

Authors

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Suitability of this case to the ApprEnt definition of HEA

Workplace/ training 	Mentoring 	Remuneration 	Formal programme 	Certification 	Contract/ Agreement 
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Evaluation of how the programme/practice reaches the following goals Scale: 1 = not at all; 2 = very little; 3 = somewhat; 4 = well; 5 = very well

	1	2	3	4	5
i. Enhances relevant working life skills and qualifications	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
ii. Promotes professional growth	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
iii. Develops learning environment practices as a whole	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
iv. Develops work-based learning practices and materials	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
v. Improves work performance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
vi. Improves tutoring and mentoring practices	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
vii. Enhances University-Business collaboration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
viii. Showcases potential aspects for programme standardisation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Title

Celtabio (FR)

Description

Model

N/A

Best practice

Description of good practices and schemes

Recruitment

Celtabio contacts Sup Ifac each year at the beginning of March in order to launch a call for apprentices, who would start working in September after returning from the summer holidays. Sup Ifac thus sends the applicants' CVs to the company. First, the company selects 4 to 5 CVs, and then it organizes half-an-hour interviews the respective applicant. Each interview is conducted by the company manager (Nicolas Balanant), who will also be the mentor of the two selected apprentices. If possible, a union representative (member of the management committee) and a 2nd-year apprentice may also participate. After the interviews, two applicants are selected through an interview debrief. Generally, we call every applicants so that we can explain them the reasons of our decisions.

Hosting and induction programme

Content of the activity and tasks

We explain what we expect from the selected candidates by underlining the apprenticeship's difficulties and specificities. We remind them the basic values of the Biocoop network: equity, cooperation, respect, strong social and ecological criteria, transparency and traceability, as well as consumers' sensitisation. During the first year of apprenticeship, six tasks are assigned; here are some of the questions establishing the overall tasks: How to improve customer service? How to retain customers? How to develop a pricing strategy and to analyse it? How to improve the shop productivity?

Company induction

The apprentices can first meet the team during summer work activities in August. Their induction is generally easier throughout the summer holidays, because the team is reduced. Each apprentice is given an apprentice induction handbook, as soon as he integrate the company. The apprentice is treated like normal employees with right, duties and responsibilities.

Development plan, progression route, skills development

Mentors must motivate the trainees while also providing valuable advices for skills development. For 1st year apprentices, reviews are organized following the completion of each of their tasks. For 2nd year apprentices, reviews are organized when they are needed by apprentices and mentors.

Support and follow-up of the apprentice – Mentorship

Mentor selection and support

Each year, the manager of the company (Nicolas Balanant) is the mentor of the two selected apprentices. The mentor should help the apprentices develop their know-how, professional

competence, social and interpersonal skills (e.g. punctuality, respect of company rules, self-reliance, care and rigour, responsiveness). The mentor must also be interested in following the mentees marks, class attendance, and progresses transmitted by the training centre (Sup Ifac). In fact, the mentor encourages apprentices to succeed at the school level too, while also ensuring the coordination between practical training within the company and theoretical training at Sup Ifac. Ultimately, being Celtabio part of Biocoop, a network of organic shops, the mentor verifies that the apprentices understand and implement the specificities and values of sustainable development in the course of their daily tasks.

Mentoring tools

- 1) Apprentice induction handbook: this reference document helps reminding the company's duties and rules;
- 2) The liaison booklet (trilateral agreement between the mentor, the training centre, and the apprentice) provided by Sup Ifac: other than facilitating communications between the actors involved, it defines what is expected by the training centre throughout the apprenticeship;
- 3) Weekly and monthly reports.

Apprentice Assessment :

The apprentice ought to carry out the planned tasks and reach the established targets in line with training goals.

The booklet for quality evaluation allows monitoring strengths and weaknesses. Its assessment grid includes: economic aspects, quality process, proficiency, personal achievements, and the behaviour in the workplace.

The apprentice liaison book allows for an assessment of the mentee's path by comparing it not only with the objectives and targets established by the training centre and the company but also to the grades obtained by the mentee.

Partnership with the training centre

The institution provides information to the company about the grades obtained by mentees. The company encourages the mentee on an academic level too: mentors check the apprentices' grades regularly in order to find out whether they are succeeding within academia so that they may help them maintain good grades, mostly by underlining the link between what is learned at the school level and in the company. A tripartite meeting between the mentor of the training centre, the mentor of the company and the mentee is organized at least once a year by the hosting company. Besides, there are regular exchanges with Béatrice Bodénès, Sup Ifac's Training Advisor.

The links with the training centre are developed in numerous occasions:

- When recruiting apprentices, by exchanges of the company's required profiles, applicant's CV and profiles, written agreements, etc.;
- While organising and coordinating the apprenticeship path;
- In the course of the apprenticeship process, for example during the yearly meeting between the mentor of the training centre, the mentor of the company and the apprentice;
- Throughout the year, the company mentor is involved in various events organised by the training centre (e.g. mentor's seminar, participation in practice exams, and participation in the graduation ceremony).

Advantages

Hiring an apprentice is often an interesting and reliable solution for the company, particularly as a pre-recruitment phase. The apprentice can display her/his skills and competences, in a professional context. In principle, full proficiency and knowledge of the company are obtained by the end of the apprenticeship training. Several mentees have in fact been hired and are now

employees of the company. The apprenticeship strengthens the links between the theoretical training and the work activities carried out within the professional context.

Feedback from users

Florie Martin

She has been working at Celtabio for 12 years. She followed an advanced-level technician certificate within the Business/Sales management unit at Sup Ifac. She is now the manager of the fruits and vegetable department of the shop. She did not graduate and did not obtain the technician certificate. Nevertheless, she was hired thanks to her training and experience.

Céline Briand

After graduating, Céline has been working at Celtabio for 16 years. She was hired and is now the supervisor of the cosmetics department.

Dorian

He has been working at Celtabio for one year. We plan to hire him as the department supervisor of fresh food.

Relevance and Transferability

N/A

Comments

N/A