

Newsletter

WE'RE HOSTS for EUROPE!

Charterhouse at City College is Hosting a European Event

COTU Charterhouse staff are key players in an international project where groups of European training networks meet to research the use of innovative ways to learn using e-Learning in education and business.

The European delegates represent the world of education and industry. The representatives will travel to the UK from Belgium, Norway, Italy, Netherlands, France and Portugal.

The project is funded by a European funding initiative - "Leonardo Da Vinci" and in the UK the appointed organisation for co-ordination of the project is the "British Learning Association" - well known for sharing good practice in all areas of training and development including open, distance and e-Learning.

The Project Aims

The purpose of the project is to examine methods of training and education in the field of vocational training through the innovative use of **e-Learning** in order to promote flexibility and accessibility.

The project development is across 3 main areas of work

Professional Networking - Exchange of good practice, coaching, exchange of content

Sector Based Dimension - Food, Metal, Financial and Education

Social Dimension - Social Inclusion, SME's

The international project teams from each country meet regularly to host workshop events where good practice and experience can be shared. Representative groups from the identified sectors have been offered input to the project via questionnaires and contribution to research at all stages of the project development.

The event will offer the opportunity for delegates to look at the impact of e-Learning on business education and will focus on local area initiatives.



NEW!

Proof-reading Workshop

May 26th 9.30 - 12.30

OBJECTIVES:

- To understand the importance of proof-reading
- To be able to spot and correct errors
- To develop proof-reading techniques

£75 per delegate

LIMITED PLACES AVAILABLE!

Request a course outline and booking form today

COTU Charterhouse Project Management course granted ILM Development Award

This modular two-day course uses a framework of activities to explore the key aspects of the people and process management involved with projects, a further optional day based upon Microsoft project is also available

Other accredited Management Development courses available

COTU Charterhouse is an accredited centre for The Chartered Management Institute (CMI) and The Institute of Leadership & Management (ILM) offering a range of management development courses to meet the training needs of your management team from Team Leaders to Senior Managers.

Our experienced, dedicated staff support and enable delegates to keep pace with the business management requirements

Endorsed by



expected of them. Quality training is available at competitive prices and can be developed to meet the objectives of your management team. Training is delivered as interactive workshops with tutorial support

with blended and e-Learning options.

Accredited courses are available through our scheduled programme or as a bespoke training solution:

- ILM Team Leader Intro and Certificate (level 2)
- ILM First Line Manager Intro and Certificate (level 3)
- ILM Development Award in Project Management
- CMI Intro and Diploma in Management (level 4)
- CMI Executive Diploma in Management (level 5)

For further information please contact one of our Business Managers

flexible learning for business growth

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



FOOD for THOUGHT

Does the Food Safety Act affect you?

The primary legislation regarding the safety of food in the UK is the Food Safety Act 1990. It is a wide ranging law providing consumer protection regarding food sources, its handling and preparation.

OK, so most of us may be aware of the legislation but doesn't it only apply to the obvious organisations such as food manufacturers and restaurants, cafes and pubs etc?

NO!

We should all be aware it goes much further than that.

Apart from our collective responsibility for ensuring good food hygiene practices in the domestic arena, anyone who prepares food which is

going to be sold on to someone else, also has a legal responsibility and as such **they should have completed a recognised training course in Food Hygiene.**

So who are we talking about? Here are some examples:

- **Charity and fund raising activities such as fetes, bring & buy sales**
- **W.I. meetings**
- **Church events**
- **Children's nurseries**
- **School PTA events**
- **Youth groups/organisations**
- **Sports groups**

The issues which have to be considered are also wide ranging, i.e.

- *Did you use a separate chopping board for handling meat and vegetables?*
- *Is it past its sell-by date?*
- *Where was it prepared?*
- *Was the preparation area sterile?*
- *Is it clearly labelled?*
- *Are the ingredients listed?*
- *When was the food bought?*
- *Did you wash your hands?*

Any one of these factors could contribute to a case of food poisoning - which could lead to legal proceedings, either civil or legal. Remember we live in an age where civil compensation claims are instigated at the drop of a hat.

You don't want to be caught out!

So who is legally responsible?

- **The event organiser**
- **The person who prepares the food**
- **The person who serves the food**

Don't be caught out! Ensure that all personnel involved have a current Foundation Certificate in Food Hygiene and Safety, an accredited qualification offered by the Chartered Institute of Environmental Health (CIEH).

This is offered as a one day course by COTU Charterhouse at a price of £35 per person, a schedule of delivery dates can be found on the back page.

Tailored courses can be flexibly delivered for organisations on days and at times to meet the need. Contact one of our Business Managers for further information.

