

## Better Managed Britain

Charterhouse are supporting the CMI "Better Managed Britain" pledge for better recognition of what managers do and for a renewed effort to support their professional development.

More than 1,500 individuals have already signed the pledge: to give your backing to the campaign for a Better Managed Britain, please visit the CMI web site: <http://www.managers.org.uk>

To support professional development Charterhouse are one of the first organisations to offer the new "Unitised" approach in our Scheduled Programme.

The new structure offers a highly flexible approach to learning, allowing the freedom and choice to select from the broad range of units available allowing employers and individuals to tailor the size and elements of the qualification to suit their specific needs. We have options available for levels 3, 4, 5, 6 and 7.



This structure also allows individuals to build up credits and transfer them between qualifications to avoid having to repeat learning as they progress.

The qualifications are Award, Certificate and Diploma where: Award is a concise qualification aimed at developing basic knowledge and skills at this level – this could take as little as 2-3 weeks.

Certificate builds and broadens on the areas covered by the Award. This could take between 1-3 months.

Diploma develops a comprehensive range of skills and knowledge at this level – this could take between 6-12 months.

For more information, please contact Clare McKenzie on **024 7679 1700**

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## The British Horse Society



Staff working for The British Horse Society had plenty of reasons to be smiling when they gathered for an award ceremony.

The ceremony was held to say 'well done' to staff who had recently achieved NVQs (National Vocational Qualifications) in Business Administration and Customer Service, both of which are aimed at ensuring an excellent level of service to customers both internal and external.

Eleven attended the ceremony, where the Society Chief Executive, Graham Cory and Irene Cooke, Director of Business Development at City College Coventry, presented certificates to mark their achievements.

"This is the first time that our staff have achieved NVQs through the Society. We are very pleased that so many of our staff have demonstrated their competence at a national level, in areas relevant to their work", said Alison Field, Director of HR, "and we hope that other staff will do the same. Having skilled, competent staff is critical to us in being able to achieve our business objectives."

If you would like more information regarding NVQs please call **024 7679 1700**

The British Horse Society



# Facilitation Training

**Team development and problem solving facilitation, by nature, is a highly tailored and individual process where our aim is to support groups through reflection and decision making to develop future plans.**

The strength of the Charterhouse process is in the ability of our facilitators to flexibly adapt events to meet

the known or emerging needs of the participants and their organisation.

We are experienced in designing a wide array of in-house and open training programmes, all of which are run by expert facilitators. Our in-house courses are tailored for each group's specific needs.

"Last month our team held a facilitation session at

Charterhouse with Martin Bate. We are a successful team but felt that we could improve our efficiency and effectiveness. Martin provided a very comfortable atmosphere in which to explore our current strengths and find improved ways of working that we could all agree to in. We are still trialling these new processes and have a way to go before our improvements will really be felt, but we definitely feel that

time at Charterhouse was well spent and set us in a positive and practical new direction." Dorothy Connolly, Training Officer, City & Guilds NPTC



## Charterhouse enters the World Class Skills Programme

**The World Class Skills programme is delivered through the Learning and Skills Improvement Service (LSIS).** It is aimed at Further Education training providers to help them be more responsive to employers' needs and

improve the competitiveness of UK businesses through the ongoing provision of skilled and capable workers. World Class Skills was developed in response to Lord Leitch report in December 2006 and the Governments response to it

which highlighted the critical need to raise skills levels.

The programme offers training providers the opportunity to access training for their own staff in a range of activities including sales and marketing, training needs analysis, project management and many others. The workshops offer the knowledge and support needed to enable training providers to succeed in a demand led environment.

undertook reviews of the systems that were in place and further developed new approaches. Embedding the new systems will help to streamline the process of responding to an employer's needs from start to finish. In turn we will hopefully make a contribution to the up skilling of employees, helping them to gain qualifications to take the UK forward in a more competitive world.

LSIS have used Charterhouse as an example of good practice nationally. If you would like to know more about the programme log onto [www.wcs.excellence.org.uk](http://www.wcs.excellence.org.uk)



Charterhouse accessed the skills of a team of Consultants to help embed the best possible practice across the whole organisation. As a result of the training Charterhouse

## MEET THE TRAINER – ANDREA SUNDERLAND

**Andrea has worked with Charterhouse since 2006 helping us deliver our varied scheduled programme. She is an experienced trainer, facilitator and coach with a wealth of Customer Service, Management and Personal Development experience.**

Andrea began her career in retail management and has over 20 years blue-chip retail experience. For the first 9 years of her career she worked in a variety of store management positions in Birmingham, Manchester and London. After discovering her passion for training and developing people, she moved on to work in a number of Training Management and HR Project Management roles within the Head Office of a large retail group.



FOR MORE INFORMATION PLEASE VISIT

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

# Clean Sweep for NEBOSH Candidates



Charterhouse Training and NEBOSH celebrated the success of their high achieving candidates at a formal ceremony earlier this month.

Candidates achieved a 100% pass rate with a number of distinction and credit pass rates. They received their certificates and a gift from the Chief Executive of NEBOSH, Teresa Budworth.

