IT'S TIME to celebrate success
Apprenticeship Awards Cymru 2015
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Awards Celebrate Excellence and Outstanding Achievements

Showcasing excellence in skills development in Wales, the awards are organised jointly by the Welsh Government and the National Training Federation for Wales (NTfW), sponsored by Pearson PLC with support from our media partner, Media Wales.

This Awards Ceremony brings together the best of learners, employers and training providers, who have shown total dedication and commitment to skills development and business improvement. They represent cutting edge technology in world leading businesses, bespoke Apprenticeship programmes designed to meet the needs of industry and inspiring individual success stories.

The Apprenticeship Awards Cymru celebrate the outstanding achievements of learners, employers and providers involved in the delivery of quality Apprenticeship, Jobs Growth Wales and Traineeship programmes across Wales, which are funded by the Welsh Government through the European Social Fund.

These awards have 12 categories for learners following Apprenticeship, Traineeship and Jobs Growth Wales programmes; employers and training providers.

A distinguished panel of judges had a very difficult task filtering applications from all parts of Wales before selecting 37 worthy finalists. Irrespective of whether or not they collect an award, all the finalists are winners. Each has an inspiring story to tell, making them true ambassadors for Work-based Learning in Wales.
We have some truly exceptional apprentices and learners here in Wales and the Apprenticeship Awards Cymru provide a perfect platform for us to celebrate their hard work and achievements.

Equally important are the training providers and employers who go the extra mile to support their apprentices.

Developing skilled young people is vital for a changing economy and extending the opportunities to develop skills is the way to ensure sustainable economic growth and stability in Wales.

With support from the European Social Fund, the Apprenticeship Awards Cymru reinforces the Welsh Government’s drive and commitment in supporting skills development and vocational training.

The quality of entries was higher than ever this year, which demonstrates the continued success of the Welsh Government’s learning programmes. We are proud to be delivering one of the most successful apprenticeship programmes in Europe with success rates in Wales remaining well above 80 per cent.

For individuals, an apprenticeship allows individuals to earn whilst they learn and gain skills, knowledge and nationally recognised qualifications.

For a business, they provide long-term benefits in areas such as increased productivity, a workforce that is responsive, committed and motivated.

I would like to extend my warmest congratulations to all finalists and winners in each category – your achievements should be an inspiration to others. Learning is not about standing still, it is about continually improving, growing, and aspiring.

The Apprenticeship Awards Cymru is a celebration of the successful Apprenticeship, Traineeship and Jobs Growth Wales programmes which are delivered to a wide range of industries across Wales.

The awards are the highlight of the year for everyone connected with the delivery of these successful programmes. They showcase the outstanding achievements of individuals, employers and training providers.

Apprenticeships are the gold standard, guaranteeing that employers have at their disposal a talented and motivated workforce with the practical skills and qualifications needed now and in the future.

The recent report by Arad Research, ‘The Value of Apprenticeship to Wales’, clearly demonstrates the wonderful contribution that Apprenticeships make to the Welsh economy, businesses and individuals. They represent fantastic value for money for the Welsh Government and we hope that even more Apprenticeship places will be supported in the future through the quality network represented tonight by the National Training Federation for Wales.

Congratulations to all the award finalists who are proof of the successful partnership approach to skills development in Wales by the government, employers, apprentices and training providers working together to deliver lasting results.
Apprenticeship Awards Cymru 2015

Awards Categories

Employability

Traineeships
This award showcases the dedication and commitment of those individual candidates who have chosen a Traineeship to enable them to further develop their career prospects or gain employment.
Applicants demonstrated:
• A proven commitment to their involvement in the Traineeships programme and continued personal development.
• Success in the “distance travelled” to progress to the next stage of their personal development or into employment.
• What the impact of the programme has been on the learner.

Learners
This award showcases the dedication, commitment and high level of skills of those individual candidates who have chosen the Apprenticeship route to enable them to further their career progression.
Applicants demonstrated:
• Proven commitment to continued personal development.
• Significant contribution to the business and provided added value.
• A high level of skills and/or has contributed significantly to the sector within which they work.
• The “distance travelled” to succeed in their chosen field.

