



JUMPSTART Your Career!

in association with 

Tel: 01905 20443
pitman-training.com/worcester
Open Day
Wednesday 21st April 2pm-8pm

Dedicated trainers are all part of the success

PITMAN Training has achieved excellent successes for both level two and three in AMSPAR City and Guilds Medical Terminology course.

Over the last six months it has delivered on-site training to staff at Worcester NHS Acute Trust for the award and certificate in medical terminology, Pitman medical secretary introduction course and also one-day seminars for more than 60 learners.

Jazz Chateau and David Morris, both directors of Pitman Training Worcester, said that they were delighted with the results after delivering a pilot

course to the trust. Due to the outstanding results the company may now be on track to securing a commission for this year.

Mr Morris said: "We believe that the success has been largely achieved due to the hard work, dedication and commitment of the students but also due to the customised delivery of the course that has been provided by highly experienced tutors and also the excellent working relationship with the trust."

Pitman Training, Worcester, which is based in New Street, Worcester, has worked closely with staff in different departments to provide the

necessary training skills which enable administrative staff to provide an even better service to the medical teams and patients.

Pitman Training offers more than 125 courses which include touch typing, audio transcription, office IT applications, finance, marketing, accountancy, public relations, shorthand, medical terminology, secretarial skills, business management, web design, receptionist diploma, legal secretarial and introduction to office skills.

If you want to be a part of the success at Pitman Training – either corporate or individual learning – contact Jazz Chateau or David Morris on 01905 20443.

Get management qualifications without giving up the day job

We offer a programme that delivers real-world, practical management qualifications - you can study whilst being in full-time employment.

- Real-world, practical learning programme
- Learn whilst in employment
- Flexible start dates - begin when you're ready
- Study at our location, at home or at work
- Fast-tracked recognition by the Institute of Leadership & Management and the Chartered Management Institute
- One-on-one help is on hand - one reason why we have a 95% pass rate

Get the Pitman Advantage™ - speak to us on:

01905 20443

or visit www.pitman-training.com/worcester

Pitman Training Worcester, 1st Floor, Richardson House, 21 - 24 New Street, Worcester, West Midlands, WR1 2DP



15% DISCOUNT WITH THIS ADVERT AT OUR OPEN DAY ON WEDNESDAY 21st APRIL



Training to be a teacher of maths could add up

AN innovative maths teacher has taken to the web with four short films for the Training and Development Agency for Schools (TDA) to explain how to solve modern maths conundrums, while showing the exciting reality of modern maths teaching.

Matt Parker has devised a set of calculations that he hopes will ease some of the dilemmas of modern life and save people money into the bargain. The TDA is using the films to encourage more of the right kind of people to consider teaching maths. The films look at issues young people may face



FUTURE: Train to be a teacher.

in managing their money when they first move away from home such as splitting a bill with friends in a restaurant and dividing up household bills with housemates.

Mr Parker said: "A good maths teacher brings the real world through the school gates and

shows pupils how to use numbers to make their lives easier."

The TDA-produced films can be viewed at youtube.com/tda-mathsmoneysavers.

If you could make maths as exciting and as relevant to real life as Mr Parker does then why not consider a career in teaching?

Offering initial teacher education courses across the Midlands, the Herefordshire-based Robert Owen Group is looking to recruit graduates keen to train in this rewarding profession.

To find out more at go to robertowen.org or telephone 01568 615510.



Could you...
 make Maths add up?
 make IT seem easy?
 make Science matter?

Then why not turn your talent to teaching?

We are looking to recruit graduates keen to train in this dynamic and rewarding profession

School Centred Initial Teacher Education

in
Herefordshire, Worcestershire, Shropshire, Powys and the West Midlands



THE ROBERT OWEN GROUP

The Robert Owen Group is an equal opportunities provider

Contact us for more information:

01568 615510 info@robertowen.org

www.robertowen.org

Fostering children has really changed my life

ANN has been fostering for Clifford House for six years. Becoming a foster carer has totally changed her life and provided rewards for her, her family and the children placed with her.

She said: "It has been quite a few years since I first thought about the prospect of fostering. I had enjoyed bringing my own children up and once they were in their late teens I began exploring opportunities in childcare. Outside of being a parent, I had little other experience in this area and as I guess many people do, I wondered whether I might be considered limited in what I



HAPPY: Could you foster a child?

could offer. I found the assessment process a little daunting at first but receiving the approval of the panel was a really proud moment. We cared for several children on a respite basis to begin with which proved to be a lot of fun and a positive introduction to our

fostering career. Then it came, a call to discuss a possible placement for an 12 year-old boy. On a Friday in February this small, energetic and engaging boy arrived for tea. Three hours and several hundred questions later, we all agreed this had been a success and he said he wanted to come and stay overnight.