Delegates' quotes from recent courses:

The accessibility and support given by Tony was first class

Martin inspires confidence with his knowledge and style

The more training I undertake with Angela, the more I am impressed

Hand Crafted Recycled Tree Chairs Gifted to Charterhouse

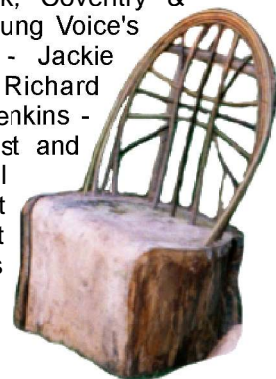
Local youngsters from the Charterhouse area made good use of some felled trees on Charterhouse field during their school holiday. Working with a willow-weaving artist they designed and created a variety of original wood willow chairs.



One youngster commented: "The project was fun and we learnt how to weave willow and use tools. We evaluated the project on film which shows how much we enjoyed the project."

The chairs they made are now a feature in the historic Charterhouse garden and enjoyed by business delegates attending training courses. Thanks go to Graham Carpmail who received the chairs on behalf of City College Coventry, following a meeting with the youngsters to discuss their hopes for a safe home for their chairs in the surrounds of the beautiful garden.

The young people would also like to thank Groundwork, Coventry & Warwickshire's Young Voice's project workers' - Jackie Armstrong and Richard Wood, Spencer Jenkins - Wood Willow Artist and Sylvia Devell Community Project Development Officer at St Anne's and All Saints Church.



TIPS & TRICKS

Are you preparing a new **Powerpoint** presentation, and want to use slides from existing presentations?

Save the effort of recreating them by choosing **Insert, Slides from Files** and then in the **Slide Finder** dialog box **Browse** for your existing presentations. Locate the right presentation and simply click on the slides that you want and then click the **Insert** button to add them to your new presentation.

"On the RECORD"



Adult Learners' Week 15 - 21 May 2004



Call **0800 100 900** for your **free** Adult Learners' Week Information Magazine



www.alw.org.uk/calendar
for local events in
Adult Learners' Week
15-21 May 2004.

University Hospitals Coventry and Warwickshire is one of the largest hospital Trusts in Central England, working to meet the needs of people in Coventry, Warwickshire and beyond. There are over 6,500 staff working for the Trust.

The Trust recognises that employees are vital to its long-term success, and aims to motivate and satisfy them by providing a positive work environment to increase staff motivation, developing best practices and improving communication throughout every level. Alice Casey, Chief Operational Officer, identified the Clinical Support Services Division (Medical Records) as a pilot project to develop communication and customer care skills within the Trust for non clinical staff and general receptionists at Walsgrave Hospital. The medical records team are

pivotal to the success of the Trust by providing case notes and x-rays for admissions and clinics.

With the support of the Training and Development Department, Yvonne Camfield, Deputy Manager Health Records and COTU Charterhouse customised a course that included; customer care, telephone skills and assertiveness techniques. The pilot was delivered over a three month period at The Charterhouse and was open to all appropriate levels of staff. The first group to complete the training was the team leaders so they could then support their teams back in the workplace. The delivery of the training was funded using the Individual Learning Account scheme, which is administered by the Training and Development Department.

"The course will help me with my assertiveness and to understand people more."

"My favourite part of the course was transactional analysis, which will help me deal with customers in an effective way."

"An excellent course very helpful on telephone skills."

The feedback on the benefits of the training has been very positive and has provided additional benefits for the team. Yvonne Camfield Deputy Manager Health Records commented "Examples include; becoming a more cohesive team from the interactions on the course, individuals becoming more positive about their own

abilities and dealing with difficult situations confidently. By attending an externally delivered course many of the staff feel more valued. It is hoped that the longer term results will increase self-motivation to undertake additional training for self development."

To obtain further information of how COTU Charterhouse can provide you with training, contact **Graham, Clare or Rob** on **024 7679 1700**