Employers
This award recognises and celebrates the employer’s commitment to developing their workforce through Apprenticeships and supporting their employees during their training.
Applicants demonstrated how the approach taken by their organisation in the delivery of Apprenticeships:
• Has a focus on the learner.
• Has had a significant impact on learner performance.
• Has seen their Apprenticeship programme developed in line with their organisational aims and objectives.
• Has seen them offer additional support and resource (above that expected of a similar sized organisation) to ensure that learners achieve the aims of their Apprenticeship programme.
• Has seen them develop an Apprenticeship programme which seek to address the additional needs of the wider community.

Jobs Growth Wales
This award showcases the dedication and commitment of those individual candidates who have chosen the Jobs Growth Wales Programme to enable them to further develop their career prospects and/or gain employment.
Applicants demonstrated:
• Proven commitment to continued personal development.
• That they have contributed to the business and provided added value.
• The “distance travelled” to succeed in their chosen field.

Work-based Learning Providers

Practitioners
This award has recognised the commitment, energy and enthusiasm of practitioners in the work-based learning sector, and the key role they have played in helping learners to succeed.
Applicants demonstrated specifically how they:
• Motivate and inspire every learner to achieve their full potential.
• Went ‘over and above’ the requirements of the programmes, qualifications or frameworks they deliver, by using tailored or innovative approaches to learning delivery.
• Have outstanding expertise in their occupational or specialist area.
• Are committed to their own personal development and that of their organisation.
• Share their knowledge and expertise with colleagues to help improve the overall delivery of work-based learning.

Working in Partnership
This award has recognised best practice in partnership working, where providers have undertaken collaborative activity with other organisations which has directly resulted in improvement for learners and/or the local economy.
Applicants demonstrated:
• That they have been pro-active in creating strong partnerships with other organisations (for example with other providers, schools, employers, agencies and/or third sector organisations).
• Innovative approaches to collaborative working, either by the whole provider or as part of a specific partnership initiative or project.
• Evaluation has been undertaken on the impact of the collaboration and evidence that it has had a positive effect on learners’ experiences and/or the local economy.
• Evidence of continuous improvement and dissemination of best practice to other stakeholders.
Our special thanks go to all of our judges and the validation panel.

### Judging Panel

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<td>Jeff Protheroe (Chair)</td>
<td>Operations Manager</td>
<td>National Training Federation for Wales</td>
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<td>Christine Bissex (Chair of the Validation Panel)</td>
<td>Head of Enterprise and Employability</td>
<td>Merthyr Tydfil College - University of South Wales</td>
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<td>Ray Edwards</td>
<td>Director of Sales</td>
<td>Pearson WBL</td>
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<td>Rhodri Evans</td>
<td>Communications Advisor</td>
<td>FSB Wales</td>
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<td>Cerys Furlong</td>
<td>Director for Wales</td>
<td>NIACE Cymru</td>
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<td>Sian Powell</td>
<td>Head of External Communications &amp; Marketing</td>
<td>Welsh Government</td>
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<td>Rosie Sweetman</td>
<td>Director</td>
<td>Business in the Community Cymru</td>
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<td>Beth Titley</td>
<td>Policy Manager</td>
<td>Careers Wales</td>
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### Validation Panel

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<td>Louise Burnell</td>
<td>Apprenticeship Coordinator</td>
<td>GE Aviation Wales</td>
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<td>Jen Davies</td>
<td>General Manager</td>
<td>MLR</td>
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<td>Carmela Hargreaves</td>
<td>Company Director</td>
<td>Real SFX</td>
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<td>Paul Lewis</td>
<td>Benefits and Efficiencies Co-ordinator</td>
<td>Welsh Government</td>
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<td>Wyn Owen</td>
<td>Senior Learning and Development Consultant</td>
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<td>Paul Robertson</td>
<td>Managing Director</td>
<td>MLR</td>
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<td>Catrin Whitmore</td>
<td>Head of Production Talent, Wales</td>
<td>BBC Cymru Wales</td>
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<td>Hannah Williams</td>
<td>Talent Manager – Drama</td>
<td>BBC Cymru Wales</td>
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Jamie Owen

Broadcasters and journalist Jamie Owen anchors the country’s most watched TV News programme BBC Wales Today. He also presents his own talk show for BBC Radio Wales broadcast on Sunday lunchtimes at mid-day.

