

Testimonial – Rebus Training 2024

In July 2024, I reached out to MIND for support with our personal development programmes aimed at electrical apprentices aged 16-25. I received a prompt response, and a meeting was arranged in August with our apprenticeship manager and myself to discuss our needs with Emma Timbey. From the outset, Emma demonstrated her personable, approachable, and passionate nature, asking detailed questions to tailor the sessions to our apprentices' needs, such as age range, desired content, session length, and goals. She assured us she could design a bespoke course aligned with the Level 3 Electrical Installation qualification, which gave us great confidence in her approach. On leaving the meeting, both my manager and I were excited at this partnership.

Once approved by our managing directors, Emma maintained consistent communication, scheduling calls to review the programme and incorporating any feedback we provided. As an expert in this area, Emma managed the process seamlessly, and I was happy to trust her expertise.

The delivery took place on Thursday, 24th October, and it was a great success. Emma arrived early to set up and was thoroughly prepared and organised. Her delivery style was highly engaging, involving the apprentices in interactive, physical, individual, and group tasks. I observed the session firsthand and was impressed by how well the apprentices responded to Emma's dynamic approach. Feedback at the end of the session was overwhelmingly positive.

Following the session, I conducted progress reviews with some apprentices to assess their recall and impressions. They consistently spoke positively about the training, noting how it encouraged them to think critically, consider their actions, and build confidence in seeking support when needed. This programme has made a meaningful impact, and I highly recommend Emma and MIND for similar initiatives.