

Newsletter

Launch of our NEW Learndirect Premier Business Centre



COTU Charterhouse have recently opened a new Learndirect Business Centre in the heart of Coventry city centre. Based on the 7th Floor of Coventry Point close to all the city centre amenities with easy access to city centre parking. (Barracks car park adjacent to the building).

Our new Centre offers the very latest products from "Learndirect" on-line via the Internet as well as more traditional off-line delivery. The training on offer is fully supported by our "Learner Support Manager - Malcolm Stanley and his expert team. The team will be pleased to offer advice and guidance for all courses available at the Centre to ensure you and your staff are embarking on the correct and most appropriate course to meet your needs.

The portfolio we have available will help businesses of all size to find the training they need to improve the business skills of their staff and in turn improve the business performance. The Centre also offers courses to individuals who wish to improve their own skills in order to

improve their existing or future job roles.

Many of the courses on offer lead to nationally recognised qualifications including ECDL, ILM, CMI and many more. Some courses are **FREE** or subsidies are available. Staff will be pleased to discuss the range on offer.

E-learning is becoming increasingly popular as a cost effective option for training. A model can be designed to suit the individuals or companies requirements to make the training as flexible as possible. Courses can be accessed at the Centre itself, at home or in the workplace whichever is the most convenient.

For Business information please contact:

Rob Bennett - Business Manager

Tel: 024 7679 1700

Email: r.bennett@staff.covcollege.ac.uk

or

Amelia Freck - Development Manager

Malcolm Stanley - Learner Support Manager

Tel: Learndirect Centre - direct line

024 7623 1028



"Our new Learndirect business premises address is:

7th Floor, Coventry Point,
Market Way, CV1 1EA



Our Learndirect team:
(back) Malcolm Stanley, Amelia Freck
(front) Kerin Kundi, Hazel Cammish,
Keith Holmes

NEW!

Business Breakfast

at Charterhouse

Thursday 7th October

7.30am for 7.45 start - 9.00am

E-learning opportunities for Business with
"Learndirect" and COTU Charterhouse

Contact Rob or Clare on 024 7679 1700

COTU Charterhouse

Working with Small Business to improve Essential Skills in the Workplace

Over the last 5 months COTU Charterhouse have played a major role in the Essential Skills in the Workplace initiative. The scheme, funded by Advantage West Midlands through the LSC is managed by the Chamber of Commerce's Business Link service.

The scheme offers free training to those eligible and provides wage subsidies and employee incentives to encourage businesses to grow and flourish by upgrading the skills of their workforce.

Essential Skills Workforce Adviser Jill McCann said "It is very easy to be caught up in the complexities of doing your job while neglecting the basics. For example it is vitally important that staff understand how by improving their communication skills they can have a real effect on the prosperity of the company they work for."

To date COTU Charterhouse have visited 50 companies providing help with Training Needs Analysis, Individual Learning Plans and identifying and delivering relevant training.



Mortgage Nation based in Station Square and The Friendly Cafe at The Butts have very different business needs but both have benefited from the essential skills training delivered by COTU Charterhouse.

Mike Ford the General Manager of Mortgage Nation has nothing but praise for the training we delivered:

He said "COTU Charterhouse has provided additional, professional training in key business areas which have complemented our own in-house programmes, improving essential skills, which has greatly benefited both the staff and the company."

Zeynep Turudi, partner at The Friendly Café, said: "The Essential Skills Project has helped us with our business planning and ensured that we are fully aware of the personal development needs of our staff. The training provided will, in turn mean we will be better equipped to provide our customers with the best quality standard of service."

For further details and to check eligibility contact Rob Bennett on 024 7679 1700



COTU Charterhouse - Open Programme

COTU Charterhouse offer an extensive range of courses through its Open Programme. Many new customers are introduced to Charterhouse through the Open Programme and frequently return to attend other courses. Some of our long established clients came to Charterhouse for training, and now use COTU Charterhouse as their preferred training supplier!

The Open Programme offers training in the following areas:

- ◆ Management Development
- ◆ Accredited Management Development programmes leading to recognised qualifications
- ◆ Business Skills
- ◆ Information Technology
- ◆ Health and Safety, Food Hygiene and First Aid - these can be short half day courses or accredited programmes leading to a variety of CIEH and IOSH qualifications

We constantly review what we offer so that we meet the needs of our clients. From September 2004, we are pleased to introduce the following new courses!

