

# NEWSLETTER

Course Title	Duration	Start Dates	Price
<b>Accredited Management Development</b>			
ILM Level 2 Intro Cert in Team Leading	3	14,21,28 March or 2,16,22 May	£520
ILM Level 3 Cert in Coaching for Team Leaders	4	27 March 3,10 April 16 May	£645
ILM Level 3 Award in Leadership	3	23 May 21 June 18 July	£520
ILM Level 4 Award in Leadership	3	Commences 29 June	£520
ILM Intro. Cert. in First line Management	4	7,8, 19,20 June	£645
ILM Dip in Management Coaching and Mentoring	7	Commences 23 May	£895
CMI Level 5 Intro. Diploma in Management	2	23 March 27 April	£450
CMI Level 5 Diploma in Management	10	Commences 18 May	£2290
ILM Developing Project Management Skills	2	8,9 May	£395
CIEH Professional Trainers Certificate	3	7,8,29 March or 6,7,26 June	£520

<b>Business and Management Skills</b>			
Assertiveness at Work	1	17 March 19 May 3 July	£180
Creative Problem Solving	1	30 March 3 May	£180
Effective Communication Skills	1	24 April 5 June	£180
Essential Customer Service	1	9 March 10 April 12 June	£180
Handling Difficult Behaviour	1	27 March 8 May 10 July	£180
Influencing Through Negotiation	1	13 June	£180
Leading and Motivating the Team	1	10 April 21 June	£180
Making Meetings Count	1	13 March 12 June	£180
Managing Your Time Effectively	1	3 March 8 June	£180
Managing Performance and Discipline	1	3 April 12 July	£180
Minute Taking with Confidence	1	17 May 17 July	£180
People Management Skills for Supervisors	2	4,11 April or 27 June 4 July	£360
Professional Telephone Techniques	1	21 March 19 June	£180
PR on a Limited Budget <b>NEW</b>	1	14 March	£180
Professional Written Communication	1	12 April 21 June	£180
Recruitment and Selection	2	27,28 April	£360
Speaking and Presenting with Confidence	2	2,3 May 28,29 June	£360
Successful Appraisals and Reviews	1	24 May 19 July	£180
Tele Sales – Getting Results	1	22 May	£180
The Professional Receptionist	1	3 March 26 June	£180
The Power of Guerrilla Marketing <b>NEW</b>	1	11 April	£180
Writing Business Reports	1	15 May 11 July	£180

<b>Information Technology</b>			
Word Introduction	1	4 April 6 June	£120
Word Intermediate	1	13 April 13 June	£120
Word Advanced	1	26 April 19 June	£120
Excel Introduction	1	11 April 15 June	£120
Excel Intermediate	1	24 April 22 June	£120
Excel Advanced	1	2 May 3 July	£120
Access Introduction	1	21 March 21 June	£120
Access Intermediate	1	31 March 4 July	£120
Access Advanced	1	6 April 7 July	£120
PowerPoint – Introduction	½ am	5 April 8 June	£60
PowerPoint Complete	1	30 March 25 May	£120
Microsoft Frontpage Introduction	1	23 March 4 May	£120
Microsoft Publisher Introduction	1	16 March 31 May	£120
Microsoft Project	1	12 May 29 June	£120
Macromedia Dreamweaver Introduction	1	11 May	£120
Microsoft Outlook	1	7 April 7 June	£120
Essential Computer Skills	1	27 April 6 July	£120

<b>Health and Safety</b>			
NEBOSH General Certificate	12	Commences 27 February	£1250
IOSH Managing Safely (taught)	4	5,6,11,12 Apr or 21,22,28,29 June	£575
IOSH Managing Safely (CD Rom + Exam)	½ am	9 March or 11 May or 10 July	£330
CIEH L3.Cert. in Supervising H & S <b>NEW</b>	3.5	3,4,5,6 July	£475
CIEH Foundation Cert. in Health & Safety	1	4 April or 6 June	£50
CIEH Risk Assessment Workshop	1	27 April or 11 July	£90
CIEH Principles of Manual Handling	½ am	16 March or 22 June	£45
CIEH Principles of COSHH	½ pm	16 March or 22 June	£45
RIDDOR Accident Investigation Workshop	1	4 May	£75
Fire Marshall / Warden Workshop <b>NEW</b>	1	10 May or 12 July	£90

<b>Safer Food Better Business</b>			
CIEH Foundation Cert. Food Hygiene & Safety	1	21 Mar,13 April, 4 May,13 June,	£40
CIEH Award Implement Food Safety Procedures	1	23 March, 18 April, 9 May, 7 June	£70
CIEH L3 Award in Supervising Food Safety	3.5	5,12,19,26 April or 1,8,15,22 July	£325
RIPH Inter Cert. Food Hygiene & Safety (DL)	½ pm	9 March or 11 May or 10 July	£260

<b>First Aid</b>			
Emergency First Aid - Appointed Persons	1	4 April or 12 June	£70
HSE First Aid at Work	4	9,10,16,17 March or 4,5,11,12 May or 3,4,10,11 July	£160
HSE First Aid Refresher	2	2,3 March or 5,6 July	£100

## SCHEDULED PROGRAMME March-July 2006

Contact Graham, Rob or Clare  
on 024 7679 1700  
for further details

A limited number of places are available on the following courses at a reduced price. Contact Emma on 024 76 791700 to reserve your place.

