

**TRAINING NEWS**

**Customer Service course restores Angie's faith in training**

Rugby based hairdressing salon receptionist Angie Bunton is delighted to have achieved a Customer Service qualification which she says will help her with her work. Angie studied her qualification with Heart of England Training through the new Government funded Train to Gain programme.

Her employer 'Hair Gallery' which is based on the Hillmorton Road have been working with Heart of England Training using the Apprenticeship programme to train their hairdressing staff for several years.

*"Apprenticeships have worked very well for developing our younger staff, so when I heard about the possibility of some training to offer our receptionist Angie I was very interested"* said salon owner Louise Mitir.

41 year old Angie wasn't so keen however. She had left school without any qualifications and has always worked in jobs where qualifications weren't necessary. When she had returned to college more recently to take an evening course she had a bad experience that had put her off training for good.



Lynette Crane, Angie Bunton and Louise Mitir

*"When Lynette Crane from Heart of England Training came to tell me about the NVQ in customer service I was very reluctant at first, but she reassured me that I would get the necessary help and support to make it an enjoyable experience and put my faith back in to training"* said Angie.

Angie had regular visits at work from her trainer/assessor throughout her training and worked on her NVQ both at work and at home, completing the whole qualification in only eight months.

*"This qualification is helping me to be more effective in my*

*job already, I am so pleased to have completed it and the experience was much better than I anticipated. I'm now planning to take further courses"* she said.

**You can find out more about Apprenticeships and Training to Gain courses by visiting [www.hoet.co.uk](http://www.hoet.co.uk) or call Lynette Crane at Heart of England Training on 01788 553501**

**GRADE 'A's ALL ROUND FOR BEAUTY** When the Rugby beauty therapy training centre was inspected by the awarding body external verifier in September they scored grade 'A's in every area of the inspection. Congratulations to Beauty therapy Training Manager Lisa Shepherd, Nikki Dowling and Tiffany Anderson.



**HEART OF ENGLAND TRAINING LTD**  
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 HEART OF ENGLAND TRAINING IS AN EQUAL OPPORTUNITIES EMPLOYER



# NVQ & Apprenticeship Achievers

## Apprenticeship IT

Liam Gilleran

## NVQ IT

Tony Scott  
Elvis Tulja

## Advanced Apprenticeship Beauty Therapy

Maria Beglan  
Charlotte Wood  
Amy Jones  
Emma Thomas  
Danielle Heathcote  
Sian Hames

## Apprenticeship Beauty Therapy

Gemma Southan  
Kylie Burton  
Kelly Tovey  
Stacie Weston  
Aisha Gultasab  
Stephanie Parker  
Laura Richards  
Alysa Freakley  
Jade Hardcastle  
Brooke Mayes  
Aisha Adams  
Shiralee Linney  
Alana Cooke  
Jo Anne Boffin  
Simone Oliver  
Danielle Cutchey  
Husna Bibi  
Kylie Freeman  
Natalie Silvester  
Sabra Bibi  
Julie Harrison  
Sarah Walsh  
Natasha Lloyd  
Sabina Shah  
Jolene Crowther  
Jasmin Wicks  
Vikki Spencer  
Katrina Fountain  
Stacey Woolhead  
Victoria Lowing  
Sinead Killeen  
Ruby Whiteman  
Kirandeep Sandhu  
Kimberly Gordon

## E2E Beauty Therapy

Charmaine Shannon  
Rabail Choudhry

Leigh Goodwin  
Lauren Keep

## Advanced Apprenticeship Business Administration

Chantelle Bryan  
Michelle Keeble  
Clair Thompson  
Clair Simmons  
Nicole Lane  
Seema Modasia  
Lisa Godson  
Gemma Giblin  
Charlotte Daly  
Fiona Burke

## Apprenticeship Administration

Peter Masih  
Natalie Henry  
Kirsty Carroll  
Sarah Smith  
Anthony Nichols  
Arron Thapar  
Leanne Naughton  
Ella Holt  
Terneesha Clarke  
Natalie Windle  
Joanna Merrell

## E2E Business Administration

Zara Maqsood  
Stacey Burrell  
Rebecca Garrard  
Jade Fahey  
Tanya Wray

## NVQ Business Administration

Anita Kendall  
Iwona Prazak  
Runjit Dhadday  
Lorraine Lee  
Christina Jones  
Paul Sawrey

