

Safeguarding children and vulnerable adults...

...is a commitment shared by all staff at Heart of England Training and there is a comprehensive plan in place to support continuous improvement in this important area. Recent actions include:

- All HOET staff have achieved a certificate in safeguarding
- Warwickshire safeguarding children board has delivered further training
- All HOET staff wear security ID badges
- The employer health and safety agreement has been updated to include safeguarding and equality and diversity
- We are producing a safeguarding guide for employers, learners and parents

For further information contact safeguarding leads Jan Gibson or Matthew Barry on 0800 0281 576 or email info@hoet.co.uk

We're streets ahead on Functional skills

Functional skills are still in the pilot stage and will not be taken up by many education providers until they become mandatory in September this year; however we've had them up and running for some time already and we were recently one of the first training providers in the UK to be awarded 'direct claims status' (DCS) from City and Guilds. This means that they are sufficiently happy with the quality of our work in this new area to allow us to claim for certification without the need to check our work. The assessor's report indicated that we are demonstrating 'excellent practice'.

Functional skills are practical skills in English & Mathematics and enable learners to deal with practical problems and challenges. They allow individuals to work confidently, effectively and independently in everyday life. For example, they help us recognise good-value deals when making purchases, write an effective application letter, or use the internet.

Functional skills are a key to success. They open doors to learning, to life and to work. These skills are valued by employers and further education and are a platform on which to build other employability skills. Better functional skills can mean a better future – as learners or as employees.

Coventry apprentice set to “cut it” in hairdressing salon



Kate Byrne & Jade Duffy

A Coventry hair salon is aiming to be a cut above the rest with an apprentice employed by a young businesswoman who trained with Heart of England Training.

First Impressions, of Crescent Avenue, Stoke, was established in January 2009 by 21-year-old Kate Byrne.

Salon owner Kate was trained at Heart of England Training herself and took on apprentice hairdresser Jade Duffy from us at the outset of her new business.

Kate said: "Having trained at Heart of England Training myself, I knew the value of Apprenticeships from first-hand experience. I've worked in salons with apprentices before and I knew it was a great way to train employees and invest in them by enabling them to gain qualifications at the same time.

Jade has helped to refurbish the reception area, install new stations, create a pricing structure and enhance the overall image of the salon.

Our customers have welcomed the attention to detail that she provides and this has benefited the business as a result."

Junior apprentice hairdresser Jade Duffy, 17, said: "I found out about Apprenticeships at school and thought it would be a good idea to

work and earn at the same time.

I'm currently studying for my NVQ Level 2 Hairdressing and really enjoying the practical side of it - I don't think I would have done well if all the work had been exam-based. The Apprenticeship itself is great and I'm learning lots of new skills all the time."

Jade said she would definitely recommend other people to take up an Apprenticeship:

"Go for it - the Apprenticeship has given me so much more confidence, not only with cutting hair but in myself as well. It's a great way to learn and earn at the same time."

Heart of England Training delivers Apprenticeships for thousands of people and hundreds of employers across the Midlands.

Sarah Ogden, manager of Heart of England Training's Coventry centre in Market Way, said: "Jade is a fantastic young hairdresser. She is a pleasure to teach with a great attitude to learning new skills. Her Apprenticeship means that she will gain vital practical experience whilst continuing to progress with her qualifications".

Achievers and thanks to employers

Beauty Therapy Advanced Apprenticeship

Vikki Spencer
Donna Robinson
Angela Smith
Tracy Cook
Victoria Lupton
Cassandra Webb
Caroline Hewitt

Business and Administration Advanced apprenticeship

Claire Elizabeth Byard
Pavandeep Dosangh
Graeme Dominy
Carley Ashton

Hairdressing Advanced Apprenticeship

Alison Edlin
Elisha Williams
Chloe Louise Blake
Charlotte Hines
Steph Waugh
Sarah Louise Troughton
Sophie May
Cherelle Cobley
Paula Hendrickson - Kerr
Nikita Louise Barford

