



# lostsocks newsletter

May/ June 2009 lostsocks Newsletter

## New courses in Management and Team Leading prove to be a huge success!

As a result of our increased Train 2 Gain contract, we are now able to offer valuable management qualifications *free of charge*.

Under the current contract, candidates can now study for the NVQ Level 2 in Team Leading. Says Sarah Darsley, Recruitment Officer, "The team leading course has been extremely popular with our nurseries. It is delivered over four short training sessions and the assessment takes place within the nursery.

One of our candidates, Amanda Polaszewski from Forbury Gardens Day Nursery, began the course at the end of January and has already achieved her NVQ."



Amanda Polaszewski at Forbury Gardens Day Nursery

The team leading qualification is ideal for room leaders and we have written the course to be childcare specific, although the qualification is a generic management qualification. It focuses on such issues as health and safety, handling conflict in the team and participating in meetings. We have started 3 courses since the end of January and have another two scheduled before the end of term, and whilst funding is still available. The next team leading course will start on Friday 15th May.

Starting on 29th May 2009, we are also offering the NVQ Level 3 in Management. This is free to those aged under 25 and for those over the age of 25, they need only pay for their registration with the Awarding Body—the Chartered Management Institute—a fee of £125. All teaching and assessing *is free* under the Train 2 Gain programme. To complete the full NVQ Level 3 in Management, you will need to complete four mandatory units and three

optional units in order to achieve the full qualification.

The mandatory units are:

- A2 - Manage self and personal skills
- B6 - Providing leadership in your area of responsibility
- D6 - Allocate and monitor the progress and quality of work in your area of responsibility
- E6 - Ensure Health and Safety requirements are met in your area of responsibility.

The optional units we offer are:

- F8 - Work with others to improve customer service
  - D1 - Develop productive working relationships with colleagues
  - D12—Participate in Meetings
- If you have already completed the NVQ Level 2 in Team Leading you will automatically be credited with units D1 and D12, which means you only need to cover the four mandatory units and ONE optional unit.

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### Management and Team Leading

If you have 6 or more candidates in your nursery for Team Leading or Management—call us and we will deliver on site at your nursery -

**All free of charge!**

Call Sarah now on 0118 956 6995 to register for our next team leading or management class

## A note from Katy:



We have entered our summer term and in addition to the students who are now entering their final term, there are lots of new opportunities for those who have already achieved their childcare qualifications.

With the appointment of Cathryn Robinson from BCA, we are now extending our successful Team Leading course and offering a full NVQ Level 3 in Management - this will be free of charge to all nursery staff but over 25's will be required to pay their own registration fee with the awarding body. This amounts to £125 - which is a very reasonable cost for a full NVQ Level 3 in Management. Those of you who are about to complete the Level 2 in Team Leading will be able to carry forward 2 of those units to the Level 3 in Management, which means you only have to be assessed on 5 units.

Should you have anyone interested in either of these courses, or indeed the NVQ Level 4 in CCLD, then please contact Sarah in our Recruitment Department.

We will be hosting a taster day at the end of the month for school leavers and a parents evening for our younger students will be held on 19th May.

We will soon be sending out our employers questionnaires and as always, we would really appreciate your honest feedback and any suggestions you can make as to how we can improve our service and what courses you would like us to provide. With many thanks for your continued support,

**Katy Edwards**

## A1 training for Assessors

Due to increased demand, we will be offering an A1 assessor training course starting on 27th May. The A1 course is aimed at Level 3 CCLD qualified practitioners who are able to demonstrate a high level of competence in child care, for example an experienced room leader or supervisor. To complete the course candidates are required to take two learners through 3 units of the Children's Care, Learning and Development NVQ. A1 candidates will also need to build a portfolio of evidence. The cost of the course is £425. In order to reserve a place please telephone the admin team on 0118 9566 995.

## A warm welcome to Cathryn

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We are delighted to welcome Cathryn Robinson to our team of tutors and assessors. In addition to our childcare students, Cathryn will also be teaching and assessing our new team leaders and customer services. Cathryn comes to us from the childcare



department of Berkshire College of Agriculture in Maidenhead where she has worked for the last 5 years as an assessor and internal verifier for CCLD and Management. Prior to that, she worked as an assessor in Early Years at East Berkshire college. She has also joined our IV team.

## Are you a Reflective Practitioner?

Principle 9 of the principles and values of good practice for Children's care Learning and Development states 'best practice requires reflection, and a continuous search for improvement'. Reflecting on your own practice is so important for effective development in your career and work with the children. So how can this be carried out in such a demanding and busy environment?

Firstly, when carrying out activities with the children, or speaking to a parent for example, you might ask a colleague or your supervisor to give you feedback on your performance.

Secondly, when you attend courses at work or college make sure you reflect on what you have learned and think about how you can put this new learning into practice.

Thirdly, when carrying out activities take some time to ask yourself questions. For example, did I have enough resources; were all the children engaged or was there anything I could improve on.

Fourthly, identifying your strengths and weaknesses can be a valuable tool for evaluating your personal effectiveness; for example if you lack confidence. Once this has been identified you can seek ways to overcome this.

Reflecting on your practice can be challenging especially if you are being honest with yourself, or seeking feedback from others. You may need to be prepared to accept the need to make changes to your practice in order to improve and develop the skills needed to become a truly effective practitioner.

