



Skills Pledge Plus

Since March this year over 60 SME'S in Coventry and Warwickshire have committed to the Skills Pledge Plus project. Charterhouse Business Managers work with the company to identify training needs across the organisation. The majority of these needs can then be funded up to a £1000 per company. Feedback from those who have undertaken the training has been excellent.

If you employ less than 250 staff, based in the West Midlands and are interested in receiving training for non accredited skills or IT for yourself or staff please call and speak to one of our Business Managers on 024 7679 1700.

Meet the Trainer

Alex Daw



On the Road to Success

Twenty five Coventry City Council Community Drivers were recently awarded their NVQ Level 2 Certificates in Road Passenger Vehicle Driving at a ceremony at Charterhouse Training.

The ceremony was attended by staff from both Charterhouse Training and Coventry City Council, including Councillor Hazel Noonan and the Principal of City College Coventry Paul Taylor.

Community bus driver, Janet Watts said, "After working in this industry for 11 years I didn't think I would have gained as much knowledge as I have. The course not only made me aware of the little things in my job I take for granted but gave me a positive approach to my work and profession. On the whole the course has been a great success for everyone involved".

Assessor and Internal Verifier, Darren Guy said, "The NVQ that the drivers undertook has made them more aware of their responsibilities to Coventry City Council and their Service Users.

Council staff undertook practical assessments, theory sessions including Health & Safety, Excellent Customer Service, Dealing with Vulnerable Passengers and written test. All candidates broadened their knowledge base which in turn will provide Service Users with a more professional service. I want to pass on my congratulations and best wishes to all the candidates involved."



Janet Watts, David Watts and Darren Guy.



Hazel Noonan and Paul Taylor celebrate the community drivers' success.

Alex has been a serving firefighter with the West Midlands Fire Service since 1995. He is currently a watch manager and training officer. For many years he had an interest in first aid which led him to become an instructor in February 2002. Alex has delivered, assessed and attended a variety of courses

to help improve his knowledge and skills. Being a serving fire fighter has enabled him to gain practical experience of casualty and handling and rescue work which has proved invaluable as a first aid instructor. Alex is also an A1 assessor and holds relevant teaching certificates.

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Chartered Management Programmes CMI

CMI Diploma in Management (level 5)

This revised Diploma programme focuses upon the practical application of management theory and principles, providing a foundation for continuing professional development in management.

Commences 14 October

CMI Diploma in First Line Management (level 3)

The Diploma in First Line Management is designed for team leaders and supervisors who want to develop their management skills and/or aspire to middle management.

Commences 15 October
For further information please contact the business managers on 024 7679 1700

Alex delivers the: HSE Approved First Aid courses, Practical Fire Marshall and NEBOSH Fire Safety and Risk Management course.

Scheduled Short Course Programme 2009 – 2010

New Courses

Our new Autumn/Winter 09/10 schedule of open training workshops has been designed to give your business the skills required to enable company's to compete effectively in a difficult economic climate. Whilst retaining many of the established and respected workshops we have included many new courses including the latest CMI Management Development

Diploma programmes level 3 and level 5. Working with partners FGI Training we have introduced the latest PRINCE2® courses.

Charterhouse Training is one of the largest local providers of training and development in the Coventry and Warwickshire area. Over many years

from our exclusive Charterhouse site we have supported many companies and individuals. We have established an excellent reputation for delivering high quality, motivational and inspirational training workshops, delivered by our experienced, accredited trainers.

A selection of new courses introduced

Core Skills for Team Leaders	This two day programme will develop the essential skills and techniques necessary to become a highly effective team leader or supervisor. Delegates will learn the fundamentals of effective people management and team motivation.
Core Skills for First Line Managers	This 3 day programme offers delegates an introduction to the necessary skills, roles and responsibilities of first line management. It enables a manager or prospective manager to strengthen and develop their basic knowledge of management.
Core Skills for Middle Managers	This 3 day programme will enable delegates to strengthen and develop their middle management knowledge and skills through focusing on specific core management areas which are appropriate.
U-Turn performance, Disciplinary & Grievance Procedures	So if you want to work with high performers you need to create them and that means knowing how to turn around people who are delivering below standard: how to create a u-turn in performance.
Internet Marketing	This workshop will provide participants with the most important information on Internet Marketing and developing a business online. By applying the content in this workshop, participants will be able to launch or significantly develop an internet business presence.
Introduction to Marketing	Marketing should be one of the key parts of any organisational success, but is often overlooked. This workshop is for those new to the marketing function as well as those who are customer facing and need to be aware of consumer and marketing principles.
Coaching for Impact	This course will give delegates the skills, techniques and models to be an effective coach for their team members and get more out of them as a result.
Effective Email	The course will improve the communication of messages and delivery of excellent customer service via email using Microsoft Outlook.
Effective Telephone Techniques	This course will help delegates understand when its best to use the telephone, plus build rapport, manage conflict and create a positive image over the telephone.
PRINCE2® Foundation	This course will enable delegates to work as a member of a project management team using PRINCE2® methodology.
PRINCE2® Practitioner	Through the Practitioner level, delegates will gain the skills to apply PRINCE2® to the running and managing of projects.
Internal Environmental Auditor	The internal auditing course has been designed to introduce delegates to the principles of environmental management systems (EMS's) and the techniques for effectively auditing systems such as ISO 14001.
Environmental Awareness	The environmental awareness course has been designed to introduce delegates to environmental issues in the workplace. It provides a good practical introduction to environmental risk management and how good environmental management can add value to their employers business.
NEBOSH Fire Safety & Risk Management	A fire can have a devastating effect on an organisation; 77% of businesses experiencing a major fire never fully recover. The NEBOSH Fire Safety and Risk Management Certificate is a qualification for those with fire safety responsibilities in the workplace.
HSE Emergency First Aid in the Workplace	(HSE approved course) This course is ideal for smaller workplaces that present few health and safety risks. For nominated emergency first aiders or anyone who wants a comprehensive one day first aid.
HSE – First Aid at Work	This new HSE Accredited 3 day course has been developed in consultation with employers and training providers and it is hoped that the new format will make it easier for employers to comply with the regulations.
First Aid Annual Refresher (skill fade)	This refresher course provides you with an opportunity to practise and update your skills at any time during your three year period as a qualified first aider. The HSE strongly recommends that you attend a refresher session once every year during this three year period.
CIEH Level 2 Principles of Risk Assessment	This new qualification is designed to help improve the workplace culture for occupational health and safety by enabling learners to understand the basic principles of risk assessment.