"In such a short interaction my passion and that of my family was ignited and the next six months proved to be one of the most rewarding, challenging and life changing periods of my life."

To become a foster carer with Clifford House telephone Liz Paterson on 0845 6182624 or e-mail liz@clifford-house.co.uk.



turn a life around ...be a foster carer

If you have a commitment to changing the lives of vulnerable children, can provide a safe, caring environment and you have a spare room, we'd love to hear from you. For further information on fostering, contact us on:

0845 618 2624
www.clifford-house.co.uk

We offer an excellent financial package with care allowances ranging from £431 - £1042 per week.





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Inspiring People Academy Courses

-  **Institute of Customer Service First Impressions (Two day)**
A course full of activities and interaction to support team members and grow customer service skills and confidence.
-  **Institute of Customer Service Service Management (Three day)**
This is an activity-based improvement course for managers, team leaders and supervisors who wish to enhance their service management skills in order to continuously improve their team's performance
-  **Fish!**
Putting energy, passion and a positive attitude into the workplace. If a dreary fish market in Seattle can do it, anybody can. Discover how to play, make their day, be there and choose your attitude even if you don't have any fish to throw around!
-  **Why are you shouting at me? (One day)**
For anyone dealing with customer complaints on the telephone or face to face. It combines practical knowledge, tools, techniques and confidence building.
-  **Investigating, solving and answering complex customer problems.**
Answering complex customer problems whether those are complaints or general in-depth customer enquiries. The workshop particularly focuses on written complaints and enquiries.

The fresh approach to customer service consultancy, training and personal development

For more details contact
Inspiring People
01905 339600

contact@inspiringpeople.co.uk
www.inspiringpeople.co.uk

20% Discount Voucher
Starts 1st April 10, Expires 30 June 10
Terms & Conditions Apply - please see our website for details
Please quote discount reference: WN160310

Programmes help your customer service skills

THE Institute of Customer Service (ICS) is the professional body for customer service. Its main purpose is to lead customer service performance and professionalism.

It is a membership body to which more than 365 organisations belong. They come from across the private, public and third sectors and there are also about 7,000 individual members.

The ICS First Impressions and Service Management programmes were launched in 2006. These are courses filled with activities and interaction so that staff can enjoy a



Ruth Evans, of the Institute of Customer Service, left, presents Caroline Tan, managing director of Inspiring People with her ICS associate membership certificate.

stimulating introduction to information, ideas and knowledge which will make great improvements to their customer service skills and leadership.

When they complete the course participants receive an ICS Customer Service Foundation certificate and one year's free ICS Foundation membership.

As a business partner, Inspiring People was part of the original advisory panel helping to design the programmes and it delivers them on behalf of the institute both nationally and internationally. Inspiring People is offering programmes as open courses in Worcester for anyone who wishes to develop their customer service skills and be awarded external recognition for their efforts.

For more information go to inspiringpeople.co.uk and click on open courses.

A specialist recruitment service offered to firms

ACT is a not-for-profit employer-led social care partnership working across the private, independent, voluntary and statutory sectors to increase opportunities for training and workforce development to support improved care services.

It is part of a West Midlands partnership which seeks to support local employers in the public, health and social care sectors with their retention and recruitment processes. It also identifies funding initiatives and enables more staff to be recruited into the sectors.

ACT listens to the employer and offers a dedicated specialist



LET US HELP: Max Davidson, left, Michaela Oates and Lewes Preece are ACT ambassadors.

recruitment service. This is focused on meeting employer needs and ensuring that it finds the best candidate for the job.

While many other sectors are struggling to survive in the current climate social care is

still a growth area and it is looking to recruit enthusiastic individuals who want to make a difference to peoples' lives.

March was a busy month for ACT. It worked in partnership with other organisations such as Job Centre Plus, Remploy and Community Service Volunteers to encourage people to think about working in social care. It did this by organising a series of recruitment events across Worcestershire and Herefordshire.

If you are looking for support and would like further information about the service offered by ACT telephone 01905 420715 or e-mail act@actforfunding.org.

Ambitious organisation fully supports its staff

NPOWER is an ambitious organisation that encourages ambition and it prides itself in the way that it treats its staff.

The company makes sure that people are given the support and rewards they deserve and its commitment to continuous development means they will keep growing and expanding their skills and knowledge throughout their career.