Natasha Botterill
Siobhan Fagan
Zoe Lawson
Katie Nicola Archer
Laura Scott
Anna Kowal
Stacey Louise Bailey
Sarah Atkin
Donna Marlow
Natalie West

Management Advanced apprenticeship

Victoria Ann Van Veen
Louise Marie Mitir

Beauty Therapy Apprenticeship

Camellia Stretton
Faye Lynn Joyce
Warner Morris
Shaaista Bheda
Faiza Hassam
Rachael Chambers

Business and Administration Apprenticeship

Richard Limb
Terri-Louise Lennon
Katherine Greer
Rian Wesley Wrighton
Denise Ann Litchfield

Jamie Crinigan
Daniel Kevin Kenneth Orton
Erin Elizabeth Samuel
Sunny Rakhra
Nicole Stachurski
Abbie Linzey-Jones
Carmen Casingena
Ayeisha Andrea Ellis
Alex Elliott
Robert James Harrison

Hairdressing Apprenticeship

Christian Glover
Emma Taylor
Alison Rebecca Tummon
Cassie Maddon
Jenny Begley
Neil Shaw
Kelly Linley
Holly Farrell
Katie Raybould
Stephanie Roxanne James
Tanitia Lee's
Laura Cutbush
LucyGlazzard
StephanieHarris
SophieCurzon
NicoleKelly
SamanthaJohnson
Kirsty Deacon
Demi Hanlon
Lisa Barrett
Kelly Goodacre
Jade Hurford
Chelsei Smith
Charlotte Prince
Samantha Wiggin

Vicki Flood
Shamira Karim
Natalie Campbell
Gemma Wragge
Rachael White

Customer Service Apprenticeship

Letitia McCalla

Thank you to the following employers of this issue's achievers for your support

Remy Beauty
Beauty Works
Pretty Chic
The National Cosmetic & Slimming Centre
The Beauty Manor (Browns)
Inspirations Beauty
Body Glow Tanning Studio
Milward Brown
Whitefriars Houseing - Riley Square
Premier Signs
Trojan Communications
M&G Hair
Pure Indulgence
Classic Cutz
Denise Hair Fashions
Cutting Co
Warwick Hair Lounge
Aesthetics
Reef Hair

Lawrence Anthony-Banbury
Candy Heads
Richardson's
TETE A TETE
Vanita's Hair Studio
Snippers Hair & Solarium Centre
Varsity Pub Warwick
Hair Gallery
CCC - Finance
Abbey Tax
Sohal's Accountant Co.
Brethertons
Signum Corporate Communications
Rapak
WHITEFRIARS HOUSING - park st
Purple Pod
M AND M HAIR
Salon 51
Ruby Red
Scissor Sisters
Shapes Hairstyles
Pattines
Expressions Hair & Beauty
Talulahs
Whites Hair
First Impressions
Millennium Hair Design
Christos
Mack
Wallace Hairdressing
Salon 17
Candy Heads
Fate
Indigo Hair Design
Otisian
Voice

Cash incentive for employers



Advanced apprenticeship (level 3) is the target qualification for anyone wanting to be a truly proficient professional in their chosen field. It expands upon the basic skills of apprenticeship (level 2) and is aimed at those wishing to enter the top level of their profession or go on to become managers.

To support employers in progressing apprentices to advanced level we are offering, for a limited period until July 30th 2010 a **£350 cash incentive***.

This is in addition to meeting the full cost of training.

To take advantage of this offer contact your local recruitment adviser, see back page for details.

*Paid to the employer when the advanced apprentice completes his/her training within targets agreed.

