Learning & Skills Awards 2010

The 2010 South East Learning and Skills Awards champion excellence in skills and acknowledge the outstanding achievements of learners and employers across the South East.

Our future. It’s in our hands.

Now in their fourth year, these awards recognise the achievements of individuals at every stage of life and career, as well as the contributions of organisations – big and small – across every sector.

In each of the individual categories, the judges will be looking for evidence of a person’s commitment to learning, their tenacity in overcoming barriers and their ability to inspire those around them.

Developing a skilled and highly-trained workforce across all industries will ensure the South East prospers and grows into the future. By acknowledging the diverse learners and training opportunities in the region, we hope to encourage more learners and organisations to take part in learning initiatives that not only support individual development but also contribute to stronger economic and workforce prosperity.

If you or someone you know deserves to be recognised for their involvement and commitment to learning and skills in the South East, why not share their story by nominating today.

There are a wide variety of categories for every stage of learning and type of organisation, both big and small.

All entries from the South East Apprenticeship Award categories will be automatically entered for assessment for the National Apprenticeship Awards, to be held on Thursday 15th July, 2010 at the Westminster Plaza in London.

Entries can be submitted until Friday 26th February 2010 at: www.learningandskillawards.org.uk/award-categories

The categories are:

- Train to Gain Outstanding Employer and Learner of the Year
- Achieving Against the Odds Learner of the Year
- Keeping the South East Working – Provider of the Year
- Young Apprentice of the Year
- Apprentice and Advanced Apprentice of the Year
- Apprenticeship Employer of the Year
- Micro Employer of the Year: 1 - 9 employees
- Small Employer of the Year: 10 - 49 employees
- Medium Employer of the Year: 50 - 249 employees
- Large Employer of the Year: 250 - 4,999 employees
- Macro Employer of the Year: 5,000+ employees

Distribution to

CEOs of SC and SE Trusts & PCTs
Education and Training Leads
Head of HR
Directors of Nursing
Provider base - FE & PTP in health sector
Attendees to the events
Key Partner Staff - LSC, SFH, SHA, SSE brokers
Union Reps
Portering Success

With the training scheme in place, culture change became the next hurdle, but slowly and surely Steve encouraged his team to take on this learning and personal development, resulting in 12 porters registering on the apprenticeship scheme.

It is still early days, but already the goals set out to achieve are starting to come to fruition. First reports suggest negativity has turned into a positive culture of learning and development, morale has improved at a greater rate than expected and absenteeism has dramatically reduced

This is WIN-WIN – the Trust get a more motivated, customer facing individual with pride and self esteem, personal development goals and a positive outlook to the future. In turn the patient gets a porter who is happy in their work, interested in the patient’s care and welfare and an improving professional service.

“I enjoy all the different aspects of the job; my favourite part is the moving of patients, as it gives me a chance to get to know the patient and represent the Trust because in many ways we are the face of the Organisation”

James Caruthers, RBH Porter

Further Information
If you would like more details on this apprenticeship scheme, Steve is more than happy to discuss it – you can contact him at steve.sellwood@royalberkshire.nhs.uk Alternatively you can contact your Apprenticeship Co-ordinator.

New JIF Partnership Manager for South Central

Fatima Syed has been appointed as the Partnership Manager for the JIF Programme in the South Central Strategic Health Authority area. Fatima has been appointed for one year until November 2010 in place of Julia Bateman. Fatima has been working as Education Development officer for Northampton General Hospital NHS Trust. She was the Trust’s lead for JIF, Oracle Learning Management System (OLM) and e-learning. Her role also involved designing and delivering training to staff on Equality and Diversity. Fatima will be involved in the Widening Participation agenda across NHS South Central around the development of staff in Bands 1-4. This involves supporting the Widening Participation Manager in the provision of NVQs and apprenticeship schemes, implementation of Joint Investment Framework and the development of progression pathways for Bands 1-4. She will be working closely with all the trusts to provide advice and guidance.

Fatima is available on 07500127218 or at Fatima.syed@nesc.nhs.uk

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QCF changes face of vocational qualifications

How many times have you looked at a CV and not known what their qualifications meant, what level they were educated to or whether the person was qualified to do the job?