### CMI Intro Diploma in Management

Blended Learning 2 day workshops with CD Rom  
23 March and 27 April  
£450  
**Offer price £400**

### ILM Intro Certificate in Team Leading

3 days  
14,21,28 March  
£520  
**Offer price £475**

### IOSH Managing Safely

4 day workshop  
5,6,11,12 April  
£575  
**Offer price £525**

### CMI Diploma in Management

Blended Learning approach with 10 one-day workshops and tutor support  
Commences 18 May  
**Only £2290**

### ILM Diploma in Management, Coaching and Mentoring

Blended Learning approach with 7 one-day workshops and tutor support  
Commences 23 May  
**Only £895**

## WE'VE DONE IT AGAIN!

### COTU CHARTERHOUSE ACHIEVE THE BRITISH LEARNING ASSOCIATION QUALITY MARK

COTU Charterhouse has successfully achieved the British Learning Association Quality Mark which is a practical way of telling our customers we are an organisation delivering an excellent product.



As the Corporate Business Unit of a large City College based in Coventry we are well used to the idea of inspections and scrutiny by all sorts of Government bodies so why do we want to add to our workload and invest time in achieving this award? We want to be the best and we think it is well worth the effort and time assessing ourselves against proven criteria leading us towards excellence and improving performance in the world of learning and development.

The BLA Quality Mark is based on a framework that is well tested and adapted from the EFQM Business Excellence Model, it is therefore well recognised in the world of business and internationally recognised as a model of excellence and achievement. The Quality Mark process allows us to benchmark our activities with others and provides an independent verification process.

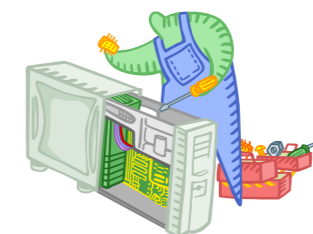
The Quality Mark gives us the leading edge against many of our competitors and holds some great benefits in belonging to this prestigious group of organisations who have worked through this rigorous process. It provides our customers with a high level of confidence and reassurance that they are investing their money in an organisation that understands how important training and development is to companies both large and small helping them to improve the bottom line.

### A SMALL INVESTMENT TO MAKE FOR SUCH A BIG GAIN

#### Technical Skills Development ... Coming soon to Charterhouse

Workshops will be offered at The Charterhouse in the following subjects through our Technical Skills Training Programme:

- Abrasive Wheel Regulations -1 day
- IEE Regulations 16th Edition – 4 days
- Computer Aided Design CAD introduction – 2 days
- Principles of Calibration – 3 days
- Portable Appliance Testing – 2 days
- Instrumentation and Control Foundation – 3 days
- Electrical Inspection & Testing City & Guilds 2391 – 4 days
- Part P Building Regulations Electrical Installation – 2 days
- PLC Foundation – 3 days



Alternatively all courses can be tailored and delivered as a company specific in house programme, ensuring the maximum benefit to your employees.

flexible learning for business growth

Contact COTU Charterhouse on 024 7679 1700 or email: cotuch@staff.covcollege.ac.uk

### NEBOSH Presentation



In December, the University of Warwick Deputy Vice-Chancellor Stuart Palmer held a presentation lunch for 15 members of University staff who had completed a 12-week NEBOSH General Certificate in Health and Safety in June 2005.



The group successfully completed the course, provided by COTU Charterhouse in Coventry, with a 97.5% pass rate, including one distinction and seven passes with credit; this compares with a national average of 68.5%. Staff from various departments, including Estates, Engineering, Biological Sciences, Hospitality, Physics and IT Services participated in the course, which was organised by the Personnel department. All delegates were congratulated for their hard work and commitment to the programme which contributed to their excellent results. Many of the delegates paid tribute to the excellent support given by Bill Court the course tutor.

A new NEBOSH General Certificate course will be delivered on a one-day (Monday's) per week basis commencing 27 February.

For further information please contact Graham Carpmail on 024 7679 1658 or email g.carpmail@staff.covcollege.ac.uk



Inkfish has been established since 1995 and is part of Domestic & General Group PLC.

Inkfish call centres offers a wide range of outsourced call centre and contact management services. Services include inbound and outbound managed services, sales, information and technical support lines, market research and lead generation.

Part of their commitment to their workforce includes the best opportunities for training and development. Inkfish has worked in a successful partnership with COTU Charterhouse for a number of years on their ILM Team Leader development programme and approached them in 2004 with a view to developing a fully bespoke programme for Call Centre managers which was linked to an accredited qualification.

The programme was developed around competences developed by the Sector Skills Council "e-skills", Inkfish



Inkfish Award Ceremony for successful candidates - CMI Introductory Diploma in Management

requirements and the CMI Introductory Diploma in Management. Inkfish worked with COTU Charterhouse on this development and participated in the delivery of some of the supporting workshops. This is a unique programme which has proved to have excellent

business benefits. Due to this success Inkfish are now working with COTU Charterhouse on the development of a similar programme for our more senior managers linked to the CMI Executive Diploma in Management.

