



The route to lifelong learning

Issue 3, Aug 2009

## You call the shots

### with BMF Regional Training Groups



In an ideal world would you like:

- Staff training at a location of your choice?
- To decide when it should take place?
- Input into the structure of the training provided?
- To save money?

Yes? Then the new BMF Regional Training Groups could provide the perfect solution.

BMF has been looking at ways to maintain staff training in the current difficult trading conditions and come up with a new way to deliver a flexible and cost effective training solution for our members.

The offer to every BMF Region will be for participating members to choose a package of four courses to be run when and where members want them.

**This training offer enables any two members of your staff to attend four days of locally held training, at an all inclusive price of £980\*. That works out at the**

**bargain price of £122.50 per person per day!**

The all inclusive group training package works like this:

- We need at least four member companies per region to take part in order to operate a group training package.
- Participants select their choice of BMF courses. Most courses are of one day duration, but if more this will use up the available days.
- BMF will liaise with participants to choose the four most popular training courses in each region together with the dates they could be run during the next six months.
- In order for us to run each course a minimum of eight people is needed. Most members like to send two people at a time on a course so that is the basic group offer.
- The choice of which individuals to send on each course is entirely

yours. You can send the same two each time or a mix of up to eight different people.

- If enough companies take part we will be able to accept 'half package' bookings. These will be for one person to attend each of the four courses at a reduced cost of £490.00. Subject to minimum 8 people per course.
- If sufficient interest has been generated to operate a group scheme in your region we will contact you to agree dates and locations of courses. At this point we will invoice you.

**If you are interested in taking advantage of Regional Training Groups please contact Sean Kelly on 0207 534 7423 for more details.**

\*Subject to achieving sufficient numbers. This offer has to end by March 2010.

## MOL Distinctions Achievers

### Aggregates and Blocks

- Rebecca Townsend, *Bence & Sons Cheltenham*

### Customer Care

- Amanda Scannaliato, *Crowthornes/Lawsons Bedford*
- Daniel Lang, *Grahams Stirling*
- David Zollner, *Lawsons Edmonton*
- Kevin White, *Builder Supplies Fleetwood*
- Lee Collins, *Graham Bracknell*
- Robert Collier, *Jewson Dalkeith*
- Sarah Spencer, *Rinus Roofing Heywood*
- Thomas Kerr, *Collier & Catchpole Colchester*
- Tony Reynolds, *Local Building Supplies Leeds*

### Drainage - Below Ground

- Paul Fearn, *Clower & Sons Ripley*

### Health and Safety

- David Carroll, *James Burrell Ltd Gateshead*
- Garry Wells, *Bence & Sons Cheltenham*
- Jason Dance, *Lawsons Crawley*
- Laura Brown, *West B.S. Ltd Bridlington*
- Paul Howe, *James Burrell Ltd Gateshead*
- Philip Hawkes, *BMF YT Assessor*

### Heavyside Materials

- Jade Blissett, *E H Smith Bovingdon*

### Major Property Problems

- Nadine Andrews, *Buildbase Farnham*

### Paint Systems, Wallcoverings and Sealants

Kenna Leadbetter, *Builder Supplies Fleetwood*

## SAM'S WEDDING!



On the 25th July Sam Beales the Regional Assessor for the South West married Steve Jones.

They were married at the Chapel on the Royal Marine base near Taunton where Steve is a Sergeant in 40 Commando unit.

It was a lovely day celebrating with friends and family. Sam looked radiant in her dress and was looking forward to her honeymoon in the Maldives.

## PROGRESS ONLINE



John Wood and Steve Sinclair both branch managers for Ridgeons have just achieved their Level 3 NVQ in Management.

John and Steve used the electronic portfolio One File to collect and store their evidence and worked with their assessor over the internet to plan their assessments. This made the assessment process more flexible for both Steve and John as they could

work at their own pace and see their progress develop in-between branch visits by their assessor.

The ILM External Verifier for the management qualification Linda Bradley could also access their work using the internet and she was impressed by the quality of their work. Linda said "both John and Steve have worked really hard on their portfolios and they are clearly competent in their job roles. It was really good to be able to listen to the witness testimonies from their colleagues as it gave me a real feel of how they work and made the portfolios individual and more personal."

John and Steve are now having a break from learning over the summer months but they are both looking to continue training in the autumn and are now looking forward to starting the Level 4 NVQ in Management.

## DIPLOMA IN MERCHANTING

The Diploma in Merchanting programme is designed for Managers or newly appointed Managers. The aim is to assist an individuals understanding of how to manage other people and to increase sales in their branches whilst providing the best customer service.

The programme consists of 9 modules and 9 workshops which on average take 12-18 months to complete. Topics covered are Managing People, Managing Yourself, Managing Operations and Managing Resources. Each completed module receives a certificate and after 4 modules they are visited by one of our NVQ

assessors. The learner will then complete 4 units of the NVQ level 3 certificate in Management free of charge.

There are 4 locations throughout the UK where these workshops are held.

The cost of each workshop is £300.00 + vat for members or £330.00 + vat for non members.

The BMF Diploma in Merchanting has been designed to reflect the specific needs of Builders Merchants and confers a prestigious award.

For more information then please call **Sean Kelly on 0207 534 7423** or email **sean.kelly@bmf.org.uk**

## REBECCA TOWNSEND



"Rebecca joined George Bence and Sons Cheltenham on 1st September 2004. Initially she was engaged as a Clerical Assistant to the Company Buyer, but it very soon became apparent that she viewed her job as a career and not "just a job". Very early on she demonstrated a thirst for knowledge about the products, the Company and the industry as a whole.