Well the Qualifications Credit Framework will make that a thing of the past.

The QCF is a new framework being rolled out in 2010 to make qualifications easier for employers to understand and more flexible for the learners undertaking them.

There are 3 sizes of qualification in the QCF; an Award, a Certificate and a Diploma, which will relate to the amount of time the qualification has taken. Every unit and qualification in the framework will have a credit value (one credit represents 10 hours, showing how much time it takes to complete). It will then have a level which will indicate how difficult the qualification is, for example GCSE’s grade A-C is level 2, whereas A levels are level 3 and a Degree is level 6. The move will also enable learners to take units of qualifications that may be most relevant to their job and use them towards other qualifications.

QCF enables accreditation for in house training
The Qualifications Curriculum Authority (QCA) is working with employers to strengthen their role in education and training through the development of the Employer Engagement Programme (EEP). The EEP is part of a major reform of the vocational qualifications landscape to make it more relevant to the needs of employers and more flexible for learners.

Employers can get their high quality in-house training nationally accredited on the Qualifications and Credit Framework (QCF) through the EEP. The QCF awards credit for qualifications and units and enables people to gain qualifications at their own pace along flexible routes.

For further information and case studies please contact your Apprenticeship Co-ordinator at the SHA

“Every member of the team must be pulling in the same direction. Without the surgery receptionist, no patients would have appointments. Without the hospital porter, there would be no patient on the operating table. For patients, the team must go beyond individual organisations – they expect”

Lord Darzi

Understanding that the Hospital Porter has a greater role to play in the patient journey, more than had previously been perceived, Steve Sellwood, the Facilities Manager at the Royal Berkshire Foundation Trust, took the steps to develop a culture of training and development within his team.

His goals were to improve the negativity, low morale and absenteeism within his department.

November 6th 2009 saw the commencement of the first ever NHS Hospitals Portering Apprenticeship at the Royal Berkshire Foundation Trust. This was made possible by the support from The Workplace Training Company, Business Link, the National Apprenticeship Service and NESC.

Fatima will be involved in the Widening Participation Co-ordinator.
Future Jobs Fund

Background
The Fund was announced in Budget 2009 and the money is to be spent between October 2009 and March 2011. As the Future Jobs Fund is a challenge fund, not all organisations that submit bids will be successful.

The fund is run by the Department for Work and Pensions (DWP) in partnership with the Department for Communities and Local Government (CLG) and with input from Jobcentre Plus, Regional Government Offices in England and Devolved Administrations in Scotland and Wales.

The Fund aims to create 150,000 additional jobs, primarily aimed at 18-24 year olds who have been out of work for nearly a year to deliver real benefits to communities.

The Future Jobs Fund is a part of the Young Person’s Guarantee. From early 2010, everyone in between the ages of 18 and 24 who has been looking for work for a year will get an offer of a job, work experience, or training lasting at least 6 months.

The Future Jobs Fund minimum criteria apply to apprenticeships. This means that the funding will be no more than £6,500 and the apprentice must be employed for at least 25 hours a week and be paid the National Minimum Wage.

Surrey
The SEC SHA has been successful in a bid under the auspices of Surrey Economic Partnership for Future Job Funding.

The funding is for 2010 – March 2011 and is primarily focused on 18-24 year old long term (1 year +) JSA claimants in areas of high unemployment in Surrey: Maybury and Sheerwater (Woking), Merstham (Reigate and Banstead), Westborough (Guildford), Stanwell North (Spelthorne).

Sussex
The fund aims to create apprenticeships for people who are aged 18-24 and have been unemployed for at least 6 months. The future jobs fund allows employers to create a fully funded position for 6 months, or for 364 days with a small employer contribution.

Kent
The fund in Kent has already been bid for by Kent County Council and can offer up to 1000 jobs over 18 months.

