

NATTER

Issue 5

April 2010

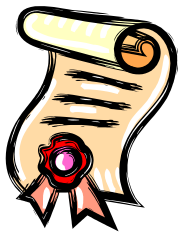
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Welcome to the April edition of Natter.

We hope this newsletter continues to be a good source of news and information. Remember this news letter is for you, so if you would like to contribute to future editions please phone, fax or e-mail us (contact details above).

We hope you enjoy reading it.

Editor



Employer of the month - Stapleford Care Centre

Stapleford Care Centre currently has 13 learners with Prostart on Administration Apprentices to Customer Service NVQs. They are fully committed to the development of their staff not only encouraging them to complete NVQs but also sourcing different providers to offer Literacy, Numeracy and ECDL courses. Courses are offered to all staff regardless of position or length of service.

They are a positive, proactive team who do a fantastic job providing care and support within the community. From the reception staff to the caretakers they are all committed to carrying out their roles to a high standard.

They have made our assessors very welcome and always make time for their NVQ programmes despite being very busy on a day to day basis. The assessors find it is a pleasure to visit the centre and Prostart assessors can often be found enjoying the hospitality of Coffee City! We're sure all of Prostart's learners will continue to succeed in this in environment.

Quote

A strong positive mental attitude will create more miracles than any wonder drug.
Patricia Neal





Congratulations to the following Achievers -

Jason	Bennett	Entry to Employment	
Kris	Argent	Apprenticeship	Customer Service
Amy	Coupe	Apprenticeship	Business and Administration
Keeley	Fisher	Apprenticeship	Business and Administration
Jessica	Rawson	Apprenticeship	Business and Administration
Dhanveer	Taak	Apprenticeship	Accounting
Laura	Goodband	Advanced Apprenticeship	Accounting
Hayley	Lyons	Advanced Apprenticeship	Business and Administration
Oliver	Maltby	Advanced Apprenticeship	Accounting
Natalie	Marshall	Advanced Apprenticeship	Accounting
Hollie-Louise	Norris	Advanced Apprenticeship	Accounting
Carla	Rogers	Advanced Apprenticeship	Customer Service
Serena	Robinson	NVQ2	Business and Administration
Steven	Wright	NVQ2	Team Leading
Gareth	Wood	NVQ2	Contact Centre Operations
Jeanette	Holloway	NVQ3	Business and Administration
Mandy	Jones	NVQ3	Business and Administration
David Stuart	Urquhart	NVQ3	Learning and Development
Janet	Smith	NVQ4	Management

NEWS - Prostart Training Awards 2010

Our annual awards ceremony is fast approaching and invites will shortly be sent out to both learners and employers. This year we have added an extra element to the night. We are holding a Charity Raffle in aid of the Derbyshire, Leicestershire and Rutland Air Ambulance.



The Air Ambulance is supported entirely through voluntary donations, they receive no Government or National Lottery funding and it costs £1.5 million a year to keep the service operational! I'm sure you will all agree it's a worthy cause to work with.

For more information please visit: www.dlraa.co.uk

Tickets will be available at the beginning of June and prizes will include a **Football signed by all the Nottingham Forest Football Team** and a **signed CD from chart topper Ellie Golding**.

For further information or if you would like to sponsor an element of the event please contact: - Claire Bates on 0844 8150807 or email: clairebates@prostartuk.co.uk

The East Midlands Apprenticeship Awards are due to take place on 10th June 2010 and we are pleased to announce that NHS Nottinghamshire County are being recognised on the night with a Special Merit Award. Congratulations to all the team at NHS for their continued hard work and dedication to the Apprenticeship program.

In addition, Prostart Training has reached the finalist stage of the awards for Small Employer of the Year. I'm sure we will be up against some very stiff competition and are delighted that we have reached this stage for all Small Companies across the East Midlands.

Equality & Diversity

Update on the Equality Bill...

On 8th April the Equality Bill received Royal Assent and became the Equality Act 2010. It is not yet in force. The Act brings disability, sex, race and other grounds of discrimination within one piece of legislation, and also makes changes to the law. The Act does not apply to Northern Ireland.

The Government envisages that the main provisions of the Act will come into force in October 2010, with the integrated 'public sector equality duty' and dual discrimination provisions being delayed until April 2011 and some other parts later than that ([timeline on EHRC website](#)).

This timetable will be subject to any changes resulting from the General Election.
EHRC – www.equalityhumanrights.com/legislative-framework/equality-bill/equality-bill-timeline/

Equality & Diversity

Here are 2 web sites to have a

look at.....

April is Autism Awareness Month – www.nas.org.uk

May is ME Awareness Month - www.afme.org.uk

Finally.....

A study by online fashion retailer Long Tall Sally and conducted by Opinion Matters, found that women who were taller than 5 ft 8 in, earn £5,000 more a year in their career than smaller women.

Arianne Cohen, author of The Tall Book, commented: "Research shows that tall people are consistently more successful in the workplace."

The amusing study, which asked 1,461 women for their salary and height, was published to mark National Stand Tall Week.

Taken from Women in Technology



**We are against Racism.
We will proactively and positively
tackle all instances of racial
abuse, harassment &
discrimination**

Positive about Disability



Prostart have had a successful review of the Positive about Disability commitments by Job centre Plus.

The disability symbol is represented by 'two ticks' and the words 'positive about disabled people'. The symbol is a recognition given by Jobcentre Plus to employers who have agreed to make certain positive commitments regarding the employment, retention, training and career development of disabled people.

