



Summer Newsletter

Reap the Rewards of Training

Your quarterly communication on the latest courses, services and news items from Rewards Training!

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Rewards (England) announces merger with indigoskills

Rewards is happy to announce that we are merging with one of our existing partners; indigoskills. The newly expanded Rewards will be adding Hospitality Apprenticeships to its portfolio and can provide professional, quality Literacy and Numeracy tutor-led programmes within the workplace.

Indigoskills formed in 2006 and provides quality training, (reflected by an Ofsted grade 2 inspection) information, advice and guidance within the Hospitality, Retail, Business and Banking sectors. There is much common ground between Rewards and indigoskills and Rewards are confident that the synergy will result in new products, ideas and continued improvement to benefit our customers.

Commenting on the merger, Marion Ward, CEO of Rewards said, *"We are absolutely delighted Andrew and his team will be joining Rewards. Their knowledge and experience with Hospitality and Skills for Life in the South East is second to none and their overall expertise in Employer engagement can only help to expand our business throughout Sussex and the South East."*

Andrew Ayres, Managing Director of indigoskills commented, *" We are delighted to be joining with the experience and skills of Rewards Training.*

Together we will provide a much stronger and wider product range to employers throughout Sussex as well as helping the unemployed and the 16-18 year olds who aspire to gain employment."



To celebrate our recent merger Rewards are offering a 50% discount on fees for all our Apprenticeship places. Offer ends 30/09/11. For further details please contact our sales team on 01444 413745 to arrange a visit from our expert team.

Inside this issue:

[Rewards merger](#) p1

[10th year as learndirect provider](#) p1

[Rewards Apprenticeship Academy](#) p2

[Employability WorkSkills](#) p3

[Meet the Team!](#) p3

[£1,000 business training grant available now!](#) p4

[Apprenticeship Awareness at Jobcentre Plus](#) p4

[Current Rewards Training portfolio](#) p4

Rewards 10th year as a learndirect provider

Rewards has been a **learndirect** provider since its introduction in 2001. This year we have secured our largest contract to date and are keen to help local individuals gain skills and qualifications through our funded on-line courses.

We can offer ITQ qualifications (an IT qualification that can be studied by both employed and unemployed individuals), three levels of Adult Numeracy qualifications and two levels of Adult Literacy qualification.

Courses can be part or fully funded (eligibility criteria applies) so contact Rewards today to book your place!



Summer Newsletter

Rewards Apprenticeship Academy

Rewards is proud to announce the launch of our new Academy programme in Sussex. The Academy is designed with junior employees in mind (although any employee, of any age, can be an apprentice as long as they work 30+ hours per week and are below degree-level qualified) in order to provide the knowledge and skills necessary to flourish within a Business Administration or Customer Service setting.

The Academy benefits the employer by providing the perfect combination of industry training and best practice, whilst the apprentice benefits from up-front training leading to an Apprenticeship qualification and builds confidence and skills with their employer throughout the process.

Apprentices attend the Academy for 2 days per week, for the initial 12 weeks of employment before they are fully integrated into the workplace. In addition, each apprentice is allocated a personal trainer who will visit the apprentice in their workplace every 2 to 4 weeks throughout the programme. Full or part funding is available and as the Academy is a rolling programme it can welcome new apprentices at any time during the year and Rewards will even help you recruit an appropriate apprentice (free of charge) if you so wish!

Rewards Academy Trainer, Becca Matthews comments: *'... The aim of this 12-week Academy program is to train and guide Apprentices through their new journey into the workplace. The sessions will cover a range of different skills and knowledge including behaviour in the workplace, telephone techniques, professional behaviour and Health and Safety to name a few.*

The sessions are being delivered in an interactive and engaging format to ensure that our Apprentices reach their maximum potential. Alongside the taught sessions there are also self-directed tasks that are completed to check and reaffirm their knowledge.

...I am excited to see the development of skills and knowledge from our Academy Learners once they have finished this process and hope that this will give them the confidence and ability to work within any professional environment'.



Academy learner, Yasmin Millis says: 'This week, the academy started at Rewards and I was very pleased to be one of the first learners to attend.

In the first session I learnt about employability skills and what an employer is looking for. I identified what work skills I am good at and the ones that I need to improve on. In the second session I learnt about what behavior is and isn't suitable in the workplace environment. I learnt about self-management, how to prioritize my working day and also about self-confidence.

I felt that the sessions were planned out well with group learning in the morning and then independently completing tasks in the afternoon. I thoroughly enjoyed my first 2 days and am looking forward to carrying on with the academy and learning more.'

For more information call Rewards on 01444 413745 or see our [website](#) !

Summer Newsletter

Employability WorkSkills (BTEC Level 1 qualification)

Are you claiming Job Seekers Allowance (JSA) or Employment Support Allowance (ESA, WRAG) whilst looking for work? We invite you to achieve a fully funded BTEC Level 1 Award in WorkSkills to give you that focus and assistance you need!