FREE legal advice workshops for employers

Brethertons LLP
SOLICITORS

We are delighted to offer employers the opportunity to attend a range of FREE legal advice practical workshops in partnership with Brethertons Solicitors. Employers have indicated to us that the following topics are of particular interest:

Disciplinary and grievance7th June 2010
Data protection and privacy at work13th September 2010
Staff recruitment, retention and exit17th January 2011
Discrimination and flexible working7th March 2011
Workshop times12.30pm – 2.00pm
Buffet lunch provided

Places will be limited. To book please contact Oliver Roche on 0800 0281 576 or email oliver.roche@hoet.co.uk

JOBS FOR THE BOYS...

Leicester business and administration staff Heidi Deacon and Darren Manning were delighted when two of the learners were personally handed their contracts having been successfully chosen to work at Montpellier Pension Administration Services Ltd.



Cindie Sach hands Jack Jeffries his contract

Senior Manager Cindie Sach visited the centre with the Managing Director of Montpellier Kevin Wells to personally introduce the learners to him and together they welcomed them on board.

Jack Jeffery will be starting in May and will be working in the new business department and Sanjay Patel will start in April and will be working in the existing business department.

Heidi said *“Both learners have been a credit to Heart of England Training and deserve the outcome they have received and I am so happy for them and Darren and Gemma both are too”.*

I gave a personal thank you on behalf of HOET to say thank you for believing and investing in Jack and Sanjay and offering them a fantastic opportunity. I reassured both of them, that they would not be disappointed. Kevin said going forward Montpellier is expanding and other opportunities are likely to arise”.



Cindie Sach hands Sanjay Patel his contract



Jack and Sanjay

PRE APPRENTICESHIP WEEKS

If you're leaving school or college this year and would like a taste of our apprenticeship or E2E programmes then come and try our 'pre-apprenticeship weeks'. You'll be with us for 3-4 exciting days, you'll get to talk to current apprentices, staff and employers to find out exactly what's involved before you make your final choice. If you think it's for you then we'll arrange a start date for you whilst you're with us!

Dates as follows:

RUGBY AND COVENTRY TRAINING CENTRES

Business
Administration/I.C.T. 28th June & 12th July
Hairdressing 28th June & 12th July
Beauty Therapy 5th July & 19th July

LEICESTER TRAINING CENTRE

Business administration/I.C.T.
Hairdressing 28th June & 12th July
Beauty Therapy

BIRMINGHAM TRAINING CENTRES

Hairdressing 28th June & 12th July
Beauty Therapy

See who to contact for your area on the back page or visit www.hoet.co.uk



The Chartered Management Institute (CMI)...

...is very pleased with the standard of work being submitted for verification by Heart of England Training learners. At a recent visit by a verifier from the CMI we were advised that our 95% first time pass rate for Management and Team Leading qualifications is above the National average (currently 75% – 85%).

Management and team leading qualifications are becoming increasingly popular and include complimentary attendance at two day courses covering

- Developing your leadership skills
- Communicating information effectively
- Developing your team
- Planning and allocating work for your team

For more information contact your recruitment adviser, see back page for details.



You've asked for it!

We're always trying to improve and we really appreciate your honest feedback about anything to do with our company from the training services that we offer, our staff, our customer service, resources etc. Here are just some of the actions that we've taken recently from your suggestions...

Hairdressing learners in Coventry have asked for - new harder wearing and better fitting uniforms

We have - introduced tunic style uniforms which will soon be adopted in our Leicester training centre also

Business administration learners at Broadgate in Coventry asked for - new furniture