These commitments are:

- to interview all disabled applicants who meet the minimum criteria for a job vacancy and to consider them on their abilities
- to ensure there is a mechanism in place to discuss, at any time but at least once a year, with disabled employees, what both parties can do to make sure disabled employees can develop and use their abilities
- to make every effort when employees become disabled to make sure they stay in employment
- to take action to ensure that all employees develop the appropriate level of disability awareness needed to make sure these commitments work
- to review these commitments each year and assess what has been achieved, plan ways to improve on them and let employees and Jobcentre Plus know about progress and future plans

When you're applying for jobs, look out for employers using the disability 'two ticks' symbol. It shows they are positive about employing disabled people and will be keen to know about your abilities.

Feedback - Compliments and Complaints

'Frank really helped me complete my NVQ and helped me with Maths as I was struggling with my application of number'

'Dawn has always been very helpful, approachable, encouraging and a great assessor - I'll miss her'

'Laura is very helpful and is really helping to explain everything.'

'I felt the whole system worked extremely well and would be willing to have another apprentice any time'

'Emma's role has been useful and her guidance through the modules has been very helpful'

'The support I received from my assessor was second to none. I have gained a lot from my apprenticeship and am very happy with the progress I have made'

'I enjoyed the course immensely and the help given by the assessor proved invaluable'

'Thank you for all your help, I couldn't have done it without you Sam'

Health & Safety

HSE Myth of the month:

HSE still bans this, that and the other. In reality HSE has banned very little outright



For information and Guidance on Health and Safety go to: -

Infoline - Health and safety information and advice:
Call 0845 345 0055 or visit:

<http://www.hse.gov.uk/contact/index.htm?ebul=hsegen/26-apr-2010&cr=30>

Report an accident at work:

Call 0845 300 9923 or report online at:

<http://www.hse.gov.uk/riddor/index.htm?ebul=hsegen/26-apr-2010&cr=31>

The Wall

The articles below were written by learners on the **E2E** programme.

Life of a teenager

Being a teenager isn't all it's made out to be, when I was younger I was counting the days and now that am finally here I want to be young again. Being able to go out with your friends and do what you want to do, being able to relive that life you had before but with some needed changes, being able to make that first impression again and willing to show how much you've changed. When you were told not to, but never listened. Teenagers are always right, well so we thought. Before my teenage life came about I thought it was all about partying, going out with your friends as much as you can and being able to do whatever you wanted without listening to anyone's opinion. It's only when you start getting older that you realise you should have listened, and maybe paid more attention to what people had to say. Being a teenager is the best and probably worst part of your life mixed together, but if you were given this chance again, would you take it? And is there anything you would change?

By *Charlie*

If you'd like your comments posted on '**The Wall**' please e-mail info@prostartuk.co.uk or visit Prostart's Facebook page and post a message.

Safeguarding



Prostart Training believes that it is unacceptable for a learner to experience abuse of any kind and recognises its responsibility to safeguard the welfare of all learners by commitment to practice that protects them; our Safeguarding Statement below outlines how we do this.



Safety Starts Here

In order to provide a safe and welcoming environment in which all individuals are respected equally, Prostart have the following in place: -

A Child Protection and Safeguarding Policy that is reviewed and updated every year. This outlines Prostart's procedures for ensuring that all our learners are safeguarded and protected and includes contact information for the Local Safeguarding Boards.

All our members of staff have had a Criminal Records Bureau (CRB) check which means that they have been checked against police records.

All our members of staff have had training in Child Protection and Safeguarding and this is updated every year.

We have two designated members of staff that you can talk to about any concerns around abuse or any other issues. You will find their contact details on the Safer Practice, Safer Learning posters and leaflets around the buildings.

Paula Vaughan E-mail: paulavaughan@prostartuk.co.uk Telephone: 0844815 0806
Eve Adams E-mail: eveadams@prostartuk.co.uk Telephone: 0844815 0877

Prostart issues all learners with an Induction Handbook which details the attitude and behaviour we expect from our learners.

Prostart do not tolerate bullying and discrimination. If you feel you have observed or been subject to such behaviour, you should speak to the members of staff above. If you feel unable to do so, you should speak to another member of staff or the Managing Director.

Harassment must not go un-reported as it will only escalate and may lead to illness and/ or persist and/ or transfer to other victims. It is therefore your duty to report any such behaviour. Every effort will be made to investigate promptly and thoroughly all allegations, in as confidential a manner as possible.

Prostart keeps a record of contact details of parents, carers or guardians of learners aged up to 18 (and up to the age of 25 for learners with learning difficulties and/ or disabilities) to ensure that we can contact them if required.

Prostart ensures that all our learners have a comprehensive induction covering Health and Safety, including Internet Safety and Equality and Diversity covering bullying and harassment. This is to make all learners aware of your own duties and responsibilities in creating a safe environment for everyone.

All learners carry out a risk assessment as part of their induction to help you understand the arrangements that are in place to help keep you safe.

Learners understanding of Health and Safety, including safeguarding and Diversity covering bullying and harassment are checked by Assessors and Tutors during Progress Reviews.

Employers and Placements are fully checked out by our trained staff for Health and Safety and Safeguarding and this is fully documented.



Health Corner



Confidential Chlamydia Screening, open to all Prostart E2E learners and Apprentices

Taking place at:



18 High Street
Long Eaton
Nottingham

Thursday 15th July 2010 at 11am

Thursday 16th September 2010 at 11am

Thursday 9th December 2010 at 11am

Save a Packet on the High Street

Good News! All learners are entitled to sign up for the free UCAS card.

- Save a packet on the high street with your UCAS discount card.
- Information about the courses and universities you're interested in.
- Expert help from Giles, the UCAS adviser with all the reminders, hints and tips.
- Free copies of *The Independent's* 'You Can' magazine delivered to your door.
- Unlimited use of yougofurther.co.uk, the UCAS student network website.



BSM

TOPSHOP

Register at www.ucas.com/ucascard

Thanks for reading!

To keep up to date with all the news at Prostart become a fan on Facebook.