- ◆ Effective Office Management
- ◆ Essential Problem Solving
- ◆ Essential Business Correspondence
- ◆ Proof Reading Introduction

In the Trainer's Chair

Why should supervisors undertake the ILM First Line Management Intro –
by Tony Beard, Management Tutor

O.K so why is it a good idea to send our supervisors on the Institute of Management Introductory Certificate?

Well, for one thing it gives them the opportunity to step back from their job and view their performance.

So you are asking me to pack them off for four days to contemplate their navels?

No of course not. They will see and hear how others do things, they will get some new ideas from the course tutor and most importantly they will have the chance to plan how they can do things differently when they get back to work.

Why should they need to do things differently, they're doing ok at the moment?

Yes, but there are always ways of doing things better. We can always learn from others. You didn't get to where you are today by being cut off from the outside world. We call it cross-fertilisation of ideas. You will be amazed how finding out that there are alternative ways of doing things will stimulate action.

How do I know that it will stimulate action, they could just snooze through the four days and carry on at work exactly where they left off?

Not if you follow our guidelines on pre-course and post-course briefing.

What does that entail?

Well, you look at the course content and identify with them before they attend, the topics that you both think will be of most benefit to them. Get them to write some learning objectives that they want to achieve on the course. When they come back you review their learning with them and help them to turn it into action in the workplace.

That sounds like a long-winded process

Not at all. Ten or fifteen minutes before they attend and probably half-an hour or so when they have finished the course. If you cost the improvements that can occur when the learning is focused and turned into action you probably get payback within the first week following the training. Then of course there is the payback from the assignment.

How does that work?

Well, in order to pass the course and receive their ILM Certificate they have to identify a pressing workplace problem, investigate it and come up with some solutions for improving the situation. They analyse their possible solutions and make a case for the best one. They then plan to implement the change. One manager whose supervisor attended the last course reckoned that the problem solved through the assignment more than paid for the overall course fee.

Do they get a free choice on which problem to tackle?

More or less. They have to run it by the tutor and it is a good idea if they agree it with their manager, and in most instances they are encouraged to tackle a problem that they see as being beneficial to the team. I tell you what, next time I'll give you some examples of the problems that people have tackled through their assignments. It will give you food for thought.



CHARTER
HOUSE

flexible learning for business growth

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

Do you have a large table in Access, but you are unsure how to view a small selection of it without writing a query?

Try using the Filter by Selection tool, (a funnel with a flash of lightning beside it). Open the table to be searched then find an example of what you are searching for in one of the fields - click on the required data then click the Filter by Selection tool.

Your list will be filtered to a manageable size - and you can repeat the process to refine your search!

To remove all of the filtering click on the Remove Filter tool, (a simple funnel).

SPECIAL OFFER

BUSINESS SUPPORT SKILLS

Support Staff positions have never been more critical than they are today. The courses below are an excellent way to develop your people to fully support your organisation.

ATTEND ONE COURSE GET ANOTHER ONE FREE

Essential Business Correspondence
7th Sept - £180.00

Pay for the above, then select one of the following:

OFFER 1

Professional Telephone Techniques
8th Sept - **FREE**

- OR -

OFFER 2

The Professional Receptionist
16th Sept - **FREE**

Please quote offer BSSN804 when reserving a place.

CIEH Professional Trainers Certificate

This widely recognized programme is ideal for anyone who needs to understand the basics of training practice. A comprehensive syllabus ensures a wide breadth of knowledge.

3 days - 9th & 10th September,
4th October

SPECIAL OFFER
was £520.00, now £450.00

Please quote offer CIEHN804 when reserving a place.

New from Autumn 2004 - ECDL Advanced!

ARE YOU READY TO ADVANCE?



Due to increasing demand, we are pleased to announce that from September we will be introducing ECDL Advanced. Unlike the basic ECDL, each module is individually certified as follows:

- ◆ **Word processing**
- ◆ **Spreadsheets**
- ◆ **Presentations**
- ◆ **Databases**

For each of these certificates COTU Charterhouse has designed a one and a half day intensive training and revision session followed by testing.

Day One - General syllabus overview, including problem areas, review of techniques and a sample paper and feedback.

Day Two - Intense revision session before undertaking the examination.

This course can be adapted to meet the specific needs of an organisation, department or team. Only £245 one and a half days or £95.00 for second day only (price includes lunch on Day 1).