Npower has created an environment where all of its people can flourish. So whether they join the firm's door-to-door or events sales team they will be joining a dynamic,



NEW CAREER? Check out what's on offer with Npower.

professional and fun team – one of the best in the business.

Staff at Npower act as ambassadors and the firm expects a lot from them.

Every day, staff enjoy fresh challenges, working to meet targets to generate quality – not

just quantity sales.

In return for their dedication, they get all the support and training they need to achieve their targets and increase their earning potential.

As well as the chance to develop a career, Npower offers members of its staff generous benefits package. This includes: a basic salary, 20 to 25 days' holiday each year plus bank holidays; a full uniform, a mobile phone for the validation of sales calls and uncapped commission

To discover which role is right for you contact a member of the Npower recruitment team on 0845 0780028 or e-mail sales.recruitment@npower.com.

ACT

The Association for Care Training
Herefordshire & Worcestershire

Care Surgery

Are you looking for a job and interested in finding out more about Social Care Careers?
Why not attend one of our free workshops-

22nd April 2010

10.30a.m. – 1.30 p.m.

Venue: The Kindle Centre, ASDA Supermarket,
Hereford, Belmont Road. HR2 7JE.

28th April 2010

12.30 – 3.30p.m.

Venue: Age Concern, Bromwich Road,
Worcester. WR2 4BN.

Objectives of the session:

Career pathways & roles within Social Care, What skills & attributes are employers looking for when recruiting?
Dignity in Care, Interview techniques & CV building

You will be provided with a certificate of attendance If you are unable to attend and would like to know future Care Surgery dates and venues please visit our website or contact ACT:

To book your place for this surgery please contact:

ACT, Suite 5a, Malvern Gate, Bromwich Road, Lower wick, Worcester WR2 4BN
Tel: 01905 420 715 • Email: act@actforfunding.org • www.actforfunding.org

Don't hold back - find a brighter career

Sales Careers

£12,000 basic plus unlimited commission

Our uncapped commission means you're free to earn as much as you like. And that's not the only bonus of working for Britain's brightest energy company. There's great training and fantastic benefits too, so you can really let yourself go! And the icing on the cake is that we offer a range of face to face sales roles so you're sure to find one that's right for you.

You could be taking our message door to door, selling the benefits of moving to npower or visiting past customers and encouraging them to move back. Or perhaps promoting npower to potential customers in stores, shopping centres, events and exhibitions. Either way, your commitment to first class customer service will be essential.

Call 0845 078 0028 - Don't hold back! Apply Now.

We may monitor and/or record calls for security, quality or training purposes. The cost of calls to 0845 numbers may vary so please check with your provider for exact charges.




JUMPSTART Your Career!



OPPORTUNITIES: You can join the sales team at Shop Direct.

Help people to shop at home

SHOP Direct is the customer services company that supports Shop Direct home shopping's brands.

Its aim is to provide an unrivalled personal home shopping experience and one that delivers outstanding customer satisfaction.

Its success depends on what it does for the customer and a key ingredient to achieving this is the firm's staff. They are crucial to creating a culture where the customer really does come first.

Shop Direct's teams of highly dedicated and experienced customer service advisers sell a range of products and take more than

31 million calls each year supporting sales of about £1.5 billion.

Staff also make eight million telemarketing calls every year to offer customers the latest deals, fashions and special offers.

As part of the company's growing sales team, staff take calls from customers, process their orders and maximise on sales opportunities by cross-selling and keeping callers up-to-date about special offers, discounts and promotions.

At every stage it is down to staff to maximise sales by promoting additional products while providing an excellent customer experience.

Couple can't remember beating

A WORCESTER man has pleaded guilty to assaulting his partner even though neither of them can remember it happening.

Mark Randall, aged 46, and his partner Frances Blake went to Worcester to look at mobile phones on Tuesday, April 6, but they ended up getting drunk. Neither can recall what happened between then and Ms Blake waking up, having been beaten up.

Police were called to the address on Wednesday morning and Ms Blake - who was in a distressed state - was taken to hospital for her injuries. Liam Finch, prosecuting, said: "We are unable to say how the injuries were caused because neither can remember."

He said the only history of violence in the relationship was in 2004, when Randall pushed Ms Blake off a stool in

Costa Coffee. Rob MacCrory said in mitigation for his client that Randall - who is currently living at Lodge Park, Redhill, Redditch - has no memory of inflicting "horrendous" injuries on his partner.

