



## A Fresh Look at Management

**The first session of the new Level 5 course to be offered by the BMF has successfully been completed at Soho Square.**

Delegates with differing levels of experience of management came together to improve their skills by working with their tutor Ian Moody.

Over a period of 12 weeks each delegate worked through a series of workshops and examined different aspects of management and how to apply the skills learnt. It was a new and challenging venture for all involved.

Frances Greene the Commercial Training Manager of the BMF said that the course content had been designed to stretch and encourage individuals who are at management level and are looking to increase their potential.

Irene Mitchell who completed the course said "I thoroughly enjoyed the training mainly due to the way it was delivered by Ian Moody. I would definitely recommend this course as it gives new managers the tools to

become the best possible leaders and current managers a fresh look at how they are doing things. The Work Based Assignments though difficult at times gave me an opportunity to evaluate myself and to visualise the type of manager I would like to become."

Endorsement also came from Dale Bateman from Buildbase who felt that he too had benefited from completing the course. Though it involved flying to London to attend the teaching sessions which at times was difficult, Dale felt that he too has developed as a manager and is putting the planning techniques into practice. He has recently been promoted into a new role and the skills he has developed have supported this new challenge.

A new session will be available in April 09 and if you or a member of your team are interested please contact Frances Greene on 0207 534 7420 or frances.greene@bmf.org.uk

## LATEST MOL

### GOING GREEN?

The BMF's product knowledge training offer has moved up another notch, with the launch of a new Sustainability module course book from MOL.

With the growing need for 'green' building practice and knowledge of products' environmental credentials, the new module provides an overview of the most common issues. It is designed to give sales and trade counter staff a sound knowledge of the basic arguments, and an understanding of how the green agenda shows up in the way products are manufactured and installed.

The module starts with a general discussion of the arguments about climate change, before moving on to specific product areas from insulation to rainwater harvesting to condensing boilers. It covers off basic building structures, site practice and dwelling / room design.

MOL Module 42 leads to a City & Guilds unit certificate. The module should typically take two months or 40 hours to complete on-the-job.

# 'Apprentice of the Year'



Kerry Duckworth from Kirkby Building Supplies and Andy Ankers from JT Dove have walked off with this year's coveted BMF Apprentice of the Year award for excellence in their respective apprenticeship levels.

The awards, which acknowledge an exceptional candidate enrolled on the Builders Merchants' Federation (BMF) Apprenticeship Scheme, was held at the annual BMF Members' day at the National Motorcycle Museum, Solihull.

Kerry received the Institute of Builders Merchants award for top achievement in the NVQ level three category and Andy won the BMF award for excellence in the level two category.

## Regional Courses

The following courses are available in an area near you between January & March 2009

### Find a course near you:

#### SCOTLAND

Feb 14 - Bathroom Planning & Design  
Mar 3 - Buying to Gain Value

#### NORTH EAST

Feb 2-5 - Sales Training for Sales Executives

#### NORTH WEST

Mar 19 - Increasing Profit from Stock Layout

#### YORKSHIRE

Feb 19 - Introduction to Project Management  
Mar 10-11 - Kitchen Planning & Design

#### MIDLANDS

Feb 2 - Safety Training - Risk Assessments

#### EAST ANGLIA

Feb 10 - Proven Ways to Increase Margins  
Mar 24 - Measuring Building Quantities

#### SOUTH WEST

Feb 12 - Increasing Profit from Stock Layout  
Mar 17-18 - Effective Stock Management

#### LONDON

Feb 19 - Strategic Thinking  
Feb 23-26 - Sales Training for Sales Executives  
Mar 12 - Introduction to Project Management

#### SOUTH WALES

Feb 5 - Increasing Sales on the Telephone

## Apprenticeship Achievers



**Anthony Falcon**

BMF apprenticeship in Distribution, Warehousing & Storage Operations.



**Joe Rountree**

BMF apprenticeship in Distribution, Warehousing & Storage Operations.



**Sarah Hepplestone**

BMF apprenticeship in Customer Service.



**Mike Readman**

BMF apprenticeship in Customer Service.



**Chris Galdes**

BMF apprenticeship in Customer Service.



**Vicky Goodsell**

BMF apprenticeship in Customer Service.

# Moving Forward with Electronic Portfolios

Onefile is a secure, easy to use, web based portfolio which has been developed with learners undertaking National Vocational Qualifications, Key Skills and Technical Certificates in mind. It contains everything the learner will require, from National Occupational Standards to locally produced documents.



The learner works through the tasks uploading the evidence onto the system. The uploading of evidence could not be easier as it is as simple as attaching a document to an email. The learner may, for example, produce a document in Word and save it to some form of media (USB sticks are very common and also very cheap). The learner then clicks on the assessment evidence icon browses to the location of the file in question, gives it a name and uploads it.

Onefile will accept many forms of evidence such as word processed documents, spreadsheets, presentations, digital photographs, digital voice recordings and even short video. This makes it easy for the learner to obtain evidence from many different sources.

Another extremely positive aspect is the ability for all users to communicate within the system as it has its own messaging suite. Onefile also contains a Forums area where users can become involved in discussions about the qualifications, the system and many other topics.

For all users one aspect of the system which is particularly useful is the ability to create assessment plans remotely. This means that the learner and the assessor do not have to be sat in the same room (or county for that matter) for effective planning to take place. This not only cuts down on face to face visits but also enables learners to progress quicker through the qualification they are taking.

On successful completion of the qualification it is possible for the learner's electronic portfolio to be exported to CDROM in order that they may have a copy of their portfolio to go with the certificates they will have received.



If you would like further information on any of the areas covered in this issue or would like to learn more about what the BMF can do for you simply complete this reply form and pop it in the post FREE of charge!

I am a employer and would like to learn more:

I am an apprentice and would like to learn more:

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Tel: \_\_\_\_\_ Email: \_\_\_\_\_

# Learner Satisfaction Survey

Over the past autumn the BMF has been asking its learners for feedback on the apprenticeship training. Each Regional Assessor asked their learners to complete a short questionnaire on their training and to return it back to Head Office in London. As an incentive to do this there was a prize of £25 to the first name picked at random from the pile of completed forms.

The lucky winner is Katie Lee-Own from Ridgeons, Bury St Edmonds.

Katie has worked for Ridgeons for nearly four years in the kitchen and bathroom showroom which she enjoys as she says that the staff are very friendly and helpful.

Her Assessor Phil Hawkes is really pleased that Katie has won this prize as she is a worthy winner. Katie has already achieved 2 distinctions for her MOLs and is working very hard on her Customer Service Level 3 Apprenticeship and should achieve this by September 09.

As to what she is going to spend her winnings on? Katie has been



riding horses since she was 7 and she is going to treat her horse "Boycie" to something special!

Some of the other comments we have had from other apprentices are listed below and all of the results are available on the BMF website.

## Example of comments from other apprentices:

"... it has been a great help"

- Thomas Walsh

"... I get a lot of information and ideas from the training"

- Katie Lee-Own

"My assessor makes everything easy to understand"

- Scott Creedy

## Personal Profile



My name is **Angie Pountain** and I am the BMF Regional Assessor for the North East area.

I have worked for the BMF since 1998, first as a self-employed assessor and verifier, then as a full time member of staff. It is a very challenging, but most rewarding job, with each day bringing new experiences and demands. And of course, helping all my learners to achieve their qualifications and see them progress to better things!



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