

Management Solutions

G4S Cash Solutions (UK) Ltd employees celebrated the successful completion of ILM First Line Management Certificate and CMI Management and Leadership Diploma programmes by holding an award ceremony in the Summer.

Joy Sewell, Head of Training, Development and Resourcing at G4S Cash Solutions (UK) Ltd said, "One of the aims of the Training and Development team is to identify employees who have the potential to progress within the company by providing them with development opportunities. Charterhouse's management training expertise and in depth knowledge of Cash Solutions made them the first choice to deliver these programs, they build up a great rapport with the people they train."

Joy added, "In 2010 we filled around one third of our Head Office and Management vacancies internally, but we are keen to see this percentage rise, our development programmes such as the ILM and CMI management courses are one way of doing this."

In total 44 staff have completed the programmes and a further 22 employees have recently started the courses this year with Charterhouse.

Neville Prentice, Operations Director at G4S stated how the Certificate and Diploma delivered by Charterhouse not only helped employees become better managers and but also in turn ensured that Cash Solutions operated more effectively as a business. He outlined how he was keen for those starting the programmes to focus their projects on how they can offer a better service to G4S customers and to demonstrate their Customer Focus Value.

For further details on Charterhouse's management courses could benefit your business please call (024) 7679 1700.



Courses – Special Offer - Last few places - 20% discount

Effective Communication Skills

2nd November
£166.00

Leading a Team

7th November
£166.00

Professional Negotiation Skills

21st November
£166.00

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New Local Security Industry Authority (SIA) Training

Charterhouse has an excellent reputation for providing a wide range of high quality health & safety and first aid courses to organisations. We are delighted to have expanded our portfolio this year to include SIA training programmes.

BTEC Level 2 Award in Security Officer

A good security guard will not stand out to anyone except other security guards. This is because a security guard's role is to ensure that everything goes smoothly and there is not any reason for them to take visible action. This programme is designed to give the prospective security guard a thorough grounding and on successful completion delegates will be able to apply for an SIA licence to work as a Security Guard.

BTEC Level 2 Award in Door Supervision

Training for Door Supervisors has seen dramatic change in recent years and Door Supervisors often referred to as 'Bouncers' Door Stewards or Door Staff have taken a more professional role since the introduction of strict SIA licence requirements. Our



training course emphasises the realities of Door Supervision and the duties you may undertake.

Call 024 7679 1700 for further details

Charterhouse – Out & About

We have been busy over the summer supporting our customers with their events.

Alumet – Community Open Day

15th July was a busy day for the Alumet Group; the town of Southam was nearly bought to a standstill as over 500 visitors attended the company's open day. The day was themed around 'community spirit'. Alumet's staff organised events throughout the day raising over £2000 for local charity Myton Hospice.

Olympian David Moorcroft OBE a former student of City College Coventry officially opened the company's new Renewable Technology Centre.



Land Registry – Coventry Office

Land Registry is a successful, forward-looking and self-funding government agency that is responsible for registering land ownership in England and Wales. Established in 1862, they provide essential information and services to business customers and members of the public with an interest in land and property.

A lunchtime information session was arranged by the organisations Union Learning Representatives for all staff on-site to promote both leisure and work related training programmes.

Safety Made Simple

The basics for your business

Health and safety made simple



The basics for your business

If you think health and safety has to be complicated - it doesn't. A new website from the Health & Safety Executive will make it easier for businesses to comply with the law and manage health and safety in their business.

For many businesses, all that's required is a basic series of tasks. The site will take you through the steps and help you make sure you have done what you need to.

To visit this free service click on <http://www.hse.gov.uk/simple-health-safety/index.htm>

For Health & Safety training please call Charterhouse on 024 7679 1700 for further details on how we can help.

Date for YOUR DIARY

13th January 2012



Charterhouse will be holding a Business Breakfast on Friday 13th January 2012 at 7.45am. Sandra Garlick, Principal, De Marco Solicitors will be presenting a very topical talk on the use of Social Media in the workplace including the benefits to businesses and the associated pitfalls, it will cover:

- Implementing a Social Media Policy including disciplinary sanctions
- Benefits for business
- The pitfalls of allowing employees usage
- Ideas for managing social media in the workplace

To book your place please call (024) 7679 1700.



6-7 OCTOBER
THE BUSINESS SHOW
THE CIVIC HALL, STRATFORD

6 OCTOBER 1:00 - 5:00 PM
BUSINESS SHOW OPENS AT CIVIC HALL
Up to 80 local businesses and charities are presenting their services in the Civic Hall, Rother Street.

7 OCTOBER 9:00 AM - 1:00 PM
BREAKFAST NETWORKING 7:30 - 9:00 AM
Brad Burton (Founder of 4 Networking) speaking on his new book GOYA 2. Cost: £10 (inc breakfast).

There will be three business seminars throughout the day.
FREE ENTRY TO VISITORS

6 OCTOBER 5:00 PM
PRIDE OF STRATFORD AWARDS LAUNCH
This new award is being sponsored and promoted by Touch FM. The award ceremony will take place in February 2012.

There will be three business seminars throughout the day.

