



Welcome

Welcome to the first edition of BHTS News, which we hope you will enjoy and find of interest. We plan to publish this newsletter every other month with its focus alternating between employers and students. Our aim is to use this publication to promote employer engagement and celebrate the success of our learners. If you have any comments or would like to contribute a success story for our next edition please contact us.

What is Train to Gain?

For any business to be successful it needs to compete and get ahead of its competitors. Train to Gain can help your business improve its productivity and competitiveness by ensuring that your employees have the right skills to do their job.

BHTS can help your employees develop their skills in a wide range of areas including customer service, visual merchandising, retailing skills, IT, health care, business administration, cleaning and hospitality.

Free training is available to help employees gain their first level 2 qualification and Skills for Life qualification in numeracy and literacy, and a wage compensation is available for companies with less than 50 employees.

If you would like to find out more about Train to Gain and how it could help your business grow, contact Steve Trevethick on 01288 354083 to arrange a meeting.

workforce solutions
NORTH DEVON COLLEGE



Go Green in 2008

Have you considered how green and sustainable your business really is or thought about your carbon footprint? These are some of the questions asked in a new qualification entitled 'Sustainable Development'. This course looks at why it is important for us as business owners and as employees to think about adopting a more sustainable work / life environment. The course is suitable for anyone interested in promoting sustainable development either in the home, school, community or workplace and is FREE if you enrol before the 31st January 2008.



Now that's Customer Service

WROES
EVERYTHING FOR LIFE

Students from BHTS recently visited Wroes as part of their NVQ training in Customer Service, to witness best practice in action. The Manager, Jo Lewis, was at hand to answer the many questions that the students had as they observed staff from the different departments demonstrating excellent customer care. Angie Youngs, BHTS Trainer/Assessor, said "The students found the whole experience a great benefit as it enabled them to link the theory learnt in class to the practice seen on the shop floor." By the end of the visit, the comments from the students were very positive and they were keen to find work placements so that they could try out some of the new customer service skills they had seen. BHTS would like to thank the management and staff at Wroes for their time, and for allowing the students to witness customer service first hand.

BHTS 2008 Course Directory

In addition to our existing range of courses we have the following new programmes:

- Managing Diversity (Level 3)
- Palliative Care (Level 3)
- Understanding & Prevention of MRSA (Level 2)
- NVQ 2 in Team Leading

Ring 01288 354083 for your copy or go online at www.ndevon.ac.uk and click on Employers

In this Edition:

► 1

Welcome
What is Train to Gain?
Now that's Customer Service
BHTS 2008 Course Directory
Go Green in 2008

► 2

Putting the Customer First
'An Outstanding Section'
Learning Agreement
Short Courses

The Team:

Sandra Holmes
Bude & Holsworthy Area
Manager

Steve Trevethick
Business Development Manager

Jane Rouse
14-19 Leader - Holsworthy
Skills Centre

Beverley Fuller
Distance Learning Team Leader

Allison Leverton
Personal Tutor / Placement
Co-ordinator

Barbara Brown
Penni Charterers
Alison Cleave
Selina Davey
Liz Davies
Kevin Dixon
Sue Hartopp
Natalie Jones
Richard Leonard
Mary Mayhall
Mary McBrinn
Jean Moor
Steve Piggott
Denise Seaton
Lucy Taylor
Ted Venn
Jim Watling
John Wood
Angie Youngs
Trainers/Assessors

Yvonne West
Administration Co-ordinator

Carol Wint
Tina Elderfield
Abbie Seaton
Administrators

Putting the Customer First

In 2007 North Devon College's dedication to customer care was recognised with the presentation of a Customer First Award. This award recognises that Workforce Solutions, the business development face of the College, delivers a quality service to its customers. BHTS played a key role in the process and was commended on its procedures in raising standards and putting the customer first.



'An Outstanding Section'

When BHTS was inspected by an internal team of College inspectors in 2006, we were judged as being a Grade 2 Section, with many outstanding features. Since then the College has undergone an OFSTED inspection, and was graded as a Grade 1 outstanding College.

We at BHTS have worked to address the few weak areas over the last 18 months, and our most recent Self Assessment Report, which relates to 2006 - 2007, shows that we are now an Outstanding Grade 1 Section. We are seen to be particularly strong in employer engagement, responsiveness, and delivering work-based programmes which are valued in the industry.

Most of our employers are SME's or micro-businesses, and although the introduction of fees has been difficult for some of our smaller employers, the opportunities which are available through Train to Gain and other funding initiatives help us to continue to support our employers wherever possible.

Our staff work flexibly to ensure that training causes minimal disruption to work commitments, and 38% of teaching and learning to adults was graded **outstanding** in 06 - 07. NVQ's and VRQ's delivered through blended learning are particularly impressive with an overall success rate of over 82% across all qualifications, and 80% of our apprentices achieved their NVQ, Technical Certificate and key skills.

The Holsworthy Skills Centre is also proving to be very successful in helping young people in their transition from School to College or employment, and is steadily growing in student numbers, and the range of courses available. Undoubtedly 2008 will present new challenges, but we are confident that we will continue to grow and find new methods of meeting the needs of the local community and employers.

Learning Agreement

Connexions Cornwall and Devon Ltd

Do you have **any 16 or 17 year old employees** not doing any accredited training?

Want to improve the **productivity, skills and motivation** of your young employees?

Want to increase the **competitiveness** of your company and invest in **upskilling** your young workforce?

Free and flexible training with **£250** bonus for your employee and your business (De Minimus rules apply).

INTERESTED?

For more information contact **Steve Trevethick** on **01288 354083** or your local Connexions Learning Agreement Broker.

North Cornwall: 01208 265544
North Devon: 01271 325153
Plymouth: 01752 207700

www.connexions-cd.org.uk

Emergency First Aid (1 Day) **SHORT COURSES**

15th January 2008
9:00 to 4:30
£40 per delegate

Award in Food Safety in Catering (1 Day)

4th February 2008
9:00 to 5:00
£50 per delegate

Award in Supervising Food Safety in Catering (4 Day)

7th February 2008
8th February 2008
14th February 2008
15th February 2008
9:00 to 5:00
£200 per delegate

First Aid at Work (4 Day)

24th February 2008
25th February 2008
3rd March 2008
4th March 2008
9:00 to 5:00
£130 per delegate



Book Now!
01288
354083

CALL AND ASK TO SPEAK TO YVONNE

