

# Newsletter

Lloydspharmacy



Looking after your health

## Congratulations!

100% pass rate for a group of candidates undertaking the European Computer Driving Licence



Some of the real benefits identified are:

- An IT skills qualification for everyone
- Helps to motivate staff and complements an organisation's investment in people
- Provides proof of competency in PC skills
- Provides evidence to clients of an organisation's ability to deliver training effectively
- Helps to ensure consistent levels of IT ability throughout an organisation
- Establishes a tangible IT benchmark for new employees
- Enables better returns from investments in Information Technology
- Increases productivity of employees who use computers in their work



All candidates worked hard to achieve such an excellent result.

“ I would definitely recommend other people to participate in EC DL as it has given me an all round knowledge of packages I use in my daily work, and a confidence boost. ”

(comment from a student)

Lloyds Pharmacy will now be rolling out EC DL as an ongoing programme with COTU Charterhouse. If you would like further details please contact **Clare McKenzie** on 024 7652 6709.

Will the changes in the Maternity, Paternity and Adoption rights affect your business?

### Maternity rights

New mothers now have the right to up to 26 weeks' paid and 26 weeks' unpaid maternity leave.

### Paternity rights

New fathers, partners of new mothers, and partners of adopting parents can now take two weeks' paid paternity leave.

### Flexible working

Parents of young or disabled children can now request to change to flexible working patterns, and have their request taken seriously by their employer.

### Adoption rights

An adoptive parent can claim up to 26 weeks' paid, and 26 weeks' unpaid adoption leave. The other adoptive parent may claim paid paternity leave.

### Young workers' rights

16 and 17 year olds in work have increased statutory protection from long hours.

For further information please contact Jane Hobson  
Jhobson@reedsmith.co.uk

### In-Company Training

Are you looking to develop a team or group of people? If so contact one of our Business Manager's today who will help you achieve this efficiently and cost effectively.

Call today on 024 7652 7609

flexible learning for business growth

Contact COTU Charterhouse on 024 7652 6709 or email: cotuch@staff.covcollege.ac.uk



# European Week for Health & Safety at Work

13th-19th October

The theme for the Week in 2003 will be "dangerous substances". The Agency will be putting the emphasis on solvents, but HSE also wants to cover asthmagens and asbestos, and give a focus to COSHH Essentials.

## New online guide to health care hazards

The European Agency for Safety and Health at Work has launched a new online guide on occupational health and safety advice for the health care sector. It says that the most recent European research shows the work related accident rate in the health care sector is 34% higher than the EU average. See below for more details.

[http://europe.osha.eu.int/good\\_practice/sector/healthcare](http://europe.osha.eu.int/good_practice/sector/healthcare)

## Stress standards to put pressure on employers

Employers will have to meet challenging new standards on stress being introduced before the end of the year. *Personnel Today* magazine reports that HSE is to introduce work-related stress audits in its routine health and safety inspections by the end of 2003, and will ultimately have the power to fine organisations failing to meet minimum standards. Employers will be required to carry out a risk assessment that identifies the stress hazards, and who might be harmed and how, the report says, and must then develop and follow through an action plan. A pilot project will be introduced in the spring, to be followed by a final consultation exercise.

## Food Safety

Despite the risk to consumers, the UK's Food Standards Agency has revealed that half of staff in small independent catering businesses are neglecting to wash their hands before preparing food.

The survey also found that less than two thirds of the catering workers questioned had a certificate in basic food hygiene, despite food businesses needing to ensure that all staff who handle food are supervised, instructed and/or trained in food hygiene in a way that is appropriate to the work they do under UK law.

Owners and managers are responsible for ensuring that their businesses comply with the law.

The Food Standards Agency has produced a booklet for new catering businesses called *Starting Up*. This covers the main things you need to think about when you start a business, including food hygiene issues and more general requirements, leaflets are available through COTU Charterhouse.

### NEW - Due to Demand Refresher First Aid

June 4th & 5th  
2 Days

**£95.00 per delegate**

New additional dates  
due to popularity

### CIEH Foundation Health & Safety

July 15th & 16th  
2 Half Days

**£35.00 per delegate**

Change of dates

### HSE First Aid at Work Certificate

June 16th, 17th, 24th, 25th

**£155 per delegate**

**LAST FEW PLACES**

### NEW Stress Awareness for Managers

July 9th  
9.00am - 1.00pm

**£55.00  
per delegate**

**ENROL NOW  
NEW AUTUMN 2003**

**NEBOSH  
National General  
Certificate**

12 day course

### CIEH Foundation Food Hygiene & Safety

2 Half Days  
June 26th & 27th  
or  
July 10th & 11th

**£25.00 per delegate**  
(price held until July only)

Contact  
Clare McKenzie  
on  
024 7652 6709  
for further details



**CHARTER  
HOUSE**

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# Partnership with Coventry City Council

COTU Charterhouse has entered into an exciting new partnership with Coventry City Council to provide a comprehensive range of ICT training through "learndirect" leading to the "European Computer Driving Licence (ECDL)". This internationally recognised qualification is accredited by the British Computer Society.