Jamie’s broadcasting career began in London. He quickly became one of the UK’s most familiar voices reading the shipping forecast, the news and Today in Parliament on BBC Radio Four.

He has anchored the corporation’s live election coverage, referendum results programme and Royal Visits for BBC Wales Television.

Jamie has toured with the BBC National Orchestra of Wales on a number of occasions and narrated Prokofiev’s Peter and the Wolf for BBC Radio Three.

Away from his live broadcasting work for television and radio, Jamie has made a number of landmark documentary series for the BBC.

Jamie is the author of five books, the most recent ‘Around Wales by Roads and Byways’ published by Random House, London.

Jamie has worked extensively abroad for BBC World Service Trust in India, the Middle East and Albania.
Jac discovers his learning route.

Jac Ellis has overcome many barriers to find a job he loves with Ross Hughes Flooring where he has developed his skills through a Traineeship and the Jobs Growth Wales programme.

The 18-year-old from Caernarfon is thriving now that he has found the right learning route and work environment for him. He left school with no qualifications, having been frustrated with a tag of having learning difficulties. Through learning provider Grŵp Llandrillo Menai, he enrolled on a 16-week Traineeship Engagement AIM4 team building and motivational experiences programme including development of his literacy and numeracy skills.

Since securing a four-week placement with Ross Hughes Carpets, he has not looked back and hopes the next step will be a Foundation Apprenticeship in Flooring.

Saffron battles through personal tragedy.

“My life is happy now and I know almost anything is possible.” Those are the words of Saffron Tinnuche from Pontarddulais who has overcome tragedy in her life to lay the foundations of a career as a Butlins Redcoat.

Aged only 10, she was taken into the care of her aunt and uncle as her parents struggled with alcohol and drug abuse. Her schooling and confidence suffered.

She was rebuilding a relationship with her mum and thriving on a Performing Arts course at Coleg Sir Gâr in Llanelli, when both her parents died within weeks of each other.

Thanks to a Traineeship through the college with a children’s play centre, she flourished in both organising and performing at parties and this experience led to an audition for a dream job as a Butlins Redcoat.

Singing to the wall was Tamsin’s breakthrough moment.

When Tamsin Austen picked up her guitar and sang to an audience for the first time it was a stunning, flawless performance. The problem was that Tamsin could perform only by facing the wall with her back to the audience.

But it was a breakthrough moment for the Llangefni 18-year-old who for years was bullied at school and suffered confidence issues that led to no formal qualifications.

Those anxiety issues were heightened by a poor choice of career path in a beauty salon that saw her retreat back into herself. From this low point Tamsin, through Grŵp Llandrillo Menai, enrolled on a Traineeship Engagement AIM4 programme for team building and motivation.

Her performances helped her realise that music was her love and she successfully applied for a Music Level 2 course where she is now thriving.
Cory’s bedding into a sales future.

After a year working with Cardiff training provider ACT Limited, Cory Rowlands knows where his future lies – with family-run Cardiff Bed Store. The 18-year-old from Barry was given work experience with the company and that has progressed to a full times sales position.

Personal issues meant that Cory left school with few qualifications but he blossomed during his time with ACT Limited, completing a Customer Service Traineeship Level 1 alongside other Essential Skills qualifications.

ACT Limited recognised Cory’s great communication and interpersonal skills but had to work hard to develop Cory’s Application of Number skills, a key part of retail.

Elliot turns his life around.

Elliot Stephens has turned his life round with the help of Cwmbran-based Coleg QS and Newport business AM Plastering. The 18-year-old left school with few qualifications, fell in with the wrong crowd and was under the supervision of the Youth Offending Service when he started his training programme.

A year later, he has a host of Level 1 construction qualifications in his tool box that have led to full time employment with AM Plastering and a Foundation Apprenticeship in plastering.

Elliot added: “I have put the past behind me and want to thank Coleg QS and AM Plastering for giving me the chance to show I could change. I have grown in confidence as they have believed in me.”

Louis looks ahead to Army career.

Military Preparation College helped Louis Bowen achieve his life-long ambition of joining the Army.

The 17-year-old went from an overweight teenager who was bullied and underachieved at school to a confident young man as he achieved BTEC Certificate Level 1 success in Public Services, Application and Communication at the Bridgend college, part of MPCT (Motivational Preparation College Training).