In 2006 she volunteered to join a training course to become one of the Company's First-aiders and has been on regular refresher courses. Also in 2006 she embarked on an N.V.Q. Level 2 in Administration during which she earned distinctions in a number of modules. She then went on to achieve Third Place for

her M.O.L. Modules earning a 6117 Certificate in Distribution. She has just completed an N.V.Q. Level 2 in Team Leading with her assessor Sam Beales from the BMF.

Since our Company Buyer left us in May 2008 Rebecca has taken over total responsibility for the monitoring and direction the Company's purchasing activities as well as, until recently, being responsible for the coordinating and collection of the Cemco Heavyside Rebates.

She has proved herself to be an enthusiastic and committed employee and will be missed whilst off on maternity leave."

Chris Bence, MD.

## Training on Tap



Lee Gibson from Vickers and Son (Plumbers' Merchants) Ltd has just sent off his 5th MOL for final marking. He has been working on MOLs since he first started with the company over 2 and half years ago and so far has gained 3 distinctions and a credit.

Clare Hughes the company director said of Lee.

*"Lee came to us with no previous experience or knowledge of working in a plumbers' merchants but he was keen and showed that he was ready to learn. As we are a small business in north Wales it was difficult to send Lee off to training courses held in other parts of the country, so using the MOLs was an ideal solution to our training needs. Lee has completed them at work and it has increased his product knowledge not only in the stock that we sell but also the wider aspects of running a business."*

Lee is now taking on more responsibility at work and covers the sales counter and the warehouse and has developed his skills and knowledge by working closely with his colleagues and completing his MOLs to a high standard.

If you would like more information on MOL titles available, please contact **Sean Kelly on 020 7534 7423 or sean.kelly@bmf.org.uk**

## Making a Splash!!.....



Ryan Fisher and Martin Walker, of Chandler Material Supplies in Chelmsford who are both currently working towards achieving their Apprenticeships at Level 2 in Customer Service recently took part in the Chelmsford Raft Race, on board with fellow crew members Charlie and PJ they came third in the final.

They raised over £400 for the Essex Air Ambulance in an annual event that is sponsored by Chandler Material Supplies, the Lions Club of Chelmsford, and the Inland Waterways Association.

Well done to all involved despite those yellow shorts.

# NOT EVERY YOUTH IS UNCOUTH!

**Les White** of Crescent BS has employed plenty of young apprentices in his yards over the recent years and sees this as a way to expand and develop his business. Speaking recently Les was keen to praise his employees and was happy to recommend taking on a young person. "Not all young people are irresponsible and the lads that I have working for me now are brilliant in that they are keen and hard working and I can rely on them. I think that the builders merchants industry needs to attract younger employees into the business to develop but there needs to be a clear pathway for employees to see how they can step up the career ladder."

**George Palmer** who is 18 has been working in the yard and is only two months off of achieving his Apprenticeship in Warehousing. He will soon be moving to work on the sales counter to increase his product knowledge and develop his customer service skills. George said "sometimes customers assume that because I look fairly young that I don't know what I am doing and that I won't be able to help them. However by listening to my colleagues and being confident with customers I have soon learnt. Obviously I'm not going to pick up everything at once but in the time that I have been with Crescent I have learnt new things such as gaining my fork lift licence and how to deal with tricky customers."



Another recent apprenticeship achiever for Crescent BS is **Ashley Hudson**. He has completed his Distribution and Warehousing apprenticeship which he started

when he was just 18. Ashley said "working in the yard can be really hard work and the customers can be

quite demanding. I found the NVQ quite easy to do and it helped me deal with different situations. I am happy working in the yard as I am taking on more responsibility and I may start another MOL course."



## **Jewson Forum**

Another Merchant that is keen to develop its younger members of staff is Jewson. This is the first year that Jewson has worked with the BMF to deliver

the Customer Service apprenticeship for their Young Merchant Programme and currently there are 25 apprentices working towards their qualifications. A forum was held at International Timber in Grangemouth for the Scottish learners to have an informal get together to discuss their training with Nina Royle and Katy Carrick from the BMF.

The Development Coordinator for the Jewson Young Merchant Programme, Jemma Copeland said "these young people are the future of the company. It is an opportunity for a young person to earn whilst they learn and work with experienced team members. There is also the added bonus of job security whilst having this training as it is a two year programme where a learner is placed with a branch to develop their skills and knowledge. On top of this they will gain a recognised qualification of the Customer Service level 2 NVQ and MOL certificate."

So if you are looking to expand your workforce and would like to take on a school leaver or another young person please **contact Nina Royle on 0207 534 7421/07926 465 0908 or nina.royle@bmf.org.uk** who will help you with advertising and recruiting for any vacancy that you may have.

## Personal Profile



Colin Haymen is the BMF's full time trainer. Colin began his career in the building supply industry in 1962. Since then he has

worked at all trading levels within our industry from trade apprentice to national manager.

"I joined the BMF nine year ago with a belief that we have a responsibility to develop people within our business to the benefit of both themselves and their companies. I have developed a portfolio of professional training courses including all customer interactions, leadership, communication and motivation that are designed to meet our customers' needs. I can also deliver bespoke customer focused training that will improve and add value to our members' business."

Colin is a dynamic and motivational trainer who believes people within our industry have the fundamental skills and the need to develop and grow through the training environment that the BMF creates.

To book a course with us or to get any further information on training please phone **Sean Kelly on 0207 534 7423** or email him at **sean.kelly@bmf.org.uk**



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