## Advanced Apprenticeship Hairdressing

Kerry Burgoine  
Megan Watts  
Claire Willis  
Debbie Ansell  
Natalie Higgins

## Apprenticeship Hairdressing

Abbey Faulkner  
Kirsty Bennett  
Hannah Seifas  
Tammy King  
Natalie Hamilton  
Emma Wilcox  
Cara Macilwraith  
Donna Marlow  
Sarah Bishop  
Amy Sherlock  
Donna Senior  
Becky Irvine  
Katie Grosvenor  
Sarah Brown

## E2E Hairdressing

Natasha Phedon  
Morwenna Perry

## Advanced Apprenticeship Customer Service

Claire Chitty

## Apprenticeship Customer Service

Lauren Tate

## NVQ Customer Service

Angela Bunton

## 14-16 School NVQ Achievers

Terri Adams  
Bradley Bland  
Danielle Bonnie  
Felicity Dunn  
Siorna Crichton  
Kirsty Gloster  
Lerissa Smith  
Jade Harris  
Felicity Bowser  
Laura Petherick  
Kaytie Rooney  
Terri Carroll  
Adam Heusser  
Cathy Gradwell  
Karis Parsons

## NVQ Hairdressing

Emma Dixon  
Gillian Doveton  
Corrina Hutchins

## NVQ Team Leading

Lee-Ann Toal

*Well Done to  
everyone!*

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

**Warwickshire County Council**  
**Hafele Uk Ltd**  
**Whitefriars Housing Association**  
**Achillies**  
**Chacombe Park**  
**Scruples Hair Design**  
**Maxine Morgan**  
**Heads of Colehill**  
**Revival**  
**Toni and Guy**  
**Wallace Hairdressing**  
**Remy Hair Salon**  
**Lisa Collins**  
**Colin Dumphy Hairdressing**  
**Whites Hair**  
**Bluntz**  
**Salon 53**  
**Head Candy**  
**Indy Hair**  
**Hair Company**  
**Headmasters**  
**Hair Design**  
**Brookes Restaurant**  
**Wire 'E'**  
**Ultimate Treat**  
**Visible Changes**  
**Amber Contemporary**  
**Tesco Extra**  
**Yates Beauty Salon**  
**Coventry City Council -**  
**Whitley Depot**  
**Environmental Services Policy**  
**Team**  
**City Services**  
**Tax Fraud Unit**  
  
**Woodway Park School**  
**Heart of England Training**  
**Sure Start - Coventry**  
**Brethertons Solicitors**  
**Touchstone Financial Services**  
**Hair Gallery**  
**Labour Ready**

## Keith's big bike ride

Congratulations to Salon Manager Keith Millard from Lawrence Anthony in Oxford who has cycled a gruelling 874 miles from Lands End to John O'Groats to raise money to help pay for an operation for his godson Connor Rose who has cerebral palsy. If you would like to find out more or sponsor Keith you can visit [www.cycleforconnor.zoomshare.com/1.html](http://www.cycleforconnor.zoomshare.com/1.html)



## 2006 - 2007, A record year for achievement & progression!!

It's been a great year [August 2006 - August 2007] for achievement and progression with 76% of apprentices in Coventry and Warwickshire achieving, 69% in Birmingham and Solihull and 65% in Leicestershire. Progression to a positive destination [job, apprenticeship or college] from our Entry 2 Employment programmes stands at 71% and achievement of 19+ Train to Gain programmes was a fantastic 100%!

National and regional averages for all these programmes are much, much lower!!

## Staff News

GOOD LUCK AND BEST WISHES TO **CAROL KELLEHER** - business administration training manager who is leaving us on 5th October to spend more time with her family after 7 years with the company. *"Carol has been a key figure in the development of Heart of England Training and she will be missed"* said Jill Gibson - Managing Director.



Carol Kelleher and Jill Gibson

## NEW STAFF



Natalie and Anne Marie

Welcome to Coventry and Warwickshire based Business Administration Trainer/Assessor **Anne Marie Davies**, Coventry 14-16 Business Administration Trainer/Assessor **Natalie Windle**, Leicester Beauty Therapy Trainer/Assessor **Rachel Elliot Jones**, and Beauty Therapy Assistants - **Aisha Gultasab**, **Sajeeda Sumra** and **Jessic Riely**. Birmingham Hairdressing Trainer/Assessor **Joanne Scott** and Birmingham Hairdressing Assistant **Victoria Bache**.

