

## Charterhouse Celebrate NEBOSH Success



Charterhouse delegates who enrolled on the Spring 09 NEBOSH courses have achieved a near perfect pass rate with a number of distinctions and credit grades. Bill Court the senior course tutor puts the success down to the tremendous amount of time and effort put in by the students.

Charterhouse is planning a celebration presentation event later in the year.

**Elizabeth McVee – HR Administrator, Brose**

“Just a quick note to let you know that I have received my results and am stunned that I did better than I ever expected.

In fact I am still getting over the shock!

It has to be the case that I owe this success to the tutors at Charterhouse. As you know I am not a health and safety practitioner, so Bill and the team have done a stunning job to get me this far. Please pass on my thanks to them and to Charterhouse for making my NEBOSH experience such a positive one.”

**Paul Angus – Osbournes**

“James (my son) and I have had our results from the Construction course and have both passed - can I thank you and your team for the excellent course and we look forward to the next one!”

### IN THIS ISSUE

**New Courses**

**Meet the Trainer**

**The Skills Pledge**

**Charterhouse Summer Fete**

**G4S Cash Services (UK) Ltd**

**Charterhouse Open Programme Oct 09 – Feb 10**

**European Week of Health & Safety**

## NEBOSH Exam Results

From this year's intake we achieved

**General Certificate**  
95.8% pass rate with  
1 distinction,  
4 credits and 3 Passes,  
1 exam referral

**Construction Certificate** 100% pass rate with 3 Distinctions, 4 Credits and 1 pass



## Scheduled Management Courses



### ILM Level 3 Award in First Line Management

Newly appointed and existing first line managers and supervisors who have received little or no formal training and who would benefit from the opportunity to develop the skills and knowledge needed to be competent and effective in their role.

4 days –  
November 10, 11, 24, 25

### CMI Diploma in First Line Management (level 3)

The Diploma in First Line Management is designed for managers, team leaders and supervisors who want to

develop their management skills and/or aspire to middle management.  
8 days over a 12 month period commencing 15 October.

### CMI Diploma in Management (level 5)

The Diploma in Management is designed for middle managers who want to develop their management skills and/or aspire to senior management.

10 days over a 12 month period commencing 14 October

Further information available upon request (024) 7679 1700

## New Courses

### Introduction to New Marketing courses at Charterhouse

Charterhouse have added 2 new marketing courses to their scheduled programme designed to meet the needs of employers and informed by the latest thinking in learning and development, our training courses will build skills to improve performance.

**Introduction to Marketing** 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.

**Internet Marketing** This workshop will provide delegates with the most important information on Internet Marketing and developing a business online. By applying the content in this workshop, participants will be able to launch or significantly develop an internet business presence.

Delegates will also get maximum results from the techniques taught here. Whether they manage their own website or not, this course will provide clear, simple techniques and knowledge to use internet marketing techniques effectively.



## Meet the Trainer – Angela Lamb

**Angela is an experienced trainer working at Charterhouse since 1992. She began as an IT trainer and moved into business skills and management training in 1999 and has supported many companies and organisations with the design and delivery of business and personal skills programmes.**

Prior to becoming a trainer Angela worked in various senior PA roles including defence, housing, advanced materials research and management consultancy.

She also has experience of NVQ assessment in Business Administration and Team Leading and is the lead trainer for the Chartered Institute of Environmental Health Professional Trainer's Certificate.

# Summer Fete

**Charterhouse Training's Annual Summer Fete was once again a success. It took place on Friday 10th July with over 50 clients attending.**

The event took place in the beautiful grounds of The Charterhouse, City College's corporate training venue. The clients take part in taster sessions of the corporate training schedule and have fun competing in the games set on the lawns of the beautiful carthusium priory. Prizes were donated for the competition winners from the Institute of Leadership & Management, Chartered Management Institute and Remploy's Coventry branch.

Irene Cooke, Charterhouse Director of Business Development said, "This is the best part of the year for me as it is our way of thanking all our clients for their custom over the past year and an introduction for new clients who attend to see the wide range of business courses we have available at the Charterhouse.

Irene added, "We also take this opportunity to inform our clients of new government funds available such as 'The Skills Pledge Plus' to support companies with training in the tough times ahead."

Alan Griffiths, Managing Director at Broad Street Windows said, "I can't fault Charterhouse, whatever our training needs they come up with the format and programme to suit it. I have no hesitation in recommending them to any company."