The college helped him get fit, losing three stone in weight, work as part of a fund-raising team and deliver a five-minute testimonial speech to 300 college guests.

Louis said: “I was part of a great college that provided all the tools I needed to reach my goals. Bullying at school had dented my confidence but also gave me more strength to succeed. The college felt like a family.”
Corey supports his local community.

Ely 22-year-old Corey McDevitt is playing an increasingly valuable role in the regeneration of his local community thanks to the Jobs Growth Wales programme.

He started as an assistant development worker on an energy project with Action in Caerau & Ely (ACE), concentrating on alleviating fuel poverty. Through Cardiff-based learning provider Itec Skills and Employment, Corey’s work with the Communities First Programme charity ACE has seen his role develop to analysing energy use and providing advice and free energy-saving devices.

Having completed his Jobs Growth Wales placement, Corey’s fresh approach and new ideas have led to a full time role with ACE and a Foundation Apprenticeship in Business Administration.

Out of this world experience for Lisa!

You could be forgiven for thinking Lisamarie Jones’ development is a little bit out of this world as she regularly looks after the cast and crew of Doctor Who!

The 19-year-old from Llanishen has overcome chronic shyness to become a key member of staff at the Lookout Café next door to the Doctor Who Experience in Cardiff Bay.

Through Itec Skills and Employment, Café owners Graham and Jackie Jones created a Jobs Growth Wales position for a general assistant. Having achieved BTEC Sport Level 1, plus key skills in Communications, Application of Numbers and Working with Others, Lisamarie is now undertaking a Level 2 Apprenticeship in Hospitality and Catering and hoping to develop her career.

Motivational Rhys a great role model.

Rhys Lloyd, who suffers with dyslexia, left school early with no qualifications. For several years his attempts to find regular work were held back by his struggles with Mathematics and English.

But a six-month Jobs Growth Wales placement through Cardiff-based learning provider Itec Skills and Employment as a production operative with GM Polystyrene in Hengoed and the support of company owner Graham Middleton has helped Rhys turn his life around.

Having completed the placement, the company offered Rhys a full time position and a Level 2 Foundation Apprenticeship in Warehousing through the Young Recruits Programme.

Graham said of the 24-year-old: “Rhys is one of the best workers I have employed in 26 years. His ambition and drive is motivational to any young person struggling to access the jobs market.”
Apprenticeship paying dividends for wind power ambassador.

Dylan Jones’ decision to follow the Apprenticeship route to a career as a wind turbine technician is paying dividends as his employer has appointed him an ambassador for the industry.

The 20-year-old apprentice from Glantwymyn, near Machynlleth, who works for RWE Innogy UK in Llandidloes, has attended Coleg Llandrillo Menai, Rhos-on-Sea where he has excelled.

He has achieved a Foundation Apprenticeship in Performing Engineering Operations and a BTEC Subsidiary Diploma in Engineering with a distinction, together with additional qualifications. He now plans to progress to an Apprenticeship in wind turbine operations maintenance.

During his time with RWE Innogy UK, he has represented the company and has spoken at a public planning meeting, to schools and guided visitors around the college’s wind turbine centre.

Lloyd’s totally focused on achieving goals at EE.

“His passion, determination, commitment and overall work ethic is demonstrated every day and leaves us in awe of what a difference one individual can make to any business regardless of how big or small.”

Those are the words of Nicola Watkins, a team leader at the EE contact centre in Merthyr Tydfil, when describing the contribution of Lloyd Price, a member of her team.

Lloyd’s ambition is to become the first apprentice to secure a team leader post at EE. He has already introduced a successful customer loyalty initiative which has been rolled out by EE, is the first apprentice to be appointed to the company’s self-managed team and was selected as an ambassador to promote the value of Apprenticeships in local schools.

Determined Sean grabs second chance to change his life.

Sean Williams has grabbed his second chance with both hands after turning his life around to lay the foundations for a career to support his family.

Sean, 27, from St Asaph, is a supervisor with Thorncliffe Abergele, a waste recycling business in Abergele, where he has achieved a Foundation Apprenticeship in Sustainable Resource Management. Now working towards an Apprenticeship with learning provider Cambrian Training Company, he hopes to progress to a Higher Apprenticeship.