## NEW ROLES

**CONGRATULATIONS TO -**

**Sarah Meddings** in her new role as Coventry Hairdressing Training Centre Manager and **Samantha Davies** as E2E Trainer/ Assessor in Leicester.

## WEDDING NEWS

Congratulations to Leicester Recruitment Advisor **Sarah and James Cartwright** who were married in Quorn, Leicestershire and blessed with a rare, warm, dry and sunny day on 26th August. Sarah would like to thank everybody who contributed toward their wedding gift.



Sarah and James

And to Rainsbrook YPDT based Beauty Therapy Trainer/Assessor **Amanda Bodycote** - formerly Short and Leicester Beauty Therapy Trainer/Assessor - **Rachel Elliot Jones** formerly Rachel Elliot.

## EMPLOYER FOCUS

### Ex Apprentice means business!

A Leicestershire hair stylist has completed her apprenticeship, worked her way up to being a senior stylist, opened her own salon and employed an apprentice of her own.....and she's still only 21!!



Broughton Astley based Zoe Tacy opened 'Zoe's Hair Studio' in May this year after serving her apprenticeship at a Lutterworth salon whilst training in our Rugby training centre.

Zoe set her sights on a career in hairdressing after trying her hand at it on a work experience placement when she was at school. *"I enjoyed it and from there, I got myself a Saturday job in a salon and never looked back; when the opportunity to go it alone came up I grabbed it with both hands"* said Zoe.

*"My apprenticeship was fantastic, it not only taught me the practical side of hairdressing but also how to work as a team member and ultimately how to run a business"* she added.

Zoe's apprentice Adele Buncher is following in her footsteps and quickly building up a client base of her own. Zoe said *"We work well as a team and if there are decisions to be made we make them together"*.

Future plans for Zoe include growing the business and investing in further apprentices.

*We wish her the best of luck!*

## We've been out and about



We've been out and about loads over the summer period on a range of exciting trips and experiences with our learners. Beauty Therapy Apprentices from Birmingham were invited to visit the Petit Spa at the Malmasion Hotel. Trainer/Assessor - Sally James said *"The apprentices got a real insight into what working in a spa would be like. The manager showed us around and explained how the day to day running of the spa works and what is expected of their therapists. They came away inspired and full of enthusiasm"*.



Meanwhile Entry 2 Employment learners have been working together to organise and participate in a rounders match between Coventry and Rugby held in the Coventry Memorial Park in August *"I think that the Coventry team won overall, it was a great day all round"* said Rugby Training Centre Manager Caroline Milo.

E2E co-ordinator - Jan Gibson has a programme of fun and motivational activities lined up for the year including canoeing, Fire Station trips, orienteering, driving talks, self defence, drugs and sexual health talks.

## You've asked for it!

**Learners asked for - A solution to having to keep two folders [NVQ and Key Skills]**

**We have - Introduced new, wider HOET portfolios which will hold both qualifications**

**Learners asked for - New equipment and a smarter training centre in Coventry business administration**

**We have - Decorated the training centre and furnished it with new tables and chairs**

**Employers asked for - Online and computerised training technology**

**We are - introducing a new 'E-portfolio' learning system which will enable the majority of NVQ qualifications in business administration, customer service, team leading and I.T. to be delivered on-line. In hairdressing we are piloting a new evidence collecting system called 'Gola', this will assist in the delivery of work based NVQs in hairdressing making the process more efficient and faster.**

## EVENING BEAUTY THERAPY COURSES...

Victoria Sower is offering a range of City and Guilds approved beauty therapy courses at Heart of England Training Centres in Rugby and Coventry over the coming months. If you're interested in learning about Facials, massage, manicure and waxing you can contact Victoria on 07805 136792 or email [Victoria@hoet.co.uk](mailto:Victoria@hoet.co.uk)

## Time for a career change?

We have a vacancy for a part time beauty therapy trainer/assessor based at our Rugby Training Centre. If you are a beauty professional with over 5 years experience and fancy passing your skills and knowledge on to others contact Lisa Sheperd Beauty Therapy Training Manager on 01788 820132 or email [lisa@hoet.co.uk](mailto:lisa@hoet.co.uk)

## 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?
- Do you have any staff aged over 19 who haven't already achieved an NVQ level 2 or equivalent (5 GCSEs at grade A-C) who would benefit from taking an NVQ delivered in your workplace?

### *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!!!!!!**

### *If so Contact...*

Sarah Fallows (hairdressing and beauty)  
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LEICESTER

Judy Cooper (Hairdressing and beauty)  
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COVENTRY

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