

CHRISTMAS GREETINGS

All the staff at Heart of England Training would like to wish you a very merry Christmas and a prosperous New Year.

We will be closed over the Christmas holiday period from Friday 18th December until Monday 4th January 2010

Safeguarding Children and Vulnerable Adults

is a top priority for us. You will be hearing this terminology a lot more as it replaces 'Child protection'. We've up-dated our policy and procedures to reflect new, more proactive laws introduced this year by the Independent Safeguarding Authority (ISA) and all of our staff are undergoing formal training to qualify in safeguarding. For further information contact safeguarding leads Jan Gibson or Matthew Barry on 0800 0281 576 or email info@hoet.co.uk

Business and Administration apprentices raise money for the homeless

Whitefriars Housing apprentices in Coventry were set the challenge by Howard Farrand, as part of his Chartered Institute of Housing (CIH) presidency charity Homeless International, to construct a portable representation of a slum dwelling at the end of July. The purpose was to raise awareness of the charity and to start off the years fundraising activities.

16 apprentices, worked with the Homeless International team to understand the work of the charity and issues surrounding slums and slum dwellers. They were then split into two teams to come up with an idea for the dwelling and to project plan the task. They then pitched their idea 'dragons den' style to a panel. One idea was chosen for the whole group to take forward to construct and Howard challenged them to spend a night in it for sponsorship.

After much fun, sawing, drilling, stapling and gluing the dwelling was constructed and on Monday 5th October, it was displayed in Priory Place, Coventry, where the apprentices spent the night.



Heart of England Training Apprentices - Emma Eaton (red coat) Alex Elliot, back row on the far right, Sade Hampson (pink cardigan in the centre) and Marsha Mooyoung (front left)

Several of the apprentices gave 'live' radio interviews on BBC Coventry and Warwickshire, throughout the day.

They have managed to raise over £1,000!

Raising Standards with Your Help

Our overall apprenticeship success rates for 2008/09 were a fantastic 79.4% compared to the National average of only 65.7%. We are constantly trying to improve the services that we offer and to do so we need to ask you to be involved. Here's what we have coming up in the next quarter.

Our OFSTED INSPECTION is just around the corner. The quality of the training that we offer is inspected by a team from OFSTED every four years and we are waiting for a date in the near future. They'll obviously want to spend some time with us but a signification focus of the will be on the views and experiences of our learners, employers and partners

Framework for Excellence Surveys for employer views are being carried out at present,

see information on how to have your say.

For our learners the survey is online and is being administered by your trainer/assessors. If you haven't been asked to carry one out yet you can start the survey at <http://www.ipsos-mori.com/learnerviewssurvey/> you'll need to ask your trainer/assessor for your personal reference number to begin.



Finally, we are working towards the Training Quality Standard (TQS). Our recruitment team will be offering an improved service to employers to help them recognise the impact of training on their business and plan for the future.

We'd like to thank you in advance for your involvement in the above and we look forward to working with you in the future.

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Your Experience, Your Say
Make a difference to how we deliver training to employers
1 October 2009 – 31 December 2009
The Framework for Excellence Employer Views Survey
Make a difference to the training delivered by colleges and training providers by sharing your views. It's easy to take part.
You can complete the survey in the following ways – online or automated voice responses are the easiest and quickest methods.

- Go on line to the Framework website <http://www.surveys.com/employerviews> and complete the survey online.
- Call the automated telephone line on 0800 850 0855 and answer the questions directly.
- Complete the paper survey that was sent to you directly by the LSC. During October, Carl's Feed It Contact us on and we can supply additional copies.

This section of the survey is controlled by the Quality Standard process. Please do not provide contact details. Feedback only.

Achievers and thanks to employers

Beauty Therapy Advanced Apprenticeship

Nadia Khan - Barnes
Martha Alice Krajenski
Charmaine Shannon
Bianca Leigh-Anne Hartwell
Natalie Jones
Danielle-Jade Lacey
Abigail Draycott
Hollie Bagshaw

Beauty Therapy Apprenticeship

Deborah Poole
Kirsten Read
Kimberley Priest
Madison Smith
Danielle Harrison
Cherees Robinson
Kate Trevor
Kim Blockley
Kirsty Louise Evans
Keeley Watson
Rosie Demelweek
Natasha Smith
Kirsty Louise Johnson
Constance Naylor
Khalilah Newbhard
Siobhan Dutton

Business Administration Advanced Apprenticeship

Kieron Finnegan
Kerry Amanda Squire
Alan Bamber
Runjit Dhadday
Pauline Ann Griffin

Business Administration Apprenticeship

Dominique Fair
Kyle Micheal
Andrew Brooker
Stacey Allsop
Ian Arthur Rogers

Hannah KayKeningale
Daniel Simmons
Chris Ansell
Kelly Hermes
Amy Harris
Andrew Williams

Hairdressing Advanced Apprenticeship

Louise Ansell
Ashleigh-Louise Connor
Leighann Jones
Rachele Guerriero
Sally Michelle Whitmore
Rebecca Brown
Kylie Marie Leonard
Hannah Eales
Debbie Bryan
Ben Grosvenor
Lauren Hurst
Nikki Bryan
Debbie Prinsep
Kylie Morris
Faith Crutchington
Sarah Johnson
Joanne Dakin
Racheal Frith
Louise Canham
Stelios Joannou
Rebecca Brooks
Rachel Manaton
Katie Grosvenor
Danielle Ashley
Rebecca Howells
Charlotte Shearer
Emma Carpenter
Gareth Martin
Kate Shearer
Sinead Starmore

Hairdressing Apprenticeship

Yasmin Baker
Christie Pickering
James Hewes-Edgar
Hannah Gardner
Jodie Stevens
Emmy Pickering
Jessica Foster
Paige Churchill