Learning with BROADBAND

CW2000 is a strategic initiative helping small businesses in Coventry and Warwickshire exploit the use of broadband for commercial gain. One of its current activities is a Broadband Learning Pilot which aims to assist eligible * businesses understand the commercial value of investing in staff training and development. The Project works with employers to remove many of the common practical barriers to undertaking learning, and provides a subsidised package to facilitate this.

COTU Charterhouse Business Consultants are working closely with the CW2000 Project to help companies take advantage of the possibilities for learning, training and work-force development offered by broadband. Our involvement includes - liaising with the member of company staff nominated as the 'Learning Champion' to help coordinate company activities; creating a plan for the company which identifies the training needs of the organisation, enrolment of staff on appropriate courses, providing support for their learners throughout their learning programme.

What are the benefits?

The Project aims to remove the barriers to effective learning from the work-place, and provides:

- ◆ Broadband connection into the company

for access to internet material

- ◆ A laptop pc and appropriate software to use the materials
- ◆ On-site support of equipment and communications access from local ICT companies
- ◆ Analysis of company training requirements
- ◆ Access to and use of good quality learning materials e.g. from Learndirect and other appropriate sources
- ◆ The development of an in-house company 'Learning Champion' who can act as the focal point of and catalyst for achievement of business objectives through structured training programmes.

What do you need to do?

- ◆ Apply to join the CW2000 Learning Pilot - which is available subject to eligibility.
- ◆ Nominate an employee as the 'Learning Champion'.
- ◆ Identify employees to take part in the learning programme.

For further details please contact CW2000 on 024 7670 7670; e-mail: info@cw2000.org.uk; www.cw2000.org.uk

* Eligibility criteria include company size, sector, & location.