“I have challenged myself to change my whole life to one that focuses on my family and providing for them rather than a life of crime,” said Sean. “I had watched friends from school grow up and achieve but it always seemed out of my grasp until now.”
Apprentice’s rise “astounding”

A 22-year-old Rhoose man is managing a team of 26 telecom engineers and responsible for hundreds of thousands of pounds worth of business.

Drew Barrett’s rise through Openreach has been an “astounding achievement”, according to his boss.

His training took place in-house at BT’s training centres, with theory delivered by Acorn Learning Solutions.

As part of the Apprenticeship in Telecommunications Engineering, Drew gained NVQ level 3 in Telecom Engineering, a BTEC diploma and an Essential Skills Wales qualification.

During his Apprenticeship, Drew volunteered to cover a number of managerial positions. As a result of his dedication and hard work, on completing his Apprenticeship in January 2015, he was offered an operational manager’s role.

From fitness coach to Ford engineering.

Twenty-six-year-old Liam Gill from Swansea has made a rather unusual career change - from personal trainer to engineer.

Now working as a mechanical engineering apprentice with the Ford Motor Company, Bridgend, he’s making quite a name for himself after coming up with new ideas that have saved the company more than £80,000 a year.

Liam said: “The Apprenticeship has been the best thing I have done. I really enjoy my work, something I never thought I would say.”

Liam completed his Apprenticeship in Mechanical Maintenance and Level 3 Extend Diploma in Engineering Maintenance with distinctions in all modules.

Apprentice Megan is making her mark in agriculture.

Megan Wilkins described herself as a shy girl before beginning work on Cwmnoydd Farm in Machen near Caerphilly.

A combination of working with animals and undertaking an Apprenticeship has brought her out of her shell and she is now developing a career and plans to complete a full degree in agriculture.

Bridgend College has provided Megan and her employer, Owen Tamplin, with ongoing training and advice throughout her Apprenticeship in Agriculture, which she achieved following a Foundation Apprenticeship in Agriculture.

“I had to overcome many barriers due to my quiet nature and as a girl entering into typically a man’s role,” said Megan.

“Exemplary ambassador” Zoe

Zoe Batten knew university was not going to be for her. She soon realised that an Apprenticeship was the perfect answer, providing real work while learning and gaining qualifications to support her progression through her employment.

Zoe successfully applied for an Apprenticeship at British Airways Avionic Engineering, Talbot Green, which was delivered by learning provider, Coleg y Cymoedd.

She completed a Level 3 Pathways to Apprenticeship in Engineering (Wales) in June, achieving the highest possible grade in addition to a range of other qualifications.

“Zoe has worked tirelessly to become an exemplary ambassador for BAAE and the Apprenticeship programme in Wales,” said Brian Parcell, BAAE’s head of operations.
Ellen Evans, 27, of Llandegfan, Menai Bridge, completed a Level 5 Higher Apprenticeship in Leadership and Management, including a QCF Diploma in Children’s Care, Learning and Development, through training provider Coleg Menai.

“The Higher Apprenticeship has increased my performance as a deputy manager, made me more effective in my practice, upskilled me and has given me the tools through knowledge, understanding and skills to further develop my staff in the nursery,” said Ellen who works for Treffos Cottage Nursery at Llansadwrn, Menai Bridge.

She won the ‘Higher Apprentice of the Year’ awards for both Coleg Menai and Grŵp Llandrillo Menai.

Confidence in management key to success.

A Treorchy woman has rejuvenated her career at the age of 53 thanks to a Level 5 Higher Apprenticeship in Leadership and Management. Janet Bevan, who works for Cwm Taf University Health Board in Llantrisant, already had many qualifications, but, to progress her career, needed more confidence.

She says the Higher Apprenticeship has “transformed” her - so much so that soon after starting the programme, she was promoted to Principal Occupational Therapist for the Older Person’s Mental Health Service.

“The knowledge and skills I gained boosted my confidence in my ability to manage, so after much persuasion I applied for the promotion,” she said. “This happened just as I got married and I had to prepare for my interview whilst on honeymoon!”

Steve’s new skills help develop his police career.

Skills gained during a Higher Apprenticeship are helping Steve Bergiers develop his career with the police service.

