

## Support with Training in the tough times ahead

We have a long and proud history of working with employers at City College Coventry. Every year we engage with hundreds of businesses from across Coventry and Warwickshire, the West Midlands region and through wider national contacts. From owner managers, Small to Medium Enterprises (SMEs), to National and international businesses City College Coventry has built mutually beneficial relationships irrespective of size or sector.

Paul Taylor Principal said, "We work with employers in many different ways depending on the needs of their businesses. The training we offer improves the skills of young people who will eventually move onto University or become the skilled workers of the future. We also work with individuals who have long standing careers who have used our education and training services for professional and personal development."

"During this time of recession, there is all the more need to support our local businesses

in any way we can. We are aware that there are many people who have already been made redundant and many more will face the prospect of losing their jobs over the coming months. There has never been a more important time to ensure that individual's skills are up to date and in line with what is required in the current job market."

"At City College Coventry and Charterhouse Training we have a package that will suit your needs, whatever they may be. From updating your IT skills in just one day to preparing for an interview with a Presenting and Speaking with Impact course there are

plenty of options to choose from."

"With the government focussed on getting those people who have been made redundant back into work and re-trained to meet the needs of the changing job market there may be funding available to ensure that your training course is either free or of very low cost to the individual, ask at your local Jobs Centre Plus for full details on funding."

To find out about the full range of courses available from City College Coventry and Charterhouse Training please call our Business Managers on (024) 7679 1700.



## The Skills Pledge & Funding

When you make the Skills Pledge you make skills mean business. You, the leader of the organisation, support all your employees as they gain the skills to make your business succeed and grow. And you as a business reap the benefits of employee productivity, motivation, confidence and retention.

To support this initiative there is now up to £1,000 for a range of non accredited training programmes for SME organisations in the West Midlands.

Call 024 7679 1712 for further details.



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Friday 19th June 2009  
9.30am – 3pm

The Charterhouse Business Breakfast "Benchmarking Your Managers" on the 20th March was very well received by all those that attended, especially the "prize winners" of the Instant Manager series books - donated and drawn by the Chartered Management Institute:

1st Cummins Allison Ltd,  
2nd Fozmula Ltd,  
3rd Greggs,  
4th Coventry University.

## City College Launches New Employer Services Website

January 2009 saw the launch of a new website especially for the needs of employers. It details the products and services available to businesses locally, regionally and nationally. It also includes case studies of work with existing customers in specific sectors and news on new developments and events that may appeal to employers. Log on to;

[www.covcollege.ac.uk/employers](http://www.covcollege.ac.uk/employers) to find out more.



## Training is the First Step in Protecting Staff

Coventry Evening Telegraph recently reported that seven people have been killed and 987 suffered a major injury at work in Coventry over the past seven years. And a further 4,643 were hurt and were unable to work for three days or more, according to a major health and safety training company Pivotal Performance.

The company analysed figures available from the Health and Safety Executive (HSE) for the Coventry Council area.

Director Jane Gillham said "Keeping employees safe is about understanding risk and taking common sense precautions to ensure that processes and people work together to limit its impact.

Sadly people do get hurt as seen by the number of people affected in Coventry over the past seven years.

"Every business owner has a legal duty to do whatever it takes to protect their staff. And that starts with appropriate training.

"Recent changes to corporate manslaughter laws make it easier for a prosecution to be brought against business owners and managers who don't protect their employees adequately.

"It's too dangerous for any business not to adequately train staff in health and safety."

To find out how Charterhouse Training can meet your health and safety needs please call one of our Business Managers on **(024) 7679 1700**.

### New from Charterhouse

IOSH Managing Safety Courses  
May 14, 15, 21, 22,  
July 9, 10, 16, 17

## Going Places with Fraiken

**Fraikin is a leading provider of commercial vehicle fleet services in the UK, with nearly 16,000 vehicles under its management and a depot and office infrastructure spanning the whole country.**

The company deliver commercial vehicle solutions to a long list of blue chip clients, from Fire Brigade and Ambulance Trusts to food manufacturers and parcel carriers.