Teresa said, "It is a pleasure to congratulate these very deserving candidates especially in the 30th year anniversary of NEBOSH. In 1980 when NEBOSH started out there were just 200 candidates and now in 2009/10 there are over 30,000 candidates from 81 countries. Thanks to people such as yourselves being qualified in Health and Safety the number of people that die in the workplace due to accidents has halved."



Steve Wilkin Managing Director of Brose who was there to support two of his colleagues, Elizabeth McVee and Ken Hinde (pictured above), said, "I am very proud of the hard work my two colleagues have put into their NEBOSH certificates. They have come out with a distinction and a merit which is a testament to the hard work and commitment that they both put in and also to the work of the trainers at Charterhouse Training."

Charterhouse Training has been delivering the NEBOSH General and Construction Skills Certificates for five years. The National General Certificate in Occupational Skills is the most widely held health and safety qualification in the UK.

If you are interested in finding out about the next course which starts in February, please contact Graham Carpmail, Business Manager on **024 7679 1700**



## APPRENTICESHIPS – Good For Business



**Why choose an Apprenticeship?**

Apprenticeships are designed to meet the needs of your business. The training is relevant and is tailored to meet the needs of your sector. Most of our apprentices attend College

on a day release basis working towards a nationally recognised qualification. They also demonstrate their underpinning knowledge in the workplace through a continuous assessment process and achieve an NVQ qualification as part of this process.

Benefits to your Workplace Apprenticeships are a proven way to develop your business. They enable you to recruit high quality individuals with drive and ambition. More than 130,000 businesses now use the Apprenticeship scheme to help them succeed in business. A recent survey carried out for the LSC revealed that:

82% of employers relied on their Apprenticeship Programme to give them the skilled workers they need for the future.

92% of employers thought Apprenticeships resulted in greater employee motivation and job satisfaction.

Employers who take on a 16-18 apprentice only pay their salary. The Government will fund their training.

Why Choose City College for your Apprenticeship Choice?

Our Apprenticeship Unit works closely with employers across all industry sectors

where we offer Apprenticeship Programmes to ensure they fit with the employers' needs.

All Apprentices are offered excellent impartial advice and guidance to ensure they are on the right learning route and personal tutors support them through their learning programmes.

We offer Apprenticeships in the following areas:

- Accountancy
- Business Administration
- Childcare, Learning and Development
- Construction
- Engineering
- Hairdressing
- Health and Social Care
- Light Vehicle
- Plumbing
- Public Service Vehicles

If you are interested in the Apprenticeship scheme please contact a Business Manager at Charterhouse for more information on **024 7679 1700**



Awarded for excellence



INVESTOR IN PEOPLE



# JANUARY COURSES

Fire Marshall  
27 January

£130

CIEH Food Safety  
21 January

£85

CIEH Level 2  
Risk Assessment  
28 January

£130

Call 024 7679 1700 for more information

## Spotlight on new scheduled courses

### Adobe Photoshop CS4

#### Introduction Photoshop

Adobe Photoshop has been an indispensable image editing software application for many years. As an aspiring graphic designer, you would like to familiarise yourself with image creation and editing using this software. Understanding the different tools and features available in Photoshop CS4 will help you to maximise your creative potential. In this course, you'll use the several tools and features of Photoshop CS4 to work with images.

#### Advanced Photoshop

Having familiarised yourself with the basic image editing tools of Adobe Photoshop CS4. This course enables you to enhance the images and work with videos. In this workshop you'll work with the advanced tools and features available in Photoshop CS4.

#### Delivery Dates

Introduction – 5 February,  
12 April, 7 June  
Advanced – 1 March, 12 May, 15 July  
£135 per person



### Interview Techniques

Interviews can be a nerve-racking experience but play an important step towards securing a new job. Arriving fully prepared knowing what to expect, communicating effectively and selling yourself will give you the best possible chance of being successful at your next job interview.

By the end of this training course, delegates will be able to:

- Learn how to be more confident at the next job interview
- Sell themselves more successfully
- Answer any difficult questions convincingly

### Developing Successful Marketing

This course will give the delegate an appreciation of marketing concepts, to help delegates clarify how marketing can work within their company and how to use marketing tools for maximum effect, how to be more pro-active, and the importance of effective communication in marketing.

#### Delivery Dates

9 March, 19 May  
£195 per person

For further information contact  
Charterhouse on  
**024 7679 1700**

## Working with Coventry City Football Club in Business



City College Coventry is a member of the newly formed Coventry City Football Business Club.

At the recent meeting Graham Carpmail Business Manager at Charterhouse Training the Employer Services Section of the College had the opportunity to outline to the 90 guests present ways in which the College supports the local business community with staff training and development, apprenticeships, NVQ's and funding opportunities.

The College will be the match day sponsors for the home game against Plymouth Argyle on Saturday March 13th. Charterhouse have 5 pairs of tickets available for you to win for this game.

For an  
opportunity to win  
2 tickets and be  
our guest contact  
Graham on  
024 7679 1700

FOR MORE INFORMATION PLEASE VISIT

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