

National
Apprenticeship
Week
6th March 2017



WELCOME

Melissa Kose
Work Experience Lead



Theme of the day

Changing the myth about apprenticeships

AGENDA

1000 – 1015 Welcome, Melissa Kose,

1015 – 1045 Changing the myth , Ania Ryznar, Apprentice Programme Manger

1045 – 1130 My journey with British Airways, Apprentices

1135 – 1145 Who are we looking for? Laetitia Ryan, Talent Acquisition and Planning Manger

1145 - 1200 Questions and answers, All

1200 – 1230 Networking and Close, All

Icebreaker Activity

In groups of eight please take a group photo that you are proud to show to your students on return to your schools/ colleagues

Use the IPad provided and please save the photo

Be creative and have fun!

Best group photo will be announced at the end of the day!



Changing the Myth

Ania Ryznar
Apprentice Programme Mgr





The Government has a target
of launching

3 million

apprenticeships by 2020

“ A levy will put employers at the heart of paying for and choosing apprenticeship training, and place the funding of apprenticeships on a sustainable footing. Employers will choose between high quality education and training providers, or be able to train their apprentices themselves. ”

ENGLISH APPRENTICESHIPS:
OUR 2020 VISION, UK GOVERNMENT

Where the apprenticeship reform started?

Entrepreneur Doug Richard, was commissioned to lead an independent review into the future of apprenticeships in England in June 2012



How apprenticeships could meet the needs of employers, individuals and the wider economy

- What should be simplified or stripped back
- If the qualifications included within apprenticeships were sufficiently rigorous and valued by employers
- How to ensure apprenticeships provide significant *new* learning
- What opportunities there were to improve the impact and value for money of public investment in apprenticeships

What the review recommended?

- Put employers in the driving seat
- Apprenticeships based on standards designed by employers, making them more relevant and therefore more attractive to employers
- Increase the quality of apprenticeships
- Apprentices need to demonstrate their competence through rigorous assessment. This will focus on the end of the apprenticeship to ensure that the apprentice is ready to progress
- Simplify the system
- The new employer-designed standards should be short and easy to understand. They describe the knowledge, skills and behaviour that an individual needs to be fully competent in an occupation
- Give employers purchasing power
- Putting the control of funding for the external training of apprentices in the hands of employers, to empower businesses to act as customers, driving up the quality and relevance training

Today and the Future

Apprenticeships - past

- Employer is not in the driving seat
- Some frameworks are outdated
- Frameworks were created from academic stand point and did not always take into account the business needs
- Achievement is based on meeting the assessment requirements of each component (qualification)
- Current apprenticeship Frameworks includes a combination of qualifications and mandatory components
- There is an age cap on government funded apprenticeship learning at times limiting this opportunity to those of age 16-24

Apprenticeships-post 1st April 2017

- Employer is in the driving seat
- The new standards define the skills, knowledge and behaviours required for a given job role
- Employers sets 'one' professional standard that all apprentices must meet
- Employers choose the best method to train their apprentices
- Apprentices must pass an 'end assessment' which checks their competence
- In most cases apprentices are graded e.g. pass or distinction
- There is bigger focus on degree apprenticeships
- Employers are looking at workforce development and are identifying what the business needs are and what skills are required, identifying opportunities for new apprenticeships
- Apprenticeships are open to all ages and can include new and existing members of staff as long as there's a substantial training need to cover the role
- Legal definition of the term apprenticeship to raise standards and new 'Youth obligation'

FOUR PRINCIPLES OF APPRENTICESHIP

- An apprenticeship is a job, in a skilled occupation
- An apprenticeship requires substantial and sustained training, lasting a minimum of 12 months and must include off-the-job training
- An apprenticeship leads to full competency in an occupation, demonstrated by the achievement of an apprenticeship standard that is defined by employers
- An apprenticeship develops transferable skills, including English and maths, to progress career

