



Building excellence
in materials supply

BMF Plumbing & Heating Training & Plus Services Support Pack



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BMF Plumbing & Heating Merchants

“ Use BMF Training
today to support your
plumbing & heating
merchant business. ”

John Newcomb, Chief Executive Officer.



Dear plumbing and heating professional,

You may not know that the BMF offers a wealth of training courses to help support and grow your business.

Take a look at the enclosed brochure and other reference materials we've provided to see how the BMF is ready to offer:

- ✓ In-company or regional training courses - allow training to be closer to you
- ✓ Bespoke training to ensure we tailor to your needs as a business
- ✓ Management, leadership and sales training
- ✓ Margin Management Programme
- ✓ Online product knowledge training
- ✓ Targeted staff training – ensure your staff excel at customer service

We know business is tough out there at the moment, so we're not stopping with just this support pack. You'll also be contacted soon by your Regional BMF Manager, who'll come and discuss your specific business challenges and needs.

Don't want to wait? Feel free to call them directly to arrange an urgent meeting. You'll find their details at the back of the brochure. Start making more of your BMF membership and you'll soon see the difference we can make.

Wishing you every success.

A handwritten signature in black ink, appearing to read 'J. Newcomb', written in a cursive style.

John Newcomb
Chief Executive Office, BMF



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BMF Branch Management Forum

Event Overview

The BMF Branch Management Forum is specifically designed to help Branch Managers, and those aspiring to branch management, to run their branches more effectively and improve performance in every aspect.

Please be aware that this forum is only available to merchant members.

John Newcomb, BMF CEO said: "This is a hugely exciting venture for the BMF. Branch Managers are the lynchpin of the industry and this forum was created specifically for them. We are lining up a fantastic range of speakers to stimulate new thinking and galvanise action when delegates return to their branches."

Event Content

The BMF has brought together an impressive range of industry experts to share their knowledge on a wide variety of branch-related subjects, including:

- Manager's Role in Health & Safety
- Increasing Sales Margins
- Employment Law
- Leadership and Management
- Digital Marketing
- Mental Health & Wellbeing
- BMF Training Taster Workshops
- Product Masterclasses
- and much more...



Testimonials From Recent Forums

Kevin Johnston, BPS Ltd

'I have to say it one of the best I've attended...'

Philip Long, John A Stephens

'The forum had a really good balance of topics covering a wide range of areas and provided plenty of opportunities for networking.'

Colin Meadows, Building & Plumbing Supplies

'Highly Recommend this to anyone who is looking to understand our industry, its standards or the areas in which we excel over other sectors.'

A well-rounded event, some great speakers, their first hand knowledge and experiences helped me to see areas that we can improve on and push the envelope more. Many thanks to all at the BMF'

Anthony Rose, Chandlers Building Supplies

'I enjoyed every moment of it. My highlight of the two days would be the motivational talks.'

Danny Sullivan, Huws Gray Ridgeons

'Quality of speakers was very good.'

Barry Herlock, Travis Perkins

'The content was excellent; It was useful to talk to other Branch Managers from other parts of the industry especially as for the most part we were all from different backgrounds.'



BMF Diploma in Merchant Management

For the Employer – Benefits for your Business

One of the major challenges merchants face today is finding talented people who will fit-in with your ethos and produce results. This is especially the case with managers. In order to survive, develop, and grow, your business needs good managers; managers who are committed, skilled, and well qualified. But where do you find such people?

You could recruit externally of course, but this is extremely time-consuming, costly, and potentially risky. Why not look internally instead and develop the talent you already have? The BMF Diploma in Merchant Management aims to help you do exactly that!

Upon successful completion attendees will not only have shown a commitment to their continuous professional development but they will also be far better prepared to manage the business.

They will have been exposed to modern managerial thinking and attitudes. They will have considered what they need to do to develop themselves further. They will also have shared ideas directly with other managers from within the builders' merchant industry. Above all though, they will be better equipped to manage your business.

Is it relevant?

Absolutely!

The BMF Diploma in Merchant Management is designed from the ground up to be relevant to managers and supervisors working in the merchant industry.

The Diploma is open to all but is especially relevant to existing managers and supervisors (or those who aspire to undertake these roles).

What is covered?

The BMF Diploma in Merchant Management covers a range of practical management issues including managing yourself, managing others, managing processes and managing change.

Attendees will learn not only key managerial skills but also how to apply these back at work.



How is it structured?

The BMF Diploma in Merchant Management comprises of nine 'Learning Modules'. Successful completion of the first three Modules leads to the award of a Certificate, whilst completion of all nine modules earns the full Diploma.

Each Module is supported by distance-learning materials followed by a practical tutor-led 'workshop'.

How is it assessed?

Individual progress is assessed via nine written papers and also during activities undertaken at the workshops.

Each paper poses questions relating to the subjects covered in a learning module and is designed to test understanding of the key concepts.

Each workshop will involve practical activities which will be assessed by the tutor. In order to complete an assessment, attendees will need to draw upon what they have learnt and also their personal experiences at work. In doing so they will demonstrate an understanding of current management thinking and attitudes.

How long will it take?

The BMF Diploma in Merchant Management is a programme of part-time study that is designed to take minimum of 6 and a maximum of 24 months to complete, as displayed on the diagrams overleaf.



Worshipful Company
of Builders' Merchants



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What will be gained?

The Diploma in Merchant Management is approved by the BMF as a programme of study relevant to the industry. By successfully completing the programme participants will have gained a valuable understanding of modern management principles and will have shown a commitment to develop themselves. They will have the confidence to apply their knowledge and skills to running a branch more effectively and more efficiently.

Diploma in Merchant Management Structure

The Diploma in Merchant Management is a structured programme of study divided into a number of themes and topics, as shown below:

Successful completion of Part A results in the award of a Certificate in Merchant Management. Those who go on to successfully complete Part B as well are awarded the more prestigious Diploma in Merchant Management.

Part A	Award	Theme	Content	Ref	Format
6 Months	Certificate	Principles of Merchanting	Managing Stock (Part 1)	C6	Knowledge based
			Finance (Part 1)	C5	Three sets of learning materials
		Managing Others	Customer Care	C4	Three contact days
			Leading The Team	C3	Multiple choice and short written assessments
		Managing Yourself	Effective Communication	C2	Including Motivation
			Personal Organisation	C1	Including Time Management
Part B	Award	Theme	Content	Ref	Format
One Year	Diploma	Managing Change	Managing Projects	D6	Theme based
			Strategic Thinking	D5	Six sets of learning materials
		Managing Processes	Managing Stock (Part 2)	D4	Six contact days
			Finance (Part 2)	D3	Written and practical work-based assessment
			Performance Management	D2	
			Personal Effectiveness	D1	Including Building Resilience

BMF Management Development Programme

Overview

“A totally re-vamped and up-to-date programme of training that is suitable for all levels of management.

Traditional training programmes can be rigid and inflexible with the focus of covering set subjects rather than developing the required knowledge, skills and attitudes of the attendees. The Management Development Programme (MDP) is not like that at all! Instead it adopts a totally flexible, modular approach that meets learning needs at all management levels.

Three Learning ‘Tiers’

Each learning tier is ideally suited to a particular subject area and learning style.”

Tier 1 – Seminar Style

Where we overview key management concepts through tutor-led presentations and group discussions.

Tier 2 – Classroom

Where we delve a little deeper and explore each subject through individual and group activities.

Tier 3 – Workshop

Where we focus on reinforcing the learning through practical activities.

“No matter what your management level, or need, the MDP has something for you.”

“The new-style MDP is the perfect complement to the Diploma in Merchant Management.”

