

**December 2017**



# Winter Newsletter

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01482 611896

[www.chambertraining.com](http://www.chambertraining.com)



**We would like to wish all of our learners,  
employers and partners ..**

**A Very Merry Christmas  
and a Happy New Year**

**34-38 Beverley Road  
Hull, HU3 1YE**

**SALON  
APPRENTICE**  
★

# Sophie's '9 Year' Learner Journey

Sophie is a very bubbly, outgoing, well liked young lady dedicated to her job. Sophie started work at Willersley House from leaving college in April 2006 and started as a care assistant progressing in her job role to senior carer and then to her latest promotion to assistant manager. Sophie has progressed through her training over the last 9 years with Chamber Training Humber Limited, showing determination and commitment to expanding her knowledge. Sophie has achieved the following qualifications with us so far:

- Level 2 Apprenticeship in Health and Social Care (Completed 2007)
- Level 3 Apprenticeship in Health and Social Care (Completed 2011)
- Level 2 Apprenticeship in Team Leading (Completed 2015)
- Level 5 Higher Level Apprenticeship in Care Leadership and Management (Completed 2017)



Sophie Moody pictured above on the (right) with her Assessor Linda Parker (left).

# Clara Climbs the Care Ladder

I have worked at Bluebell House Residential Care Home since 2012. I started as a carer but as time went on I knew I wanted to learn more and work my way up. I did my NVQ Level 3 to help me with becoming a senior carer so that I could gain more knowledge in my role. My appraisal was due so I decided to take the opportunity to discuss with my manager about progressing onto the Level 5 Higher Level Apprenticeship in Care Leadership and Management as I wanted to progress further either with Bluebell or somewhere else. My manager Jane immediately rang Chamber Training and put me in contact with Linda Parker who became my tutor.



Clara Newmarch pictured above on the (left) presenting her Assessor Linda Parker (right) with a special thank you.

I didn't have much confidence within myself at times, but the qualification and my tutor have helped me gain strength and become a more confident person. I have grown stronger and am now able to deal with any issue that may arise. I have completed my Level 5 with the support of a good management team within my workplace.

There have been many times when I have been stuck on something and haven't always understood the terminology and the management team have been there to help and I knew that I could always count on the support of Linda on the end of a phone if ever I needed her to explain it in words that I would understand.

With the support of everyone I achieved my qualification in August 2017.

***"I would tell anyone and everyone if they would like to progress in their career and learn with a wonderful team behind them use Chamber Training .. the staff are so friendly and what a great team"..***

***Thank You All***

# Linda Says Goodbye .. Farewell to Care Team Manager

I have worked at Chamber Training Humber Limited for the last 16 years 10 months. I joined Chamber Training in 2001 on secondment to start delivering training in the Health and Social Care sector. Initially this was for a year, who knew that it would work so well! This then led to an offer of a permanent position to set up and lead the care team in delivering NVQs and apprenticeships. Guess what, 16 years later I am still here!

I have certainly had my work cut out for me over the years, with all the changes required in the delivery of various qualifications and funding requirements. The various inspections, audits we have had to adhere to and passed. During my time here I have met a variety of characters in my role as Assessor/Tutor/Internal Verifier and Manager of the care team. This includes all the learners I have met over the years who have put in lots of hard work to achieve their chosen qualifications. I have built up good working relationships with colleagues in my workplace and employers in the various businesses I have had the pleasure of delivering training to.

***"I would like to say a BIG thank you to all my staff in the care team who have worked alongside me, to ensure that all the employers we work with are provided with not only the correct information, but delivery of qualifications to the highest standard. I couldn't have done it without you, your hard work is much appreciated".***

For those of you that have got to know me over the years know I don't like blowing my own trumpet and I don't like to be centre of attention, but I'm not adverse to donning a costume at Christmas and prancing around the office as a Santa, Elf and last year a Christmas tree and this year?... Well you will all have to wait and see!

***"I would just like to end and say, that I have enjoyed my time at Chamber Training and I will miss everyone including the laughter in the office, but it's now time for a change, whatever that may be!"***

**Linda Parker**

***We would like to thank ...***

***Everyone will be sad to see Linda move onto pastures new but we would like to wish her the very best for her future and thank her for all her hard work and dedication over the years to Chamber Training. Linda has dedicated a huge part of her working life to training and development in the care sector and has supported hundreds of individuals in improving their own career progression. Linda will be sorely missed by employers and colleagues alike but definitely deserves to spend some time on herself.***

***Rachel Mendham (Head of Training)***



Linda Parker (above left) 'donning' her Christmas Tree outfit last year along with Rachel Mendham our Head of Training

