



Training
for
today

Inform

Spring 2010 Edition

First to Achieve the Training Quality Standard

Following an assessment visit from the Training Quality Standard (TQS) team on 27th January 2010 the Training for today team were delighted to hear that they had not only been successful in achieving this high quality standard but were also the first training provider in the area to be certificated! The Tft team has been working extremely hard towards the achievement of the Training Quality Standard over the last twelve months which is only awarded to those providers who are able to prove that their service is of a very high standard and are successful in providing a positive impact on an employers organisation. Well done to all the staff at Training for today who work hard on a daily basis to meet the needs of employers and provide a seamless service from initial contact through to service delivery and many thanks to the employers who took part in the survey carried out by the TQS assessment team, your feedback is always greatly valued!

TRAINING
QUALITY
STANDARD

The Training Quality Standard is a robust tool, developed through comprehensive research and testing on:

- employers' priorities and expectations in sourcing training
- an understanding of how good training providers meet those priorities and expectations
- good practice in assessing organisations' capability and performance

The Training Quality Standard is concerned with quality, impact and continuous improvement. Quality and impact are seen as employers see them, in terms of how much and how well training contributes to their business and training goals, through:

- responsive service delivery
- focusing on business needs
- development and deployment of expertise
- continuous improvement and learning

Further details on the Training Quality Standard's framework can be found at www.trainingqualitystandard.co.uk.

Staff Achievements

Well done to:

Aaron Hargreaves – Level 2 award in Food Safety in Catering
Brenda Levay – Certificate in Basic Manicure and V1 (Internal Verification)
David Tickle – Level 2 Award in Food Safety in Catering
Elizabeth Crowley – Level 2 NVQ in Business Administration
Katie Hoyle – Level 2 Certificate in Customer Service
Kerriane Graham - Level 3 Certificate in Customer Service
Richard Heys – Level 2 Certificate in Adult Numeracy
Linda Shimmin – Certificate in Basic Manicure
Lorraine Atherton – Level 2 Certificate in Adult Numeracy
Louise Ashford – Certificate in Basic Manicure
Marie De Jager - ECDL (European Computer Driving Licence)
Natalie Delsol – Level 2 NVQ in Business Administration

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Adult Learners Week

15th May 2010 - 21st May 2010

Training for today is celebrating the achievements of its learners during Adult Learners Week by holding a Certificate of Achievement Ceremony on Tuesday 18th May 2010 followed by an Open Evening. Learners over the age of sixteen who have achieved qualifications with Tft between 1st January and 31st March 2010 will be invited to attend the Certificate of Achievement Ceremony to celebrate their success, receive their certificate(s) and socialise with other like minded learners.

Tft will then open its doors to the general public between 4.00pm – 8.00pm for an Open Evening to showcase its facilities and resources and provide visitors with the opportunity to speak to members of staff regarding career and training options.

For further information please contact **Rebecca Smyth**, Junior Marketing Assistant on **01204 439900** or email rebecca.smyth@trainingfortoday.co.uk.

**Training for today
Open Evening
18th May 2010 4-8pm**

Retail Apprenticeship is Second 2 None!

Richard Davis (Rick) is currently undertaking a retail apprenticeship in the furniture store 'Second 2 None' where he has worked for the last six years. Rick was first employed at Second 2 None which is located on Higher Market Street in Farnworth, when he was fourteen years of age and worked on Saturdays to make some extra money. When Rick left school he became a full time employee at Second 2 None and managed to get in touch with Training for today through the Connexions service. Rick enquired about the customer service apprenticeship and soon started working towards this at the age of sixteen, on completion of this apprenticeship Rick decided to start working towards the retail apprenticeship to broaden his skills. Rick has almost completed his retail apprenticeship and sees great value in the apprenticeship programmes and the training they have provided commenting that "The apprenticeships have helped me by building my confidence with customers. The customer service apprenticeship has shown me different ways that I can help customers to get what they want and make sure that they leave the store happy. The retail apprenticeship has been more focussed on the other side of my work such as taking orders, unloading deliveries of furniture to the store, delivering furniture to customer's homes and stock check so I think I have gained lots from the training I have had because both apprenticeships have covered my entire job role at Second 2 None".

Managers Ian Dawson and Dave Mort commented that "Both apprenticeships have been really worthwhile, Rick has increased in confidence and can now be left to run the place on his own if necessary. The next step for Rick is to give him more responsibility like placing furniture orders." When asked whether other employers should consider the retail apprenticeship Ian replied "This is a programme that employers don't always think about but more people should definitely get involved, we are looking into the level 3 apprenticeship for Rick because he will soon be getting more responsibility".

When asked what advice Rick would give to someone who was thinking of applying for the retail apprenticeship he said "Just go for it, when you first start don't think that its not for you, its not as hard as you think and it can build up your skills making you work better".

To find out more about how Retail Apprenticeships can help you contact Jane Davenport, Business Development Team Leader on **01204 439900** or email jane.davenport@trainingfortoday.co.uk.

