

# COTU – Charterhouse Newsletter

flexible learning for business growth

May 2002

## New national recognitions for COTU Charterhouse

**COTU Charterhouse** were very pleased to have been successful in achieving the British Association for Open Learning Quality Mark for Learner Support for another three years.

The BAOL Quality Mark provides a Quality Assurance system using internal self-assessment and external verification of those providing products and services for open and flexible learning. It is based on a framework of criteria adapted from the Business Excellence Model promoted by the British Quality Foundation.

The means our customers are able to:

- Access a high level of customer service through the Quality Mark Customer Charter
- Distinguish Quality providers
- Make informed decisions

COTU Charterhouse are also the

### "Royal Charter" Status

The Institute of Management has been successful in achieving Chartered status. As a result they have become the Chartered Management Institute (CMI) from April 1, 2002. This is a significant moment for the Institute, but more importantly it recognises management as a valued profession in its own right. Good management makes a vital

contribution to business success and to the delivery of public services. The need for people with excellent management and leadership skills is increasing across organisations in all sectors.

**COTU Charterhouse (City College Coventry) is one of the first centres to gain re accreditation.**

This has been achieved through rigorous quality assessment by the CMI and approval has been granted for 5 years. COTU Charterhouse will be offering the new suite of CMI accredited programmes from August 2002.



### Successful Project Management

**July 8th, 9th and 10th**

This 3 day project management course covers the management of both people and the administration aspects of a project.

Day 1 Managing the People  
Day 2 Managing the Project

### CIEH Risk Assessment

**ONLY**

**£80 per person**

**May 27th and 28th**

2 half days

### CIEH accredited Food Safety

**Basic: £25**

**Intermediate: £310  
per person**

### CIEH Basic Health and Safety

**ONLY**

**£35 per person**

**June 26th and 27th**

2 half days

Tel: 024 7652 6709  
for further information

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**CHARTER  
HOUSE**



# Meet the Trainer: Sally Malcolm

*"What we think, or what we know, or what we believe is in the end of little consequence. The only consequence is what we do."*

John Ruskin



This is a quote that Sally Malcolm, Management Development Senior Consultant, often likes to leave with participants at the end of a day at Charterhouse. Whether the course is stress management or skills for trainers, effective supervision or team building, Sally firmly believes that it is only when participants have taken some action back in the workplace that the real benefits of the training can be seen.

Sally has been at Charterhouse since 1998. During that time she has developed and delivered a wide range of business and management training programmes including NVQs in management, training and development, NEBS Management Introductory Award and Certificate, and the BTEC Professional Development Certificate in Management Studies.

Recent clients include Coventry City Council, Travel West Midlands, Ford Motor Company, Domestic and General Insurance, Britannic Assurance, Peugeot and the NHS Primary Care Group.

As a member of the Chartered Institute of Personnel and Development Sally has been actively involved in training and development for over 10 years. Having started her career in retail management she then spent five years working in the voluntary sector. During 1993 and 1994 Sally spent much of her time in central and eastern Europe delivering training sessions on a wide variety of topics from problem solving and decision making, to delegation and communication.

Back in the UK Sally returned to industry as a training officer in retail. She then moved into building services working with engineers, project leaders and facilities managers based in organisations such as Marks and Spencer, Guinness Breweries and Royal and Sun Alliance.

Looking to the future Sally sees many positive developments at COTU Charterhouse not least the possibility for wider flexibility enabled by increased

## Are you Working Safely?

**Are your employees** working safely, have you provided training in health and safety and is it part of the company culture? All too often an organisation is reactive rather than proactive when it comes to training and only when improvement notices are served or major accidents occur is action taken.

In most organisations it is simple slips, trips and falls which cause the largest number of accidents. Items left in walkways, spillages not cleared up, or falls down stairs. Many of these accidents can easily be prevented by making health and safety part of your company culture. This can be achieved by holding regular workshops and ensuring all employees understand their responsibilities in health and safety.

To find out more on how COTU Charterhouse can help to develop your health



## Leading the way in learning, training and development

**COTU Charterhouse** have just returned from exhibiting at the HRD 2002 exhibition. This annual event is the "largest training and development showcase in Europe".