The criteria are as follows:
- Post must be new (this can include changes made to a role to make it suitable for an apprenticeship)
- Post must be a minimum of 25 hours per week
- Candidates will be aged 18-24

For further information, contact Fatima Syed, Joint Investment Partnership Manager NESC.
Email: Fatima.syed@nesc.nhs.uk
Phone: 07500127218
Fatima Syed

CPD Framework Development Update

In the October edition of this Newsletter, information was provided about the development of a Continuing Personal and Professional Development Framework for staff in bands 1 – 4. The need for the development of the CPD Framework was identified in the CPD report May 2009, published by the Skills Academy for Health.

Following publication of the NHS South Central CPD Report for bands 1 - 4, a workshop was held in September 2009 with Widening Participation Leads across the patch. Objectives of the Workshop included understanding the 16 recommendations outlined within the Report, identifying the top three for action and developing a collective plan for implementation across NHS South Central. The top priority identified in the workshop was the need for identification of effective pathways for development and progression, such as progression from vocational courses into further or higher education. Taking this recommendation forward, in November 2009, a further workshop was held to map education and training provision across NHS South Central against the eight Next Stage Review pathways with additional admin and clerical and estates and facilities pathways. Currently work is underway to create progression routes for staff in bands 1-4 under the ten pathways which will eventually lead to a CPD Framework for the non-registered workforce including both clinical and non-clinical staff. A training directory for managers/learning and development leads is also being developed which will include training and learning provision in each trust. It will be reviewed and updated quarterly.

The engagement of healthcare support staff is seen as essential to the necessary transformation of the health and social care services. We believe that placing learning at the heart of real change and reform will bring a continual improvement process. NHS Education South Central (NESC) realises the challenge of developing employees that are fit for purpose and possess the right skills and competences to deliver high quality healthcare, especially in these times of economic recession. The development and implementation of CPD Framework will help identify flexible and accredited learning pathways for all staff employed in bands 1 - 4 by NHS South Central and can be used as a tool for planning personal and professional development opportunities by staff, their managers and Training and Development leads.

For further information, contact Fatima Syed, Joint Investment Partnership Manager NESC.
Email: Fatima.syed@nesc.nhs.uk
Phone: 07500127218
Fatima Syed
Success Story at East Kent Hospitals University NHS Trust

As part of their apprenticeship commitment EKHT have made an example of their work by employing a young apprentice, who had previously undertaken work experience within the NHS.

Emma Nayler was approached by Canterbury College after she posted her CV on www.JobsinKent.co.uk and was put forward for 3 vacancies. Having undertaken 4 weeks’ work experience at another site, Emma was keen to take up the role within the NHS and was successful.

Emma is now studying for an Apprenticeship in Business Administration and is working within the Learning and Development team, who have set a brilliant example for the rest of the trust.

FACTFILE
Name: Emma Nayler
Age: 19
Lives: Herne Bay
Job title: Clerical Assistant
Apprenticeship: Business Administration Level 2
Previous education: Thanet College – Secretarial and Admin qualifications
Previous job: Waitress in a Nursing Home
Plans for the future: My contract is for 1 year so 6-9 months into my apprenticeship I will start applying for roles within the trust and hopefully secure something within the NHS

HOTSEAT
What do you think you would be doing now if you weren’t an apprentice within the NHS? I would be working at my previous job looking for work in what I had qualifications in.
What is the best part of being an apprentice? You gain experience whilst learning and achieve a qualification at the end.
Are there any negative aspects to being an apprentice? No, I was made welcome and they are very supportive

What would you say to someone thinking about becoming an apprentice? It’s a wonderful opportunity to gain experience as well as a qualification.
What would you say to a manager who has a vacancy which could be an apprenticeship? I would encourage them because it’s a wonderful opportunity.
If you could use 3 words to describe your apprenticeship, what would they be? Experience, Development and Opportunity

A MANAGER’S VIEW
Pat Dawes, Learning and Development Manager at EKHT, said “Emma joined us in October as an Apprentice Clerical Assistant, and has recently begun her NVQ level 2 with the local college. Emma has been an excellent addition to our team, and has settled in really well. She is enthusiastic and very keen to learn, but she has also taught us a thing or two as well – her IT skills are far superior to mine!