Not everyone has the time to commit to a long programme of study, or the wish to undertake assessments. This is where the MDP becomes a very attractive option

A Six Point Approach

- Modern Thinking
- Half-day Modules
- Any Module Mix to Suit You
- Learning Styles to Suit All
- Any Group Size up to Twelve
- Any Duration to Suit You



“Each of the six-points are not special in themselves but, when combined with all the others, they result in a very special programme indeed.”

The Six-Point Approach allows us to create unique, custom programmes that suit all levels of management.

The benefits of this approach, compared to a conventional ‘one size fits all’ method, are numerous.

For one thing, the new MDP can be scheduled to run over a time that suits you, rather than the provider.

“The aim of the MDP is to accelerate learning and development whilst minimising any disruption to the business”

The Benefits to You

More effective Training – Flexible Timescales – Customer Subject Choice – Minimum Disruption – Faster Learning – Embedded Skills and Attitudes. “The new-style MPD is totally customisable in terms of content, timescales and approach”

Different people learn in different ways so the new MDP is based on a three-tier approach to learning. Modules can be delivered as a seminar, as a conventional course or as a hands-on workshop.

In this way the programme aims to accelerate learning and embed the essential skills, knowledge and attitudes needed to manage a modern plumbing & heating merchant.



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Better Banter: Humour or Harassment?

Course type

Regional, in-company

Learning format

Classroom based or virtually

Course duration

½ Day

What do you get?

Certificate of Attendance

Course overview

Stop the press! An employment lawyer, delivering a 'better banter' session? Really? What a fun-sponge! Not quite – we enjoy a fun working environment as much as the next person but understand more than most the costs when it goes wrong. Our fast-paced and engaging session will guide you through the legal context, the risks involved (legally, financially and reputationally) and what's appropriate behaviour at work to create and encourage an inclusive workforce.

We include real-world examples, mock-tails, and interactive activities to bring out training to life and ensure attendees are ready to put their learning into practice.

Who would this benefit?

This session can be tailored to meet the needs of anyone in the business – after all, the culture of a business is set from the top down.

We can work with your leadership teams to help set a five-star culture, support your managers to ensure that culture is put into practice, and provide your employees with the knowledge and understanding of what is, and isn't, appropriate at work.



Objectives

During this session you will:

- Understand what 'banter' is and the difference between humour and harassment
- Appreciate the different forms it can take and know when the line is crossed
- Appreciate the potential risks involved
- Learn about the impact of behaviour inside and outside work
- Understand protected characteristics
- Learn what is classed as bullying
- Understand how to maintain a fun, engaging and inclusive environment
- Discover the costs when it goes wrong – reputation damage, compensation and personal injury claims.

Content

- What is banter and the different types
- What's the problem?
- How common is harassment?
- Understanding the impact on people and the business
- Banter at work
- When should you get involved
- When banter crosses the line

And many more...



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Data Protection

Course type

Regional, in-company

Learning format

Classroom based or virtual

Course duration

½ Day

What do you get?

Certificate of Attendance

Course overview

There is now a greater need for protection for personal information and a greater burden on businesses to secure that data.

We'll help you to understand the data you hold, areas of risk exposure and how to update your data protection practices.

Who would this benefit?

This session can be tailored to meet the needs of your business and whoever you wish to attend. We can help your managers and employees understand their day to day responsibilities, as well as provide high level guidance on creating proactive data protection routines and compliance procedures for your senior team and data protection officer.

Objectives

During this session you will:

- Understand the eight data protection principles
- Understand the risks, fines and possibility of audits
- Understand the data you hold and your justifications
- Identify areas of weakness and vulnerability in your business
- Manage consent more effectively
- Identify different data roles
- Acquire the skills needed to get data right



Content

- GDPR compliance
- The current law
- Lawful processing
- Data transfers
- Categories of personal data
- Your personal data register
- Informing and obtaining consent
- Privacy notices
- Training and engagement
- Carrying out impact assessments
- Data accountability
- Data breaches
 - Notification
- Individual rights
 - Access
 - Rectification
 - Erasure
 - Informed



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Driving Performance

Course type

Regional, in-company

Learning format

Classroom based or virtual

Course duration

½ Day

What do you get?

Certificate of Attendance

Course overview

Is 'OK' alright? Is 'acceptable' enough? Have you agreed what 'sufficient' means? Has your business defined what 'great' looks like? Inconsistency, bias, lack of transparency, inexperience and lack of direction often contribute to a culture that accepts ordinary performance. High performing teams drive high performing businesses but ensuring proactive and productive performance routines are maintained in your business can be a challenge. Our practical, fast-paced training will provide you with the tools, knowledge and insight needed to develop high performing teams.

We include real-world examples, mock-tails, and interactive activities to bring our training to life and ensure attendees are ready to put their learning into practice.

Who would this benefit?

This session can be tailored to meet the needs of anyone in the business but is primarily focused at those responsible for day to day people management.

The session can refresh the knowledge and understanding of your HR or People Management team to promote a proactive performance culture or upskill your managers to ensure they understand what a great performance routine looks like and have the tools to execute it.



Objectives

During this session you will:

- Understand the importance and effectiveness of a probationary period
- Know how to create clear job roles and accountabilities
- Be able to set SMART objectives and KPIs
- Understand informal and formal performance discussions
- Be able to deliver difficult feedback
- Learn to manage ego, personalities and difficult employees
- Be able to deal with performance alongside another formal process.

Content

- Understand how great leaders get it right
- What happens before employment
- How you support performance in the first 100 days of employment
- Conducting probationary reviews
- Carrying out informal performance discussions
- Setting SMART objectives
- What a formal performance process looks like

And many more...



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Managing for Success

Course type

Regional or in-company

Learning format

Classroom based

Maximum numbers of delegates

12 delegates

Course duration

3 Days

Further development opportunities

- People Management Skills
- Diploma in Merchant Management.

What do you get?

Certificate of Attendance

Course overview

A three day regional management course or a choice of selecting the content to personalise an in-company course of between two and five days.

This course has been designed to be engaging and highly interactive. Emphasis is placed upon challenging perceptions whilst providing insights as to how to manage people more effectively.

Practical skills and techniques are also examined with a view to increasing a delegate's confidence, particularly when dealing with difficult conversations.

In turn, this should lead to a change in behaviours upon return to the workplace and subsequent improvements in management style.



Key Results

Develop and improve:

- Personal effectiveness skills and attitudes
- People management skills
- Key skills in the major operations of branch and sales management
- Understanding of business finance and information management

Content

The role of the manager

An opportunity to discuss personal circumstances and boundaries of authority. Includes defining the role of the manager.

Leadership styles and understanding others

Theory 'X' and theory 'Y' and the resulting mindsets. An introduction to Character Type Recognition also provides an understanding of the four main character types, and their corresponding strengths and weaknesses.

Motivation of others and building teams

Leading on from the previous session, this includes assessing your team's needs, and how to build strong teams by having the correct people in the right jobs. Includes modifying behaviour according to the type of person you are communicating with.

Managing change

Leading change positively and the importance of doing so with courage and conviction.



Managing for Success Continued...

Performance management

The step by step approach to managing performance which includes the following:

Improving communication

- Giving positive and critical feedback and exploring assertive, aggressive and passive styles of communication.

Objective setting

- Applying the SMART principle to ensure you get the best from your staff.

Effective delegation

- What can and can't be delegated and the difference between delegation and abdication. Delegates will be encouraged to discuss real scenarios and how it affects them.