The partnership means that Coventry City Council staff will have access to an extensive range of e-learning based ICT training courses, at 3 different levels, introductory user, advanced user and expert user. The courses will be taken from the programme of ICT training developed and provided by "learndirect", the organisation responsible for delivering the "University for Industry's (Ufi)" learning services.

An initial pilot scheme involving some 100 council employees will commence in June. The employees will benefit from one-to-one induction sessions, provided by COTU Charterhouse, to enable them to access

the appropriate learning materials. They will then be able to access their course either by tutor supported sessions at the City College, Butts Centre, or alternatively at office or home 24 hours a day, 7 days a week (provided that they have the appropriate internet connectivity).

Employees will also be offered the opportunity to have their ICT competency and skills assessed against the "European Computer Driving Licence (ECDL)" standard.



**ECDL through  
Learndirect**  
**£30.00 per delegate**  
Contact Rob Bennett on  
024 7652 6709  
for further information

Savings through  
our commitment to  
Lifelong Learning

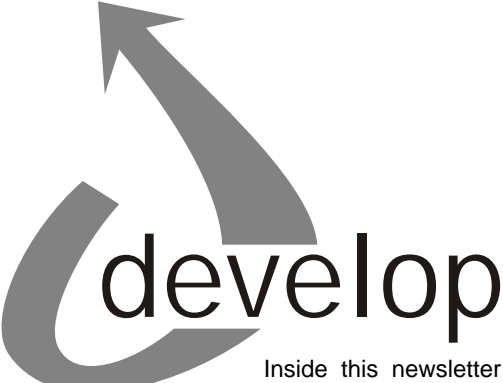
Are you looking to develop a team or group of people? If so, contact one of our Business Managers today, who will help you achieve this efficiently and cost effectively.

**Call today  
on 024 7652 7609**

On Target for Funding through CCFI may be available for SMEs in the Coventry area undertaking staff training and development.

**For further information,  
contact Graham Carpmail on  
024 7652 6709**

## A Postcard from DEVELOP



workforce. Our outplacement services are available to assist individuals to find new employment as soon as possible. We can help with jobsearch skills training, writing and producing CVs, letters of application, interview techniques and vocational training to enhance job prospects.

For companies looking to recruit new staff, we have an extensive register of skilled individuals who are seeking employment. The project will support these individuals into new jobs and will provide training to enable them to fulfil their new role.



**This project is funded with assistance from the European Social Fund**

Inside this newsletter you will find a postcard about DEVELOP. This is a project which can offer free training and development to those individuals who need additional skills to meet the increasingly demanding pressures of work. It is managed by City College Coventry and is partly funded through the European Social Fund.

We also offer services to companies faced with the dreadful prospect of cutting their

**For further information please  
contact Adam or Mike on 024 7652 6721**

Just a note to say how pleased Palmer & Harvey McLane Ltd is with the professional organisation of our training courses being delivered by COTU Charterhouse through the Develop Programme.



The ILM Introductory Team Leading course was well received by the delegates taking part and all will take forward the information and skills learned into their particular job roles.

The ILM Introductory Certificate in First Line Management was enthusiastically accepted by staff who see a positive advantage in having the extra skills and knowledge to progress up the management ladder.

The courses were well designed and presented with understanding, and humour, to groups who have not had the benefit of such in depth training for some time.

Please pass on my thanks to Sally and Tony and we look forward to working with them in the future.