Arthur Neale, Human Resources Manager at Becketts Food said, "We have used Charterhouse Training for nearly five years and we have found them to be consummate professionals. They have a phenomenal range of courses and their funding knowledge is second to none."

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 team at Charterhouse Training Graham Carpmail Business Manager, Sam Fraser Business Manager, Paul Taylor College Principal Claire Mckenzie Business Manager and Irene Cooke Director of Business Development.

# The Skills Pledge Plus

**Today training is more important than ever. Improving the skills of your staff during the economic downturn is the best way to ensure organisations are as resilient as possible.**

What's more, employers whose staff have the skills

to offer high-quality products and services most efficiently will not only be best-placed to weather the downturn, but they can also take advantage quickly when the economy picks up again.

It is estimated that 15 per cent of organisations currently

suffer from skills gaps. If we don't bridge these gaps, our economy will shrink and our standard of living will fall. To combat this, Charterhouse Training are working with employers and employees to bridge the gaps through Skills Pledge Plus.

The Skills Pledge aims to achieve a shared understanding of the value of training and encourage businesses to invest in skills accordingly. If you would like to take part in the Skills Pledge Plus with the £1000 of funding for employers and employees.

Please call the business team at The Charterhouse on **(024) 7679 1700**



## G4S Cash Services (UK) Ltd Example of accredited HE level bespoke training in management development through Charterhouse Training

### THE COMPANY AND ITS CASH SERVICE OPERATIONS

- G4S is the world's leading provider of security solutions.
- The company employs 585,000 staff in 110 countries.
- G4S Cash Services employs 7,400 staff in the UK alone, with 51 cash and coin centres around the UK.
- The G4S company strategy is driven by six values: 1. Best People 2. Integrity 3. Customer Focus 4. Collaboration and Team work 5. Expertise 6. Performance.
- G4S is the largest employer quoted on the London Stock Exchange and places a particularly high value on staff attending training that is relevant to company growth and success as well as individual development.

### TRAINING REQUIREMENTS AND CHALLENGES

- The course had to be flexible, tailored to individual requirements as well as responding to the strategic needs of the company.
- G4S chose to train a group of their middle managers in nine specific areas which are of key strategic importance to Cash Services.
- The training course had to offer transferable skills and lead to accreditation by the Chartered Management Institute (CMI).
- The CMI training had to have a direct impact on return in investment through showing relevant tangible (financial) and intangible (people transferable skills and new capabilities) results.

### THE SOLUTION AND ASSOCIATED BENEFITS FOR THE EMPLOYER

- The expertise offered by Charterhouse Training has enabled G4S to improve the work environment through increased performance, enhanced general management and project management skills, and improved self confidence.
- The experience, knowledge and commitment of the mentors and trainers were just a few contributing factors why G4S chose Charterhouse as their main training supplier.
- Their relationship with the Accreditation body CMI was a further contributing factor to their selection.
- It has been G4S experience that the Charterhouse trainers are fully committed to understanding their client's processes and needs

### RETURN ON INVESTMENT (ROI):

- All nine training projects targeted a specific area of management responsibility directly related to company strategy, and as such needed to have true ROI, whether tangible or intangible.
- Improved procedural effectiveness for managing customer requirements has resulted in savings of £11,600.
- Operational effectiveness through continuous improvement is estimated to attract savings of £4.2 million.
- Staff absenteeism as indicated by sickness levels has dropped from 6% to 2.1% in one location.

#### Caroline Wilkinson, Head of Training and Development, G4S Cash Services (UK) Ltd:

"We have the desire to develop and retain the best people. They give us our competitive advantage. By improving their capabilities and performance our performance will increase. There is a continuous business need for training to achieve return on investment".

#### FAST FACTS:

**Company Name: G4S Cash Services (UK) Ltd**  
**Locations: UK-wide**  
**Head of Training and Development: Caroline Wilkinson**  
**Contact: Tel. 020 8722 2264**  
**Web: www.g4s.com/uk**

### BESPOKE SKILLS FOR EMPLOYERS:

"The G4S management programme was developed around a series of themed residential events to focus on the key aspects of management underpinning the corporate strategy. This enabled managers from both the operational and support areas of the business to analyse and discuss issues and opportunities impacting the organisation. The framework of the course allowed for an exploration of management theory whilst considering practical application. By developing a close working relationship with both the development department and operational managers we were ideally placed to translate the unique nature of the G4S business into a nationally recognised qualification".