Difficult conversations

- Why they should not be avoided and how to structure them to ensure the best outcome. Includes how to decide which leadership style is appropriate. This is often commented on by delegates as being one of the most productive and worthwhile parts of the course.

Appraisals

- The importance of conducting regular appraisals, common mistakes to avoid and how to make them a positive experience for all.

Recruiting staff

- Selecting candidates and planning and preparing for interviews. Using exploratory, specific and competency based questions to structure the interview process.



Time management

- Why some staff seem to get more done than others, prioritising tasks and dealing with people who waste your time.

Managing customer expectations

- Looking at the delegate's customer base, (some Head Office staff may be present), what motivates them and the best way to communicate with them to ensure co-operation.

What next?

Delegates are encouraged to share what they have learned, and to commit to what they will do differently in the future using a Personal Development Planner.

Managing Sickness Absence

Course type

Regional, in-company

Learning format

Classroom based or virtual

Course duration

½ Day

What do you get?

Certificate of Attendance

Course overview

Sickness absence can have a huge impact on your business, but we see all too often the ease at which conversations around absence are avoided. But if you calculate lost productivity, team disruption and sick pay costs, these conversations would be seldom left unsaid. Managing absences proactively and positively avoids lost working days and poor morale. Our session equips you with the tools to manage absences early, support employees' return to work and understand how to terminate employment fairly.

We include real-world examples, mock-tails, and interactive activities to bring our training to life and ensure attendees are ready to put their learning into practice.

Who would benefit?

This session can be tailored to meet the needs of anyone in the business, but is primarily focused at those responsible for day to day people management.

The session can refresh the knowledge and understanding of your HR or People Management team, or upskill your managers to ensure they have the confidence to tackle issues early and effectively, and minimise the risk and costs to your business.



Objectives

- Understand the different approaches to short and long term absences
- Learn how to proactively manage absences
- Discover strategies your business can use to keep absence to a minimum
- Reduce abuse of company sick pay
- Learn how to use medical evidence and consent
- Understand the law around disabilities and making reasonable adjustments

Content

- What can be achieved with absences
- The different types of absence
- Short term absence
 - Welcome back meetings
 - What to monitor
 - Underlying reasons
- Creating a fair dismissal
- Formal process
- Investigation
- Formal meeting
- Delivering the outcome
 - Factors to consider
 - Possible outcomes
- Supporting a return to work

And many more...



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Presentation Skills

Course type

Regional or in-company

Learning format

Classroom based or virtual

Course duration

1 Day

Further development opportunities

- Driving Performance
- Diploma in Merchant Management

What do you get?

All delegates receive all of the slides, workbooks and other supporting material. Post-course support, via email and telephone can also be provided if required.

Course overview

These days, the ability to present well has never been more important.

Whether it's presenting to colleagues, giving an important speech at a conference or a product demo to customers, your ability to influence and express yourself clearly is a make-or-break skill.

Who would this benefit?

This workshop is suitable for those new to presenting and those who would like to brush-up on their skills. No prior knowledge is required.

Suitable for those in supervisory and management positions from junior to mid-level seniority who have to:

- Deliver Keynote Speeches
- Make Presentations at conferences and events
- Present at Boardroom level
- Persuade and influence colleagues internally
- Give sales presentations
- Deliver information to clients



Objectives

Attend this workshop and you will:

- Be more confident about presenting
- Improve your delivery
- Be able to deal with tricky questions
- Build better relationships with people
- Be more influential and persuasive
- Enjoy presenting more

Course Content

- Accepting the challenge
- Planning and organising for both small and large groups
- Brainstorming for great ideas
- Doing your research and gathering content
- Structuring your presentation and picking a focus
- Creating your presentation
- Designing powerful visual aids
- Writing effective handouts
- How best to practice your presentation
- Developing your personal style
- Engaging with audiences and building rapport
- Dealing with stress, anxiety and nerves
- Improving through evaluations
- Becoming a better presenter



Supervisors Toolkit

Course type

Regional or in-company

Learning format

Classroom based

Course duration

2 Days

What do you get?

Certificate of Attendance

Course overview

The Yard Foreman can be overlooked for formal training but will often be one of the team members that would benefit most from external support. This individual will usually have been promoted because they were a hard worker, but this particular attribute alone is not enough to succeed when managing others.

The course is designed with the target audience in mind, who may well not be used to the classroom environment. Emphasis is placed less upon theory, and more upon relevant and practical examples of how to get the best from your team.

Who would benefit?

- Yard Foremen
- Yard Supervisors
- Managers of external departments



Objectives

To provide delegates with practical assistance and support with the three main challenges facing them:

- Effective management of the yard area
- Management of others
- Providing good customer service

Course Content

- The role, and the difference between managing and leading teams
- Leadership styles and how you are perceived by others
- Time Management – why some people seem to get more done than others and dealing with people who waste your time.
- Setting SMART objectives and realistic goals to ensure success
- Understanding how to motivate and interact with different types of people
- Performance Management and the step-by-step approach, including when to seek input and advice from Branch Management
- What can and can't be delegated and the difference between delegation and abdication
- Providing good customer service whilst managing yard operations

Increasing Sales on the Telephone

Course type

Regional, in-company

Learning format

Classroom based or virtual

Course duration

1 Day

Further development opportunities

- Sales Training for Sales Representatives
- Maximising Margin

What do you get?

Certificate of Attendance

Course overview

This course is designed to show delegates the best way to increase sales using telephone contact. It will allow delegates to identify telephone sales opportunities and how to turn them into profit.

Who would this benefit?

Any member of staff new to selling over the telephone, experienced staff looking for new ideas to increase their effectiveness.

Objectives

- Maximising the advantages of using the phone
- Being a seller not just an order taker
- Using effective verbal communication skills
- Efficiently identifying customer needs and promoting quality features as benefits
- Making an action plan to demonstrate what needs to be done differently



Course content

- Closing the sale
- Techniques for generating a positive customer perception on the telephone
- Turning telephone enquiries into sales
- Questioning, listening and challenging skills
- Building rapport over the phone
- Demonstrating good company and product knowledge
- Understanding features and selling benefits
- Identifying customer needs to cross sell, upsell and increase an order
- Following up quotes
- Dealing with different types of customers

Kitchen Design with Sales and Customer Care

Course type

Regional

Learning format

Classroom based

Course duration

2 Days

What do you get?

Certificate of Attendance

Course overview

Success in planning any kitchen depends on how well the designer understands and adheres to the design process – which is all about knowing how to take a good brief from the customer. Vitally important is the correct and accurate way of carrying out a survey, keeping up with current compliance and how that impacts on the plan. This is the area where profit is often lost, if the plan does not work and the units do not fit then the cost of putting it right eats away into the profit of the project.

This is a 2-day practical course designed to enhance creativity through conceptualisation. It will enable attendees to learn how to use the power of design and presentation to successfully make your business grow.

Who would this benefit?

Anyone involved in the planning and preparation of kitchen design.

Objectives

1. The Brief - Learn to prepare a brief
2. The Survey - Learn to prepare an accurate survey
3. The Plan - Learn to prepare working plans
4. The Presentation - Learn to create compelling presentations
5. The Sale - Sell the sizzle not the sausage



Course content

- Make yourself aware of current and new building regulations
- Application of the key elements and principles of design
- The power of lighting
- The power of colour
- The use of planning guidelines in individual situations
- Design data including inclusive design
- How lifestyle changes influence design decisions
- Styles and periods
- Unique architectural challenges
- Learn how to prepare professional working drawings, schedules, reports and quotations
- Clear plan dimensions and annotations result in good working drawings
- Computer Aided Design – how to present your design – an outline
- Best practice techniques in selling your design
- The use of presentation techniques to create maximum impact

Practical sessions:

- Define individual needs and activities
- Understand how to use a scale rule
- Learn to outline the room ahead of the survey
- How to survey a room correctly
- Design and prepare a plan of the surveyed room
- Present your design

Letting your Customer Trade with you Online

Course type

Regional, in-company

Learning format

Classroom based or virtually

Course duration

1 Day

Further development opportunities

- Social Media Workshop
- Search Engine Optimisation (SEO)

What do you get?