Emma is part of a wider initiative with East Kent Hospitals University NHS Foundation Trust. We have since September taken on 18 apprentices – 7 in Estates and 11 business administration apprentices across a variety of directorates. We are currently looking to introduce a Team Leadership apprenticeship, which will be up and running by the end of March.
I would strongly recommend other Trusts take up the opportunity to employ apprentices and would be happy to share our experiences with them.”
Roll of Honour for the Skills Pledge

Ashford and St Peter’s Hospitals NHS Trust  
Basingstoke and North Hampshire NHS Foundation Trust  
Berkshire Healthcare NHS Trust  
Buckinghamshire Hospitals NHS Trust  
Brighton and Sussex University Hospitals NHS Trust  
Dartford and Gravesham NHS Trust  
NHS Eastern and Coastal Kent  
East Kent Hospitals University NHS Foundation Trust  
NHS East Sussex Downs and Weald  
East Sussex Hospitals NHS Trust  
Frimley Park Hospital NHS Foundation Trust  
Hampshire Partnership NHS Trust  
Hampshire PCT  
HLS Hastings and Rother Isle of Wight NHS PCT  
Kent and Medway NHS and Social Care Partnership Trust  
Maidstone and Tunbridge Wells NHS Trust  
Medway NHS Foundation Trust  
Medway Medway  
Milton Keynes General NHS Trust  
Milton Keynes PCT  
Oxford Radcliffe Hospitals NHS Trust  
Oxfordshire PCT  
Oxon and Bucks Mental Healthcare NHS Trust  
Portsmouth City Teaching PCT  
Queen Victoria Hospital NHS Foundation Trust  
Nuffield Orthopaedic Centre NHS Trust  
Ridgeway Partnership  
Royal Berkshire Foundation NHS Trust  
Royal Surrey County Hospital NHS Foundation Trust  
South Central Ambulance Service NHS Trust  
South Central Strategic Health Authority  
South Downs Health NHS Trust  
South East Coast Ambulance Service NHS Trust  
NHS South East Coast  
Southampton City PCT  
Southampton University Hospitals Trust  
Winchester & Eastleigh Healthcare NHS Trust  
NHS Surrey  
Surrey and Borders Partnership NHS Foundation Trust  
Surrey and Sussex Healthcare NHS Trust  
Sussex Partnership NHS Foundation Trust  
Sussex Partnership NHS Foundation Trust  
West Berkshire PCT  
NHS West Kent  
NHS West Sussex  
Western Sussex Hospitals NHS Trust

Roll of Honour for Apprenticeship Starts

Ashford and St Peters Hospitals NHS Trust  
Berkshire Healthcare NHS Trust  
NHS Brighton and Hove  
Dartford and Gravesham NHS Trust  
East Kent Hospitals NHS Trust  
East Sussex Hospitals NHS Trust  
Eastern and Coastal Kent  
Frimley Park Hospitals NHS Foundation Trust  
Hampshire Partnership NHS Foundation Trust  
Hampshire Primary Care Trust  
Isle of Wight NHS Primary Care Trust  
Kent and Medway NHS and Social Care Partnership Trust  
Maidstone and Tunbridge Wells NHS Trust  
Medway NHS Foundation Trust  
Milton Keynes General NHS Trust  
Oxford Radcliffe Hospitals NHS Trust  
Oxfordshire PCT  
Oxon and Bucks Mental Healthcare NHS Trust  
Portsmouth City Teaching Primary Care Trust  
Queen Victoria Hospital NHS Foundation Trust  
Ridgeway Partnership  
Royal Berkshire Foundation NHS Trust  
South Central Ambulance Service NHS Trust  
South Downs Health NHS Trust  
South East Coast Ambulance Service  
Southampton City Primary Care Trust  
Southampton Hospitals University Trust  
Surrey and Borders Partnership NHS Trust  
Surrey and Sussex Healthcare NHS Trust  
NHS Surrey  
Sussex HIS  
Sussex Partnership NHS Foundation Trust  
West Sussex PCT  
Western Sussex NHS Trust  
Winchester and Eastleigh Healthcare NHS Trust
Several Apprenticeship Co-ordinator roles have been established across the South Central and South East Coast Strategic Health Authorities. These posts have been put in place in order to support the various apprenticeship training leads across each patch as they strive to plan, establish, deliver and promote apprenticeships in bands 1 – 4.