"The truth is no one will ever know how those injuries were caused because the only two people who were there don't know," said Mr MacCrory. "He has entered a

guilty plea because they were the only two people in the building."

Magistrates ordered a pre-sentence report to be prepared for Monday, May 10.

Randall - who is staying with a friend - was released on bail until that date on the condition he did not contact Ms Blake in any way and to only go to their house to collect his things when accompanied by police.

Zip wire proves a winner - for most

Play equipment is a success

ONLINE readers have said a new zip wire put up in a village park is a great thing for youngsters to keep them entertained, despite the controversy surrounding its location.

We reported previously in your *Worcester News* how members of Powick Parish Council had an angry response to the zip wire, which cost nearly £10,000, from the people living opposite it on Lower Ferry Lane, Callow End.

The residents said they were not consulted about the play equipment, which they labelled an eyesore and said it would be incredibly noisy.

Members of the parish council also said they were angry they had not been consulted over the location of the zip wire, despite part

BY ELIZABETH SWEETMAN
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es@worcesternews.co.uk

funding the cost of the equipment. However, readers commenting on the story at worcesternews.co.uk have said the zip wire is a great thing for children and gives them something to do, while others have expressed disbelief at the cost of the play equipment.

Biggles, of Worcester, posted: "It does seem a lot of money. Are the whingers the same types that complain 'my kids have nothing to do?'"

littleminx2009, of Worcester, said: "I would just like to say thank you to *Worcester News* for this article. I live in Worcestershire and didn't know about this zip wire until I read this. My three children are going to



GREAT: Zip wire on the park in Callow End. 12458603

love it so will be planning a visit."

rgdudley, of Worcester, said: "Well if Callow End don't want it can we have it in Gheluvelt Park. Most of the activities there are for younger children, it would be nice to see some things for the older ones."

Regarding the cost of the equipment, skychip, of Worcester wrote: "Unbel-

ievable, someone obviously has plenty of money to splash about - £10,000 seems a lot of money for one piece of equipment."

But the fee didn't bother other readers such as mjl1, of Worcester, who said: "The money for this did not come from the public purse. It was raised through the people of the village for all to appreciate."

Don't miss chance to quiz candidates

YOUR *Worcester News* is giving you the chance to quiz candidates from the three main parties at a special Election Debate.

The Question Time-style event is being staged at Worcestershire County Cricket Club's Graeme Hick Pavilion on Wednesday, April 21, starting at 7.30pm.

An audience of 100 *Worcester News* readers will be able to put their questions to Conservative candidate Robin Walker, Labour's Mike Foster and Liberal Democrat hopeful Jackie Alderson.

We aim to ensure the audience is made up of a broad

Worcester News



ELECTION DEBATE
Worcestershire County Cricket Club, April 21

cross-section of the Worcester electorate with as many political viewpoints represented as possible.

Ticket applications for our Election Debate must be

made via e-mail. To apply for tickets you must be eligible to vote in the Worcester parliamentary constituency.

Your e-mail application must include your name and full address and a daytime telephone number.

You must tell us if you are a member of a political party and how you intend to vote in the general election.

The above information will be used for audience selection purposes only and will not be published.

Please include in your e-mail the question you would like to ask at the Election Debate.

The most popular or pertinent questions will be put to our panel of candidates, who will not be informed of the questions in advance.

Successful ticket applicants and those selected to put questions to the three candidates will be informed through an e-mail from Kevin Ward, the editor of the *Worcester News*.

Please send your ticket application to election@worcesternews.co.uk or log on to worcesternews.co.uk and click on the debate banner on the home page for further details. All applications must be received by noon tomorrow.

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You might not know Shop direct. But you'll certainly have heard of Littlewoods, Kays, Very and Woolworths.co.uk. They're just some of the companies that make us the UK's leading home shopping retailer, selling brands like Nike, Diesel, Miss Sixty, Dyson and Sony online.

They bring us millions of customers - people who want to shop with us and keep up to date with our offers, discounts and promotions. And that's exactly what you'll do. Joining our growing Inbound Sales team and receiving incoming calls from our customers, you'll deliver the best customer service going - and increase sales in the process. In return, you'll enjoy excellent OTE plus a staff discount of up to 25%. Not forgetting lots of other generous benefits, plus ongoing coaching and development.

You'll have a passion for sales, plenty of enthusiasm and, above all, the warmth and personality to build rapport over the phone. And, of course, you'll have a strong team ethic and be highly motivated by targets.

Work for Shop Direct and take home what you deserve. To join us at our Worcester site visit www.shopdirect.com and register your details (vacancy ref:IRC7273)