Theresa Whittaker
Sophie Elle Anne Walding
Charlee Samantha Kaye
Laurie Dickens
Jade Evans
Simone Dalley
Chloe Iddon
Zarah Snelling
Natasha Schultz
Stacey Moore
Lauren Ball
Emily Walters
Kate Elisabeth Rouse
Hanna Hennessey
Michela Hemming
Finola Shurrock
Hannah Corner
Kathryn Riley
Mary Pick
Leanne Ward
Chedan Clarke
Clare Shannon
Eleanor Bennett
Kimberley Jane Boyce
Emma Bullock
Nadine Jones
Lorraine Bowden
Shona Davidson
Sonya Kay Welsh
Samantha Emily Jayne Owen
Laura Elizabeth Wood
Vicky Tracey
Steven Hannah
Samantha Dixon
Dominique Blackman
Stacey Mackley
Sophie-Eva Wheatley
Nicole Harris
Grace Beaven

Customer Service OCR Advanced Apprenticeship

Michelle Christina Miley
Alexandra Sawyer

Management OCR Advanced Apprenticeship

Claire Louise Oliver
Chantelle Bryan

City & Guilds Level 1 NVQ in Hairdressing

Natalie Bates
Rebecca Bradley
Natasha Williams
Michelle Jacob
Lloren Green

OCR Level 1 NVQ in Business and Administration

Anne-Marie Francis

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

The National Cosmetic & Slimming Centre
City Spa
The Sun Tan Shop
Stylarz
The Tanning Shop
Yates Beauty Salon
Elegence
Heart Of England Training Ltd
Bellezza
Pretty Chic
Trojan Communications
Civic Centre 1
Whitefriars Housing - Park St
Brethertons
Dixons Estate Agents
Partnership Nhs Trust
Crown Mobile
Partnership Trust
The Care Bureau Ltd
Harris Rcs
Ccc - Spire House
Kr Hair
Whites Hair
Hair Design
Denise Hair Fashions
Eden Hair
New Image
Martanne
Martanne Leamington
Salon 17

Changes Red
Simon Paul
Raison D'etre
Sue Davies Hair Company
Essential Hair
Martanne (Dudley)
Absolute Hairdressing Ltd
Headmasters
Paul Joseph
Lanza Hair Design
Dennis Michael
Achillies - Evesham
Yans Hair
Indy Hair
Essentials Toni & Guy
Simon Paul
Richardson's
Heart Of England Training
Martanne (Dudley)
Richardson's
Perfexion
Trix
Lawrence Anthony-Banbury
Echo
Tete A Tete
699
Vivid Hairdressing
Go Banana's
Syer Hair And Beauty
Achille - Banbury
Wright Style
Jeana Louisa's Hair Salon
Zeus
Syer Hair And Beauty
Image One
Aqua Hairdressing
Cutting It
Kennedy's
Macgregors Hairdressers
Heart Of England Training Ltd
Cutting Crew Solihull
Hair For Them
Heart Of England Training - H/B
Reef Hair
Jordan's
Richard Wallace
Hafele UK Ltd
Ccc- Whitley Depot

Employer of the year

Leicester hairdressing trainer/assessor Sheila Payne was delighted when an employer that she nominated for an award won. Sheila said **"Mark, the owner of Cutting Rooms is over**

the moon, I think this is a great achievement for him and our centre and this shows how much we appreciate his support".

The award was presented by Rathbone who manage the Entry 2 Employment contracts in Leicester and was for their support in offering work experience to our learners.



Children in Need 2009

Clockwise: Birmingham beauty learners, Training staff Emma Golby and Vicki Heames being wrapped in cling film by learners, leg waxing in Coventry, Rugby cross-dressing!



CHILDREN IN NEED efforts broke all previous Heart of England Training records this year with a total money raised of over £1100. A wider variety of activities than ever took place in our training centres this year to include - Guessing the amount of sweets in a jar, Pudsey's Scratch Card, Gary's Score Kick, Fancy Dress, Pyjama day, Leg Wax, public cake sale, wrapping staff in cling film and a worrying amount of cross dressing! Well done!



Make your opinions count

The Learning and Skills Council (LSC) have commissioned an independent research agency to set up an online panel representing students in Further Education and work based learning. The panel will provide a way for students to tell education providers and policy makers their opinions on education, thereby helping to shape future government initiatives.

We need you to join! As a reward, in addition to being sent

interesting and relevant questionnaires, you'll also earn high street shopping vouchers for every survey you complete: normally £1 or £2 per survey.

To join or to find out more about The Learner Panel visit www.thelearnerpanel.org.uk or search for us on Facebook. The Learner Panel will be operated by Opinion panel, a fully independent market research agency.



EMPLOYMENT LAW

Our first employment law seminar held on 30th November in Rugby was very successful. Brethertons Solicitors presented on various aspects of the law including minimum wage and contractual responsibilities. Employers attending said that they found the session to be exciting, informative and relevant to their business needs. If you are interested in attending our next seminar early 2010 please register your interest by contacting **Oliver Roche** on 0800 0281 576 or oliver.roche@hoet.co.uk.



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...

Learners asked for – A slimmer version of the HOET folders
 We have – introduced slimmer folders for learners who do a lot of tests online and require less space

Employers asked for – Information on employment law
 We put on a free employment law seminar in partnership with Brethertons Solicitors (see story)

Learners and parents asked for – access to

personal development workshops for all
 We have increased the number of workshops we offer and opened them up to all learners on our programmes. Examples include healthy lifestyles, anger management, driving awareness and many more

Rugby specialised diploma consortium asked for – us top provide lap tops for hairdressing and beauty therapy diploma learners
 We have matched the number of lap tops supplied by the consortium for the centre.



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

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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