# Halloween Hair Showcase Competition

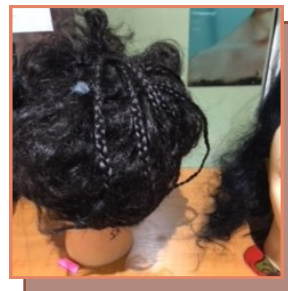
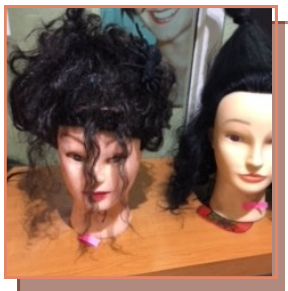
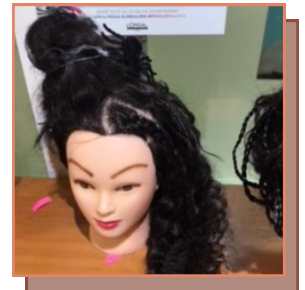
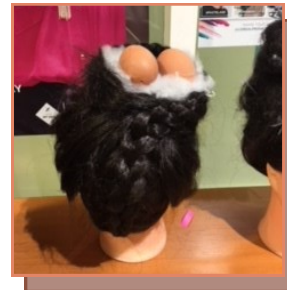
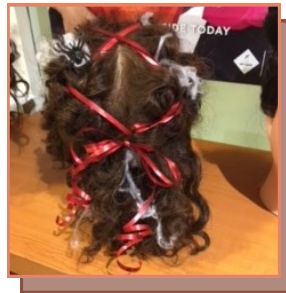
Due to the practical nature of the hairdressing qualification our hairdressing apprentices enjoy a variety of tasks during their college days at Salon Apprentice. For Halloween they were entered into an in-house competition to create and showcase the best Halloween hairstyle.

Everyone put in a lot of effort and created some great hairstyles however, there could only be one winner .. ***“So we would like to say congratulations and a massive well done to Amber Bailey who won the competition for best Halloween hairstyle”.***

***Full showcase below of all entries***

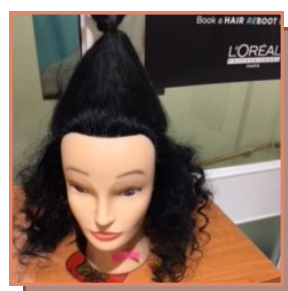
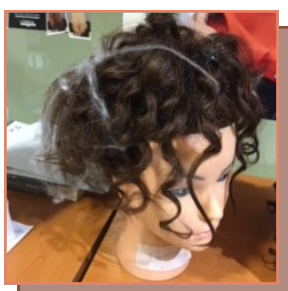


***Amber Bailey Apprentice at Hair Place pictured above with her winning Halloween Showpiece and prize***



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# From 'No Idea' to 'Promoting Ideas'

## Jack Finds Himself in Marketing

Back in 2015 I was sitting in college without the faintest idea what career path I wanted to take. I decided to have a look at the apprenticeship route with Chamber Training. Upon application everything went so smoothly and Carol, the Recruitment Co-ordinator at Chamber Training, really helped me with things such as interview techniques and CV writing. Soon after my interview/assessment appointment I had my first interview at Hull and East Yorkshire Mind. I was made to feel so relaxed before my interview and it must have paid off as I got the job as Administration Assistant Apprentice!

Throughout the year I had regular visits from Les, my Assessor, which enabled me to learn even more whilst in a work environment. The units really helped me to explore different areas of administration. I really felt that I fitted into the team at Hull and East Yorkshire Mind. The support from the staff and the support from Chamber Training really helped me grow as a person.

What was really amazing is that when my apprenticeship was due to end the leadership team at Mind had agreed to extend my contract and offer me a permanent position as Administration Assistant.

***I really felt I fitted into such an amazing organisation – so much so that they nominated me for a National Apprenticeship Award for my contribution to the organisation.***

There was, as you can imagine, a lot of competition and unfortunately I did not get through to the next round, but I was more than happy to be nominated.

I then decided to progress and develop my skills further by doing my Level 3 (Advanced Apprenticeship) with Chamber Training. Once again the support was amazing. Karen, my assessor, really did help! Soon after signing up to my Level 3 – Hull and East Yorkshire Mind gave me yet another great opportunity – to work in their marketing department. This isn't something I would have ever thought of doing but the support they gave me and the resources really made me enjoy the new role. Karen offered to change my units to fit around marketing so even with the new role I was still getting amazing support from both parties.

