NVQ COURSES

FITA NVQ TRAINING

FITA offers NVQ training via EWPA. Contact FITA for details.
■ **T: 0115 950 6836**

FLOORTRAIN

Based in Rotherham, this company provides training to up-skill in textile, impervious and wood & laminate flooring; Health & Safety training and City & Guilds NVQ qualifications with CSCS cards.
■ T: 01709 780505
■ info@floortrain.co.uk
■ www.floortrain.co.uk

FERFA NVQ TRAINING

FeRFA runs courses including In-situ resin flooring apprenticeship scheme; prepare and profile substrates apprentice scheme; work-based recorders (half-day training session); assistance with obtaining NVQ level 2 In situ resin flooring. ■ T: 01252 714250

COLLEGE NVQ COURSES

NVQ Floorcoverings (Levels 1, 2, and 3) offered at Thomsit Centres & OSAT for experienced workers.
Northumberland:
Graham Cunnningham
■ T: 07976 539154
Leicester: Martin Coles
■ T: 07836 622811
Accrington & Rossendale :
Brian Enderwitz
■ T: 07976 353920
Yale, Wrexham: Steve Davies
■ T: 07984 002632
Acton & West London :
Jim Gallagher
■ T: 07768 745787
NVQ training at National Construction College, Erith, Kent. Malcolm Harrison
■ T: 01322 349638

Fitting courses

THE ACADEMY OF FLOORING SKILLS

(TAOFS) established by John Roberts has its first training centre in Pentlow near Sudbury Suffolk. Courses include: Cushion vinyl skills **Sep 15-16**; Moisture survey skills **Sep 18**; Subfloor preparation **Sep 18-19**; Safety vinyl skills **Sep 22-25**; Essential carpet skills **Oct 6-10;** Laminate & floating wood skills **Oct 13-14**. TAOFS also has courses in Ireland starting with a 16 week carpet fitting course which is full.

Other courses will be starting soon.See details on the new website: **www.taofs.co.uk**
For TAOFS course details:
■ **Email: john@jrroberts.co.uk**
■ **M: 07831584334**
■ **T: 01162608873**
■ The main sponsor of TAOFS new centre is Marling Floorbrand with supporting sponsors, including Ardex. Companies wishing to back the training venue are invited to contact John Roberts. He will be at the National Floor Show this month.

ELITE TRAINING

This is a joint venture by O2H2 Flooring Consultants and RBI (Europe) offers courses including understanding carpets and estimating & planning held in Evesham Fees are £275 + vat per course or both courses booked together at £500 + vat.
■ **T: 01386 422256**
■ **T: 01 562 747698**
■ **E: john@carpetconsultants.co.uk**

HCTS MERSEY ACADEMY

HCTS floorcovering academy offers free apprentice training for NVQ for local CITB and a few non-CITB employers, plus day release courses for local flooring firms.
Shirley Ashcroft
■ T: 0151 289 9090

CERAMIC ADHESIVES

ARDEX Luke Kingston
■ T: 01440 714939
BAL Amy Rushton
■ T: 01782 591123
BOSTIK Gary Hardy
■ T: 07735 271664
INSTARMAC Paul Luff
■ T: 01827 872244
MAPEI Graham Baldwin
■ T: 0121 508 6970
PALACE CHEMICALS
Stewart Hagger or Jim Percival
■ T: 0151 486 6101

CLEANING

IIRCR UK Carpet repair & reinstallation technician with John Thompson **Oct 21-22** Alltec Network, Royston, Herts.
Carpet cleaning technician with Paul Pearce **Nov 4-5** at Royston.
■ T: 01763 208222
Stone, masonry and ceramic tile cleaning technician with Keith Robertson **Dec 1-2** at Royston.
Commercial carpet maintenance technician with Paul Pearce. **Nov 25-26** at Royston.
■ T: 01763 208222
CLEANING SYSTEMS UK
Sandy Pearson ■ T: 0800 163555
■ sandy@cleaning-systems-uk.com
DR SCHUTZ Richard Nelson
■ T: 01296 437827
■ richard@dr-schutz.com

CPD courses

Floor firms offering CPD courses:

Altro	**T: 01462 489568**
Amtico	**T: 024 7686 1400**
Antron	**T: 07876 577317**
Ardex	**T: 01440 714939**
ASCER	**T: 0207 467 2385**
BAL	**T: 01782 591100**
Ball & Young	**T: 01536 200502**
BonaKemi	**T: 01908 399740**
Bonar Floors	**T: 01773 774121**
Brintons	**T: 01562 635110**
Burmatex	**T: 01924 276333**
Desso	**T: 01235 554848**
Dulux Trade	**E: dtc@ici.com**
FeRFA	**T: 01252 739149**
Flowcrete	**T: 01270 753000**
Forbo	**T: 01592 643777**
F Ball	**T: 01538 361633**
Florprotec	**T: 01325 269800**
Gradus	**T: 01625 428922**
Heckmondwike	**T: 01924 410544**
Interface	**T: 01274 690690**
Instarmac	**T: 01827 872244**
Isocrete	**T: 01270 753000**
Junckers	**T: 01376 534700**
Gerflor	**T: 01926 401500**
Isocrete	**T: 01270 753000**
Kingspan	**T: 0870 7894000**
Laybond	**T: 07740 278631**
Mapei	**T: 0121 508 6970**
Matworks	**T: 01924 413634**
Milliken	**T: 01942 826073**
Maxit UK	**T: 01928 515656**
Nora Flooring	**T: 01455 200500**
Paragon	**T: 0845 601 0431**
Polyflor	**T: 0161 767 1111**
Rehau	**T: 01989 762600**
Remmers	**T: 01444 244144**
Sika	**T: 01707 394444**
Tarkett	**T: 01622 854040**
Thortex	**T: 01609 780170**
Westex Carpets	**T: 01274 861334**

NATIONAL CARPET CLEANERS ASSOCIATION Carpet & upholstery cleaning **Nov 7-8**; Advanced spot & stain treatment and removal **Nov 1**; Introduction to fire and flood restoration **Oct 3-4**. All NCCA courses held at NSPCC Training Centre, Leicester unless otherwise stated. NCCA branch meetings will be held at JennChem near Portsmouth: Health & safety including lifting and handling **Sep 29**; Green cleaning **Nov 18.**
■ T: 0116 271 9550
■ www.ncca.co.uk
PREMIER PRODUCTS
Maureen Scott
■ T: 01242 537174
maureens@premiereproducts.co.uk
PROCHEM ■ T: 020 8974 1515
■ sales@prochem.co.uk
PROCLEAN David Jenkins
■ T: 02380 660977

HARDWOOD FLOORS

BONAKEMI ■ T: 01908 399743
■ info.uk@bona.com
JUNCKERS Steve Maltby
■ T: 01376 534700
GRUNDORF TERHURNE
Two-day hardwood and engineered courses, one-day laminate, and two-day sand & finish. Sid Bourne.
■ T: 01562 861351
■ M: 07841 500940
KÄHRS ■ T: 023 9245 3045
OSMO Training is offered on floor preparation, methods of application of Osmo products and maintenance. Steve Grimwood.
■ T: 01296 481220
TIMBER FLOOR TECHNOLOGY
■ T: 01255 224776
■ E: info@timber-floor-technology.co.uk

RESILIENT FLOORS

ALTRO Two-day resilient flooring courses. ■ T: 01462 707600
Two-day courses on resin flooring: Debbie Kavanagh
■ T: 01300 320620
AMTICO Resilient fitting courses. Paul Howells. ■ T: 02476 861409
FORBO has one-day installation courses on **Sep 9; Oct 14; Nov 11;** and **Dec 9**, and two-day courses on **Sep 10-11; Oct 15-16; Nov 12-13; Dec 10-11**. ■ T: 01592 647396
NORA RUBBER FLOORING
Shaun Howarth
■ T: 01455 200500
KARNDEAN
■ T: 01386 820170
MAPEI ■ T: 0121 508 6970
POLYFLOR ■ T: 0161 767 1111

SURFACE PREP

ARDEX Luke Kingston
■ T: 01440 714939
F BALL ■ T: 01538 361633
LAYBOND Martin Cummins
■ T: 07740 278631
INSTARMAC Karl Brannigan
■ T: 01827 872244
MAPEI ■ T: 0121 508 6970
SPE ■ T: 01673 860709
THE PREPARATION GROUP
■ T: 0870 224 3606
UZIN Kenton Penny
■ T: 01235 534106

FLOORING GUILD

Understanding carpets **Sep 22**; Introduction to estimating & planning **Sep 23**; Intermediate estimating & planning **Sep 23-24**; Selling Skills **Sep 25-26.** The above meetings are all in Peterborough.
■ T: 0800 072 3223
■ www.flooring-guild.co.uk

Rob MacGregor on ConstructionSkills apprentices

Step-by-step guide to a trained apprentice

IN my previous CFJ articles in (July and August) I discussed why employers should use apprentices and how to find the right one.

In this, the third article in the series, I will consider how best to manage and support apprentices through their training, to ensure they complete their training and give maximum benefit to your firm.

Once a business has spent time and effort recruiting the right apprentice for their business, it's all too easy to forget that the employer still needs to make sure that the apprentice settles in and is supported so that they don't leave before their training is complete.

Although each business is different, there are some key steps all companies can take to help retain their apprentices throughout training and beyond.

Over 70% of ConstructionSkills Apprentices complete their training and this high completion rate (the best in the industry) continues to increase year on year.

We believe this is because we spend as much time making sure apprentices and employers are happy after recruitment, as we do ensuring the right apprentice is placed with the right firm.