Held at Olympia London COTU Charterhouse were pleased to greet old customers and new. Products featured on the stand included our unique approach to NEBS Management, ECDL through blended learning and our new Health and Safety CD approved by IOSH for the Managing Safely Certificate.

A prize draw was held for each of the above and the prize winners were:

- Linda Holland of Tablogix Ltd
- John Tron of HMP Weare Dorset
- Amanda Hirst of Corus and Regal Hotels

With over 7,000 visitors to the show lots of topical issues were raised such as e-learning, blended learning, and evaluating the cost of training. We will be holding free Masterclass breakfast meetings at our Charterhouse Management Centre based on the topics raised by some of our customers from this national event. **At the first meeting on May 23<sup>rd</sup> Jane Hobson of Reed Smith Warner Cranson will be addressing the forthcoming changes in Employment Law.**

### Off to a Flying Start

In our last newsletter we launched the "Interactive Managing Safely" CD-Rom, the only CD to be approved by the Institute of Occupational Safety and Health for the Managing Safely Certificate.

We have received a fantastic response, with customers such as North Yorkshire Fire and Rescue Service, HM Naval Base Clyde, East Lothian District Council and Steven Business Training - Edinburgh now using the CD.

Ring David or Clare to find out how to get



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# Blended Learning at GEHE UK



**Sapphire Court in Coventry** is the headquarters of Lloyds Pharmacy. Here the Training and Development Department are committed to helping people to improve their knowledge and develop themselves and their careers.

Alternative methods of delivery have been used very successfully with projects such as distance learning packages to improve customer care skills, and product knowledge e.g. hayfever and allergies. Lloyds Pharmacy are also committed where ever possible to offer their employees accredited training.

With these factors in mind Lloyds Pharmacy started investigating options for IT training, to update and improve skills. The European Computer Driving Licence, which is an internationally recognised qualification, was chosen as it has many benefits both for the organisation and for the individual.

COTU Charterhouse was approached to ascertain what methods of delivery they could provide. After discussion it was agreed that an integrated "blended" approach provided the best solution.

This consisted of: e learning made available through the company learning centre, in-house mentor support, relevant web-sites to enhance learning, face-to-face support from COTU Charterhouse and electronic testing. "ECDL was a big course to commit ourselves to but through the dedication of the trainer at COTU Charterhouse and the hard work each trainee has put into each module it is proving to be a well worth while course. The training we arranged is in the form of 7 workshops by COTU Charterhouse, additional days on subjects when needed, CBT material, online computer testing that can be done at home if required as well as reading material.

Each individual has learnt more than expected even the people who had a good grounding in the software have commented on how much they have learnt. It is nice to see them all passing the exams and the smiles of achievement when they saw their grades after they had taken the computer Exam."

Lloyds Pharmacy is planning to offer this programme out across the site and also alternatives in Microsoft qualifications through COTU Charterhouse.

*Rachel Morgan GEHE IT Co-ordinator*

If this approach sounds of interest to your company, call Clare or Rob.

## A Leg-Up for Furniture Makers

"My five nervous team leaders attended the 3 day NEBS Introduction programme initially daunted by the idea and sceptical of the benefits, having received no off the job training before.

However their fears were quickly forgotten as Tony made them completely at ease, his understanding of them as a group and their needs made the three days not only interesting but also enjoyable for all.

The contents of the course were adapted by COTU Charterhouse to suit the needs of the group and concentrated on areas relevant to them, this enabled them all to come away with something that could be directly used within the company.

Most encouraging for me was to see evidence of them trying some of what they had learnt and them getting satisfaction from improvements within their team.

Their confidence has increased and their contribution and involvement within the business has improved, especially since we have to implement a number of their assignments to enhance working practises within the business."

Stephanie Bishton,  
Director, Sitting Firm Ltd

If you have team leaders/supervisors who would benefit from a similar programme of training contact Graham.

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## Next Issue

In our next Newsletter we will have an up-date on the New Management Standards.

**Out in July!**

## Delighting Your Customer

One day course: June 25th

First class customer service is recognised as a major factor in achieving business success.

This course focuses on identifying the areas that help and hinder excellent customer service. Individuals will be given the opportunity to develop positive strategies to improve their customer service.