Yours sincerely  
**Cherry Loomes**  
Personnel and Training Officer  
Palmer Harvey McLane Ltd

# flexible learning for business growth

Contact COTU Charterhouse on 024 7652 6709 or email: cotuch@staff.covcollege.ac.uk



# SKILLS FOR LIFE

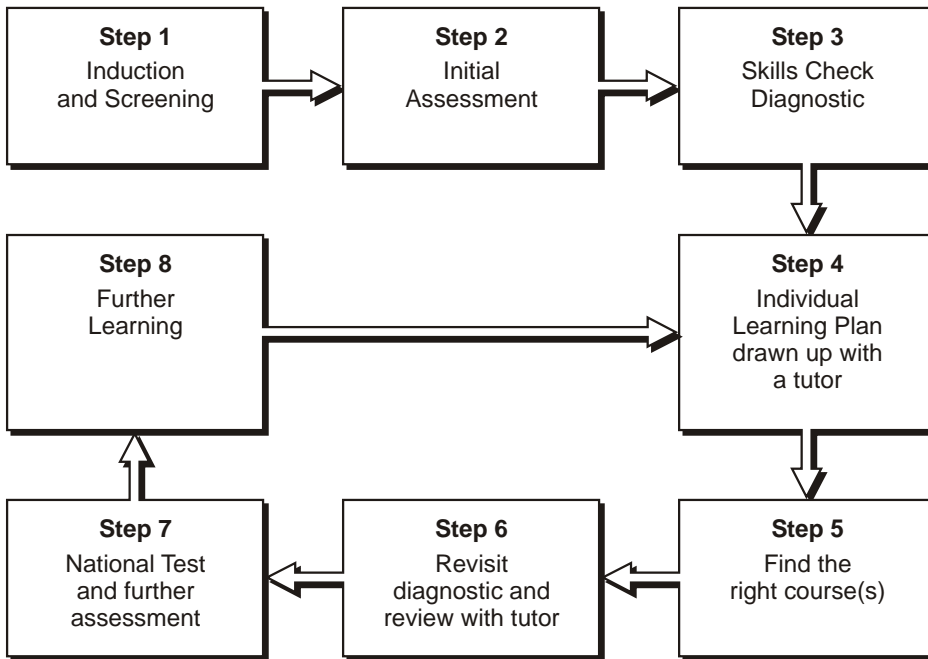
## A New Service from COTU Charterhouse

It is estimated that 23% of all adults in Britain have challenges with basic literacy and numeracy. One in five adults has low literacy skills. Two in every five adults have difficulty with numeracy.

Skills for life can be difficult to define and challenging to identify. However, it is vital that these learners are actively sought out.

Existing employees may have Skills for Life needs. Their needs may not be very severe. For example, they might not know how to create or interpret a graph; they may have a weakness with percentages; have problems with writing clearly and effectively; or make spelling mistakes in their writing. These are probably the easiest group to identify. Other learners may also then come forward from word of mouth referrals.

Once the learner has been identified there is a recommended route detailed below. The key element in the process is the Skills Check Diagnostic which can be carried out free through Cotu Charterhouse for individuals with CV postcodes. This will enable problem areas to be pinpointed in order to build up and execute an appropriate learning plan for an individual



## The Essentials

As part of the Skills for Life initiative COTU Charterhouse have introduced four new one day courses designed to assist employees who require support with the essential skills required of them in today's competitive business world:

### Essential Writing Skills

This course is suitable for anyone wanting to improve his or her written communication skills.

### Essentials of Grammar

Suitable for anyone who lacks confidence in his or her own ability to write correct English. This course is not suitable for those wanting to learn English as a foreign language.

### Essentials of Numeracy

Suitable for anyone who needs to gain more confidence when working with figures in a business environment.

### Essential Computer Skills

Suitable for anyone with limited or no practical experience of personal computers who wish to understand how Microsoft Windows may be operated and what it can do.

**For further information contact Graham on 024 7652 6709**

**FREE Skills Check Diagnostics are now available for individuals and groups. For more details contact either Clare or Rob.**

## Meet the Business Management Team...



**Clare McKenzie**  
Business Manager

Clare brings several years' previous experience in sales, training and management within the Financial Services and Hospitality sectors,

and has specific responsibility within the team for the development of Health & Safety and Food Hygiene training solutions, and NHS partnerships.



**Rob Bennett**  
Business Manager

With over 30 years' sales, marketing and operational management experience in the Engineering, Financial Services and People

Development sectors, Rob has specific responsibility within the team for the development of ICT and Corporate Learndirect training solutions.



**Graham Carpmail**  
Business Manager

Graham has extensive knowledge of the Manufacturing industry and is a trained and experienced business adviser in staff development

programmes. Within the team he has specific responsibility for the development of management and business skills training solutions.

**COTU Charterhouse** is the Corporate Business Unit of City College Coventry.

For further information contact:  
COTU Charterhouse  
City College Coventry  
Butts, Coventry CV1 3GD

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