

Kica Purton-Clark

PORTFOLIO

Due to the sensitive nature of proprietary information, full examples cannot be shared to protect intellectual property and maintain confidentiality agreements.



Classroom training













Detecting Defects

NetworkRail
Session 3



Lifesaving rules



Working responsibly	Driving	Working with electricity	Working at height
 Always be sure the required plans and permits are in place, before you start a job or go on or near the line.	 Never use a hand-held or hands-free phone, or programme any other mobile device, while driving.	 Always test before applying earths or straps.	 Always use a safety harness when working at height, unless other protection is in place.
 Always use equipment that is fit for its intended purpose.	 Always obey the speed limit and wear a seat belt.	 Never assume equipment is isolated – always test before touch.	 Never enter the agreed exclusion zone, unless directed to by the person in charge.
 Never undertake any job unless you have been trained and assessed as competent.			
 Never work or drive while under the influence of drugs or alcohol.			

Learning Objectives



After this session, all learners should be able to:

- List the defects which affect track areas (2.2.2.)
- Define the acceptable dip angle (2.2.2.6.1.)
- List all components which can be maintained as part of the plainline maintenance (TR01.01) competence (2.3.3.)
- List the common defects of speed restriction equipment (15.3.)

Classroom training

For the first time in history,
there are five generations in the workplace...

Silent Generation – (1928 to 1945)

Baby Boomers – (1946 to 1964)

Generation X – (1965 to 1980)

Millennials – (1981 to 1996)

Generation Z – (1996 onwards)



Diversity.

Equity.

Inclusion.



Diverse companies are 33% more likely to be more profitable
and 19% more likely to retain staff

Inclusive leadership improves performance by 17% and
team collaboration by 29%

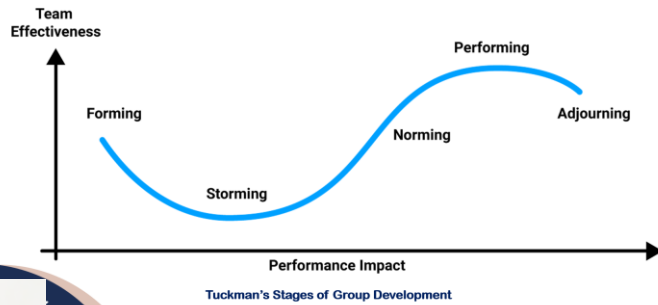
Companies with diverse leadership are 70% more likely to
capture new markets

A higher representation of women in leadership positions
results in 34% greater profits



Classroom training

Building Your Team



12

Personality Awareness



Affinity Bias

Feeling a connection to those similar to us



Perception Bias

Stereotypes and assumptions about different groups



Halo Effect

Projecting positive qualities onto people without actually knowing them



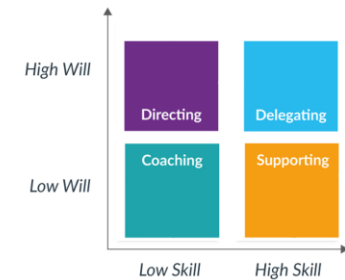
Confirmation Bias

Looking to confirm our own opinions and pre-existing ideas.