FOR MORE INFORMATION PLEASE VISIT

<http://employers.covcollege.ac.uk> TELEPHONE **024 7679 1700** OR EMAIL employers@covcollege.ac.uk

Charterhouse Training to offer PRINCE2® in conjunction with leading training organisation FGI



Charterhouse Training is pleased to announce that it has teamed up with FGI Training and Consultancy – one of the UK's leading accredited providers of PRINCE2® training - to offer PRINCE2® Foundation and Practitioner qualifications.

Courses will start in September and will run monthly at FGI's training venue in Warwick.

Details of the schedule can be found online <http://employers.covcollege.ac.uk> and in the Charterhouse scheduled programme.

Graham Carpmail, Business Manager at Charterhouse Training said, "Thousands of UK professionals have successfully used PRINCE2® to create a standard and structured approach to their project management, running projects which are well organised, well planned and results driven." He continued, "FGI has a reputation for being experts in the field of Project Management. Their excellent pass rates coupled

with the expertise and working experience of their trainers made them our first choice as a training partner."

Since 1989 PRINCE2® has become the de facto standard and best practice methodology for Project Management. Charterhouse Training will be offering the PRINCE2® Foundation course (3 day), the PRINCE2® Practitioner course (5 day) and the 2 day Practitioner upgrade course.

For more information please contact Graham Carpmail on 024 7679 1658

Charterhouse receives the stamp of approval from NEBOSH

City College, Coventry (Charterhouse) have been approved once again to deliver the prestigious NEBOSH Certificate courses with the addition to our portfolio of the Fire Safety and Risk Management Certificate.

Charterhouse Courses Autumn 09

NEBOSH General Certificate

Commences Monday 14 September
£1395

NEBOSH Certificate in Construction

Commences Tuesday 8 September
£1695

NEBOSH Fire Safety and Risk Management Certificate

Commences Wednesday 28 October
£695

All prices are inclusive of experienced tutor led small group workshops, NEBOSH fees, workbook, materials, buffet lunch and refreshments on each workshop day.

For further information contact one of our Business Managers on 024 7679 1700

New legislation for First Aid at Work



2009 will see the first changes to the first aid at work regulations for a quarter of a century.

When will the changes come into effect?

The HSE advises the changes will come into effect on Thursday 1 October 2009.

What are the changes?

The current initial four day First Aid at Work course will be shortened to three days and there will be a new qualification of Emergency First Aider in the Workplace (EFAW) that will require a one day training course. The First Aid at Work requalification course remains unchanged at two days.

The HSE advises they are also going to recommend that students attend an annual three hour basic skills update course to prevent, 'skills fade'.

Is my current certificate still valid?

Yes, up until the expiry date even if it is after 1 October 2009.

Can I wait for the new course?

No, you will need to maintain trained first aiders in your workplace between now and October 2009. Also we do not envisage that there will be anything included on the new course that is not already covered but we are waiting for the HSE to confirm this. The current qualification will still be valid for three years.

When do I have to do a requalification course?

Within 28 days of your current certificate expiring.

Will I have to attend refresher training?

The HSE recognise that 'skills fade' does occur during the three year validity of current certificates and strongly recommend an annual three hour basic skills update.

If you would like to find out more about the first aid at work changes and courses available through The Charterhouse please contact Graham Carpmail on 024 7679 1658.



CIEH Level 2 Food Safety in Catering returns to The Charterhouse

The first course to be delivered 17 September to book your place call 024 7679 1700.