***“Two and half years have passed now and I am still loving every minute of my time at Hull and East Yorkshire Mind and that is all down to the guidance and support from Chamber Training”.***



**Jack Moore Apprentice at Hull & East Yorkshire Mind**

*Probably my happiest photo!*

*My @CTHLTraining success story up at their offices - Apprenticeships are the way forward guys! #ProudMoment*

# Apprentice Updates

The Chancellor announced in his budget that the national minimum wage for apprentices will rise again in April 2018, from £3.50 to £3.70 per hour ... This applies to all new and existing apprentices

## NUS Apprentice Extra Card

Over 140 UK discounts for Apprentices

Apprentices can save on over 140 top brands with Apprentice extra—discount card from the National Union of Students (NUS)

For only £11 apprentices receive a whole year of discounts for Beauty, Entertainment, Fashion, Health and Fitness, Music and Technology, Eating Out, Supermarkets and more, from leading high street retailers including Amazon, Pizza Express, 16-25 Railcard and many more ...

Apply using the following link:  
<https://cards.nusextra.co.uk/>

## EYMS GOCARD

The ONLY discount card for apprentices  
Over 140 UK discounts

Save on travel <b>12% off</b> a 1 year 16-25 Railcard	Save on food <b>25% off</b> online	Save on going out <b>10% off</b> NEW LOOK
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Only £11 for 12 months **BUY NOW**



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£££'S

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Simply apply for a card, top it up with credit, then use it to pay for your single and return fares on the bus – with 20% off! When your credit is running low, simply top up your card on any of EYMS buses. Apply online: [www.eyms.co.uk](http://www.eyms.co.uk)

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# RAC & IOR National Student of the Year Awards

Michael Smith and his employer Dale Smith Refrigeration were extremely proud that he was shortlisted as one of the top ten finalists in the **RAC National Student of the Year** category for the **Cooling Industry Awards 2017**.

The Student Awards have now been held for more than 20 years and are designed to recognise excellence and reward for some of the most hard-working, dedicated and promising up and coming individuals.

Finalists have the opportunity to take the lead in shaping the industry through getting involved in the Young Engineers' Network where they can experience innovative learning activities and platforms to assist with their career progression.

Michael is a hard working, enthusiastic apprentice who shows lots of potential with a bright future ahead of him as a highly skilled engineer.

**Congratulations Michael!**

**DALE SMITH** Refrigeration Ltd  
Scarborough Catering Equipment

Michael Smith (right) with his award feeling proud of his achievement



## NEW Level 3 Management Qualification

### Apprenticeship Standard for Team Leader/Supervisor

This team leader/supervisor qualification is aimed at anyone in a first line management role, with operational/project responsibilities or responsibility for managing a team to deliver a clearly defined outcome. They provide direction, instructions and guidance to ensure the achievement of set goals. Working in the private, public or third sector and in all sizes of organisation, specific responsibilities will vary, but the knowledge, skills and behaviours needed will be the same whatever the role. Key responsibilities are likely to include supporting, managing and developing team members, managing projects, planning and monitoring workloads and resources, delivering operational plans, resolving problems, and building relationships internally and externally.

**Roles/Occupations may include: Supervisor, Team Leader, Project Officer, Shift Supervisor, Foreperson, and Shift Manager.**

*On completion, apprentices may choose to register as Associate members with the Chartered Management Institute and/or the Institute of Leadership & Management, to support their professional career development and progression.*

**If you are already in one of the above roles and would like to gain a recognised qualification .. Contact us NOW for further information on 01482 611896.**

# Skills Support For The Workforce Funding

Thirteen ABL Health employees recently attended the First Time Manager course at Chamber Training. We were successful in accessing the Skills Support for the Workforce funding (SSW) as Chamber Training are a partner with HCUK Training who hold the contract. Accessing the funding was a huge help to enable us to equip all of our Supervisors/Managers with streamlined training.



With teams spread across several locations in the North of England, ABL staff found the training extremely valuable in helping improve the efficiency of their operation.

**Erin Short, Project Lead for ABL Health Hull, comments: "I found the course extremely useful indeed. It equipped me with a range of skills to take back to the workplace and help me improve my team's effectiveness, motivation and productivity. I would encourage anyone who is new to a management role to take advantage of this course."**

ABL Health is commissioned by Hull City Council to deliver the Adult & Family Weight Management Service.

The programme is totally different to traditional weight loss programmes. It encourages individuals to make small, realistic and effective changes that can be maintained in the long term – enabling them to lose weight and improve their health.