flexible learning for business growth

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Course Title	Duration	Start Dates	Price
Accredited Management Development			
CIEH Professional Trainers Certificate	3	9,10 Sept and 4 Oct	£500
CMI Diploma in Management (blended learning)	10	12 Oct	£2200
ILM Developing Project Management Skills	2	7, 8 June or 14, 15 Sept	£350
ILM Certificate in Management (blended learning)	7.5	18 Oct	£1150
ILM Intro. Team Leader	3	5, 12, 19 Oct	
ILM Intro. Cert. First Line Management	4	23, 24 June 7,8 July or 15, 16, 29,30 Sept	£625
Management Development			
Building a Winning Team	1	6 July	£175
Essential Problem Solving New	1	13 Oct	£175
Leading and Motivating the Team	1.5	7,8 Oct	£250
Making Effective Presentations	2	1,2 July	£350
Making Meetings Count New	1	22 June	£175
Managing Sickness & Absence New	1	26 May	£175
Selecting the Right Person New	1	16 June	£175
Understanding Business Finance	1	15 June	£175
Personal Development			
Administrator Dev't. - Organisational Skills	1	13 July	£175
Appraisal Skills for Managers New	1	9 June	£175
Assertiveness at Work New	1	29 July, 11 Oct	£175
Delighting Your Customer	1	22 Sept	£175
Developing Your Sales Skills	1	6 Oct	£175
Effective Business Correspondence New	1	7 Sept	£175
Effective Business Letter Writing	1	11 May	£175
Effective Communication Skills	1	18 May, 23 June, 12 Oct	£175
Effective Office Management New	1	27 Sept	£175
Essential Skills for Trainers	2	9,10 Sept	£350
Handling Difficult Behaviour	1	30 June or 21 Sept	£175
Managing Your Time Effectively	1	7 July	£175
Minute Taking for Meetings	1	4 May, 15 July, 23 Sept	£175
Professional Telephone Techniques	1	8 Sept	£175
The Professional Receptionist Part 1 New	½	17 May, 14 Jun, 16 Sept	£90
The Professional Receptionist Part 2 New	½	17 May, 14 Jun 16 Sept	£90
Proof-reading Workshop	½	26 May	£75
Writing Business Reports	1	18 May or 30 Sept	£175
Information Technology			
Word Introduction	1	4 June, 13 Sept	£120
Word Intermediate	1	5 May, 21 June, 20 Sept	£120
Word Advanced	1	25 June, 27 Sept	£120
Excel Introduction	1	10 May, 5 July, 7 Sept	£120
Excel Intermediate	1	18 June, 14 Sept	£120
Excel Advanced	1	17 May, 28 June, 21 Sept	£120
Access Introduction	1	7 June, 2 Aug, 5 Oct	£120
Access Intermediate	1	24 May, 19 July, 8 Sept	£120
Access Advanced	1	11 Jun, 23 July, 6 Sept	£120
PowerPoint - Easy Presentations	½ am	14 May, 9 Aug	£60
PowerPoint - Advanced	½ am	28 May, 16 July, 10 Sept	£60
PowerPoint Complete	1	15 June, 16 Aug	£120
Microsoft Front Page Introduction	1	7 May, 12 July, 30 Sept	£120
Microsoft Publisher	1	12 May, 26 July, 17 Sept	£120
Microsoft Project	1	9 June, 16 Sept	£120
Essential Computer Skills	1	9 July, 19 Oct	£120
Health and Safety, Food Hygiene, First Aid			
IOSH Managing Safely (W.shops+W.books)	3 x ½	6, 27 May & 3 June, 13 Sept & 14 Oct & 4 Nov	£330
IOSH Managing Safely (taught)	4	2,9,16,23 June, 9,16,23,30 Sept	£566
IOSH Managing Safely (CD Rom + Exam)	½	3 June, 30 Sept	£330
CIEH Foundation Cert. in Health & Safety	1	13 May, 1 July, 2 Sept	£50
CIEH Foundation - Office Safety	1	20 May	£50
CIEH Risk Assessment	1	13 Sept	£50
CIEH Manual Handling	1	6 July, 28 Sept	£90
Lone Working & Personal Safety	1	10 Jun	£60
Fire Warden Training	½ am	17 Jun	£60
Fire Marshal Training	½ pm	25 Feb, 17 Jun	£60
Safety for Senior Executives	½	13 July	£60
Emergency First Aid (Appointed Persons)	1	15 June, 23 Aug, 21 Oct	£60
HSE First Aid at Work Certificate	4	7,8,14,15 July, 7,8,14,15 Sept	£130
HSE First Aid Refresher	2	20,21 Sept	£90
CIEH Foundation Cert. Food Hygiene & Safety	1	11 May, 25 May, 8 June, 22 June, 6 July, 16 July, 26 Aug, 27 Sept, 18 Oct	£35
RIPH Intermediate Cert. Food Hygiene & Safety	½	3 June, 30 Sept	£230

**SCHEDULED
PROGRAMME
May - October
2004**

15 June
**Understanding
Business Finance**

More and more managers from a range of functions are becoming involved in the preparation and control of budgets. To carry this out effectively managers need to be able to read, understand and prepare accurate financial information based upon accounting principles.

18 May or 23 June
**Effective
Communication Skills**

Effective communication is essential to personal and organisational success. This workshop will enable you to develop more effective communication skills for increased impact and professionalism.

1, 2 July
**Making Effective
Presentations**

Making presentations to customers, staff or colleagues is now an essential element of many people's jobs. This workshop provides individuals with the opportunity to develop and practice the key skills of successful presenting.

2,8,16,23 June
IOSH Managing Safely
ONLY £566

For anyone who manages health and safety in the workplace.

May 26
**Managing Sickness
and Absence**

This workshop is designed to assist the delegate in monitoring and managing absenteeism in order to find effective ways to minimise loss through absence.

17 May or 14 June
**The Professional
Receptionist**

This workshop is designed for front line staff who are required to be professional and confident in their approach to visitors.