Certificate of Attendance

Course overview

This one day course will look at and help you understand how best to digitally market your organisation to your customers.

Who would benefit?

- Marketing Managers
- IT Managers
- Branch Managers
- Business Owners and Directors

Objectives

- Creating multi-channel sales, fulfilment and customer service in the merchant sector
- What are your competitors doing digitally?
- Digital success cases within a B2B market
- Why companies have failed when they didn't see digital as a priority



New ways of working

- How can digital transform the Supply Chain & Operations?
- Establishing continuous innovation
- Transforming operational processes
- Empowering and enabling an agile workforce

Transforming people and culture

- Why it is important to establish a digital mind-set
- Creating the mix of digital and traditional operational culture

Driving digital transformation

- What is leadership's role in driving and sponsoring digital transformation?
- Setting priorities and key organisational messages
- How to START....

Course content

- What is digital disruption and how is it impacting the economy?
- The complexity of the merchant market
- Digital success cases within a B2B market
- Creating a customer-focused Strategy
- Success factors within B2B Digital
- Developing a digital strategy
- Driving change
- How to start the process
- The leadership challenge (driving digital transformation)



Plumbing & Heating Estimating Workshop

Course type

Regional, in-company

Learning format

Classroom based

Course duration

1 Day

Further development opportunities

- Measuring Building Quantities

What do you get?

Certificate of Attendance

Course overview

Hands-on training that combines both product knowledge and specialist sales training to help merchant staff to develop an underpinning knowledge that will really help to boost sales.

The focus is on learning through experience; delegates spend 60% of their time undertaking plumbing tasks and sales exercises. This highly practical approach is designed to give them direct experience of using all the products required for particular jobs, making it easier for them to put a complete package together for their customers.

Who would this benefit?

Anyone with the requirement to 'take off' materials from standard drawings or wanting to refresh their knowledge in plumbing and heating.

Course content

- The courses are ideally run for a particular merchant at their premises, which means they will focus on the product ranges stocked by that company.
- The merchant can either book an individual workshop or combine several to provide a progression learning programme with BTEC certification.



- All the workshops follow typical customer jobs. The delegates work together in teams to compare and determine the main products required by the customer, to identify the potential add-on sales, and to learn how to install the products themselves.

There are separate plumbing and heating workshops for:

- Copper and plastic tube and fittings
- Heating systems
- Waste and soil pipe and fittings
- Bathroom products and showers
- Tiles and tiling accessories
- Rainwater goods and drainage

Each workshop covers:

- The product range delegates are selling
- How and where their customers use these products
- Design and installation
- Types, grades, finishes and sizes offered
- Gaining add on sales

The workshop finishes with a test so that delegates can assess their new knowledge, sales and service skills.

Finance for Non-Financial Managers

Category

Finance

Course type

Regional or in-company

Learning format

Classroom based or via Zoom (virtual).

Course duration

1-day

Further development opportunities (other courses)

- Diploma in Merchanting

What do you get?

Workbook and Certificate of attendance

Course overview

This course is designed to give delegates an understanding of the basic elements of finance in business, and how the mechanics of a Profit & Loss account fit together so they can make better, more informed decisions.

The course includes interactive sessions on budgeting, trend observation, remedial solutions, and sets some key performance challenges for delegates to achieve when they return to their branch, which means that the cost of the course is often recouped by the improvements made!

For an additional fee we can substitute the case studies with numbers from your own business, which means delegates tend to buy into the improvement plans even more.

Who would benefit?

Branch Managers, Assistant Managers, or anyone who wants to gain a better understanding of their branch P&L account.



Objectives

- Understand key performance indicators in working capital, productivity, and profitability
- Interpretation of management information
- Identify remedial solutions without emotional baggage

Course content

- Key performance indicators for a typical merchant
- The importance of cash flow in business
- A look at the main financial statements to understand the P&L, balance sheet, and cash flow
- Understanding the importance of profitability and margins
- Understanding the cost of discounting, damage, shrinkage & waste
- Explain the concept of working capital
- Using management information to make better strategic decisions
- Basic budgeting
- Putting together a three-year plan to achieve an improved return on investment
- Practical tips on how to get the most out of your working capital
- Setting the challenges going forward

How a House is Built

Course type

Regional, in-company

Learning format

Classroom based or virtual

Course duration

1 Day

What do you get?

Certificate of Attendance

Course overview

This course will help you understand the build process involved during a residential new build or RMI project. You will explore the different phases of a residential project from design to finishing, the different packages of work at each construction phase, and the different sub-contractors who are likely to be involved.

Different types of residential new build and RMI (Renovation, Maintenance and Improvement) projects will be covered, you will also look at mixed use, flats and retirement homes.

Modern methods of construction and the influence of legislation will be explored to establish their impact on the choice of product and supply source.

For each construction phase, you will identify the different applications undertaken and explore the product options building contractors and different sub-contractors might consider, including potential “add-on” sale opportunities.

You will also explore the buying influences that could affect the purchasing decisions made by your customers, and some of the common terminology used within the industry.



Who would benefit?

An essential course for anyone in a customer facing role or a sales person new to the construction industry, apprentices, or those wishing to improve their knowledge and understanding of the construction industry.

Objectives

To understand the construction process for a residential new build and RMI project, different build types and the potential influences on a purchasing decision. You will explore the different construction phases, sub-contractors and applications at each phase, including product options and associated products to help spot add-on sale opportunities.

Programme content

- Identify the phases of a residential new build or RMI project
- Understand the influences on choice of product at design and build stages
- Explore new design and construction methods and the impact on a project
- Explore the impact of legislation on the choice of product
- Explore the different packages of work at each construction phase
- Understand the different applications and product options required by the building and sub-contractors at each phase
- Identify “add-on” sale opportunities linked to the different products sold
- Understand the influences on a buying decision and the terminology used during a project

Managing & Controlling Stock

Category

Stock / Finance / Working Capital

Course type

Regional or in-company

Learning format

Classroom based or via Zoom (virtual)

Course duration

1-day

Further development opportunities (other courses)

- Reducing Stock Loss & Shrinkage
- Managing & Controlling Stock & Shrinkage
- Warehouse & Yard Layout

What do you get?

Workbook and Certificate of attendance

Course overview

Managing stock levels is the key to any merchant / supply business. This course will show how to maintain the required stock level, therefore leading to accurate stock takes, ensuring you are complying with the HSE and having a positive influence on overall customer service.

Who would benefit?

Branch Managers, Assistant Managers, Stock Controllers. Yard Supervisors or anyone with an interest in stock management.



Objectives

- Understand how stock affects profitability and service levels
- Define the role & responsibilities of a Stock Controller
- Understand the principles of forecasting, planning, and controlling stock
- Demonstrate effective objective setting in stock management
- Demonstrate appropriate stock control management techniques
- Effective communications regarding stock issues with suppliers, sales staff and customers

Course content

- The importance of effective stock management, and the role of stock controller
- Setting objectives and targets in stock control management
- Understanding stock turn, and its effect on profitability
- Forecasting and planning stock
- Managing demand and supply
- Safety stocks and stock levels
- Managing the risks and costs of holding stock
- Simultaneously meeting customer needs and minimising stock holding

Principles of Merchandising

Category

Stock / Sales

Course type

Regional or in-company

Learning format

Classroom based or via Zoom (virtual)

Course duration

1-day

Further development opportunities (other courses)

- Customer Service in Builders Merchants
- Essential Sales, Margin & Customer Service
- Managing Stock & Controlling Shrinkage

What do you get?