The aim is to provide a central point of contact for the training leads and a conduit to the various support agencies such as the National Apprenticeship Service, Business Link, Connexions and Jobcentre Plus, with specific tasks looking at workforce planning, employment of young people in the 16-19 age group and the personal development of staff already employed.

The newly appointed Co-ordinators are:

**Ian Weller**, who joined Skills for Health in November. He has previously served 24 years in the Royal Navy and more recently work as a project support officer with a Management Consultancy firm. He has taken up the role of Apprenticeship Co-ordinator covering the Thames Valley area in the counties of Oxfordshire, Berkshire and Buckinghamshire.

ian.weller@skillsforhealth.org.uk
Mobile: 07876 230923

**Rob Smith** also joined Skills for Health in November having spent much of the last 12 years working in residential property development, buying land for both national and regional house builders based in the South East. He has taken up the role of Apprenticeship Coordinator covering Hampshire and the Isle of Wight.

Robert.Smith@skillsforhealth.org.uk
Mobile: 07826 918803

**Denise Hurdle** is on secondment from the Civil Service to the South East Coast Strategic Health Authority. She comes with a wealth of experience in the public sector including from operational roles in Jobcentre Plus and a range of central Government policy positions. Denise has taken up the role of Apprenticeship Co-ordinator covering Surrey.

Denise.Hurdle@southeastcoast.nhs.uk
Mobile: 07827 955406

**Lizzie Powell** has joined the NHS from a local Further Education college where she spent a year recruiting apprentices for local businesses. Her background is in Recruitment, HR and Training. Lizzie has taken up the role of Apprenticeship Co-ordinator covering Kent.

elizabeth.powell@southeastcoast.nhs.uk
Mobile: 07824 461563

**Laurence Deakins** started working for the Strategic Health Authority in November having previously been involved in Politics, where he was a County Council candidate in the 2009 elections. Prior to this he was Operations Manager at a Publishing firm. He has taken up the role of Apprenticeship Co-ordinator covering Sussex.

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JIF Partnership Manager returns to South East Coast after maternity leave

Ellen Power returns to her post of JIF Partnership Manager for the South East Coast in mid-March after a period of maternity leave. Mike Bailey, who has been on secondment to the post will be leaving on 23rd March 2010. Mike stated “it has been great working with all the trust leads and partner organisations on widening participation and apprenticeships. Thanks to everyone who has made it an enjoyable year”.

Apprenticeship Week

1st - 5th February

There were a variety of events that took place over National Apprenticeship Week 1st - 5th February. These included breakfast events and roadshows across the region. NHS South East Coast did a hot topics awareness session to highlight opportunities for apprentices in the SHA. Denise Hurdle, Surrey Apprenticeship Co-ordinator, said “the session successfully attracted a wide variety of line managers and staff interested in apprenticeships and from this we are holding an induction to sign up people within the SHA on 24th February.”
Making the Skills Pledge (Oct 2007) has increased Surrey and Borders Partnership NHS Foundation Trust’s commitment to up-skilling its staff in relation to vocational and key skills. The Skills Pledge has helped to bring about a cultural shift in the Trust’s attitude to the importance of training and its investment in individuals, which in turn has increased staff motivation and resulted in a more effective service all round.

The Trust was established in April 2005 and provides health and social care services for patients with mental illness, drug and alcohol addictions and learning disabilities across Surrey and North East Hampshire. The Trust employs 3,700 staff across 127 sites and serves a population of 1.3 million.

The partnership was awarded ‘Foundation Trust’ status on 1 May 2008. This has allowed the Trust to use new financial freedoms to invest more appropriately in training and development and build links with communities and partnerships to provide appropriate local services. This flexibility has, in turn, impacted on the type and range of training the Trust is able to offer.