23

Situational Leadership

The Skill Will Matrix



11

Classroom training



	<p>member?</p> <p><i>Delegates to give examples</i></p> <p>Let's revisit how to match your leadership style to certain behaviours, to manage them effectively...</p>
11	<p>SITUATIONAL LEADERSHIP</p> <p>Previously we looked at The Skill Will Matrix.</p> <p>Q. How do we use this effectively?</p> <p>A. The Matrix compares the willingness to perform a task, to the degree of skill the person has to perform the task well. It helps managers customise how to interact with their team.</p> <p>Managers need to be very engaged to assess what skills their team have (skill), and how skilled and how motivated they are to perform their role (will).</p> <p>We can then decide what leadership style to use, to develop the team...</p> <p style="text-align: center;">Skill Will Matrix/Leadership Style</p> <p><i>Tl: The learners should be familiar with this, so allow them to describe it to you.</i></p> <p><i>However, if their knowledge needs refreshing, deliver the following session in your own style. The PowerPoint will bring up the answers in the following order below, one by one.</i></p> <p><i>Load all answers fully if you want to deliver it in a different style.</i></p> <p><i>Facilitate answers, asking which cabin crew members you may see the particular skill/will levels from.</i></p> <p>If we look at the Skill Will Matrix, we can see along the bottom we have low skill and high skill, and along the side we have low will and high will.</p> <p>Let's start with the bottom left corner of the matrix...</p> <p>1st Box (Bottom left) – LOW SKILL AND LOW WILL</p> <p>Q. What team members are likely to have low skill and low will?</p> <p>A – New entrant crew with low confidence/afraid to ask for help/just settling in OR unprepared employees who lack the skills and motivation needed to perform their duties. A low performer.</p> <p>Q. What leadership style do they need? How can we help them?</p> <p>A – First and foremost, they'll need training, support, mentorship, constructive</p>

Classroom training

Mitigating Panic

- Keep passengers informed
- Delegate responsibility
- Educate passengers on procedures



"Human factors refer to environmental & organisational factors, and human and individual characteristics, that influence behaviour in a way which can affect health and safety"

Human Factors

and their influence on passenger reaction

A view through an airplane window showing a bright sky and a layer of white clouds below. The window frame is visible on the right side of the image.

E-learning design and development



Welcome to your recurrent training

BRITISH AIRWAYS
Euroflyer

Enter

Overwing Exits

Click on the features to see their locations




The overwing exits have the following features:

- Control handle protective covers - Must be removed before the handle can be operated
- Instruction placard - Operating instructions are placarded on the exit and seat backs at the exit row(s)
- Slide armed light - Illuminates white when the control handle protective cover is removed
- Recess - To help remove the exit
- Manual inflation handle - Located in the top of the exit frame

BRITISH AIRWAYS Euroflyer

Flight Deck

Click on the items to see their locations



The majority of the equipment is located on the first officer's side.

The 'No Exit' signs are located in the wardrobe behind the captain's seat.

- Lifejacket
- Oxygen mask
- Fire gloves
- PBE
- Torch
- BCF
- Fire axe

Note: On some aircraft the BCF is outboard of the Captain's seat, on some others the fire gloves are outboard of the Captain's seat.




BRITISH AIRWAYS Euroflyer

Emergency Equipment

Computer-based Training

Welcome to the Theory Training Academy

This 3-part training program will take you through...

-  the core DNA of the brand
-  our product and fabrics
-  informing customers through our customer journey

The goal is to make us all - Expert in **Theory**



Theory
Training Academy

The Timeline

Weeks 1 - 6

Learn



Weeks 6 -12

Demonstrate



Week 12

Assessment



Your progress may be quicker or longer - it's down to you!

Theory
Training Academy

Fit, Fabric and Style

Theory is known for being fashionable and functional with minimalist design and expert tailoring. **Theory** creates fine-tuned working wardrobes for men and women built around beautiful everyday essentials. Fit, fabric and style are our 3 pillars at **Theory** and the DNA of our brand.



A perfect fit

Every detail is considered, and close attention is always paid to the technical elements that chance how a garment fits and feels. Our commitment to design, fit and construction ensure exceptional comfort.



The Finest Fabrication

We source our materials from the best mills in the world, and test every fabrication for its hand-feel, durability and design.