Workbook and Certificate of attendance

Course overview

This course gets delegates thinking about their customers' project, rather than just the single line products. Students will learn how to set up displays and shop zones for easy & efficient product retrieval and make their promotional displays more attractive to the customer.

We look at how to avoid lazy merchandising and promote the most profitable product lines to reduce single line transactions and increase average ticket value, which means that branches will enjoy the benefits of an improved overall blended margin going forward whilst remaining competitive on the known value items.

Who would benefit?

Sales Counter Area Managers, Shop Supervisors, Trade Counter Staff, Branch Managers, Assistant Managers, Showroom Staff etc.



Objectives

- Understand the art of promoting goods for sale through merchandising
- Understand how passive selling complements pro-active selling
- Understand how to maximise sales per Ft²

Course content

- Understand the importance of profitability and how lightside materials boost margin
- Understanding your customer's need for efficient turnaround in your branch
- Setting the correct stock levels
- How to reduce slow & non-moving stock
- Increasing average ticket values through add-on sales
- Going to war on single line transactions
- Zonal merchandising
- Effective store layout & positioning of stock – the 10 principles of merchandising
- Managing promotions
- Space planning & optimisation
- Controlling shrinkage & reducing shoplifting
- Practical store walk



“ The rapid response and way that the BMF leveraged their direct line to government in the early stages of the pandemic, provided information and support that was essential for our operational planning. ”

Ray Stafford, Executive Chair, Williams Trade Supplies

See what the BMF can do for your business

- ✓ **Essential industry knowledge** – tap into a wealth of expertise
- ✓ **Dedicated business support** – get help to adapt and thrive
- ✓ **Targeted staff training** – ensure your staff excel at customer service
- ✓ **Vital market insights** – stay ahead of your sector’s market changes and trends
- ✓ **Crucial networking** – connect with plumbing & heating peers
- ✓ **Political representation** – shape the way your specific industry works

“Don’t just take my word for it, see the difference for yourself.”

www.bmf.org.uk



BMF Building Blocks

The Future of Knowledge

BMF Building Blocks is a flexible programme of online training which replaced the MOL distance learning workbooks which were retired in 2018. The Building Blocks series is designed to introduce apprentices, new starters and existing staff looking to broaden their knowledge to the intricacies of life in a merchant. It starts with foundation Blocks that cover planning, regulations and structural components, moves on to cover key product groups and ultimately builds into a comprehensive guide to the industry and the products stocked and sold by every type of merchant.

Available Now

The BMF Building Blocks can be purchased as an optional training bundle with a BMF Campus subscription and pricing is based on the “Tier” you subscribe to. The bundle subscription includes unlimited access to all the Building Blocks for all your staff. Contact Cortexa or your Regional Manager for more information.

The Programme

BMF Building Blocks is one of the most comprehensive industry training programmes we have ever undertaken. As a guide, the average Block will consist of 6 – 8 modules providing around 10 hours of directed learning. Every Block will cover a specific industry topic and the online training combines video, animation and interactive content to bring the subjects to life. They also include a final assessment module, additional course reading, weblinks and workbased exercises for further onsite training.

How does it work?

Learners: Once registered, learners log in to BMF Campus to access their current training Block from their individual profile. They will have reading to do from a range of downloadable documents, e-learning modules to complete and finally, each topic has associated mini ‘action learning’ tasks to complete. Each Block concludes with a demanding Assessment, successful completion of which generates a unique certificate for the learner, which they can save or download for printing if they wish. Once the accreditation process is complete, those who achieve Award status will receive a printed certificate from the BMF.



Managers: BMF Campus has a clear and easy to use manager interface so learners’ line managers can track progress and check on module and Block Assessment results. They will also be able to check on the action learning tasks and sign off on the offline elements of the training.

Occupational Awards Accreditation

Our e-learning partner, Cortexa is an approved online centre for NVQs, and the Building Blocks Programme will be fully accredited by Occupational Awards (OA). The proposed Merchant Award will require successful completion of three Blocks and other qualifications will be developed in due course.

Heating and Hot Water Comfort:

Online Learning Modules

- Introduction to Central Heating
- System Controls
- Boilers, Heat Pumps and Solar
- Hot Water and Hot Water Storage
- Heat Emitters
- Water Treatments

Coming Soon!

‘Bathrooms’ Building Block course

For more details contact Cortexa on
01933 227226

BMF Campus – Online Learning

What is BMF Campus?

BMF Campus is an exclusive membership training portal offering low cost industry specific courses to registered users. This online Learning Management System was designed to directly address the needs and challenges of the BMF’s Merchants sector.

Course content spans a wide range of topics to help with staff onboarding, build staff confidence and provide product training. Much of the 300 plus resources has been commissioned and created by your leading suppliers, ensuring that your staff can efficiently advise customers and offer comprehensive guidance.

Knowledge learnt ensures that staff are able to understand and advise on the product lines and therefore able to upsell or help recommend associated lines.

How do I access BMF Campus?

BMF Campus users can login to **bmfcampus.co.uk** 24/7, allowing learning to take place when it suits the individual and business. Users are free to browse the site’s content and can track their own progress.

Managers can enroll their direct reports onto courses and monitor progress via automated reports.

How do I subscribe to BMF Campus?

Various options are available enabling you to choose the plan that best suits you.

To explore the best option for your own business please telephone Cortexa direct on 0330 024 2881 or contact your BMF Regional Manager.



Can I have my own Campus?

Why not join many other merchants and have your own online learning site?

Enhance your learning and development culture with a branded platform that includes enhanced features and greater flexibility on content and design.

In a nutshell

- Industry specific training
- Vast array of courses
- Written by knowledgeable experts
- Online and available 24/7
- Train, retain and develop your staff
- Track progress and view reports

Pricing

The BMF Building Blocks can be purchased as an optional training bundle with your BMF Campus subscription and pricing is based on the “Tier” you have subscribed to. The bundle subscription includes unlimited access to all of Building Blocks for all your staff. Contact Cortexa or your Regional Manager for more information.

Course Categories



Compliance



Product Training



Customer Services



Health, Safety & Wellbeing



Leadership & Management



Personal Development



IT & Project Management



Commercial Selling Skills



Microsoft Office Software

BMF Sector Forums

The BMF's industry segmentation strategy is to grow and develop our forums which play a key role in engaging with members and recruiting new members who wish to join the forum and gain access to the group. The BMF now runs 17 Forums serving different interest groups. They play a major part in broadening the BMF's relevance and appeal to different sectors of the industry and membership and highlight the value of the Federation to a wide range of professionals operating within our membership base. BMF Forums provide a unique platform to discuss the latest and most relevant issues, while input from members at the various Forums gives them a powerful voice outside the industry. Allowing members to voice their views and concerns on matters provides an opportunity for the BMF to assist in its campaigning work to inform government and influence legislative policy on behalf of members.



Plumbing & Heating Forum



Kitchen & Bathroom Forum

BMF Forums are also excellent for sharing best practice, knowledge and information for our members and they are free to attend with up to two people per organisation attending. We have two Sector specific forums: Kitchens & Bathrooms and Plumbing & Heating which will benefit anyone working within the Plumbing & Heating sector. If you would like further information on these forums, please contact your Regional Manager or the team at Head Office.