Apprenticeship Levels

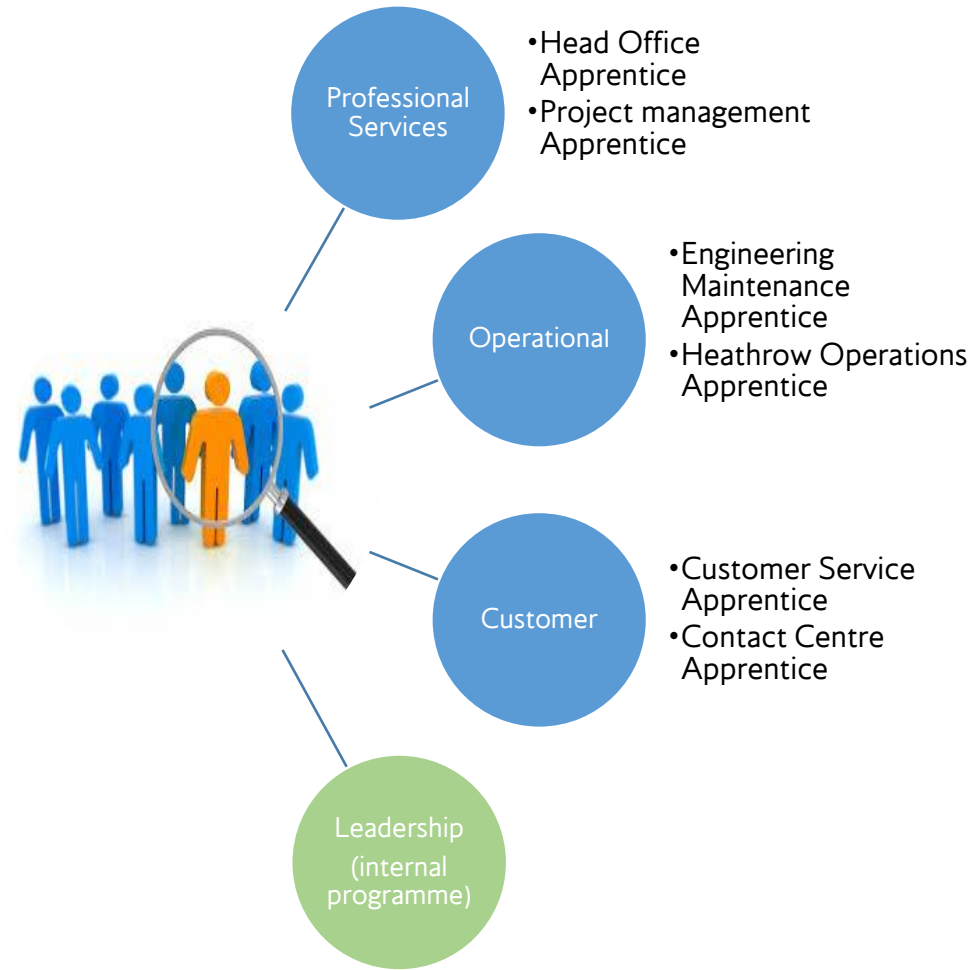


Higher Apprenticeships Level 4 – 7
Foundation Degree , HNC / HND Equivalent

Advanced Apprenticeship Level 3
(2) A level Equivalent

Intermediate Apprenticeship Level 2
(5) GCSE's Grades A – C equivalent

Emerging Talent, British Airways



Between 2010 – 2014 we launched 12 new apprentice programmes across a range of disciplines

- **889 apprentices have been recruited to date, 203 planned for 2017**
- Two further programmes launched in 2015 – Customer Service and Contact Centres



Awards & Recognition



Apprenticeship Schemes Recruiting now

Operational



Professional
Services



Customer Service



Customer Service Apprenticeship

Bronte McCluskey
Customer Service Apprentice



At the Beginning...

June 2015 - On line application

July 2015 – Interview and assessments

September 2015 – Cohort #1 training starts

October 2015 – Cohort #2 training starts

October 2015 – Cohort #1 starts at LHR terminals

November 2015 – Cohort #2 starts at LHR terminals





A Day in the Life of a Customer Service Representative...



