



Education + Training Skills (ETS) Celebrating National Apprenticeship Week.

Apprenticeships are increasing becoming a key part of the post-16 education offer and will play a central role in the Government's plans for growing skills in the economy. World-class Apprenticeships: Unlocking Talent, Building Skills for All, published by the Department for Innovation, Universities and Skills (DIUS) and the Department for Children, Schools and Families (DCSF) in January 2008, indicated the Government's intention to increase the Apprenticeship opportunities available through those employers already offering high-quality Apprenticeships.



- Luke Kennedy
- Elizabeth Pickering
- Luke Tresidder-Smith
- Jodie Harbatch
- Louise-Michelle Heath

AT ETS we feel it is important to recognise the achievement of learners and employers who are contributing to the increasing growth and success of Apprenticeships, so on Tuesday 2 February, as part of a number of regional events to contribute to the Learning and Skills Council's National Apprenticeship week, ETS held their Annual Apprentice of the Year Awards at the Buckerell Lodge Hotel, Exeter. These awards celebrate achievement and outstanding commitment of our learners who have participated in apprenticeships during the last year.

Education and Training Skills also acknowledged the contribution to apprenticeships made by employers with their Employer of the Year Awards. Roz May ETS's General Manager says 'without the commitment of employers we could not deliver the training to allow apprentices to achieve'

All apprentice award winners were nominated by either their employers or tutors, with employers being nominated by apprentices who are working within that organisation. Winners were presented with their awards by the Deputy Lord Mayor of Exeter, Ruth Smith who highlighted the importance of training.

And the winners were:

Apprentices of the Year

Young Apprentice of the Year – Luke Kennedy – nominated by his tutor Emma **Ackrill** who said 'Luke shows an enthusiasm and maturity towards everything he does that is sometimes rare to see in a young person at his age. Ian Ley Exeter City Council where Luke has had a work placement says "Luke has never yet failed to deliver. He

listens to instruction and understands what is being asked without question except on one or two occasions when seeking clarification. He is a real asset; he is truly unique; his natural leadership skills, ability to communicate with people at all ages and amazing sense of humour he has to be the Young Apprentice of the Year. The only negative thing that springs to mind is that I know sometime soon he will no longer be here on a Tuesday”.

Apprentice of the Year – Elizabeth Pickering - nominated by her assessor Vicky Hodges the nomination was endorsed by Ray Byfield of NHS Devon – ‘Elizabeth completed her key skills through a Learning Agreement programme and then progressed into employment, within the NHS, and the full Business Administration Apprenticeship, as she had already achieved components of the framework she completed in 6 months. She has since completed a Business Administration Advanced Apprenticeship and is currently in the process of completing an Advanced Apprenticeship in Customer Serve, Ray Byfield explained that she has helped the department so much and has contributed a lot to develop systems within the company in such a short time. working so hard to improve.

Adult Apprentice of the Year – **Luke Tresidder-Smith** - nominated by Jenny Pickvance, Aid Call – ‘The role of Team Manager in our busy Emergency Response Environment is very full on and Luke has taken to his new role very well indeed, he

constantly gives well over 100%. He has also achieved PDVA on his own initiative and delivered valuable people training to all Aid Call customer teams. Luke has an endless support of excellent ideas for the team and will also see these through to completion.

So on top of all this he is completing his Management Level 3 Advanced Apprenticeship and feel from my point of view as his employer he certainly deserves my nomination for adult apprentice of the year'.

Outstanding Contribution of the Year – Jodie Harbatch - nominated by Nina Parnell, Age Concern Devon

She has positively embraced all of her training, uses her time between call creatively to research issues on the internet to improve her knowledge base. Jodie then uses her new found knowledge to assist callers in a very caring and professional manner, she is always willing to go the extra mile and if she doesn't personally know the answer she will always see the advice of a colleague.

Jodie would be a worthy winner of this award because she puts her heart in sole into her work. Each and every day she make a difference to one or more of our elderly callers, even if she is unable to find a service to help them, they put the phone down knowing that the 'Girl at Age Concern' listened and genuinely cared about what they had to say and tried her very best to help them.

Personal Achievement of the Year – Louise–Michelle Heath - nominated by Felicity Morris of Rentshield Direct Ltd

'Louise started in July 2008 as a Referencing Administrator, her first office based role, although there were a few minor problems in the beginning, we worked with Louise as we saw so much potential. Louise has now been promoted to claims handler and has been doing an absolutely incredible job! Not only this, she took on the Business Administration Advanced Apprenticeship and did much of this in her own time. She is now undertaking a Management Advanced Apprenticeship and I am foreseeing that this will assist her greatly should our Claims Department grow. I think that Louise taking on these new challenges has not only helped her knowledge and understanding of the business, but has also helped her grow as a person. Her attitude, loyalty and work ethic has improved so much over the last year it is a pleasure to watch and a pleasure to work with someone of such great character. She is always willing to help her colleagues and I look forward to seeing more to come from this great addition to our company'.

Employer of the Year Awards

All nominations cited their commitment and support to their apprentices and the programme. Also for the opportunities that they offered to their apprentices.

Minster Veterinary - Small Employer of the Year (1 – 49 employees)

nominated, independently, by three of their apprentices Lisa Thomas, Melanie Jayne

Fleet and Christine Murrery who all agreed that their employer supported them and gave them opportunities to train to suit individual and role needs.

Medium Employer of the Year (50 – 249 employees) - Harrier LLC - nominated by Anne Santer

Harrier have always encouraged training in new roles. This includes encouraging obtaining qualifications in NVQs which they fully support. Completing the Apprenticeship in Customer Service at Level 2 has given me a lot more confidence to handle the problems that arise when dealing with especially aggressive customers on the phone line. I am now ready to sign up for the Advanced Apprenticeship. Time has always been made available to attend any sessions regardless of how busy the work level is at the time.

Large Employer of the Year (250+ employees) - NHS Devon - nominated by Natalie Hersey.

I have worked for Devon PCT for 18 months, my boss is very supportive and has supported me through the apprenticeship process and has now given me the opportunity to study for a Masters Degree, I never thought I would get the opportunity to study at this level.

They (as an employer) are a Fantastic Company to work for'.

Roz May said the work that ETS is carrying out with NHS Devon who are one of our key accounts keeping Kat Raymont (Employer Engagement Co-Ordinator) extremely busy. We recognise that NHS Devon are investing heavily in apprenticeships and have recognised the benefits and value of the training staff through this route. The work that we are carrying out with them is growing all the time working with current staff and recruiting to fill their vacancies and then training the individual placed through the apprenticeship programmes. ETS looks forward to developing new initiatives and meeting the needs of the NHS to build a long term key account relationships.

The evening finished with Fiona Parsons, from the National Apprenticeship Service, giving an overview of Apprenticeships and highlighting ETS' outstanding success rates (81.1% 11% above the national average) and contribution to driving up Apprenticeship take up and achievement.