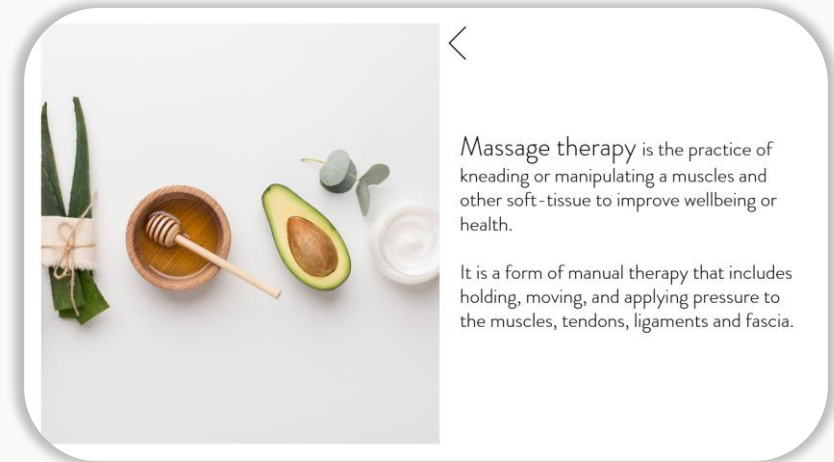
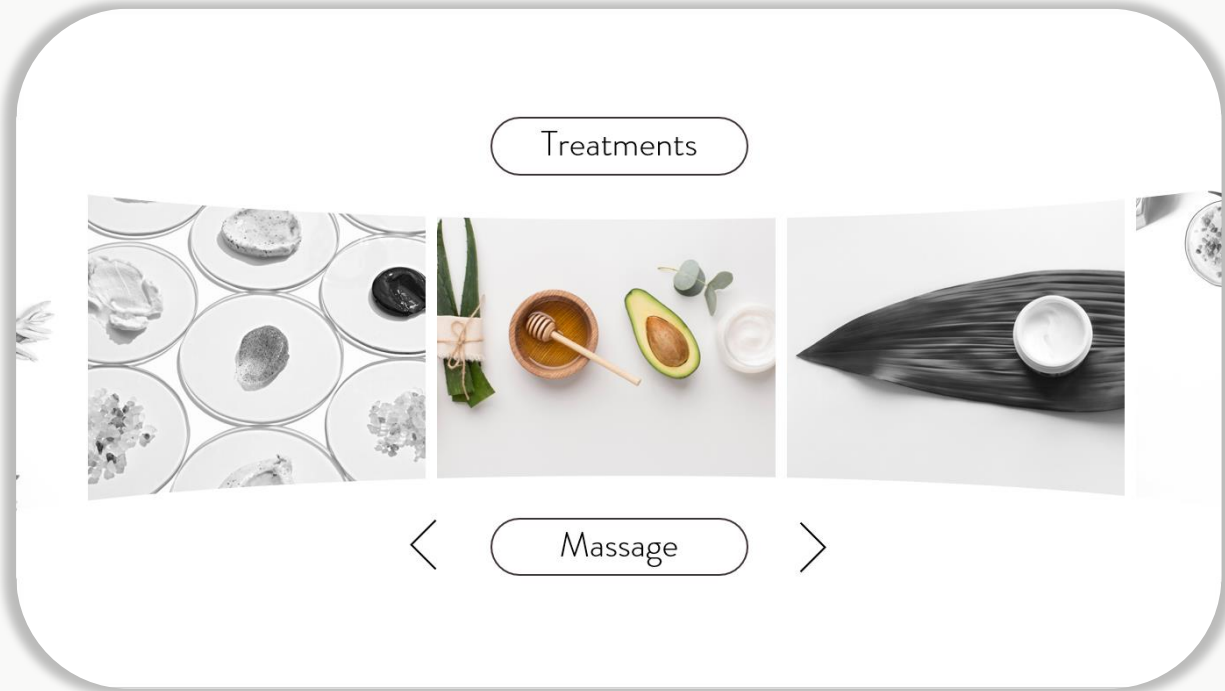
An Enduring Style

Our collections are designed with purpose - smart, seasonal pieces cut to support all wardrobes and lifestyles. We prioritize the essentials our customers need - they are versatile, sophisticated and easy to wear.