What's important? Treating every day with a positive outlook with opportunities to learn

Working where? T5 and T3 Landside and Airside completing multiple duties such as check in, boarding flights, lounge entrance, escorting Unaccompanied Minors (UMs) and hosting

When? Any day, any time, various shift pattern



Offline days - having a chance to complete our course work

Contact centre - Newcastle or Manchester

Apprentice Forum 2016 - myself, Caroline, Chris and Ellie having a chance to represent our Apprenticeship

Networking – getting to know our colleagues in the terminals





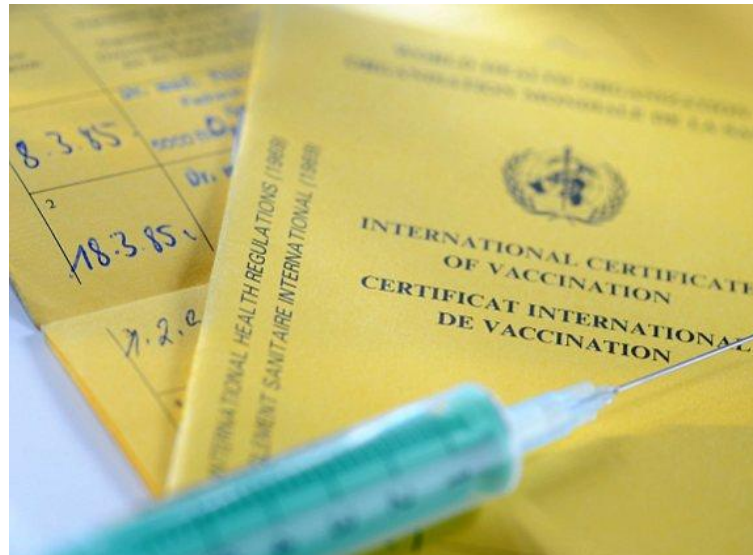
Becoming a close group of friends supporting each other



Preparation for year 2, Level 3 NVQ Cabin Crew

Completing the AvMed pre course e-learning - SEP training

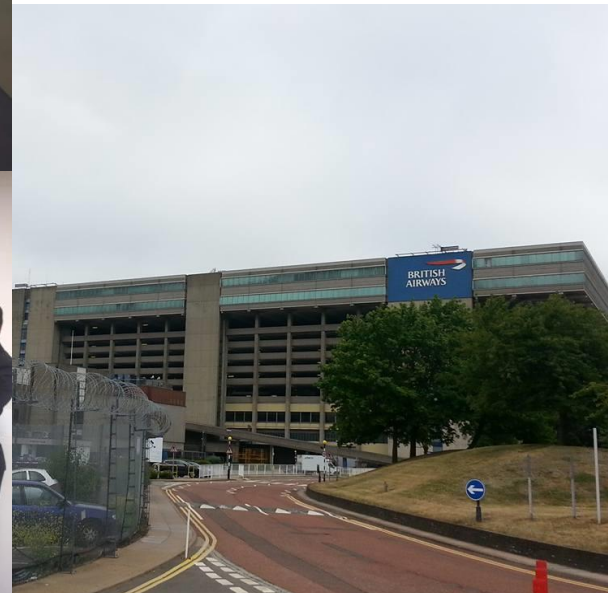
American visa



TBC

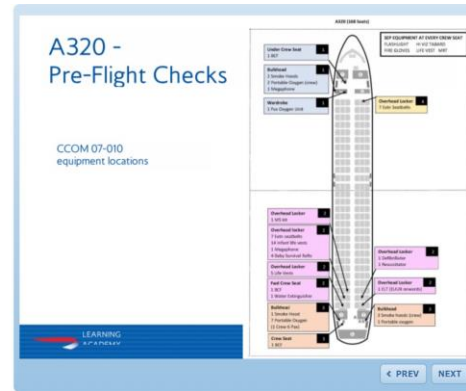
Vaccinations

Passing exams and pool drills over 6 weeks



A day in the life of Mixed Fleet Cabin Crew...

