

## YOUNG CRAFTSMEN BUILD A FUTURE CAREER

Construction Young Apprentices completed an innovative Build-a-Bungalow project last summer.

The Young Apprentices, all year 11 school pupils, built two miniature 'bungalows' to deadline within a site-based working environment at the College's Anglian Lane site.

The project was sponsored by local firms, principally Buildbase in Thetford and Haymills in Stowmarket who already support YA construction students.

The students built scale models which incorporated the brickwork, carpentry and construction techniques used in real life house building. They brought a tremendous amount of enthusiasm and skill to the task.

"We are grateful for the support from Buildbase and Haymills," said School Links Co-ordinator Carol King. "We are training the construction experts of the future, ready for the eventual upturn in the economy."

The Young Apprentices come to College on one day a week from local upper schools in the surrounding area.

Tutors Michael Feather and Martin Cribb guided and oversaw the building programme alongside other lecturers and technicians within the Anglian Lane complex. College lecturer Linzi Stivey produced the plans for the bungalows.



*YA Construction students working on the Build a Bungalow project at Anglian Lane.*



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## CUSTOMER SERVICE PRESENTATION



*College students and staff outside the John Lewis store in Cambridge*

YA Business Administration students visited the John Lewis store in Cambridge for a customer service presentation in April.

Nine Young Apprentices, 14-16 year old school pupils who come to College on one day a week, visited JLC to learn about outstanding customer service from Partners who deal with customers every day.

Personnel and Customer Services worked with other Partners from across the branch to give the students a flavour of life at John Lewis, with Partners playing the role of angry customers at one point, to demonstrate how the branch deals with complaints.

Rebecca Griffin said: "The staff at John Lewis were fantastic: smart, polite and smiling!"

Vickie Sillet said: "The role play ... reinforced what we have recently been discussing at College – how to speak to customers using tone and body language."

"We enjoyed the day immensely," said lecturer Marian Clayton. "I have seen a really marked improvement in the students' understanding of the importance of customer service within a retail organisation, and this has been reflected in their assignment work."

Di Carreira, JLC customer services, said: "It's clear we've made a real impression on these students. The presentation was a great example of how Partners from across the branch can work together effectively."

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## YOUNG RIDERS HEAD WEST

Two Racehorse Care NVQ students, Ryan King and Shelley Birkett [pictured] were among a party of students who travelled to Lexington, Kentucky at the end of October.

Ryan and Shelley, both pupils at Newmarket College, won their places on this exciting visit as a prize for their performance whilst taking part in their training under a Flexible Learning Partnership scheme with The British Racing School and West Suffolk College.

During the visit Ryan and Shelley underwent training and rode out at the North American Racing Academy run by the legendary Chris McCarron.



“The trip to America was a wonderful opportunity for Ryan and Shelley to broaden their experience of the racing world,” said Michèle Faiers, Head of School Link Programmes. “The Racehorse Care course enables them to get hands-on experience in a racing stable on a day release basis from school. It is ideal for youngsters who have a passion for horses and wish to pursue a career in the industry, either as a jockey or a stable hand.”

Anyone interested in finding out more about the NVQ programme, run in conjunction with The British Racing School, should contact West Suffolk College in the first instance. Call 01284 716244 or e-mail [michele.faiers@wsc.ac.uk](mailto:michele.faiers@wsc.ac.uk)

### Future Events

#### General Open Events

Tuesday 12 January 2010  
6.30pm-8.30pm

Wednesday 13 January 2010  
6.30pm-8.30pm

Saturday 6 March 2010  
9.30am-12.00pm

Monday 8 March 2010  
6.30pm-8.30pm

#### UCS Bury St Edmunds Open Event

Tuesday 20 April 2010  
6.30pm-8.30pm

# CHRIS 'A TERRIFIC ROLE MODEL'



Chris Barker, 16, from Great Finborough near Stowmarket was the first student to complete a Young Apprenticeship in Construction at the College.

He has completed the National BTEC Diploma in Construction Level 2, equivalent to 4 GCSEs at A\* - C level.

Chris attended College on a weekly release from Stowmarket High School. In addition, he completed 50 work experience days with Mid Suffolk District Council Building and Planning Department in Needham Market, giving him a good insight into the building trade.

He said: "Having taken part in the Young Apprenticeship whilst at school has helped me make up my mind about what I want to do in the future. I have enjoyed College, and learned a lot about the construction industry, having the opportunity to work alongside many skilled and professional people and getting hands-on experience."

Course Director Barry Chambers said: "From the first lesson it was plain that Chris had decided on his future career route and he has been a terrific role model. He was not satisfied with simply gaining a Pass grade and obviously put in a lot of work in away from College to achieve Distinctions and Merits."

Chris is now undertaking the Diploma in Construction level 3, which is one of the new qualifications brought out by the DCSF last year. This will enable him to progress to university or employment in the construction industry.

Young Apprentices attend College on one or two days per week and can be 'fast-tracked' to the Advanced Apprenticeship, reducing their training time by a year. To find out more, contact Head of School Link Programmes Michèle Faiers on 01284 716244 or visit the College website at [www.westsuffolk.ac.uk](http://www.westsuffolk.ac.uk)

## More Information

To find out more about courses on offer at West Suffolk College visit our website for full listings at [www.westsuffolk.ac.uk](http://www.westsuffolk.ac.uk) or telephone 01284 716333.

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