Lloyds TSB | Commercial
FSB
Coventry & Warwickshire Chamber of Commerce
touchfm
STRATFORD BUSINESS

Charterhouse Customer List 2010/11

- Coventry & Warwickshire Partnership Trust
- G4S Cash Solutions (UK) Limited
- Coventry City Council
- University Hospitals Coventry & Warwickshire NHS Trust
- London Metropolitan University
- Groundwork UK
- University of Warwick
- UK Mail Group
- Coventry & Solihull Waste Disposal Company Ltd
- Extracare Charitable Trust
- Poundland
- Hammonds Furniture Ltd
- Sanderson Group plc
- Warwick District Council
- Peugeot Citroën Automobiles UK Limited
- Galliard Healthcare Communications Limited
- Leicestershire County Council
- Coventry University
- Orbit Group Ltd

Charterhouse Open Programme Schedule Nov 2011 – Feb 2012



Awarded for excellence



INVESTORS
IN PEOPLE | Bronze



Course Title

Management Training

ILM Level 2 Award in Team Leading	
ILM Level 3 Award in Effective Management	
ILM Level 3 Award in First Line Management (Evening Class)	new
CMI Level 3 First Line Management	
CMI Level 5 Management and Leadership	
CMI Level 7 Strategic Management	

Sustainability

The Low Carbon Manager	
CMI Level 5 Award - Corporate Social Responsibility	

Business Management

CIEH L3 Award Training Skills and Practice	
CIEH L3 PTLLS Conversion	
CIEH Level 3 Award in Preparing to Teach in the Lifelong Learning Sector (PTLLS)	
Appraisals & Performance	
Business Report Writing	
Coaching and Training	new
Effective Communication Skills	
Excellent Customer Service	
Finance for Non Financial Managers	
Giving Briefings & Making Presentations	new
Handling Difficult Behaviour	
Leading a Team	
Managing Your Time Effectively	
Professional Negotiation Skills	

Business Skills

Introduction to Counselling	
Minute Taking With Confidence	
Assert Yourself with Confidence	
Speaking and Presenting Effectively	

Project Management

Managing Projects	new
ILM Development Award in Project Management	
Microsoft Project v 03 or v 07	
Prince2® Foundation	
Prince2® Practitioner	

Funded training* Free for eligible candidates

NCFE Cert in Equality & Diversity Level 2	
NCFE Cert in the Safe Handling of Medicines Level 2	

Health & Safety

NEBOSH National General Certificate	
NEBOSH Certificate in Construction	
NEBOSH Cert - Management of Health and Well-being at Work	
NEBOSH Fire Safety & Risk Management Certificate	new
IOSH Managing Safely	
CIEH L2 Award in Health & Safety in the Workplace	
CIEH Level 2 Principles of Risk Assessment	
CIEH level 2 Principles of COSHH	
The Role of the Safety Representative	
CIEH Principles of Manual Handling	
Asbestos Safety	
CIEH Level 2 Award in Fire Safety Principles	new
Fire Marshall Practical Workshop	

First Aid

HSE Emergency First Aid in the Workplace	
HSE First Aid at Work	
First Aid Annual Refresher (skill fade)	
HSE First Aid Re-qualification	

Food Safety

CIEH Level 2 Award Food Safety in Catering	
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Security

SIA Security Level 2 Training	new
SIA Level 2 Door Supervisor Training	new

Information Technology

Microsoft Access Introduction or intermediate or Advanced v 03	
Microsoft Access Introduction or intermediate or Advanced v 07	
Microsoft Access Introduction or intermediate or Advanced v 10	
Microsoft Excel Introduction v 03	
Microsoft Excel Intermediate v 03	
Microsoft Excel Advanced v 03	
Microsoft Excel Introduction v 07	
Microsoft Excel Intermediate v 07	
Microsoft Excel Advanced v 07	
Microsoft PowerPoint v 03 or v 07 or v 10	
Microsoft Project v 03 or v 07 or v 10	
Microsoft Publisher Introduction v 03 or v 07 or v 10	
Microsoft Word Introduction or intermediate or Advanced v 03	
Microsoft Word Introduction or intermediate or Advanced v 07	
Microsoft Word Introduction or intermediate or Advanced v 10	
Microsoft Outlook v 03 or v 07 or v 10	

NOTE PRINCE2® courses are delivered in partnership with Fgi Training & Consultancy. These courses will be delivered at the Warwick Innovation Centre VAT will be charged on Prince2® courses only

Supported Distance Learning

The following Chartered Management Institute (CMI) units can be delivered flexibly to meet the requirements of an individual or group which can lead to a CMI Award, Certificate or Diploma. Price on application.

Please call
024 7679 1700
for additional
information

Strategic Management & Leadership

Strategic information management
Organisational direction
Strategic planning
Financial management
Financial planning
Strategic project management
Human resource planning
Strategic leadership practice
Strategic risk management

The above workshops can lead to CMI Award and Certificate qualifications at Level 7

Middle Management

Personal development as a manager and leader
Information based decision making
Meeting stakeholder and quality needs
Conducting a management project
Marketing planning
Human resource development
Leadership practice
Operational risk assessment

The above workshops can lead to CMI Award, Certificate and Diploma qualifications at Level 5

First Line Management and Team Leading

Personal development as a first line manager
Managing and communicating information
Meeting stakeholder needs
Developing individuals and teams
Management communication
Introduction to first line management

The above workshops can lead to CMI Award, Certificate and Diploma qualifications at Level 3

FOR MORE INFORMATION PLEASE VISIT

<http://employers.covcollege.ac.uk> TELEPHONE 024 7679 1700 OR EMAIL employers@covcollege.ac.uk