By continuing to be involved with employers and apprentices, it has also been easier for us to learn from those people who get it right.

In my experience, the employers who are most successful in retaining their apprentices tend to be the ones who treat them firmly, but fairly, providing them with the guidance and respect they would afford any of their employees.

These companies also see apprentices as essential to the future success of the company and an integral part of the business – rather than someone temporary who can help out with odd jobs for a couple of years.

At ConstructionSkills, our company development advisors and training officers say that there are three crucial stages in the first few months, which help acclimatise the apprentice and the employer and set the ground rules for a productive working relationship.

These stages are preparation before joining, induction in the first week and appraisal after six weeks – and could make all the difference to your apprentices' performance.

■ **Preparation:** Before the apprentice sets foot on-site, an employer will be asked by ConstructionSkills to undertake a short two hour work-based recorder course as part of the preparation – this helps the employer understand the apprenticeship scheme, the needs of the apprentice and the support they will need to offer.

It is also crucial to negotiate pay and terms and conditions upfront, including work hours and how the apprentice will travel to the sites.

If the contract between apprentice and employer is signed and basic working expectations agreed before they start work, it saves many problems in the long run.

■ **Induction:** When the apprentice starts work, it is key that a simple induction process takes place as soon as possible in the first week.

This helps settle new recruits into a company and helps explain what is expected from them, in what is often their first professional job.

We advise that employers take the apprentice through the history of the company, take them round the site and introduce them to safety equipment.

The apprentice can also be taken through a health and safety induction by the local ConstrucionSkills training officer. Getting colleagues involved in the induction can also help break the ice.

■ **Appraisal:** The last step is to have a clear review system in place, such as ConstructionSkills operates for all its apprentices. Drop-out is most common during the first 10 weeks, so holding a review after six weeks is crucial in terms of identifying problems early on.

We would recommend that this first review happens on-site with both a ConstructionSkills training officer and also a member of the company present. Any issues raised by the apprentice can be discussed and then the training officer can help employer and apprentice to come to some agreement.

After the six week review ConstructionSkills will carry out further consultative meetings off-site but we recommend that employers also keep to a schedule of reviews and report any problems that arise to their training officer.

The most common problems raised by apprentices at these reviews are pay, travel and expenses for travel. The most common problems raised by employers in managing and supporting apprentices, are pay, time-keeping and attendance at college.

However, with tens of thousands of apprentices qualifying every year, these problems are far from insurmountable, and ConstructionSkills Officers can provide plenty of practical advice based on their experiences.

The most common areas which employers forget to do prior to an apprentice joining, which can end up causing difficulties for both apprentice and employer alike are forgetting to: supply full personal protective equipment (PPE); negotiate pay upfront; and set up terms and conditions and a contract before the apprentice actually starts with your business.

By following the checklist below for managing an apprentice you can help minimise any of those risks:

■ **Before joining:**

Negotiate pay.

Set up Terms and Conditions and sign contract.

■ **Week 1:** Induction course led by the employer.

Supply full personal protective equipment.

Health and safety conducted on site by the ConstructionSkills Training Officer.

■ **Week 6:** Conduct a review of the apprentices work in conjunction with ConstructionSkills.

Employers are getting increasingly savvy about how to manage and support apprentices and we're constantly impressed by the businesses we see.

And with support from a ConstructionSkills company development adviser or training officer, and grants of up to £11,750, there's never been a better time to think about taking the plunge. CFJ

■ **www.cskills.org/apprenticeships**

■ **T: 0844 844 0046**

Robert MacGregor is business support manager for ConstructionSkills

DIARY DATES • DIARY DATES

NATIONAL FLOOR SHOW
September 2-4 Harrogate
www.nationalfloorshow.co.uk

OFFICES 2008
September 15-16
Celtic Manor, Newport
www.offices08.co.uk

WASTE MANAGEMENT
September 16-18
NEC Birmingham
www.rwmexhibition.com

100% DESIGN
September 18-21
Earls Court, London
www.100percentdesign.co.uk

HOMEBUILDING & RENOVATING SHOW
September 19-21
ExCel London
www.homebuildingshow.co.uk

GLEE 2008
September 21 – 23
NEC Birmingham
www.gleebirmingham.com

DECOREX
September 21-24
Royal Hospital, Chelsea
www.decorex.com

LEISURE INDUSTRY WEEK
September 21-23
NEC Birmingham
www.gleebirmingham.com

HOMEBUILDING & RENOVATING SHOW
October 4 - 5
Edinburgh
www.homeimprovementshow.co.uk

RESTAURANT SHOW
October 6-8
Earls Court, London
www.therestaurantshow.co.uk

CONTEXT Office interiors
October 8-9 Olympia, London
www.cmpinformation.com

INTERBUILD
October 26-30 NEC Birmingham
www.interbuild.com