Theory
Training Academy

Computer-based Training



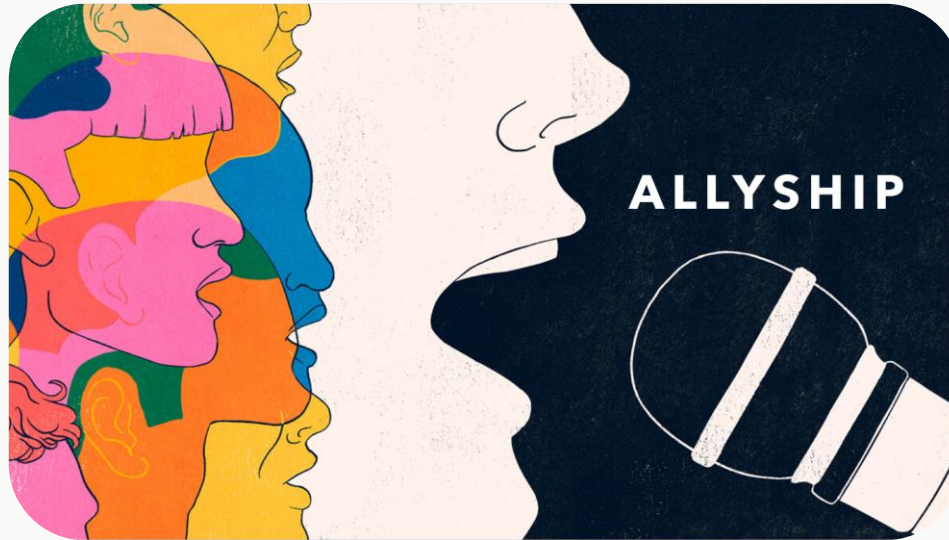
Webinar design

Under the Equality Act 2010 it is against the law to discriminate against someone because of...



PROTECTED CHARACTERISTICS

DIVERSITY AND INCLUSION STEERING GROUP



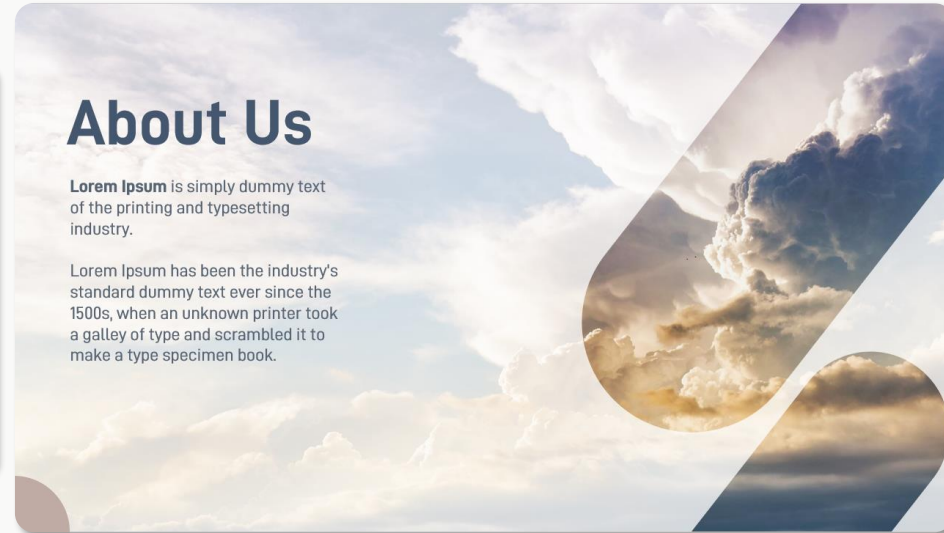
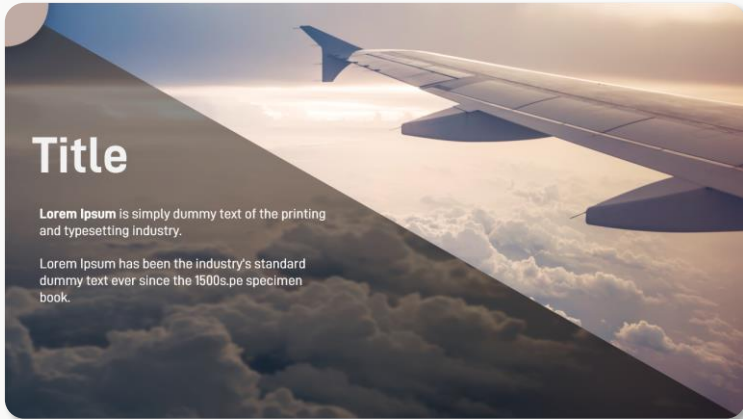
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- ✓ Inclusive leadership improves performance by 17% and team collaboration by 29%
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FACTS AND FIGURES