Attend a group brief in the CRC with all operating crew before going through security answering medical, safety and security questions



Complete pre flight security checks at your position



Providing excellent customer service to passengers whilst ensuring their comfort and safety throughout the flight



Administer first aid

Toilet security checks every 30 minutes

Complete juice rounds on all longhaul flights every 30 minutes

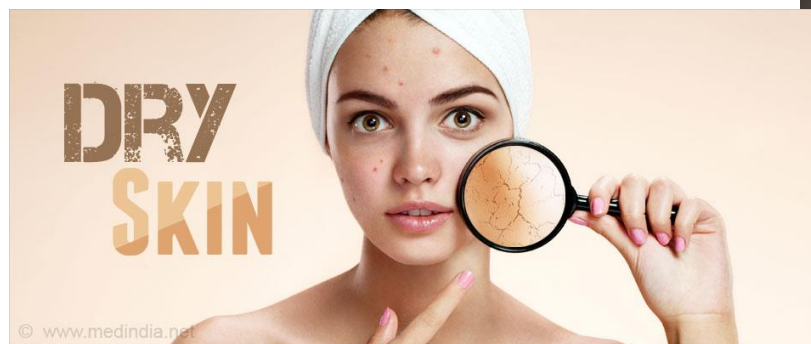
Check for lost property when passengers have disembarked



Positives



Challenges



**No food
or drink**

Nationally recognised Qualification

Level 2 NVQ diploma within Heathrow Customer Service - equivalent to 5 GCSE's

Level 3 NVQ diploma within Mixed Fleet Cabin Crew – equivalent to 2 A Levels



The Future...

17th March 2017 – Decision Day



22nd September 2017 - Graduation day



Thank You For Listening



Aircraft Maintenance Apprenticeship

Hamesh Tailor

Aircraft Maintenance Apprentice



My Journey

- Finished GCSEs with a passion for engineering
- Did 1st year of A levels and decided it was not for me
- Attended Kingston College and completed the Performing Engineering Operations and Level Certificate in Aircraft Maintenance
- Applied to BA in 2014 for the Industrial Apprenticeship but was unsuccessful
- Went back to college to further the knowledge and gain work experience. Completed level 3 diploma in Aircraft Maintenance and gained work experience
- Applied for Aircraft Maintenance Apprenticeship again in 2015 and was successful



- Started the apprenticeship journey on 19th October 2015
- Four weeks Induction into British Airways Engineering
- Started year of monthly placements
- Varied placements over 12 months working on a Monday to Friday shift
- From British Airways Component Engineering to Service checks, to Maintrol at Waterside and Safety and Emergency Procedures (SEP) Training
- Wide Range of work, learning many different skills in each placement
- Meeting many people along the way
- Team Building Activities and week away at Outpost



- After 12 months of monthly placements and Monday to Friday work pattern moved into 6 month placement
- Moved to Terminal 3 Engineering. Moving onto shifts, working 2 days 2 nights
- Got to work BA shortfall fleet. On Callout on days and routine work at night
- Also working customer airlines like Qatar, Malaysian Airlines, Royal Brunei
- Meeting a whole new group of people, and settling into an area which I would like to work in the future
- Also started 'A' license module training
- Now moving to next 6 month placement for the summer



Head Office Apprenticeship

Katie Carabini

Professional Standards Executive



To Cover

- Head Office Apprenticeship Overview
- My apprentice journey
- Before the Apprenticeship
- 4 Placements
- NVQ Work Alongside
- Video

What is a Head Office Apprenticeship?

- 2 Years
- 4 Placement Rotations (3 for IAG)
- Essential Administrative Tasks- 'Behind the Scenes'
- NVQ Level 3 & 4 in Business Administration
- Outsource Training

Where do we Work?

- Operations
- People and Legal
- Commercial
- IAG
- Safety
- Customer Experience

What do we get involved in?

- Data Analysis
- Event Management
- Project Management
- Chairing and Supporting Meetings
- Auditing
- Strategic Planning
- Admin Support
- Volunteering
- Market Research

My Apprentice Journey

Katie Carabini



Before the Apprenticeship

- A- Levels- History, Psychology, English
- University application- deferred entry
- 1-1/2 years full time work- after 1 year declined uni place
- Apprenticeship search
- BA Apprenticeship
- Recruitment- questions online, telephone interview, assessment day

Placements: EurAfSAm

- Overseas airport- Europe, Africa and South America
- Central support
- Coordinate and chair meetings- minutes & actions
- Customer complaints
- Manage disruption reports
- Diary management
- Communication documents- newsletters, updates etc.
- Projects- CM/FLY, Yammer, Eurafsam event