We have - installed new computer workstations

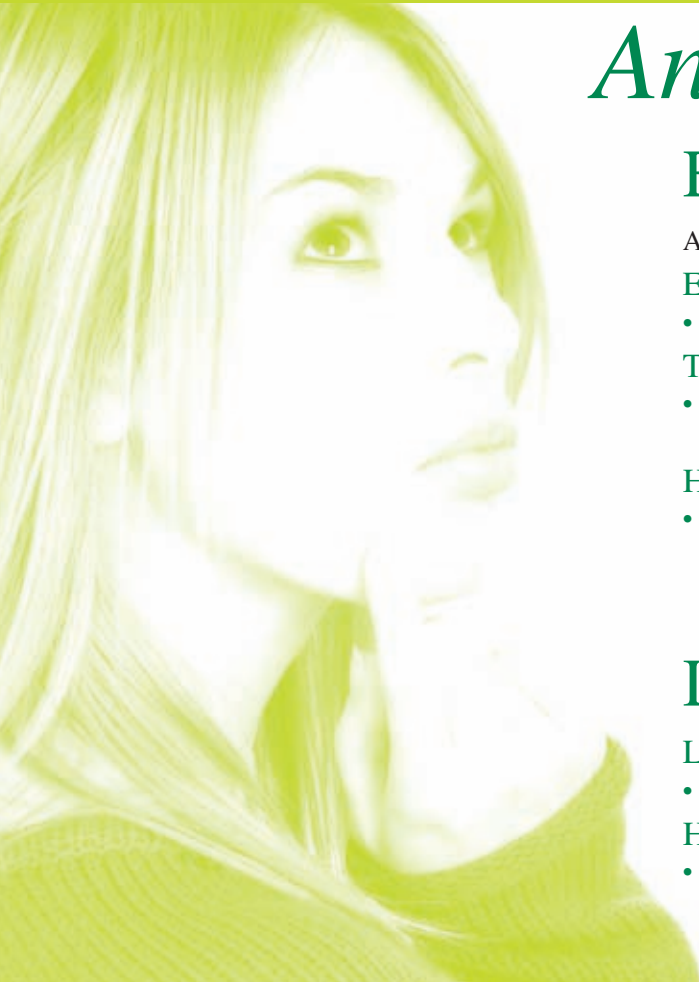
throughout the centre and new chairs

Connexions asked for - Updates on our programmes

We have - organised a series of presentations to be held in all areas

Employers and learners have asked for - a clear means of identifying staff
We have introduced security badges for all our staff

If you would like to feedback on any aspect of Heart of England Training please ask a member of staff for a 'Your Voice' form or email info@hoet.co.uk



Any Other Business?

EMPLOYERS...

Are you making the most of funded training opportunities?

Extra man power....

- Could an Apprentice make a difference to your business?

Training for your current staff....

- Do you have any new staff in the 16 - 24 age bracket that you'd like to train & develop through the Apprenticeship program?

Help another company and earn yourself a bonus....

- Do you know of another company that might be interested in our training? **Recommend them to us and if they use our services we'll give you a £25.00 gift voucher!!!!!!**

LEARNERS...

Learn even more....

- Would you like to take additional qualifications?

Help someone and earn yourself a bonus....

- Do you have a friend or colleague who fits the criteria above? **Recommend them to us and if they start one of our courses we'll give you a £25.00 gift voucher!!!!!!**

TRAINING CENTRE CONTACTS

	HAIRDRESSING	BEAUTY THERAPY	BUSINESS ADMINISTRATION, CUSTOMER SERVICE, IT, MANAGEMENT
RUGBY	Lorraine Wells 01788 544146 07841 604086 lorraine@hoet.co.uk		Lynette Crane 01788 553501 07841 604084 lynette@hoet.co.uk
COVENTRY	Julie Ord 02476 223442 07841 604088 julie@hoet.co.uk		Daisy Evans 02476 630703 07841 604085 daisy.evans@hoet.co.uk
LEICESTER	Cheryl Rolleston 0116 2512 343 07841 604087 cheryl@hoet.co.uk	Kate Scaysbrook 0116 2512 343 07500 083142 Kate.scaysbrook@hoet.co.uk	Darren Manning 0116 2512 343 07500 083141 darren.manning@hoet.co.uk
BIRMINGHAM	Anne Farrell 0121 633 7463 07841 604090 anne.farrell@hoet.co.uk		Contact head office 0800 0281 576 info@hoet.co.uk



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HEART OF ENGLAND TRAINING IS AN EQUAL OPPORTUNITIES EMPLOYER



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