DIVERSITY AND INCLUSION STEERING GROUP

PowerPoint Template design



PowerPoint Template design



Title
Subtitle

Lorem Ipsum is simply dummy text of the printing and typesetting industry.

Lorem Ipsum has been the industry's standard dummy text ever since the 1500s, when an unknown printer took a galley of type and scrambled it to make a type specimen book.



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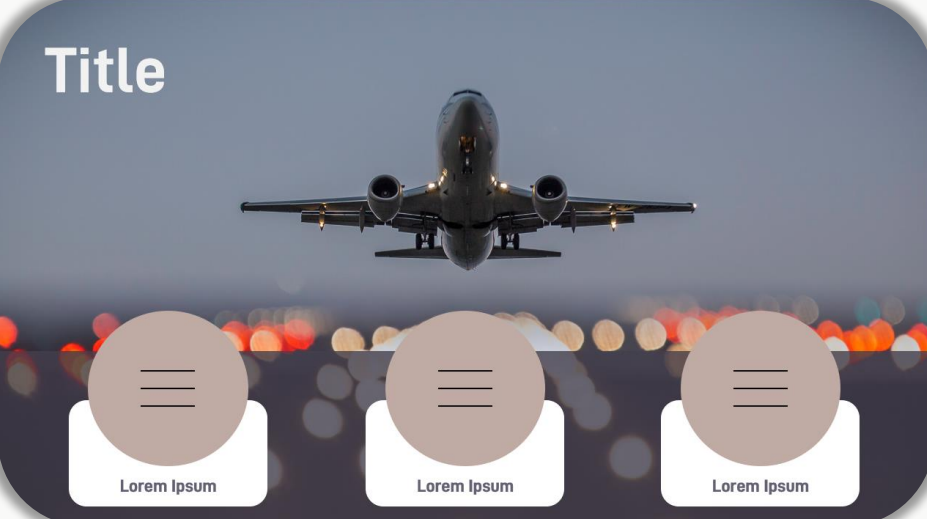
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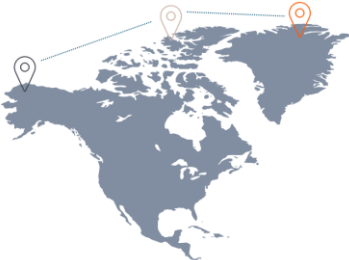


Three circular icons with horizontal lines, each on a white rectangular base.