Plumbing & Heating Forum joint chaired by
Martin Brown and **Ray Stafford**
from Williams



Kitchen & Bathroom Forum chaired by
Baljit Singh
Head of Trading NMBS

BMF Intelligent Employment Plus

What is it?

- Review and update employment contracts, handbook and policies, maximise commercial opportunities and ensure legal compliance
- Unlimited general employment law and HR advice for all your day-to-day people challenges from a dedicated lawyer, expert at advising BMF members
- Engaging, easy to understand and legally robust documents for every stage of employment – including contracts, policies, flowcharts, agendas and loads more
- Proactive, in-person support keeping you ahead of the latest employment law and people opportunities, trends and challenges
- Annual fixed-fee no matter your usage or organic business growth, ensuring cost certainty across the year and no need to budget for unforeseen legal fees!

Why BMF Intelligent Employment Plus?

Partnering with Halborns means that you'll have a BMF specialist employment lawyer on hand to relieve the day-to-day stresses people and employment law issues create. Your dedicated lawyer will make the first approach by personally keeping you ahead of the latest employment law developments. They'll ensure you're in their focus by raising trends in people challenges they've been advising on within the sector, so you can manage them before they become an issue.

How it works

Your dedicated employment lawyer ensures a fast start with an in-person introduction, a guided tour of the employment document platform, a contract and handbook review and recommendations on the 'bare essentials' that should be up to date and in place. Our unique, proactive approach means that your lawyer will be in regular contact to keep your people and legal agenda up to speed.

In association with

Halborns.



Who are Halborns?

Halborns are in The Times top 10 firms specialising exclusively in employment law and HR support. Halborns has worked within the BMF sector for over five years and provides advice in respect of over 3000 employees within the sector. Their advice does away with tradition by delivering solutions that start by asking 'what does a good result look like?' – the advice that follows is straight-talking, accessible and never leaves you undecided.

Let Halborns take a look

Your employment contracts and employee handbook are the blueprint to your employment offer. Keeping them legally up to date and reflective of your business culture is no mean feat! Let Halborns cast its expert eye over them and review free of charge so you're up to speed with commercial opportunities and aware of any legal risk exposure. Give them a shout on info@halborns.com.

Legal Helpline

Got a quick employment query you'd like to run past our BMF employment experts at Halborns? Give the BMF legal helpline a call on **0870 420 7373**. The first 15 minutes of your call is free of charge.

The legal helpline is available between 9am to 5pm on weekdays (excluding bank holidays). Outside of these hours you can leave a message and the team will get back to you within two hours of the next working day. If your query can't be resolved within the initial 15 minutes, you'll always be asked if you wish to take the matter further. Halborns will never carry out further work without your consent or agreement to the additional cost.

BMF and Worldpay

The building materials industry is unique and your merchant services should be too. To keep up to date with the rapidly evolving payments landscape, you need solutions that connect with your customers in all the ways they expect to pay – anywhere, anytime and on any device. That’s where Worldpay from FIS comes in. As a leading card payments provider, Worldpay can help you navigate the payments landscape and provide point-of-sale payment processing solutions for the plumbing and heating product supply environment.



We'll help you



Make payments easy

Let your customers pay you in the way they want to pay, in person, by phone, email link or online.



Streamline business efficiencies

Our business tools and reporting help simplify your payments administration.



Manage your funds flow

With value added services that can help cash flow, business financing and more.

And support your business 24/7



Support

Our customer services team and online support is open 365 days of the year, so we're always on hand should you need us.



Payments expertise

With deep vertical knowledge and payments expertise, we can help you advance the way you take payments.

About Worldpay from FIS

Worldpay payment processing solutions allow businesses to take, make and manage payments more seamlessly. Worldpay makes payouts to a broad network of suppliers and beneficiaries around the world, with capabilities to send money to approximately 225 markets in nearly 135 local currencies. FIS is a Fortune 500® company and is a member of Standard & Poor's 500® Index.

To learn more, visit <https://www.fisglobal.com/en/merchantsolutions-worldpay>. Follow Worldpay on Facebook, LinkedIn and Twitter (@Worldpay_Global).

Interested to find out more?

Let's start the conversation. Contact: **07447 488399** or Email: **scott.waddington@fisglobal.com**

In association with

worldpay
from FIS

BMF Safety Partnership

BMF Safety Partnership in association with Opus Safety Ltd.

Business-minded safety solutions for plumbing & heating merchants and suppliers.

Consistency is key to health and safety compliance – and keeping up with evolving regulations across the building materials industry can be a minefield. To protect your business with commercially focused H&S support, the BMF has teamed up with the experienced sector specialists at Opus Safety.

Opus offers decades of health and safety knowledge, with a difference. They provide honest, straightforward compliance services that put your business goals and budget first – with no long-term contracts, call centres, or unnecessary upselling.

Instead, you work with qualified safety managers and ex-enforcement officers to ensure legal requirements and make compliance a core part of your culture.

BMF Safety Partnership in association with Opus Safety Ltd

BMF Safety Partnership simplifies compliance tasks so you can focus solely on your site. Exclusive to BMF members, the service combines risk analysis, ongoing training and support, and work-saving software that simplifies safety processes across one branch or many.

BMF Safety Partnership includes:

- Initial gap analysis to review your current H&S programme and pinpoint risk areas
- Bespoke H&S policies, risk assessments and staff handbooks – written by a compliance expert
- Company-wide programmes to head off compliance breaches and legal action
- Accident prevention plans and post-incident support, including RIDDOR reporting
- Tailored staff training, e-learning courses and quizzes
- Reduced rates on audits, assessments, and Opus's core safety consultancy service

Streamline safety with Opus Compliance Cloud

The BMF Safety Partnership also gives you access to Opus Compliance Cloud. The fully integrated cloud-based H&S management software lets you:



- Manage all H&S activities in a central online hub
- Access current policies, data, and documentation, 24/7
- Capture and act on safety events in real time
- Easily report near misses, hazards, and incidents
- Track actions and prioritise urgent critical events, so nothing gets overlooked
- Create a culture where everyone feels they can contribute
- Fill knowledge gaps with engaging e-learning modules

Request your free Opus Safety health check

Get to know Opus's business-minded team with a free phone health check to discuss your current H&S approach and ensure you adopt best practice in high-risk areas.

To book your free call and learn more about BMF Safety Partnership, email Ian Hatherly at ian@opus-safety.co.uk

Testimonial

The Opus team use their considerable expertise, built over nearly 20 years working in the merchanting sector, to offer commercially sensible advice, backed up by easy-to-use safety management software and sector-specific e-learning.

“At Inter-Line, we like that Opus forms partnerships with its customers. Their team can be relied upon to respond quickly to any queries and proactively assist us in evolving our safety systems when required.

In today's ever-changing world, their consultants provide all the up-to-date information we need regarding safety. With Opus Safety, we know we have a partner who will support us and go the extra mile.”

Steve Vincent, Commercial Manager and Neil Robinson, Financial Director, Inter-Line Building Supplies Ltd.

In association with



BMF Trustpilot

Who are Trustpilot?

Trustpilot is the world's most powerful review platform, helping your business collect and manage customer reviews.

As the only review platform open to all companies and consumers, yet independent of both, Trustpilot is trusted around the world for transparency and Integrity. For consumers, Trustpilot is the place to share, discover, connect with and influence great businesses and awesome experience. For businesses, we help across three pillars:

- Establish a brand
- Accelerate marketing
- Enrich customer experience

How the BMF and Trustpilot work together...