“Over the two-year Higher Apprenticeship my confidence has grown and I’ve gained new skills,” said Steve, 39, Dyfed-Powys Police Force’s lead for health and safety. “I’ve shown that I can take on a more senior role and have been promoted to a managerial position.”

He completed a Level 5 Higher Apprenticeship in Management, supported by Acorn Learning Solutions. He provides expert advice and guidance across the force and has already put a new action plan in place, training 100 inspectors, sergeants and staff in health and safety.

“I’ve now become a coach and mentor in the workplace, supporting others with their personal development,” he said.
Dental practice committed to training young talent.

When Bridge Dental Care in Newbridge, near Caerphilly, was looking to expand, it decided to recruit young people into its team through the Apprenticeship programme.

The practice now has two apprentices working towards an Apprenticeship in Dental Nursing.

Sue Pipe, Treatment Coordinator, said: “We need a team which is flexible, quick to adapt and with good communication skills. Dental nurses may be the first point of contact so these skills are essential.

“The Apprenticeship programme is perfect as it offers personal skills training in addition to the nursing qualification. Our training provider, Aspiration Training, is excellent, offering interactive, fun training sessions that are second to none.”

Young talent helps boosts business expansion.

A Port Talbot business is expanding into new areas and new countries thanks to the young talent it’s taken on.

Destek Accessible Technology Solutions provides advice on accessibility, ensuring companies comply with disability laws.

The company has recently recruited a third Apprentice who is working towards their BTEC Level 3 Diploma in Customer Service.

Co-director Andrea Kennedy said: “The skills required to work within our industry are rare. We wanted to train our own specialists and create local jobs. Working with training provider, Rathbone, we’ve developed an Apprenticeship programme that provides core skills as well as specific skills in digital accessibility.”

Developing and investing in young talent.

A hi-tech engineering company from Bridgend is developing its own young talent to tackle the engineering skills gap.

Nemein works predominantly in the energy and robotics sectors, and needs a very specific skill set. This means investing in training is essential, says chief executive, Suzannah Bourne.

The Apprenticeship programme, delivered with Acorn Learning Solutions, works very well, she said. “All our recruits gain confidence and motivation.”

Nemein, which is working toward Investors in People accreditation, is moving to larger premises later this year, which will allow it to develop an Engineering Apprentice Training School.
Memorable year for inspirational children nursery business.

Jenine Gill, director of Llantrisant-based Little Inspirations Limited, will not forget the year 2015 in hurry. Having been named VQ (Vocational Qualifications) Employer of the Year earlier this year her company is now a finalist for another prestigious award.

Little Inspirations, which was established 13 years ago, employs 55 staff in four children’s nurseries in Llantrisant, Rhdyfelin and Barry.

Jenine, who is dyslexic and left school with minimum GCSEs, is passionate about vocational learning as a pathway to fulfilling the true potential of her staff to enable them to provide the optimum standard of care. Every member of staff has either completed or is engaged in an Apprenticeship.

Little Inspirations’ preferred training provider is Educ8 Ltd.

Abattoir business and workforce reaping benefits of Apprenticeships.

Apprenticeships are helping a Mid Wales abattoir business develop and grow with a confident, skilled and committed workforce.

Randall Parker Foods at Dolwen, Llanidloes, which employs a workforce of more than 110 and supplies meat to customers across the UK and Europe, is reaping the rewards of training and developing its employees.

Apprenticeship Frameworks range from a Foundation Apprenticeship in Meat and Poultry Processing to a Higher Apprenticeship in Business and Administration. Flexible training tailored to the company’s needs is delivered by Cambrian Training Company of Welshpool.

The company currently has 20 apprentices and plans to enlist 10 more in January. Training and development is offered across all sectors of the workforce resulting in a high staff retention rate.

Inspirational approach to employment and training.

An award winning company, which runs a waste and recycling site in North Wales, has been described as “inspirational” for its approach to employing and training staff, including ex-offenders.

Thorncliffe Abergele has reduced the amount of waste going to landfill from 8,384 tonnes in 2013 to 887 tonnes last year and is aiming for zero waste.