Course Title	Duration	Start Dates	Price
Accredited Management Development			
CIEH Professional Trainers Certificate	3	9, 10 Sept, 4 Oct 04 & 19, 20 Jan, 9 Feb 05	£520
CMI Diploma in Management	10	12 Oct 04 starts	£2200
ILM Developing Project Management Skills	2	21,22 Sept 04 & 22, 23 Nov 04	£395
ILM Certificate in First Line Management	10.5	18 Oct 04 starts	£1195
ILM Intro. Cert. - First Line Management	4	15, 16, 29, 30 Sept 04 16, 17 Nov & 1, 2, Dec 04 1, 2, 22, 23 Feb 05	£645
ILM Intro. Cert. - Team Leader	3	5, 12, 19 Oct 04 & 11, 18, 25 Jan 05	£520
Management Development			
Appraisal Skills	1	11 Nov 04 & 3 Feb 05	£180
Effective Office Management NEW	1	27 Sept 04 & 10 Jan 05	£180
Essential Problem Solving NEW	1	13 Oct 04 & 12 Jan 05	£180
Leading and Motivating the Team	1	7 Oct 04 & 27 Feb 05	£180
Making Effective Presentations	2	8, 9 Nov 04 & 21, 22 Feb 05	£360
Making Meetings Count	1	20 Oct 04 & 18 Jan 05	£180
Selecting the Right Person for the Job	2	1, 2 Nov 04 & 9, 10 Feb 05	£360
Successful Negotiation Skills	1	24 Nov 04 & 2 Feb 05	£180
Writing Business Reports	1	30 Sept 04 & 11 Jan 05	£180
Personal Development			
Assertiveness at Work	1	11 Oct, 7 Dec 04 & 8 Feb 05	£180
Essentials of Customer Care	1	22 Sept, 23 Nov 04 & 20 Jan 05	£180
Developing Your Sales Skills	1	6 Oct 04 & 12 Jan 05	£180
Effective Communication Skills	1	12 Oct 04 & 25 Jan 05	£180
Essential Business Correspondence NEW	1	7 Sept, 11 Nov 04 & 17 Feb 05	£180
Essential Skills for Trainers	2	9, 10 Sept 04 & 19, 20 Jan 05	£360
Handling Difficult Behaviour	1	21 Sept, 30 Nov 04 & 24 Feb 05	£180
Managing Your Time Effectively	1	13 Oct 04 & 21 Jan 05	£180
Minute Taking for Meetings	1	23 Sept 04, 2 Dec 04	£180
Professional Telephone Techniques	1	8 Sept, 8 Dec 04 & 28 Feb 05	£180
Proof Reading Introduction NEW	½	14 Oct 04 & 14 Feb 05	£90
The Professional Receptionist	1	16 Sept 04, 15 Dec 04	£180
Health & Safety, First Aid, Food Hygiene			
IOSH Managing Safely Three half days	3 x ½	23 Sept, 14 Oct, 4 Nov 04	£330
IOSH Managing Safely Four day taught	4	9, 16, 23, 30 Sept 04	£586
IOSH Managing Safely CD Route Exam	½ am	30 Sept, 4 Nov 04 & 3 Feb 05	£330
CIEH Foundation Cert. in Health & Safety	1	2 Sept 04, 11 Nov 04 & 12 Jan 05	£50
CIEH Risk Assessment	1	13 Sept, 18 Nov 04 & 10 Feb 05	£50
CIEH Manual Handling	1	28 Sept, 7 Oct, 2 Dec 04 & 17 Feb 05	£50
NEBOSH Certificate	12	Starts January 05	£1150
Emergency First Aid - Appointed Persons	1	21 Oct, 1 Dec 04 & 2 Feb 05	£65
HSE First Aid at Work Cert. (HSE Approved)	4	7,8,14,15 Sept, 5,6,12,13 Oct, 9,10,16,17 Nov, 6,7,13,14 Dec 04	£145
HSE Refresher	2	20, 21 Sept 04 & 19, 20 Jan 05	£90
Foundation Cert. in Food Hygiene & Safety	1	20 Sept, 18 Oct, 8 Nov, 8 Dec 04 19 Jan, 7 Feb 05	£37
RIPH Intermediate Cert. in Food hygiene & Safety	½ pm	30 Sept, 4 Nov 04 & 3 Feb 05	£250
Information Technology			
Microsoft Word Introduction	1	13 Sept, 8 Nov 04 & 10 Jan 05	£120
Microsoft Word Intermediate	1	20 Sept, 15 Nov 04 & 17 Jan 05	£120
Microsoft Word Advanced	1	27 Sept, 29 Nov 04 & 24 Jan 05	£120
Microsoft Excel Introduction	1	7 Sept, 16 Nov 04 & 18 Jan 05	£120
Microsoft Excel Intermediate	1	14 Sept, 23 Nov 04 & 25 Jan 05	£120
Microsoft Excel Advanced	1	21 Sept, 30 Nov 04 & 1 Feb 05	£120
Microsoft Access Introduction	1	6 Sept, 5 Oct, 6 Dec 04	£120
Microsoft Access Intermediate	1	8 Sept, 19 Nov 04 & 28 Jan 05	£120
Microsoft Access Advanced	1	10 Nov 04 & 14 Jan 05	£120
Microsoft PowerPoint-Easy Presentations	½	12 Oct, 10 Dec 04 & 7 Feb 05	£60
Microsoft PowerPoint-Advanced Presentations	½	10 Sept, 26 Nov 04 & 21 Jan 05	£60
Microsoft PowerPoint-Complete Presentations	1	4 Oct, 1 Dec 04 & 28 Feb 05	£120
Microsoft Front Page	1	30 Sept, 12 Nov 04 & 11 Jan 05	£120
Microsoft Publisher	1	17 Sept, 29 Oct, 3 Dec 04	£120
Microsoft Project	1	23 Sept, 24 Nov & 11 Feb 05	£120
Essential Computer Skills	1	19 Oct, 13 Dec 04 & 8 Feb 05	£120

**SCHEDULED
PROGRAMME
September 2004
to February 2005**

NOT TO BE MISSED!

**Information Technology
Courses
Special Offer**

Equip your staff with the skills they need to save time and money.

BUY ONE GET ONE FREE

Word Introduction - 13th Sept - £120.00
Word Intermediate - 20th Sept - **FREE**

Excel Introduction - 7th Sept - £120.00
Excel Intermediate - 14th Sept - **FREE**

Access Introduction - 6th Sept - £120.00
Access Intermediate - 8th Sept - **FREE**

Please quote offer ITN804 when reserving a place.

**Developing Your Project
Management Skills
(ILM Development Award)**

ATTEND THIRD DAY FREE

A Very Popular programme for managers new to project management, or who wish to refresh their skills.

Day 1 Managing the People
21st September
Day 2 Managing the Process
22nd September Cost: £395

Day 3 MS Project
23rd September- **FREE**

Please quote offer ILMN804 when reserving a place.



**A
NEW
FACE!**

We would like to introduce you to our new Administrator Louise Land.

Louise joined us in August 04 and will be the main point of contact at The Charterhouse.

Louise is a BSC Honours Graduate with excellent administrative experience.

Contact Rob or Clare on 024 7679 1700 for further details