The BMF and Trustpilot partnership allows companies to put reviews and customer feedback at the heart of their business to improve their customer engagement. It gives you the tools to empower your customer-focused team to help deliver better customer service and facilitates a two-way relationship with customers online. You can also respond to reviews and resolve customer issues faster to increase brand value and loyalty.

How can it help my business?

Increase your website's organic search traffic

Using Trustpilot's Product Reviews can help to get Rich Snippets stars to show up in organic search, which can increase traffic to site.

Improve your Click-Through-Rate (CTR)

Get Google Seller Ratings to show up in your paid ads, increasing CTR. Boost conversions and sales Increase website sales and conversions.

10% discount!

BMF has negotiated a 10% discount for members signing up to any of Trustpilot's paid plans!

In association with

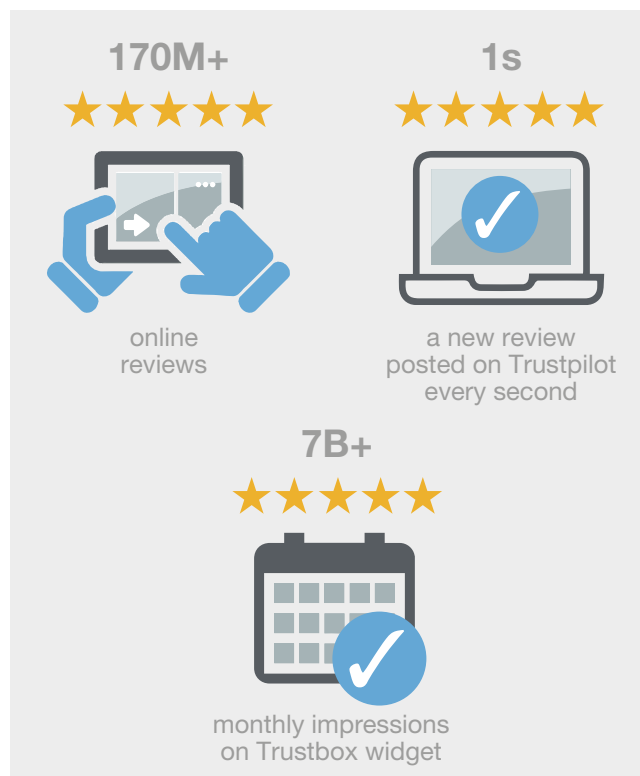


Benefits of BMF and Trustpilot

- Gives you the tools to empower your customer focused team to help them deliver better customer service
- Facilitate a two-way conversation with customers online, leading to more positive relationships
- Respond to reviews and resolve customer issues faster, to increase brand value and loyalty

What to do next?

If you're interested in exploring more about BMF and Trustpilot and how it will benefit your business, contact Trustpilot on **0203-889-8444** or send an email to partnershipsuk@trustpilot.com.





“The BMF delivered bespoke training that’s been invaluable help for our business.”

Andrew Bell

Andrew Bell, National Distribution Manager, Crossling

See what the BMF can do for your business

- ✓ Essential industry knowledge – tap into a wealth of expertise
- ✓ Dedicated business support – get help to adapt and thrive
- ✓ Targeted staff training – ensure your staff excel at customer service
- ✓ Vital market insights – stay ahead of your sector’s market changes and trends
- ✓ Crucial networking – connect with plumbing & heating peers
- ✓ Political representation – shape the way your specific industry works

“Don’t just take my word for it, see the difference for yourself.”

www.bmf.org.uk



Meet the BMF Trainers



Amy Hobson
SocialB



Andrew Lloyd Gordon
New Terrain



Brendan Melvin
Acuity Leadership



Glenn Sharples
CATG



Jack Bainbridge
TTS



Jason Routley
Learning 2XL



John Allison
Enable Training



John Finlay
Onward Communications



Paul Winstanley
Bedrock UK



Michael Feleppa
MF Consultancy



Richard Green
TTS



Simon Acres
Simon Acres Group



Sue Reed
R&S Consultancy

BMF Regional Centres of Excellence



The BMF continues to open Regional Centres of Excellence across the UK, each designed to give members in the local area access to BMF training and events much closer to home.

So far BMF Regional Centres of Excellence hosted by our members include:



Scotland and Ireland

- Brett Martin**, Newtownabbey
- Keystone Lintels**, Cookstown
- Norbord**, Stirling
- Saint Gobain**, Glasgow
- Superglass**, Stirling
- Unilin (Xtratherm)**, Navan

North East/Yorkshire/ East Midlands

- John A Stephens**, Nottingham
- Keystone Lintels**, Swadlincote
- Marshalls**, Stockton on Tees
- SIG**, Sheffield
- Talasey**, Scunthorpe
- Wavin**, Doncaster
- Unilin (Xtratherm)**, Chesterfield

West Midlands/ North West/North Wales

- Bostik**, Stafford
- Encon**, Chorley
- Geberit/Twyfords**, Warwick
- JCB**, Rocester
- Page Group**, Birmingham
- Resapol**, Leigh
- Travis Perkins**, Warrington

South West/South Wales

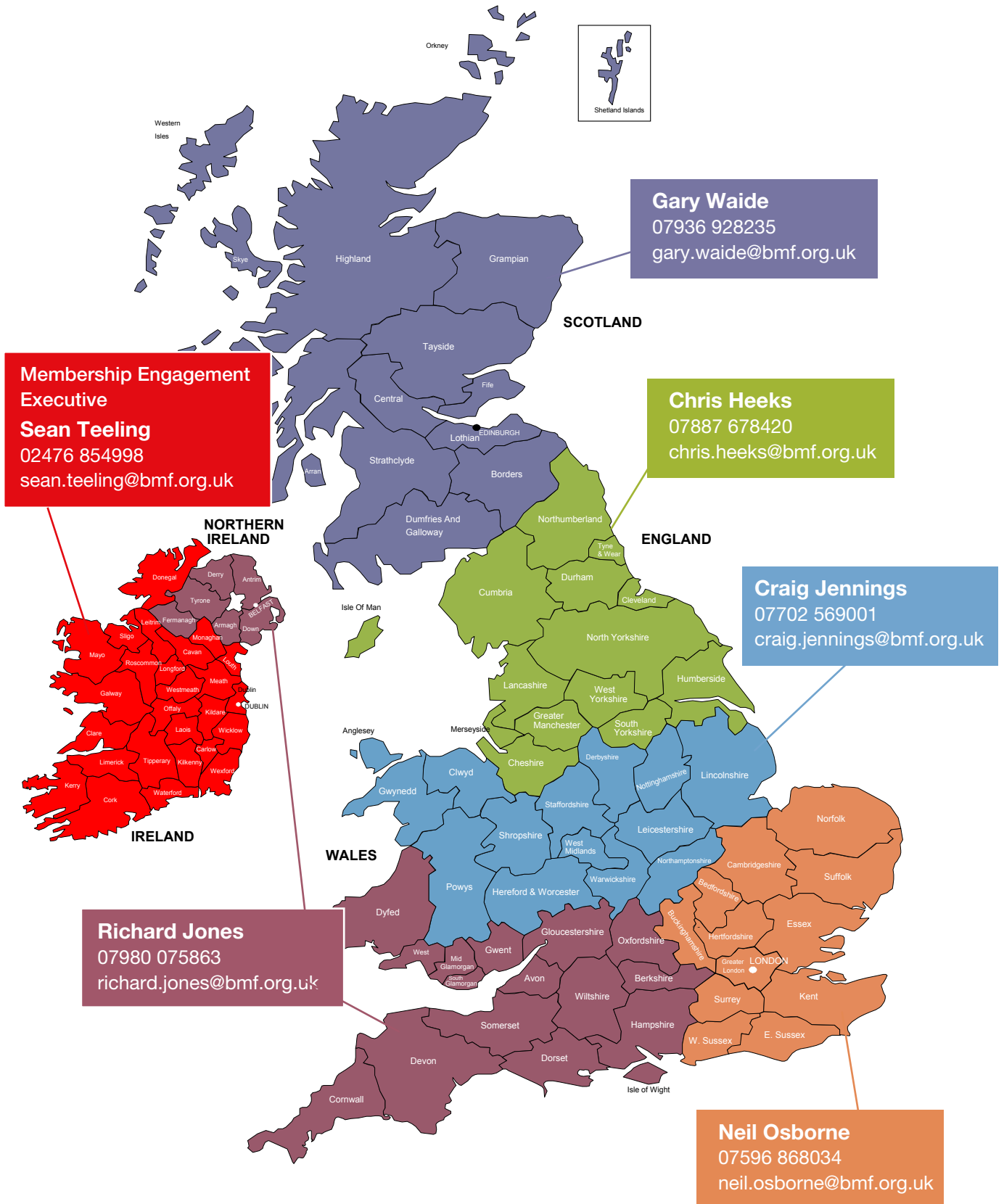
- Adey**, Cheltenham
- Garador**, Yeovil
- Kellaway**, Bristol
- Knauf Insulation**, Cwmbran
- RGB**, Tiverton
- Rockwool**, Pencoed