**For further details please contact Clare McKenzie on 024 7679 1700**

**THOMAS INTERNATIONAL™**



## Personal Profile Analysis

COTU Charterhouse are pleased to announce that our own Rob Bennett has become a licenced practitioner of the Thomas International "Personal Profile Analysis" (PPA). The PPA provides an insight into how people behave at work, answering questions such as – What are the persons strengths and limitations? Are they self-starters? How do they communicate? What motivates them?

PPA enables you the employer to become more aware of an employees work style. Only by improving their self awareness will they have the means to consolidate their working strengths and compensate for their behavioural limitations.

### It can be used to:

- Improve your recruitment process
- Increase staff retention
- Identify skills gaps as part of TNA process
- Enable staff to cope with major change
- Enable management to get the best out of their staff

### Key Benefits

- Fast, accurate and cost effective
- Takes only 7 – 8 minutes to complete each PPA
- Eliminates the need for guesswork when recruiting and promoting staff
- Enables more effective people management

PPA tests can be undertaken either on-site or via e-mail. A full written report is made available to the employer following a one to one feedback session with the individual.

NOTE: PPA has satisfied the British Psychological Society (BPS) review procedure and been awarded a prestigious 4 stars for its quality and accuracy.



For more information and pricing please contact Rob Bennett on 024 7679 1700 or e-mail [r.bennett@staff.covcollege.ac.uk](mailto:r.bennett@staff.covcollege.ac.uk)

## Your business and the DDA (Disability Discrimination Act)

Why not let SASU (Student Access and Support Unit, City College, Coventry) help your business meet its obligations under the DDA?

SASU have 20 years experience in supporting employers, students and employees, offering training opportunities for employers to make sense of the DDA and translate this legislation into actually meeting the needs of employees.

We can assist you to make your business accessible to the disabled community and enhance your organisation with their skills and abilities.

*Did you know that 19% of the working age population is disabled?*

*Did you also know that disabled people have additional problem solving skills developed from managing everyday life and that they take fewer days off sick?*

SASU are planning to deliver a programme of seminars and short courses on a range of DDA issues the first of these being a FREE Business Breakfast meeting at The Charterhouse on Thursday 18th May which will be focusing on Deaf Awareness.

**Contact Graham on 024 7679 1700 for further information.**

## Are you aware of the New Fire Legislation?

The Regulatory Reform (Fire Safety) Order will consolidate over 60 different sets of fire safety laws into one safety regime that will apply to all workplaces and other non domestic premises with a greater emphasis on fire prevention. The responsibility for fire safety will be the employer's or the person responsible for the premises. Fire certificates will be abolished and will cease to have any legal status. Employers will have a duty to assess the fire risks in the workplace and put in place adequate fire safety measures to reduce or remove these

risks as far as reasonably possible. To assist you with these changes COTU Charterhouse is offering a one-day Fire Marshall / Warden course:

The course is intended for staff members with the responsibility for fire safety at work, assisting company's to meet the requirements of the Regulations. Delegates will understand the responsibilities of the role of Fire Marshall / Warden and be able to perform these responsibilities safely and effectively. The next course will take place at The Charterhouse on 10 May @ £90 pp.



Dawn Connolly of Groundwork taking part in the recent course delivered at The Charterhouse

## Major changes to food safety law

From January 1st this year 17 pieces of UK food legislation have been revoked and replaced by the Food Hygiene (England) Regulations 2006. The aim is to harmonise and simplify food safety legislation throughout the EU.

The implications for food businesses are significant. All food businesses will be required to set up and operate a documented system (if not already doing so) based on the principles of Hazard

Analysis Critical Control Point (HACCP). For most businesses this will mean that they will need to keep written records of daily checks that are taking place, and have documented the procedures that they follow to ensure the food they sell is safe. The level of record keeping required will be dependent on the size and type of business.

A FREE Business Seminar will take place at The Charterhouse on 8 March at which

Stuart Oakey, Principal Environmental Health Officer and Debbie Cahalin-Heath-Food Safety Advisor, Coventry City Services Directorate – Public Protection will look at the implications of the changes, offering advice and answering questions relating to Food Safety.

For further information contact Graham on 024 7679 1700.

## The Power of Guerrilla Marketing

Kay Irvine will be delivering a one-day course that will provide participants with the opportunity to combine and apply on-the-ground guerrilla strategies with traditional marketing principles.

Not to be missed by managers wanting to develop their practical skills in niche marketing, business development, promotions and branding.

### Learning Outcomes:

*To provide practical guidance in planning and implementing Guerrilla marketing techniques, promotions, branding and the concept for design and production of appropriate marketing material.*

*To provide the opportunity to share ideas and obtain sample planning materials and templates for use in promotional activities.*



**To reserve your place on this much sought after course, delivered at The Charterhouse on 11 April contact Emma on 024 7679 1700**