FOR MORE INFORMATION PLEASE VISIT

<http://employers.covcollege.ac.uk> TELEPHONE 024 7679 1700 OR EMAIL employers@covcollege.ac.uk

Summer Business Fete

We are pleased to extend an invitation to join us for a day of both learning and enjoyment as we enter the summer period.

Content

12.15pm – 1.15pm Summer Buffet & Activities

Test your management skills by taking part in our fun activities (weather permitting)

Training Seminars:

Free prize business card draw.

Guided Tour Walk round the historic building and discover the heritage of the 14th Century Charterhouse, one of the oldest buildings in Coventry.

On course to return to work

A group of Coventry Job Seekers received their certificates during a ceremony at City College Coventry after completing a pilot eight week Pathfinder programme designed to up-skill the group in aspects of Hospitality and Catering.

The ceremony involved Gaynor Smith and Jackie Hatfield from Job Centre Plus, Dean Marjoram of the Learning and Skills Council and Paul Taylor the Principal of City College Coventry.

Paul Taylor Principal said, "We are very proud of these learners and the work they have done. They are part of a brand new programme and we are delighted that a number of students are planning to return for future study."

Dean Marjoram, "I am really pleased to be here to present these certificates. The Pathfinder programme is about undertaking training for eight weeks to enable you to move into employment. Congratulations on your achievement and thank you for being involved. We look forward to rolling this out on a national basis."

The programme consisted of class room learning and practical work in the college's catering outlets, for which the group received Food Hygiene Certificates and Certificates of Attendance.

Programme for the Day

Sessions A

1.15pm – 2.15pm

Every Time you Employ a Pair of Hands

You get a Brain! How to help employees develop problem solving skills.

Are We Giving It All Away? – Delegating Effectively

How does delegating make you feel – pleased or panicky? This session highlights why we sometimes hesitate to delegate and how to get around our reservations.

Tips & Tricks for MS Excel

How to work smartly with spreadsheets and in particular auto-filters, pivot tables and if time permits, graphs.

It's Health and Safety

That much dreaded phrase often puts fear into management. This workshop will bring you up to date with recent changes to health and safety law and provide you with an opportunity to seek advice on relevant issues.

Sessions B

2.45pm – 3.45pm

Time Management

168 Hours is All We Have
Managing time is about how



Awarded for excellence



INVESTOR IN PEOPLE



BRITISH INSTITUTE FOR LEARNING & DEVELOPMENT

you manage you – this session gives tips on gaining control of your time.

"We want to be closer together" Getting more out of your 1 to 1 meetings

This is an extract from our new Appraisals and Performance Programme starting in September.

Tips & Tricks for MS Word

This session offers useful shortcuts and tips on how to improve text documents; looking specifically at Tables and Mail Merge.

Karen Cooke was pleasantly surprised by the easy integration into college life. "I have really enjoyed this course. The practical work in the kitchens at the college was great. I loved working with the college staff and the people in my group. I didn't think I would cope with a course after so long but with the help and support from the people I have met I now feel confident enough to carry on. Before this course I had never even turned a computer on and I thought I was too old to try but I am now going to do a GCSE in computers."

Jackie Hatfield, from Job Centre Plus said, "These students have worked very hard. We have employers on board and we hope to ensure that employment opportunities are secured. This has been a valuable experience to all involved. We have learned a lot of lessons and have achieved some very positive outcomes. Well done to all the learners."

To find out more about the options available to those in need of re-training and up-skilling in light of the economic downturn, please call one of our Business Managers on 024 7679 1700.



Bespoke Management Training

The Organisation

Charterhouse Training has been working with Warwick University for nearly ten years. The University is one of the largest employers in Coventry with over 4,000 staff, which includes staff in academic, research, administrative, clerical, technical craft and manual roles. The Learning and Development Centre is responsible for organising training and development programmes across all staffing areas which is no mean feat!

The Challenge

Warwick University has worked with Charterhouse to tailor-make some existing Charterhouse Training programmes to meet the needs of the organisation and its staff, particularly in the area of management and more specifically project management.

Bespoke Project Management Training

Warwick University offers a range of project management support to all members of staff who have any element of project management within their role. This includes a 2 day ILM Development Award in Project Management delivered by Charterhouse Training. This course was designed to support the implementation of the University's strategy, by embedding both the key messages of the Strategy and the University's approach to managing Strategy projects

has ensured that the end result is a relevant and effective programme.

The Outcome

The staff at Warwick University's Learning and Development Centre are pleased with the outcomes of the tailored programmes they have developed with Charterhouse Training. These programmes have achieved consistently positive feedback.

Sue Bennett said "The flexibility of Charterhouse has been an important factor for us. We have found that we have been able to re-work a number of Charterhouse products to suit our needs.

Charterhouse has been very willing to adapt and test products with us. We are confident that they will continue to support us in delivering development that enables our staff to achieve their objectives and real business benefits.

If you are interested in tailored management development solutions please contact one of our Business Managers on 024 7679 1700.



THE UNIVERSITY OF
WARWICK

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