Significant progress has been made over the last two years, including appointing a Learning Advisor to make operational its strategic intent to invest in training and revise its skills priorities to include key skills and assessment, as part of its commitment to NVQ delivery. This training is largely focused on particular vocational areas such as health documentation and care planning but support has also been extended to staff in management (through, for example, a literacy assessment included within the organisation’s Management and Leadership Programme). Key Skills assessments are now also being piloted amongst prospective employees during the recruitment process.

The Trust has also built up its delivery partnerships with external providers. Service Level Agreements have now been put in place with a number of training organisations. These Agreements have resulted in more flexible delivery arrangements and a more bespoke training offer.

The impact and benefits of making the Skills Pledge have been widespread, with changed attitudes to learning and development as well as improved progression and achievement. The Trust now provides basic skills training, and since making the Skills Pledge some 200 staff have undergone vocational training, and over 100 have achieved Vocational Qualifications at Levels 2 and 3. These courses have helped in confidence as well as achieving performance objectives relating to improved processing of health documentation. In some cases the training investment has facilitated awareness and knowledge transfer when staff attending courses have then provided in-house training to colleagues.

Culturally, the Trust has undergone a transition in its commitment to learning and development and in staff attitudes to development. Corporately, basic skills and vocational training courses are now regularly discussed at senior management level and have been prioritised by the Trust more widely – as evidenced by increased investment and attainment. The Trust has specifically acknowledged the role of key skills development in facilitating NVQ progression and achievement.

Since making the Skills Pledge the Trust has noted improvements in the progression of individuals, following focused support in literacy. As a result of its investment in basic skills training, other learning needs have also emerged, relating to learning difficulties and dyslexia in particular, and the Trust now undertakes a significantly higher number of learning and dyslexia assessments.

Anne O’Connor, Vocational Workforce Development Manager, said “We were the first Trust to commit to the Skills Pledge in the South East and we can already show measurable achievements as a direct result of this project. The tailored approach enables and empowers our workforce to enhance their practice and performance which in turn supports patient-centred objectives. Increased staff motivation and an aspiration to greater achievement leads to a more effective service all round.”

Surrey and Borders Partnership NHS Foundation Trust Has been commended by John Denham, Secretary of State for Communities and Local Government for its commitment to the second year of the Skills Pledge.
HSSA Operational Group

The HSSA Operational Group consists of the following members:

Lee Thomas,
Learning & Skills Council

Chris Wintle,
Skills for Health

Mark Bilby,
Skills for Health

Emma Wilton,
NESC

Mike Bailey,
South East Coast

Cheryl Palmer,
Skills South East Ltd

Madeleine Watters,
National Apprenticeship Service

HSSA Operational meetings are held on the first Monday of the month. If you have any queries prior to meetings or you would like to ask any questions of the HSSA Operational Group or the HSSA Strategic Group then please contact Mike Bailey (details to the right).

If you would like to be removed from our distribution list please contact Jayne Gibson at Cynergy 01642 713211 jayne@cynergy.co.uk

If you would like to submit any articles for future newsletters please contact Mike Bailey (Newsletter Editor).

Useful links

Department of Health - www.dh.gov.uk

NHS Education South Central Website - www.nesc.nhs.uk

Essential Skills Support Unit - www.essu.org.uk

Train to Gain Website - www.traintogain.gov.uk

Skills Pledge - http://inourhands.lsc.gov.uk/employersSkillsPledge.html

Move On - www.move-on.org.uk

Apprenticeship Website - www.apprenticeships.org.uk

Skills for Health - www.skillsforhealth.org.uk

Apprenticeships in Skills for Health Website - www.skillsforhealth.org.uk/page/awards-and-qualifications/apprenticeships

Careers Advice at Learn Direct 0800 100 900 who can help your staff with careers advice www.direct.gov.uk/en/EducationAndLearning/index.htm which can help with finding a relevant course

Do you want to receive this newsletter by post or electronically? Please let us know by e-mailing Jayne Gibson at jayne@cynergy.co.uk

Is there a colleague who you think would benefit from receiving this newsletter. If so please send details to Jayne Gibson on jayne@cynergy.co.uk

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The Joint Investment Framework