Second 2 None

Furniture Store
79 Higher Market St
Farnworth
Bolton
Lancashire
BL4 8HQ



Apprenticeship Event

Mayor supports Tft's Aimhigher Apprenticeship Event

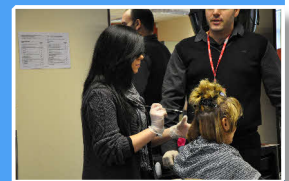
Training for today organised an event based on Young Apprenticeship, Apprenticeship, Diploma and GM Power learners accessing a range of Master classes, information, advice and guidance regarding career and/or progression opportunities.

The activity took place on Friday 5th February 2010 between 10am – 2.30pm at Training for today's Head Office in Bolton.

The activities during the day varied for the differing age groups and sectors. All learners attended an Aimhigher presentation at the start of the day and then split into their relevant sector subject areas for Master Class delivery. Sessions that took place included:

- a basic cut master class delivered by Habia the sector skills council for Hair and Beauty
- an advanced colour and cut master class delivered by Habia the sector skills council for Hair and Beauty
- a barbering master class demonstrating the differing styles and shaves delivered by Jameel, a barbering employer
- a first aid master class (simulation of an emergency) delivered by the health and social care team
- an IT master class, creating pod casts for example 'my experiences of the Young Apprenticeship' supported by the IT team at Training for today
- a motivational master class
- Guest speaker appearance from Ros Birch, University of Bolton and ambassadors
- Certificate presentation and input from the Mayor and Mayoress of Bolton

The above activities provided learners with a fun packed and informative day combined with relevant information, advice and guidance from Aimhigher and Training for today to encourage and motivate them to seriously consider the variety of options available to them. Learners received relevant information to allow them to make informed future career/training choices.



Professional Customer Service

Many employers have been extremely satisfied with the short courses provided for their staff by Training for today.

Who is it for?

For customer facing frontline and support staff, whose actions can have a significant impact on their company's reputation and success.

What is it about?

The customer service short course is designed specifically to meet employers' needs and provides a foundation for understanding the principles, attitudes and skills essential for delivering an excellent customer service experience. Courses can be delivered over any length of time with most employers opting for one full day. Course delivery frameworks selected by employers may include:

- Meeting and exceeding customers' expectations
- The service balance: competence and care
- Building customer relationships and loyalty
- The internal customer service links
- Projecting a professional image face-to-face, on the phone and e-mail
- Customer service behavioural styles and their consequences
- Handling complaints
- Best practice for saying 'no' constructively, and giving bad news

For further information please contact **Joanne McClarence**, Business Development Manager on **01204 439900** or email joanne.mcclarence@trainingfortoday.co.uk.

New Year - New Training Centre

Training for today has expanded the company to include another training centre based in Atherton. The centre located at Unit 4, Linstock Trading Estate, Wigan Road, Atherton has been open since February 2010 and is currently the delivery centre for entry to employment provision in the local area. Training for today has plans to modify the internal features of the centre to allow for additional delivery to take place and has high hopes for its potential in providing a base for further training and meet the needs of learners and employers.

If you require any further information please contact Jane Davenport, Business Development team leader on 01204 439900 or email jane.davenport@trainingfortoday.co.uk. Further developments will be included in future Inform newsletters.



New Capital Build

A new and exciting transformation will be taking place at Training for today this year due to the company's success in securing funds from the Learning and Skills Council to support the expansion of the training centre facilities at its Head Office Centre in Bolton.

Plans are in place to create additional teaching and staffing areas to support the company as it grows, a car park area for visitors will also be developed for ease of access. New areas will include:

- an entrance to the centre via Fletcher Street with a new reception area;
- a Hair and Beauty facility including a new hairdressing salon, beauty salon, spa and classroom;
- an employer facing Business Development unit and
- additional staffing areas to facilitate growing staff numbers at the centre.

Building work will commence in May 2010 with an expected period of 6/7 months before completion. The building work taking place will be contained within a separate area of the building and will not impact on any of the current training services and delivery.

This new build will transform the external features of the building and provide Training for today will additional facilities to continue to meet the needs of schools, learners and employers as provision continues to move forward and grow.

We hope that Training for today's learners, employers and partners will be as excited by the project as we are! All future developments and updates will be included in following editions of the Inform newsletter.

Equality & Diversity News

Full-body scanners at airports may be illegal.

Britain's equality watchdog has warned that full-body scanners, brought in at airports to help catch terrorists, may be illegal. A full report can be found in the Equality and Human Rights News, January 2010, Issue 19



Hot Seat

Name Susan Gilmour.

Job title Business Tutor/Assessor.

Time at Training for today 2 Years 7 Months.

Family Husband Eddy, two daughters Lisa and Sara, two granddaughters, one grandson and our black cat Zac.

Nicknames Curly Sue



Describe an average day at work

Out and about visiting different businesses, meeting work based learners, assessing them for their NVQ qualification in Customer Service.

Describe yourself in three words

Friendly, helpful and approachable.

Describe your ideal holiday Chilling out on a beach somewhere hot or spending time in Canada with my Grandchildren.

Ideal evening in or out? A good Caberet venue with food and entertainment and good disco for dancing!

Favourite meal Roast dinner.

Favourite quote Never put off till tomorrow what you can do today. *Thomas Jefferson.*

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