The company, which has 52 employees, has invested in cutting edge equipment, including a new refuse derived fuel processing plant. Twenty-eight apprentices have been recruited in the last three years and seven are currently working towards a Foundation Apprenticeship and Apprenticeship in Sustainable Resource Management.

Heather Martin, from Cambrian Training Company, praised the company’s “inspirational approach to employment and training.”
Only the best good enough for Celtic Manor Resort.

As one of Wales’ premier golf, spa and leisure hotels the Celtic Manor Resort in Newport needs to ensure it provides customers with the best experience possible by employing and training the best staff.

Through its learning and development programme, the resort aims to become a recognised training centre for the hospitality sector, with Apprenticeships playing a major role.

As a result of the programme, 33 per cent of employees recognise the benefit of Apprenticeships for career development. Last year, staff completing an Apprenticeship increased by 30 per cent as a result of the strengthening of the training and learning options.

One hundred apprentices are currently employed, 45 having been taken on in the past year and 250 in the past five years.

Apprenticeships key part of Mitel’s strategy.

The competitive and growing world of business communications, collaboration software and services means Caldicot-based Mitel must recruit and retain staff who know the sector and customers well.

The company began its Apprenticeship programme in 2007 and currently employs five apprentices, all of whom have been taken on in the past year.

Mitel recruits and trains apprentices within its customer services division to plug the skills gap, training young people with no previous technical skills.

Working with training provider Acorn Learning Solutions, Mitel has developed an effective two-year Apprenticeship programme.

Apprenticeship programme helps transition to Natural Resources Wales.

Natural Resources Wales (NRW) was formed in 2013, taking over the functions of the Countryside Council for Wales, Forestry Commission Wales and the Environment Agency in Wales.

An Apprenticeship programme, Cyfoeth ICT, was launched to help amalgamate and integrate the organisation’s different systems, specifically in Information and Communication Technology.

The organisation currently employs five apprentices, having launched the programme two years ago with 14 coming through the system. Nine have completed their two-year Apprenticeship and have obtained permanent, full time employment with NRW.

The Apprenticeship programme has had a direct benefit to NRW in aiding the delivery of a challenging two-year IT transition programme from three networks.
BT has recruited 2,298 apprentices over the last five years.

Apprenticeships are a key part of the workforce strategy at BT, one of the world’s leading communications services companies with a large presence in Wales.

Offering a broad range of roles within the company, BT relies on employees having the right skills, experience and knowledge. Over the past three years alone, more than 600 BT learners have successfully completed an Apprenticeship in Wales.

A total of 2,298 apprentices have been recruited over the past five years, of which more than 96 per cent have achieved their full Apprenticeship. They work in a broad range of roles, from business administration, learning and development, to financial services, HR, sales and telecoms, with the Apprenticeships being delivered by Acorn Learning Solutions.

Staff retention at EE boosted by Apprenticeship programme.

As one of the largest digital communications companies in the UK, EE is at the forefront of innovation, serving over 30 million customers.

EE was the first Welsh limited company to achieve Investor in People Gold status and was crowned “Best Place to Work” at the 2012 European Contact Centre Awards.

The company established its apprenticeship programme three years ago to reduce the number of people leaving the organisation in their first year and to open up and build future talent pipelines. The company currently employs 251 apprentices.

The number of frontline employees leaving in the first year has been nearly halved to 30 per cent since the Apprenticeship programme was introduced, working in partnership with learning provider, The College, Merthyr Tydfil.

Bank’s investment in apprentices is paying dividends.

Apprenticeships have proved a valuable investment for Lloyds Banking Group, one of the country’s leading financial services companies.

The company has more than 5,000 staff in Wales, including 288 apprentices, with large operational centres in Newport and Cardiff as well as 100 branches throughout the country. The bank works closely with training provider, learndirect.

“Apprenticeships have become a very successful way of building a diverse talent pipeline, exceeding expectations in terms of commercial benefits and transforming how we attract and develop new colleagues joining the organisation,” said Lorraine Poole, Lloyds Banking Group’s emerging talent manager.

“Data shows apprentices are not only highly engaged but they experience accelerated levels of promotion compared to non-apprentice peers and are twice as likely to progress at entry level.”
Tailored approach to training is key to success.

Chris Hughes was a retail manager for 20 years before moving into training.

