



Shoe Box Appeal 2009

HYA Training learners get involved in the local Shoe Box Appeal 2009. They filled ordinary shoe boxes with small toys, school supplies, sweets, and other gifts for needy children around the world. They also went that step further and visited the local appeal centre to help with the packing and distribution process. The Appeal sends a message of hope to children in need around the world through gift-filled shoe boxes.

Advanced Apprenticeship Graduation Ceremony

The fourth Advanced Apprenticeship Graduation Ceremony held on the 23rd October 2009 was the biggest to date!

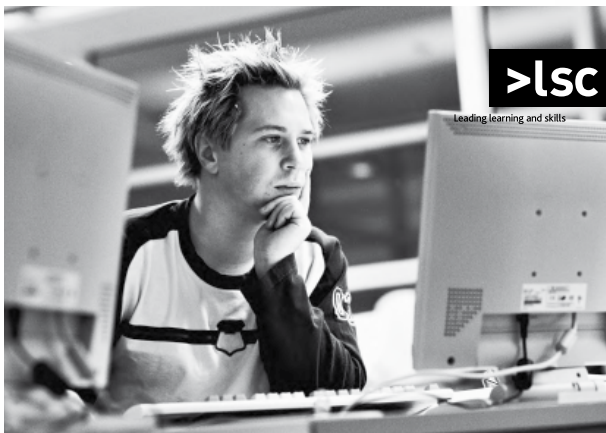
Over 160 Apprentices attended, and Employers, Apprenticeship Providers, Family and Friends joined in the celebration at the Hull City Hall.

Advanced Apprenticeships are tough frameworks to complete, requiring absolute commitment and determination, so we would like to congratulate the HYA Advanced Apprentices for this amazing

achievement.

Well done ... Rachel Arnold, Terri Shimmons, Gemma Ireland, Sue Sonley, Lynda Stell, Jane Hepworth, Sharon Gardner, James Beaumont, Michelle Rainger, Amy Marie Reed, Stacey Lowther, Zoe Pearson, Charlotte Carter, David Thompson, Simon Duplock, Diane Rowe.

All Advanced Apprentices at this ceremony were dressed in mortar boards and gowns and presented with a Certificate of Attendance by CfL Chief



Your Experience, Your Say HYA Training

Takes your learning seriously which is why we want your opinion on how well you think we are performing.

Between 1 October 2009 and 12 February 2010 we are asking you to spend just 5 minutes to tell us how we are doing by completing a short online survey.

The Framework for Excellence Learner Views Survey, take part and make a difference.

<http://ffe.lsc.gov.uk/learnerviews/>

Bridging a gap between young and old

Through the ACE Project (MIND) the E2E Learners organised a free charity event 'Help from a Star at Christmas' for the elderly people of Hull, supporting Age Concern, Mind and Alzheimer's Society.

ACE Project (Mind) is an exciting volunteering project with a difference. It is aimed at anyone age 16 to 25, who would like to tackle a community issue, learn new skills and meet new people. The E2E Learners had to decide who and how to help the local community. They decided on an event for the elderly 'to bridge a gap between young and old'. They put a proposal together and then held various activities like selling cakes to raise funds for the event.

The event was an amazing success for the E2E volunteers and guests. Held at the Royal Hotel on the 8th December 2009, over 100 elderly people attended the event for a three course dinner, raffle and bingo. The party really got going with entertainment from Cliff Ford and St Richards Primary School who sang Christmas carols to the delighted guests. Father Christmas (AKA Jody Barford from HYA) made an appearance and delivered presents to the children. The event was a fitting end to the year for the E2E Learners and the HYA Directors and staff are so very proud of their achievements and progress.

ACE also wanted to thank the learners for their amazing event and would like to contribute to a trip to the Pantomime and Nando's.



Satisfaction Survey Results

50% of questionnaires were returned from learners. 45% returned from employers. 80% satisfaction benchmark set.

Learners:

- Increased awareness of completion dates.
- Over 93% of learners are happy with the IAG given and feel it has been effective.
- 99% of questions asked met or exceeded the 80% satisfaction benchmark.
- We will be working on raising awareness of Health & Safety and Equality & Diversity during on-site inductions (Train to Gain).

Employers:

- Increased awareness of Equal Opportunities policies and how HYA have to monitor this.
- Employers also reported an increased awareness of HYA's complaints procedure (80% are now aware we have one).
- 100% of employers are satisfied overall with the service.

Comments:

Emma Dean ... I am finding the NVQ and Skills for Like course challenging but achievable, especially with the support you get from your tutors, who are always at the end of the phone if you experience any difficulties. I am very much enjoying it.

S Young ... I understand that my NVQ will give me a better understanding of my job and future.

Allendale House ... Totally happy with our assessors, always happy, supportive, understanding to learners, making them comfortable at all times. Long may HYA and ourselves carry on.

Three Trees ... The staff involved in the training are very positive about the learning experiences they are gaining. We have benefited from HYA, our relationship is based on mutual respect.