Come along to either of our introduction to WorkSkills courses initially, and gain an accredited certificate in Self Assessment, and by the end of the day we will agree a programme to suit you from the remaining available units where relevant. Gain accreditation for individual units or achieve a combination of 3 units or more to gain your full BTEC L1 Award.

Unit 1 Introduction to WorkSkills and Self Assessment

- Understand what the BTEC qualification is and how to achieve it
- What are your skills and abilities? What job would suit you?
- The importance of, and how to set personal goals

Unit 2 Searching for a Job

- Match your skills and interests to potential job roles
- Know where to look and understand job adverts

Unit 3 Applying for a Job

- What different methods of applying for a job are there?
- What information do you need before you apply?
- What should your CV, cover letter or application form look like?

Unit 4 Preparing for interview

- What questions might you be asked at interview? What questions should you ask the interviewer?
- Practical planning to prepare for the day

Unit 5 Interview skills

- First impressions and non-verbal communication
- How to respond to questions and evaluating your interview performance

Unit 6 Self Management / Time Management

- Improving Time Management skills
- Prioritising tasks and achieving objectives

Call Rewards on 01293 611686 for more information and to book your place

Meet the Team! - meet the individuals and teams behind Rewards



My name is Aimi Driver and I am the Skills Manager at Rewards and I work within the Training and Management Teams. My role as both a manager and teacher, is to manage and take responsibility for the development and day-to-day running of all Skills for Life programmes. I ensure all learners on Skills for Life programmes such as Literacy, Numeracy, ESOL and Functional Skills are on the right programme for them individually and given the opportunity to develop their skills and knowledge. I thoroughly enjoy my role and gain great satisfaction out of empowering people, giving them the skills and confidence to continue their lifelong learning.

Aimi's website of the month is www.braingames.org.uk

She says; 'This website provides a different way for individuals to test their Numeracy and Literacy skills. Just like being at the Olympics, you can record your score and work your way through the different levels'.

Summer Newsletter

Leadership and Management grant - up to £1,000 per company

The Leadership & Management Advisory Service in the South is offering a £1,000 grant (funded by the Skills Funding Agency) to provide senior level training to enable the individual to “engage and optimise the contribution of their staff and therefore grow the business”.

This offer is available to private sector businesses or social enterprises that:- have fewer than 250 full time equivalent employees, and have at least one employee in addition to the senior leader, and have the potential for high or fast growth*. One grant per company, £1,000 maximum, for 50% of the fees.

Appropriate training may be: Developing a highly effective personal leadership and management style, Creating a joint enterprise culture within the workforce, Planning and developing an effective organisation and teams, or Leading and managing employee high performance.

* Please call Rewards on 01444 413745 for exact eligibility criteria and to discuss how we may assist.

Apprenticeship Awareness at Jobcentre Plus

Rewards is working in partnership with Jobcentre Plus to run Apprenticeship Awareness sessions for Jobcentre customers as many customers are unaware that Apprenticeships are available as a viable route into employment, providing both paid work experience and training towards a recognised qualification at the same time. The sessions are being run fortnightly at Crawley and Haywards Heath. All Jobcentre customers are welcome to attend and can book via their Jobcentre Advisor.

Katharine Ball, Head of Client Services at Rewards says: *“We’re delighted to be supporting the jobcentre, giving generic information about what Apprenticeships are and how people go about finding and achieving one. The response has been positive to date”.*

A summary of the current Rewards Training portfolio

- **Apprenticeships**
 - Customer Service
 - Business Administration
 - ITQ
 - Hospitality and Catering
 - Team Leading
 - Management
 - Warehousing
 - Contact Centre
 - Hairdressing/Barbering
 - Health and Social Care
 - Childcare
 - Road Passenger Vehicle Driving (Taxis) (NVQ only)
- **Rewards Apprenticeship Academy**
 - Upfront skills training for Apprentices
- **learndirect**
 - IT/Computing (Basic to Intermediate)
 - Adult Literacy
 - Adult Numeracy
 - Qualifications in the above
- **Commercial Recruitment & Consultancy**
- **Employability WorkSkills training**
 - Induction / Self Assessment
 - Searching for a Job
 - Applying for a Job
 - Preparing for interview
 - Interview Skills
 - Self Management / Time Management
 - BTEC Level 1 Award (complete 3 of the above units to achieve)
- **Commercial training**
 - ILM
 - “No Time To Manage”
 - Adult Literacy and Numeracy
 - Health and Safety in the Workplace level 2 and level 4 Award
 - Level 3 Award in Supervising Health and Safety in the Workplace
 - ICT skills (ECDL levels 1,2 and Advanced)
 - Level 2 Emergency First Aid at Work
 - Levels 2,3 and 4 Food Safety
 - Many, many more!