ABL's dedicated 'Corporate Offer' involves a specialist team of lifestyle coaches visiting workplaces to deliver a tailored service which gives colleagues:

- A personalised assessment; incorporating nutrition, exercise and emotional wellbeing in a Personalised Health Plan.
- 12 weekly sessions including nutrition and exercise.
- Evidence-based behaviour change APP support.
- Signposting and connections to local community networks.
- Face-to-face reviews at 3, 6 and 12 months to assess progress and sustainable change.

For further information about ABL's corporate offer please telephone: 01482 344042  
or Email: [adminhealth@ablhealth.co.uk](mailto:adminhealth@ablhealth.co.uk)

**Available until July 2018 the SSW Programme allows us to assist businesses (250 employees or less – FT equivalent) in identifying training needs for their workforce and delivering a wide range of programmes, both accredited and non-accredited, to motivate and upskill current staff.**

#### Eligibility

##### Company

- Must have an address in the Humber Region (even if head office is elsewhere)
- Must be an SME – 250 employees or less (full time equivalents)
- Annual turnover must be less than £34million
- Must not have exceeded £167,000 in state aid in the past 3 years

##### Learner

- Must be a resident in EEA for the last 3 years
- 19yrs or over
- Live in England

**This funding is focussed on supporting businesses in priority sectors as identified by Humber LEP:**

- Ports and Logistics
- Engineering & Manufacturing
- Food
- Visitor Economy
- Creative & Digital
- Renewable Technology / Green Energy
- Construction
- Health & Social Care

\*Other sectors may now qualify

**If you would like further information please contact us on: 01482 611896**



**Education & Skills  
Funding Agency**





# Meet the Team

We thought we would introduce you to a few members of our team in each newsletter. In order for you to find out a little bit about them we asked each of our team members the following questions:

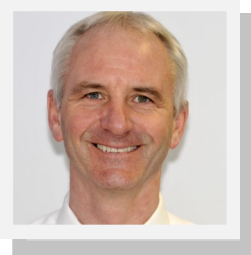
- Q1) What do you enjoy most about your job?
- Q2) What is the funniest or most memorable incident you can recall in your current role?
- Q3) What do you enjoy doing in your spare time?

**Linda Parker** Care Team Manager/IQA /Tutor/Assessor  
16 Years and 10 months



- A1) Meeting people and working as a team.
- A2) After a day out at the races on a team building outing, we all jumped on a local bus. During the journey a member of staff accidentally leant on the bell to stop the bus 3-4 times, which set the whole team off singing "You can ring my bell!" Great end to the day.
- A3) Spending time with family, going on holiday, gardening and playing darts.

**Les North** Lead Tutor/Additional Support Co-ordinator/IQA/Assessor  
15 Years and 6 months



- A1) Having a variety of jobs and meeting new people when carrying out assessor visits.
- A2) I recall teaching a group of our apprentices and an interview had been arranged for one of them. He came in dressed extremely smart and then headed for his interview. On his return we enquired how he got on and he said "great, but I fell off my bike on the way there" when he turned around he was literally covered in mud from head to toe! Credit to him he still attended his interview!
- A3) Watching rugby, playing drums and cycling.



**Team Advent**



# Learner Competition

**In order to complete this competition you will need to have read both our November and December Newsletters—Duplicate copies are available by emailing: [info@chambertraining.com](mailto:info@chambertraining.com)**

1.	When did the Apprenticeship Levy come into force?
2.	When was Anti-Bullying Week?
3.	What award did one of our Business Administration Apprentices win?
4.	What charity event took place in October?
5.	What additional training has been introduced under the new Apprenticeship Levy?
6.	What national competition did one of our Hairdressing Apprentices win?
7.	What is the percentage of young people who have been bullied that experience social anxiety?
8.	Which member of our staff got imprisoned by an angry goose?
9.	How many finalists were there from the Yorkshire and Humber region in the Regional Intermediate Apprenticeship Awards?
10.	Who did Chamber Training recently say farewell to?
11.	What was the showcase that took place in October?
12.	How many young people were bullied according to the Ditch The Label Survey in 2016 ?



### How to enter

For your chance to win, just complete the quiz and send this whole sheet, no later than the **closing date of 26th January 2018**

### Rules

Open to all Chamber Training learners and recent achievers. The winning entry will be picked out at random at close of business on **31st January 2018**. The lucky winner will be contacted on the same day and their name publicised in the next issue of our Newsletter. No correspondence to be entered into please.

## Follow us on:



Post ~ CTHL Quiz, Chamber Training (Humber) Ltd,  
34-38 Beverley Road, Hull, HU3 1YE  
Fax ~ 01482 611897 ~ Email ~ [info@chambertraining.com](mailto:info@chambertraining.com)

Name of Learner: .....

Company Name: .....

Company Address: .....

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