## Celebrating Success at Park Day Nursery . . . . .

Park Day Nursery in Reading have recently celebrated receiving their award for being an outstanding childcare provider. The nursery had their Ofsted inspection in September 2007 and were judged as outstanding for overall effectiveness. 5% of national childcare providers receive this prestigious award which is not given lightly. The nursery, which is registered for 30 children and employs 8 staff, were 'ecstatic' and 'over the moon' at the outcome of the unannounced inspection. Kate Blinstrub, owner and manger of the nursery, which will celebrate its 20th birthday this October said 'the inspector gave us no warning and it was a really busy time



Kate Blinstrub (right) with HM chief inspectors for schools, Christine Gilbert.

for us with the deputy manager out on training. They said they could see we were confident in what we were doing and were very impressed.'

Kate recently attended a celebratory afternoon at the Queen Elizabeth 2nd Conference Centre in Westminster to collect her award from HM Chief inspector for schools, Christine Gilbert. The evening included discussions on why the providers felt they had achieved their awards and how they would support disadvantaged children. They also discussed the secrets of their success. Kate said the formula was simple 'You need to put the children at the heart of everything you do. They are the client and they come first. It has always been my ethos. Another important factor is the children's safety, as long as they are safe, that is the most important thing. You also need to ensure that you are up to date with all the latest legislation and standards and update your polices to ensure you are following these. This way you can see that you are doing everything to meet the statutory requirements.' On asking Kate about the strengths of her nursery, she replied 'in order to maintain high standard, we constantly evaluate what we do. We keep ourselves at the front of best practice'

## .....and here at Chiltern!

### Achievers for March and April Apprenticeship Frameworks

C Weston  
J Bremner  
G Dix  
J Newton  
E Slade  
C Giles  
L Angus  
H Page  
S Nobbs  
S Leadbetter

### Advanced Apprenticeship Frameworks CCLD

C Cleeve  
A Gibbs  
A Cook  
L Hodgetts  
J Dove  
J Thorne  
N Street  
A O'Rouke  
N Franklin  
L Ford  
L Pentith  
N Westall  
R Winkworth  
G Webb  
L Tillett  
H Harding

### Train to Gain NVQ Level 3 CCLD

L Ford  
C Gooding  
D Swift  
L Bowyer

### Train to Gain Level 2 CCLD

D Black

### Advanced Apprenticeship Framework in Management

R Croft

### NVQ Level 3

K Harris

## New JEM of an Agency for Childcare Recruitment in Berkshire

As we have continued to constantly expand our training activities here at Chiltern, we made the decision to close our recruitment agency—Chiltern Childcare and Recruitment, to concentrate solely on our new courses and ever increasing student base. We know, however, that Sarah had built up excellent relationships with many of our employers who were seeking both permanent and temporary staff .

We are therefore delighted to be able to introduce our nurseries to a new childcare recruitment agency in Berkshire - JEM Childcare Solutions. Although based on our premises, JEM is solely owned and run by Janice McKenry. Prior to setting up her own agency, Janice has worked for several large nursery groups including the Dolphin group and indeed was one of our nursery owners in 1991 when she owned Jack and Jill Day Nursery in Greenham. Janice has a wealth of experience in the sector and we wish her all the best in her new venture. Should you have any vacancies for temporary or permanent qualified staff then please give Janice a ring on 0845 5435512

Or e-mail on  
[Janice@jemchildcaresolutions.co.uk](mailto:Janice@jemchildcaresolutions.co.uk)  
 The website for JEM Childcare Solutions can be found at  
[www.jemchildcaresolutions.co.uk](http://www.jemchildcaresolutions.co.uk)

### Free Information Session for Nursery Managers

Katy Edwards will be running an information session on 9th June 8:30am-10am at CTL on the New Employment Bill for Grievance Procedures. Please call 0118 956 6995 to book a place



Janice McKenry, owner of Jem Childcare Solutions

### ALL STUDENTS PLEASE NOTE : ASSESSMENT CENTRE MOVE

Due to a dramatic increase in the number of students, and subsequently the number of portfolios being processed in our assessment centre, we will be moving our centre from the 2nd floor to new offices on the 4th floor.

This should take place over the next couple of months and we would ask you to bear with us during the move and thank you in advance for your cooperation.

## The New Employment Bill for Grievance Disciplinary Procedures - are you ready?

### New Employment Bill

#### How will this affect my nursery?

It will abolish statutory disciplinary and grievance procedures and replace them with stronger guidance from CAS. Employers and employees will be encouraged to follow this new code of practice from April 2009.

#### What should I do?

You can read the ACAS advice in more detail on the ACAS website [www.acas.org.uk](http://www.acas.org.uk) but we have précised it below:

#### EMPLOYERS

1. Review your procedures so that they are in line with the new law. Remember the 3 tier grievance/disciplinary procedure must still be followed for disputes which have begun prior to April 2009.
2. Identify where a more relaxed and informal approach to dealing with problems at work may be appropriate
3. Consider using a mediation stage in your internal processes

4. Train your staff in how to deal with issues at an early stage to stop them escalating.

#### • EMPLOYEES

1. Keep an open mind about new ways of resolving work problems with colleagues. Sometimes the best solution is an open and honest discussion with your employer where you can agree between yourselves the best way of resolving them.
2. If your employer suggests mediation give that some serious thought. A third party can often help you overcome problems that seem impossible to solve.
3. If you have tried to resolve the problem through internal procedures (for instance, by pursuing a grievance) without reaching an outcome you feel you can accept, you may feel that the only thing you can do is make a claim to an employment tribunal. But in many cases, there will be other ways of solving your problem at work which will involve less cost, stress and time.