He is the Institute of Leadership and Management (ILM) tutor with ACT Limited in Cardiff, delivering work-based training across South Wales.

He strongly believes in tailoring his approach to the learner. “Everyone has different styles of learning and it’s important to consider that,” he said. “I use different methods to engage learners and keep them motivated.”

Chris, 54, who lives near Blackwood, is also very keen on using technology, encouraging learners to use their phones and tablet computers.

He holds a Level 5 Diploma in Leadership and Management, and has started the Level 5 Diploma in Coaching and Mentoring.

Creative approach pays dividends for Louisa.

Cardiff’s Louisa Gregory has been nominated for her energy, enthusiasm and creative approach to learning.

Louisa, 28, who works for ACT Limited, said: “I want every learner to achieve their potential. I try to use innovative teaching methods and inspire them to be creative and curious.

“I have a huge passion for what I do. Seeing a young person engaged and inspired to learn really motivates me. I was delighted that in 2014/15, 27 of the 30 learners I worked with, went on to secure full time employment.”

Louisa, who is working towards an ILM Level 3 in Management, is also a keen advocate of social media and uses Twitter and her blog to network and share best practice.

Trainer shows outstanding commitment through illness.

Steve Manning was nominated for an Apprenticeship Award in the work-based learning practitioner of the year category after showing incredible commitment to his students through his battle with cancer.

Steve, 53, from Llantwit Major, works for Coleg y Cymoedd as an engineering assessor, supporting over 40 apprentices across British Airways and Arriva trains.

He joined the college in Ystrad Mynach in October 2013, then, the following July, had to go through major surgery, followed by months of chemotherapy.

Steve immediately put into place processes to support his learners, insisting that he would coordinate their learning remotely. “The chemotherapy really drained me and I felt sick a lot of the time but it was important to me not to let my Apprentices down,” said Steve, who is now well and back at work.
Shaping the media industry of the future.

Sue Jeffries supports learners in a variety of roles - from carpenters with the opera, to costume dressers on popular TV series Casualty, editors on Doctor Who and runners on Hinterland.

She is chief executive of Cyfle, the training company for the creative industries, with centres in Caernarfon and Cardiff.

“My passion is to ensure that the industry in Wales gets the most talented people, and to do this they must be trained in the right way,” said Sue, who joined Cyfle in 2013 after over 30 years working in the media.

One of her apprentices, Matthew Ingram, said: “She shares her experience with warmth and wit and we always look forward to a session with Sue. Her passion for the creative industries in Wales is undeniable.”

ACT’s partnerships providing outstanding learning opportunities.

Award winning training provider ACT Limited works in collaboration with a network of partners to improve the quality of delivery and experience for learners across Wales.

Since the Cardiff-based company was established in 1988, it has developed hundreds of symbiotic relationships with corporate partners, 23 sub-contractors, schools and the wider work-based learning network to deliver positive outcomes for young people.

The company, winner of the Provider Award for Social Responsiveness in last year’s Apprenticeship Awards Cymru, has 2,161 learners on its books and the ACT network as a whole delivers learning programmes to 4,331 individuals across Wales. Traineeship, Apprenticeship and Learning for Work programmes are delivered across 22 different sectors by the network.

Butchery makes WorldSkills cut thanks to provider.

Award-winning learning provider Cambrian Training Company has demonstrated successful partnership working to get butchery adopted as a WorldSkills UK National Competition for the first time this year.

The innovative Welshpool-based company has brought together key players from across the meat industry and training sector to establish the new competition, which has included heats in Wales, England and Northern Ireland.

These heats resulted in six butchers qualifying for the final to be held at The Skills Show in Birmingham in November.

The company, as organising partner, applied to Find a Future, which is responsible for the WorldSkills competition portfolio and butchery was one of only three new competitions selected from a list of 18.
We would like to congratulate all finalists on their achievements and wish them good luck for the awards.

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They have hundreds of vacancies and opportunities specifically for young people who are looking to get started in the world of work or improve on their career prospects.

The award-winning company is one of the most innovative and professional training providers in Wales and has many wins and commendations under its belt including: The Sunday Times’ Best 100 places to work for 2015; Provider Award for Social Responsiveness 2014, and Wales and West Utilities Inspiring Young Talent Award 2014.

Website: www.acttraining.org.uk
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