Great London/Anglia/South East

- ACO**, Shefford
- AkzoNobel (Dulux Academy)**, Slough
- Grundfos**, Leighton Buzzard
- Ideal Standard**, London
- Ridgeons**, Cambridge
- SIG**, Slough

BMF Regional Managers

To book any of the BMF training courses, please get in touch with your **Regional Manager** with the contact details below. Alternatively, contact BMF Head Office.



BMF Apprenticeships

The BMF has appointed LEAP, the Apprenticeship delivery team to the Travis Perkins Group, as the new full-service providers of the BMF Apprenticeships Plus service.

The LEAP Apprenticeships & Early Careers team has unique expertise working exclusively in the building materials supply chain. Each programme is designed around the specialist needs of the sector to help all learners reach their full potential. Programmes are delivered by an award winning training team and every apprentice is supported, from day one, by an Apprentice Coach to build their knowledge, skill and behaviours to help them develop their career.

LEAP is an award winning apprenticeship provider specialising in the construction industry and specifically merchants. LEAP has grown from 5 members of staff looking after 150 apprentices to 60+ members of staff looking after over 1000 apprentices a year.

Each apprenticeship uses government approved standards and is delivered by industry competent coaches to deliver the exact knowledge, skills and behaviours required in this ever-changing industry.

The standards we currently deliver:

- L2 BMF Trade Supplier
- L2 BMF Retailer
- L2 BMF Supply Chain Warehouse Operative
- L2 BMF Hire Controller (Plant, Tools and Equipment)
- L3 BMF Team Leader
- L3 BMF Retail Team Leader
- L3 BMF Business Administrator
- L3 BMF Bathroom Designer / BMF Kitchen Designer (Fitted Furniture Design Technician)
- L4 BMF Retail Manager
- L4 BMF Buying and Merchandising Assistant
- L4 BMF Sales Executive
- L5 BMF Foundation Degree in Merchant Management (Operations or Departmental Manager)



The Standards we currently deliver through partnerships:

- L2 LGV Driver Apprenticeships
- L3 Software Development Technician
- L4 Marketing Executive
- L2 Credit Control / Collector, L3 Advanced Credit Controller / Debt Collection Specialist
- L3 Improvement Technician, Level 4 Improvement Practitioner, Level 5 Improvement Specialist
- HR Apprenticeships - L3 HR Support, L5 HR Consultant/Partner, L3 Learning and Development Practitioner, L5 Learning and Development Consultant, L7 Accountancy Professional
- L3 Digital Marketing, L3 Data Literacy, L4 Data Fellowship, L4 Project Management
- L3 Supply Chain Practitioner
- L6 Chartered Manager Degree Apprenticeship, L7 Senior Leader Masters Degree Apprenticeship

To find out more about BMF Apprenticeships contact kerry.wilson@bmf.org.uk / **0247 685 4982**. Alternatively speak to your Regional Manager.

***Devolved Nations** currently work with alternative apprenticeship frameworks and funding models – please contact kerry.wilson@bmf.org.uk for further guidance.

APPRENTICESHIPS
DELIVERED BY **LEAP**

Testimonials

"I held a sales team meeting today and the training was one of the main points discussed. The feedback on Jason was great, we went round the room and every single person had an example of where they'd done something to improve margin and they were all really excited about it!"

LINDSEY HART – Executive Sales and Marketing Manager, NP-GROUP

"I completely endorse this training. It has been fantastic. I have visited a number of the sessions and the delegates (our sales guys) have been completely absorbed and focused. While some of the exercises have seemed a bit 'left field' at first, they have all come back to relating completely to sales, margin and converting sales orders. This has not been an easy ride for them with Sue focussing on results.

The report is a good read, but can't replicate the atmosphere and input that Sue, the trainer, brings – she gives these guys no hiding place. We should see a real improvement in the productivity of these sales people when they adopt these techniques and disciplines. They have been reporting on a regular basis on their mini projects to Luke.

To close the circle, BM's please put a note in your diary for the Project Presentation where the sales person covers your branch. This will be an opportunity to see what is being done and what there is still to do with customers in your area and branch. Great initiative"

MARK DAVIES – Managing Director, LBS

I recently attended a 2-day BMF training course "Selling into Merchants" via Zoom and Hosted by trainer John Allison. My hope from the course was to further understand the myriad of company structures within merchants from small independents through to the national chains and to approach strategies to open & build communications as well as relationships. All of the above was covered comprehensively with many more course objectives throughout, suitable to all tiers of a sales department.

I was personally reluctant to attend when the in-person course was cancelled and rescheduled as virtual training. Thankfully, our trainer John Allison was a consummate professional, passionate, engaging & knowledgeable throughout catering to all levels and skillsets within this industry.

I would recommend this course to anyone looking to improve their performance. I'm looking forward to applying these skills to aid my future development.

DAVE RACKHAM – Merchant Support Sales Advisor, Resapol

"They are all benefiting hugely from the course thanks in no small measure to your unique presentation style and encouragement. One of the best outcomes is the positive pleasure they get from meeting up and sharing their experiences."

TESSA PIKE – Director, Robert Price

"I attended the BMF training course for Selling into Merchants via Zoom, having only been in sales for a short period I found this course to have bolstered my knowledge of merchants and how they operate not just externally but internally.

John was very welcoming and knowledgeable of the industry and the struggles it faces showing that he keeps up to date with latest news to be able to provide a valid and strong course to all levels of the industry. Originally, I was not sure about the content of the course but once it was explained by John I felt that it was the perfect addition to my knowledge needed to further Resapol and myself.

I have taken a lot away with me from this course and plan to implement it into my day to day work. I would highly recommend this course to anyone whether they are starting out or experienced. A little bit more knowledge never hurts.

SEAN NEWTON – Merchant Support Sales Advisor, Resapol



Building excellence
in materials supply

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Coventry Business Park
Herald Avenue
Coventry CV5 6UB
T: 02476 854 980
E: info@bmf.org.uk
W: www.bmf.org.uk

MF1263 06/23

The BMF. Building your people. Building your skills. Building your business. Building your voice.

Building excellence.