Keri Ashton, HR Manager identified a training need for a number of colleagues who, as part of their current or future role, would have to deliver training to colleagues or externally to customers. Following an ongoing dialogue with one of Charterhouse Business Managers she decided to engage with Charterhouse Training in order to take their trainers through the CIEH 'Train the Trainer' programme.

"We found this course to be fantastic for our staff in terms of meeting their needs. There was also a bonus that it had the CIEH accreditation attached to it. The trainer was excellent. She really made the team think. She was up-beat and bought out all of the things they could do. The group was of a mixed ability which is always difficult, but they all found they got a lot out of it."

Following the success of the Train the Trainer course, Keri appointed Charterhouse once again to look at delivering a two day 'Speaking and Presenting with Impact' programme tailored to the needs of colleagues at all levels within their organisation.

Keri was impressed with the way in which Charterhouse approached developing the programme. "The trainer and one of the Business Managers from Charterhouse came in to discuss what our

requirements were to ensure that the programme would truly meet our colleagues' needs. We wanted to be sure that our expectations matched what would be delivered and that it was essentially what staff wanted. We have had positive feedback."

"Choosing a training provider is about buying a 'personality and ethos' that matches our business approach as much as it is training itself. We have found that Charterhouse Training fits in with our forward focussing, up-beat and hard working culture which means that they will be our first port of call when considering external training options in the future."

If you would like to find out more about how tailored training programmes can help your organisation please call one of our Business Managers on **(024) 7679 1700**.



FOR MORE INFORMATION PLEASE VISIT

[www.covcollege.ac.uk/employers](http://www.covcollege.ac.uk/employers) TELEPHONE **024 7679 1700** OR EMAIL [employers@covcollege.ac.uk](mailto:employers@covcollege.ac.uk)

# New Customer Focus – Zone Housing



Charterhouse Training are pleased to be working with new customer Zone Housing. They are a specialist unit, based in Binley, Coventry providing residential support for teenage mothers and mothers to be. They have seven self-contained flats and communal living space, providing young mothers with the help, support and advice they need to raise a thriving child and to eventually move on to their own private accommodation in the community.

Scheme Co-ordinator, Heather Horton, has just undertaken IOSH and First Aid courses with Charterhouse Training

having originally been put in touch with them, by Train to Gain to access NVQ programmes for their staff in Health and Social Care. They will also be undertaking Basic Information Technology courses for all of their staff.

Heather said, "We are a brand new unit who are just getting up and running. The care of our clients is paramount and so the training we choose needs to fit in with our work demands and also our budget. We are delighted to be working with Charterhouse Training. They have been brilliant in identifying the training needs of staff and recommending the appropriate courses for us to follow."

## Charterhouse Training wins Preferred Supplier Contract

Charterhouse Training has recently been confirmed as one of only two local preferred suppliers of training for Coventry University. They beat 114 companies to secure the contract to deliver business skills training to Coventry University staff for the next three years.

Business Development Director Irene Cooke said, "We are delighted to have won the contract and look forward to working closely with Coventry

University over the coming years to deliver an excellent programme of training for their staff."

Moir Ferguson, Learning and Development Advisor said, "We were pleased to name Charterhouse Training as one of our preferred suppliers as we are confident they will deliver on our requirements. We have worked with them in the past and found the quality of their provision and their service second to none."

## Charterhouse Summer Fete Friday 19th June 2009 9.30am – 3pm



Don't miss out on this free event

- Business Skills Taster Sessions
- Hints and Tips
- Health and Safety update
- Buffet Lunch/strawberries and cream
- Games on the lawn (weather permitting)

To book your place call Emma Williams on (024) 7679 1712

## Apprenticeships



Are you considering an apprenticeship?

Apprenticeships can provide improved productivity and company performance by equipping young people with the skills and knowledge they need to do the job better.

We offer apprenticeships in;

- Accountancy
- Administration
- Construction Crafts
- Children's Care, Learning and Development
- Electrical Installation
- Engineering
- Light Vehicle
- Plumbing

If you want to find out more please call 0800 616 202 for further details.