**COTU Charterhouse** is the Corporate Business Unit of City College Coventry. We are able to offer our corporate customers high quality flexible training solutions in:

- Management Development
- Business Skills
- ICT
- Health and Safety
- Food Hygiene
- Open Learning Centre Services

at competitive prices. Many of our courses are accredited with nationally recognised awarding bodies.

Tailor-made training programmes are our speciality.

For further information contact:

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Butts, Coventry CV1 3GD

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## Charterhouse Short Course Programme (May - Aug)

Code	Days	Course Title	Dates	Price £
HSE	Half	IOSH Managing Safely - Part 1	14 Jun	231
	Half	- Part 2	28 Jun	
	Half	- Part 3	19 Jul	
HSF	1	CIEH Basic Health & Safety	26-27 Jun	35
HSC	1	CIEH Basic Food Hygiene	10 May	40
HSC	2xHalf	CIEH Basic Food Hygiene	18-19 Jun	25
HSD	1	CIEH Risk Assessment	27-28 May	80
HSG	4	CIEH Inter. Food Hygiene Cert.	10 -24 Jun	310
MDA	3	NEBS Mgt. Introductory Award	1-3 Jul	450
MDD	1	Effective Meetings	16 May	150
MDI	3	Successful Project Mgt	8-10 Jul	450
BSB	1	Effective Communication Skills	16 Jul	150
BSD	1	Managing Your Time Effectively	25 Jun	150
BSH	1	Delighting Your Customer	25 Jun	150
BSM	1	Secretarial Development	11 Jul	150
ICB	1	Configuring MS Windows 95-98	3 May	150
IAA	1	Access '97 Introduction	15 Jul	150
IAB	1	Access 2000 Introduction	15 Jul	150
IAH	1	Access XP Introduction	19 Jul	150
IAC	1	Access '97 Intermediate	20 May	150
IAD	1	Access 2000 Intermediate	20 May	150
IAJ	1	Access XP Intermediate	24 May 23 Aug	150
IAF	1	Access 2000 Advanced	24 Jun	150
IAK	1	Access XP Advanced	28 Jun	150
IEF	1	Excel '97 Introduction	8 Jul	150
IEG	1	Excel 2000 Introduction	8 Jul	150
IEK	1	Excel XP Introduction	12 Ju	150
IEL	1	Excel '97 Intermediate	13 May 19 Aug	150
IEM	1	Excel 2000 Intermediate	13 May 19 Aug	150
IEN	1	Excel XP Intermediate	17 May 16 Aug	150
IEP	1	Excel '97 Advanced	17 Jun	150
IEQ	1	Excel 2000 Advanced	17 Jun	150
IER	1	Excel XP Advanced	21 Jun	150
IWE	1	Word '97 Introduction	1 Jul	150
IWF	1	Word 2000 Introduction	1 Jul	150
IWG	1	Word XP Introduction	5 Jul	150
IWH	1	Word '97 Intermediate	5 Aug	150
IWK	1	Word 2000 Intermediate	5 Aug	150
IWL	1	Word XP Intermediate	9 Aug	150
IWM	1	Word '97 Advanced	10 Jun	150
IWN	1	Word 2000 Advanced	10 Jun	150
IWP	1	MS Word XP Expert	14 Jun	150
IPA	Half	MS PowerPoint '97	22 Jul	95
IPB	Half	MS PowerPoint 2000	29 Jul	95
IPE	Half	MS PowerPoint XP	26 Jul	95
IPC	1	Complete PowerPoint '97	22 Jul	150
IPD	1	Complete PowerPoint 2000	27 May	150
IPF	1	Complete PowerPoint XP	31 May	150
IOA	1	Outlook '97	5 Jul	150
IOC	1	Outlook '98	2 Aug	150
IOB	1	Outlook 2000	30 Aug	150
IFB	1	FrontPage 2000	12 Jul	150
IFC	1	FrontPage XP	14 Jun	150
IJA	1	Project 2000 Introduction	31 May	150
IJC	1	Project XP Introduction	28 Jun	150
IBA	1	Publisher 2000	19 Jul	150
ISA	1	Adobe PhotoShop 5.5	10 May	150
IIA	Half	Internet Explorer	26 Jul	95
IDP	1	Adobe PageMaker 6.5	17 May	150

If any of the courses listed do not exactly suit your requirements we can design programmes where the course content, date, time and length are tailored to your organisation's needs.



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