Christmas Card Competition

HYA Training are moving away from the traditional christmas card and sending a e-card this year. The money saved will be sent to a local charity. HYA Training set up a competition with the HYA learners to design the card.

The winner is ...
Steph King



Apprenticeship Frameworks

Customer Service:
Emma Marsden
Helen Waterhouse
Samantha Binns
Amy Moore

Advanced Apprenticeship in Business & Administration:
Jade Thompson

CIEH Level 1 Award in Health & Safety in the Workplace

Lemmy Peter Irvine
Jessie Hill
Naomi Sullivan-
Rachel Carroll
Charley Flanagan
Simone Windass
Sophie Mellors
Abbie Cooper
Kayleigh Sue Harrison
Danielle Reed
Melanie Butterworth

CIEH Level 2 Award in Health & Safety in the Workplace

Laura Harrison
Angela Hudson
Lauren Montgomery
Jennifer Taylor
Dianne Rowe
Danilo Swire
Julie Wade
Charley Flanagan
Jessie Hill
Rachel Carroll
Rebecca Riley
Melissa Batty
Charlotte Mortimer
Kay Humphries
Kieren Hill
Phillip Sean Bratley
Charlotte Phillips

EDI Certificate in Administration L2 (Technical Cert)

Tracie Paula McDonald
Lauren Montgomery
Charlotte Phillips
Kay Humphries
Anna Gilderoy
Kieren Hill
Phillip Sean Bratley
Emily Lythe

EDI Certificate in Administration L3 (Technical Cert)

Jade Thompson

Melissa Batty
Andrew Hutton

EDI Certificate in Customer Service Level 2 (Technical Cert)

Samantha Sharland
Samantha Binns
Laura Harrison
Claire Clarke
Amy Leanne Stillyards
Lynette Stuart
Amanda Lancaster
Laura Cook
Jamie Mason

OCR Certificate in Adult Numeracy - Level 1

Diane Wheeler
Lisa Fletcher
Zoe Bilton
Neil Papworth
Jade McLaren
Wayne Chapman
Amy Louise Moore
Nicola Jayne Hunt
Joanne Denston
Lisa Rudland
Amanda Norton
Amy Wiggleswort
Laura Palmer
Sophie Mellors
Amy Smith
Angela Brown
Amy Field
Stacey Lee Wheatley

OCR Certificate in Adult Numeracy - Level 2

Katie Hall
Ashley Radwell
Amy Sarah Fitzmaurice
Darren Stratton

OCR Certificate in Adult Literacy - Level 1

Natasha Carter
Zoe Bilton
Daniel GIBLIN
Jessica Reay
Barbara Ann Martin
Jessie Hill
Jade McLaren
Daniel Baxter
Tim Chapman
Diane Wheeler
Lisa Fletcher
Neil Papworth
Wayne Chapman
Joanne Denston
Lisa Rudland
Stephanie King
Rebecca Medd
Amy Wiggleswort
Amy Field

OCR Certificate in Adult Literacy - Level 2

Helen Edeson
Amy Louise Moore
Amanda Lancaster
Amanda Norton
Darren Stratton
Amy Sarah Fitzmaurice
Stephanie King
Philip Watson
Stacey Lee Wheatley

OCR Level 2 NVQ in Team Leading

Rachel Waller
Kaj Michael Harris

OCR Level 2 NVQ in Business & Administration

Alan Cope
Alja Zaikovska
James Dean Harrison
Sam Hodgkinson
Soifur Rahman
Leanne Nolan

OCR Level 2 NVQ in Customer Service

Samantha Binns
James Morris
Darren Stratton
Michele Wedgwood
Maike Gee
Neil Martin Whitby
Daniel Roe
Lisa Fletcher
Samantha Sharland
Claire Clarke
John Paul Mesens

OCR Level 2 NVQ in Health & Social Care

Paula Atkinson
Joanne Denston
Lisa Rudland
Karen Marshall
Laura Spencer
Jackie Stubbs
Joanne Flint
Pam Higgins
Gloria Moore
Helen Settrington
Kelly Marie Drew
Angela Brown
Doreen Ndlovu
Susan Jewitt
Anna Rogers
Sean Patrick Dunne
Diane Wheeler
Christine Frisby
Gaynor Firth
Neil Papworth
Wayne Chapman

Adele Whipp
Beverley Hall
Laura Palmer

OCR Level 3 NVQ in Business & Administration

Alison Fiona Kuppusamy
Jade Thompson

OCR Level 3 NVQ in Health & Social Care (Adults)

Anna Marie Borman
Andrew Smith
Carole Tasker
Lesley Docherty
Sarah Ingham
Helen Edeson
Kirsty Waller
Julie Johnson
Georgina Marson
Claire Coulman
Jane Waites
Angela Cawkwell
Michelle Smith
Kelly Rowland
Janet Otchere
Antoinette Lill

OCR Level 4 NVQ in Leadership & Management for Care Services

Karen Denby