Lorem Ipsum Lorem Ipsum Lorem Ipsum

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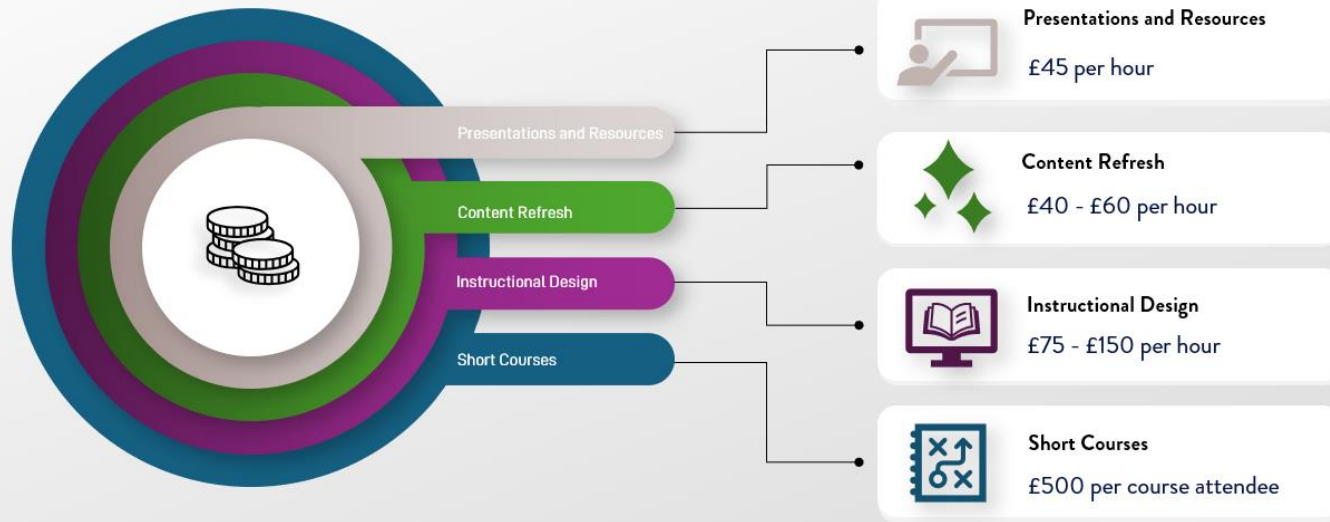


Three location pin icons with lines connecting them to a map of North America.



Three icons: a location pin, a person with a suitcase, and a person with a suitcase.

Infographics



Content refresh

(Before)



THE ORBIT
A DRUG AND ALCOHOL RECOVERY SERVICE FOR MOTHERS WITH CHILDREN UNDER 5

- SPECIALIST MISUSE MIDWIFE
- RECOVERY KEY WORKER
- FREE CRÈCHE
- ARTS & CRAFTS
- THERAPEUTIC SESSIONS
- SUPPORT
- INFORMATION
- ADVICE

DO YOU OR SOMEONE YOU KNOW HAVE A HISTORY OF OR CURRENT STRUGGLE WITH ALCOHOL OR DRUGS? IF SO, THE ORBIT INVITES YOU TO JOIN US FOR A RANGE OF ACTIVITIES, EDUCATIONAL SESSIONS, AND SUPPORTIVE, FUN GATHERINGS!

THE ORBIT IS A WELCOMING SPACE DEDICATED TO HELPING YOU WITH DRUG AND ALCOHOL RECOVERY, CONNECT WITH OTHERS AND ACCESS THE SUPPORT YOU NEED EVERY THURSDAY 1-3PM

MAP
CONTACT DETAILS

(After)



Do you, or does someone you know, have current or historical issues with alcohol or drugs?
Join us at...

THE ORBIT

A welcoming space for mothers with children under 5, dedicated to helping you with drug and alcohol recovery.

- SPECIALIST MISUSE MIDWIFE
ANNABEL.FLACK@NHS.NET
- INFORMATION & ADVICE
- RECOVERY KEY WORKER
- ARTS AND CRAFTS
- FREE CRÈCHE
- SUPPORT

Comet Children's Centre
20 Halcomb St
London, N1 5RF

Every Thursday
1pm - 3pm

Tel: 0207 749 9850
Mob: 07876 863 165

NHS
Homert
University Hos
NHS Found

(Before)



Click to add title

BRITISH AIRWAYS
Euroflyer

(After)



BAEF Cabin Crew Recurrent Training



BRITISH AIRWAYS
Euroflyer

THANK YOU

hi@kicapurtonclark.com

