Nigel Allen to the role Recruitment/ Training Advisor. Nigel will be joining the Administration Recruitment team based in Rugby and he will be recruiting Apprentices and new employers across the region.

### Did You Enjoy Your NVQ? Would You Like To Do Another?

**Management** - Maybe you've been promoted or have responsibility for others?

**Customer Service** - We all have an element of Customer Service in our work whether it's dealing with external customers or others within our own organisation!

**For information on Management or Customer Service training contact:**

NIGEL ALLEN - 0800 0281 576

## ANY NEWS??

Interesting Stories, Achievements, Good Practice, Successes, New Business, New Apprentices?? We would be delighted to hear from you

Contact:

**MATTHEW BARRY Marketing Manager**

0800 0281 576

E-mail: matthew@hoet.co.uk

## WELL DONE ALL!!

**And Thank you to the following Employers of these young people for your support -**

## NEWS FLASH

### Leicester Learners in prestigious National Award Finals

Leicester Heart of England Training Learner - Neil Smith (hairdressing Level 3) and Harish Odedra (ex learner), from Barrie Stephens were delighted to take part in the 'Grand Final' of the 'Guild Photo stylist' national Awards held at the Crown Plaza Hotel in Liverpool on the 7th September 2003.

Harish and Neil both represented the Art team section and Neil represented the Ladies section also.

### ALI - Post Inspection Visit

We've recently been subject to a 'post inspection visit' from the Adult Learning Inspectorate (The Government body who monitor the provision of post 16 further education and funded training).

Managing Director Jill Gibson said "The objective of this visit was to determine whether the quality of our provision has deteriorated, remained the same or improved since our full inspection in 2002. I am delighted to say that the inspectors concluded that we have improved as a company since then and that this is reflected in current strong retention and achievement rates across the board"

Patrick Cameron will be demonstrating at our Hairdressing and Beauty Competition

on the 9th June at the Leofric hotel in Coventry. Doors open for the event at 6.30pm for a 7.00pm start - everyone welcome!



This promises to be a great evening with an hour and a half demonstration and presentation by International stylist Patrick Cameron, followed by a prize giving for the the competition finalists. The evening will be topped off with a disco until 1.00am.

Numbers are limited, if you wish to attend please confirm on 0800-0281576



Coventry and Warwickshire awards finalists and training staff - left to right Jacqui Brennan, Sarah Henry, Martin Middleton, Anne-Marie Bailie and Katie-Marie Bailey

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## Local LSC Awards to date

A big thank you to staff and employers involved in completing nominations for the local Learning and Skills Council Awards. We've had some real success so far and the lucky finalists will be automatically put forward to the National LSC Awards to be held at the Hilton Hotel, Park Lane, London in June. The finalists so far are as follows:

### Coventry and Warwickshire

**Katie-Marie Bailey** (FMA Hairdressing - personal achievement), **Sarah Henry** (NVQ Administration - personal achievement), **Martin Middleton - Category Winner** (E2E - Administration) and **Balvinder Charia** (E2E - Administration) have all reached the final of the Coventry and Warwickshire category.

### Leicestershire

**Abbie Lawson** (AMA Hairdressing) from 'Glitz' Hair Salon in Coleville reached the final of the Leicester awards that was held at Leicester City Football Club.

### Birmingham & Solihull

**Samantha Carhill** (FMA Hairdressing), **Katy Berry** (FMA Hairdressing), and **Jenny Pearsall** (FMA Hairdressing) have all reached the final to be held in Birmingham City Centre at the beginning of April.

# ANY OTHER BUSINESS??

## EMPLOYERS

- Could an additional Modern Apprentice help your business?
- Do you have any new staff in the 16 - 24 age bracket that you'd like to train & develop through the Modern Apprenticeship program?

## LEARNERS

- Would you like to take additional qualifications?
- Do you have a friend or colleague in the 16 - 24 age bracket who would like to do what you're doing **Recommend a friend & we'll give you a £25.00 gift voucher!!!!!!**

*\*Recommend a friend to join our Hairdressing or Beauty programmes in Birmingham & we'll give you £50!!!\**

### In the First Instance Contact:

BARBARA RHIND (hairdressing)  
or VICTORIA SOWER (beauty)  
01162 512343  
**LEICESTER**

LINDA KEARNS  
or VICTORIA SOWER (beauty)  
0121 2365766  
**BIRMINGHAM**

TINA KNIGHTS (hairdressing)  
or VICTORIA SOWER (beauty)  
0800 0281 576  
**COVENTRY & WARWICKSHIRE**

NIGEL ALLEN  
(business administration,  
customer service, management etc.)  
0800 0281 576  
**COVENTRY & WARWICKSHIRE**

# HOET

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RECOGNISING ACHIEVEMENT

WORK BASED LEARNING AND MODERN APPRENTICESHIPS ARE FUNDED BY THE  
LEARNING AND SKILLS COUNCIL