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# Charterhouse Open Programme Schedule April 09 – July 09



Awarded for excellence



INVESTOR IN PEOPLE



Course Title	Days	April	May	June	July	Price
<b>Professional Management Qualifications</b>						
CIEH Professional Trainers Certificate	3	6,7,20		8,9,22		£560
ILM Development Award in Project Management	2		28,29			£420
ILM Level 3 Award in First Line Management	4		13,14,20,21		1,2,8,9	£695
CMI Level 3 Award in Certificate or Diploma in First Line Management *	7	Sept start				£1,700
CMI Level 5 Award in Certificate or Diploma in Management and Leadership *	10	Sept start				£2,480
<b>Management &amp; Business Skills</b>						
Appraisals Skills	1			9		£195
Assertiveness & Self Confidence	1		12		8	£195
Defensive Management Techniques for Directors & Senior Managers	2					£500
Effective Communication Skills	1	23		8		£195
Effective Delegation	1		11	30		£195
Essentials of Sales	1		11		13	£195
Excellent Customer Service	1			15		£195
Face to Face Sales	1	6		8		£195
Finance for the Non Financial Manager	1		19		2	£195
Handling Difficult Behaviour	1	28		16		£195
Leading & Motivating the Team	1	2		9		£195
Making Meetings Count	1		5			£195
Managing Performance	1	23			14	£195
Managing Your Time Effectively	1		12		8	£195
Minute Taking With Confidence	1		5		9	£195
Negotiation Skills	1		18			£195
People Management Skills for Supervisors	2		18,19		21,22	£395
Pitman Basic Book-keeping	14hrs			Flexible start		£215
Pitman Manual PAYE	12hrs			Flexible start		£195
Pitman Sage Line 50 Accounts v12	24hrs			Flexible start		£315
Pitman Sage Payroll 10	16hrs			Flexible start		£295
Pitman Teeline Fast Shorthand	30hrs			Flexible start		£395
Professional Telephone Techniques	1	9		22		£195
Professional Written Communication	1	2		17		£195
Speaking & Presenting with Impact	2		7,8		14,15	£395
Stress Management in the Workplace	1	14			14	£195
The Professional Receptionist	1			2		£195
<b>Health &amp; Safety</b>						
NEBOSH National General Certificate	12	Sept start				£1,375
NEBOSH Construction Certificate	15	Sept start				£1,675
NEBOSH Fire Safety & Risk Management Certificate	5 or 10	29	6,13,20	3		£695
IOSH Managing Safely	4		7,8,21,22		1,2,15,16	£555
CIEH Level 2 Award in Health & Safety in the Workplace	1			9		£100
CIEH Principles of Manual Handling	Half	23			14	£70
Law Update for Managers	1	23			14	£70
Risk Assessment	1	9			8	£130
Fire Marshall	1		8		20	£130
<b>First Aid</b>						
First Aid at Work (HSE Approved)	4		14,15,21,22		9,10,16,17	£245
First Aid at Work Appointed Persons	1	6		11		£100
First Aid at Work Refresher	2			2,3		£155
<b>Information Technology</b>						
Microsoft Access Introduction	1		6		1	£135
Microsoft Access Intermediate	1		13		8	£135
Microsoft Access Advanced	1		20		17	£135
Microsoft Access 2007 Conversion	1		21		22	£135
Microsoft Excel Introduction	1		7		2	£135
Microsoft Excel Intermediate	1		14		9	£135
Microsoft Excel Advanced	1		19		16	£135
Microsoft Excel 2007 Conversion	1		22		23	£135
Microsoft Outlook	1	7		3		£135
Microsoft PowerPoint	1	21		10		£135
Microsoft PowerPoint 2007 Conversion	1		8		24	£135
Microsoft Project	1	28		19		£135
Microsoft Publisher Introduction	1	30		24		£135
Microsoft Word Introduction	1	1		2		£135
Microsoft Word Intermediate	1	8		9		£135
Microsoft Word Advanced	1	22		18		£135
Microsoft Word 2007 Conversion	1	29		23		£135

All courses can be developed and delivered to individual company requirements. A comprehensive range of funded on site NVQs are available – further information on request.

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