Graduate and Apprentice Team

- General support to all line managers- admin support including timeline
- Event management
 - Skills London- 32,000 people over 2 days
 - Heathrow Careers Fair- 11,000 people
 - Engineering Graduation Ball- 250 guests
 - Jobs of the Future Workshop
 - Apprentice forum
- Inductions
 - Customer Service Apprentices
 - Engineering Apprentices
- Ambassador for apprentices around the business

Selling and Distribution

- Tier 1 Project
- NDC
- SharePoint/ organisation
- Primary point of contact for external developers
- Manage relationship with company
- Berlin Hackathon
- Project Documentation- Risk Log, Action Trackers, PSR, Milestone Doc
- NDC Forum

Heathrow Operations

- AOCC support
- OPRG and OIG- minutes, actions, documents, follow up, slides
- Projects- PTS
- Shadowing
- Heathrow Ops knowledge- helped to secure current role
- Secured a full time role in Heathrow as a Professional Standards Executive

NVQ Work

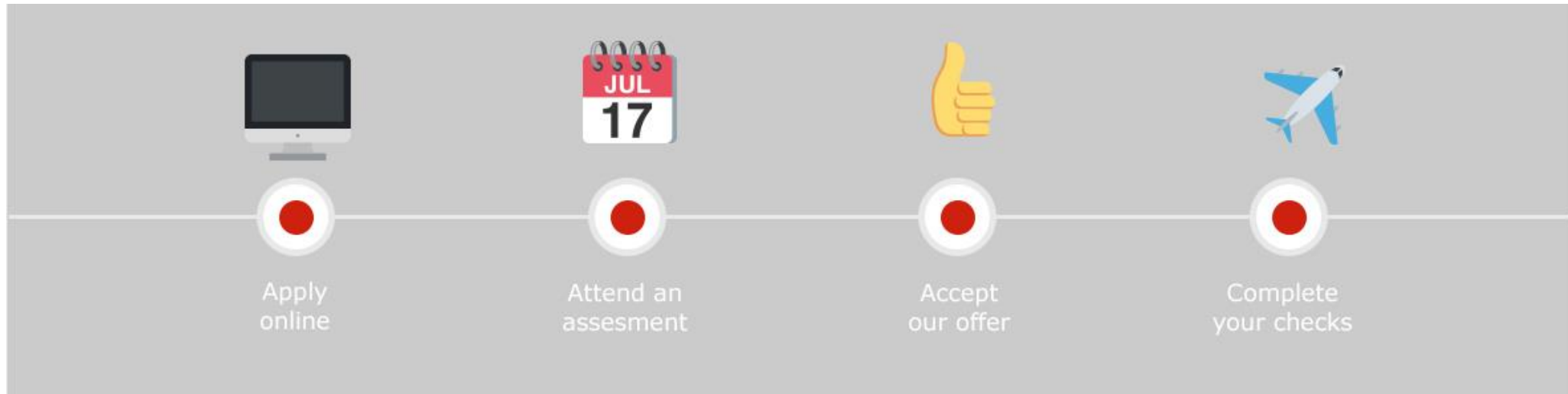
- Level 3 NVQ in Business and Administration (A-level equivalent)
- Level 4 NVQ in Business Administration (higher level)
- Coursework (first year)
- Coursework and assignments (second year)
- Workshops - relevant to subjects
- Extra activities

Who are we
looking for?

Laetitia Ryan
Talent Acquisition and Planning
Manager



The recruitment process



Get noticed

Do

- Show motivation and understanding of the job
- Talk about relevant experience/interests
- Show personality

Don't

- Spelling mistakes
- Badly formatted CV
- One word answers



Apply
online

Be prepared to stand out

Do

- Prepare for anything
- Be yourself
- Enjoy the experience

Don't

- Be late/not turn up
- Forget paperwork



Attend an
assessment



Who are we looking for?

Hard Criteria

- Right to work
- Grades
- Other requirements (i.e. driving licence)

Soft Criteria

- Motivation
- Attitude
- Potential



Accept
our offer



It's not finished yet...

Pre employment checks

- Referencing
- Medical assessment
- Qualifications check



Complete
your checks

Questions & Answers