**Martin Bate**  
**Management Development Consultant**  
**Charterhouse Training**



# Charterhouse Open Programme Schedule Oct 09 – Feb 10



Awarded for excellence



INVESTOR IN PEOPLE



Course Title
<b>Accredited Management</b>
CIEH Professional Trainers Certificate
ILM Level 3 Award in First Line Management
CMI First Line Management (level 3)
CMI Diploma in Management (level 5)
<b>Business Management</b>
Core Skills for Team Leaders <b>new</b>
Core Skills for First Line Managers <b>new</b>
Core Skills for Middle Managers <b>new</b>
Leading & Motivating the Team
Finance for Non Financial Managers
Facilitation Skills
<b>Business Effectiveness</b>
U-turn Performance, Disciplinary & Grievance <b>new</b>
Internet Marketing <b>new</b>
Introduction to Marketing
Telesales
Face to Face Sales
Excellent Customer Service
Equality and Diversity - Rights and Responsibilities
<b>Personal Impact</b>
Assert Yourself with Confidence
Effective Communication Skills
Negotiation Skills
Coaching for Impact <b>new</b>
<b>Communication Skills</b>
Appraisals & Performance
Dealing Effectively with Difficult People
Effective Email <b>new</b>
Effective Presentation with PowerPoint
Effective Telephone Techniques <b>new</b>
Minute Taking With Confidence
Managing Your Time Effectively
Speaking and Presenting Effectively
Professional Receptionist
Writing Business Reports
<b>Project Management</b>
ILM Development Award in Project Management
PRINCE2® Foundation
PRINCE2® Practitioner

Health & Safety
NEBOSH National General Certificate
NEBOSH Certificate in Construction
NEBOSH Fire Safety & Risk Management <b>new</b>
IOSH - Managing Safely
CIEH - Health & Safety in the Workplace
CIEH Level 2 Principles of Risk Assessment <b>new</b>
CDM Regulations
CIEH Principles of Manual Handling
Fire Marshall Practical Workshop
<b>First Aid</b>
HSE Emergency First Aid in the Workplace <b>new</b>
HSE - First Aid at Work <b>new</b>
First Aid Annual Refresher <b>new</b>
HSE - First Aid Refresher
<b>Food Safety</b>
CIEH Level 2 Award Food Safety in Catering

Environmental
Internal Environment Auditor
Environmental Awareness

Information Technology
Microsoft Access Introduction
Microsoft Access Intermediate
Microsoft Access Advanced
Microsoft Access 2007 Conversion
Microsoft Excel Introduction
Microsoft Excel Intermediate
Microsoft Excel Advanced
Microsoft Excel 2007 Conversion
Microsoft Outlook
Microsoft PowerPoint
Microsoft PowerPoint 2007 Conversion
Microsoft Project
Microsoft Publisher Introduction
Microsoft Word Introduction
Microsoft Word Intermediate
Microsoft Word Advanced
Microsoft Word 2007 Conversion

**Please contact Charterhouse**  
**024 7679 1700 for a scheduled programme of delivery dates and prices**  
**alternatively <http://employers.covcollege.ac.uk>**

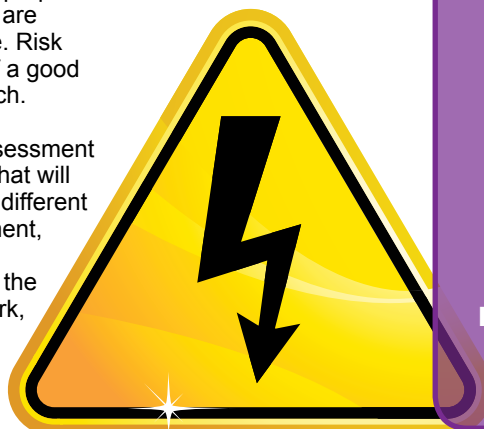
## European Week of Health and Safety – Focusing on Risk Assessments

**Healthy Workplaces is a European campaign for employers, workers, workers' safety representatives, practitioners, preventive services, policymakers and other stakeholders which aims to promote an integrated management approach to risk assessment.**

Risk assessment is the cornerstone of the European approach to occupational safety and health (OSH). There are good reasons for this. If the risk assessment process - the start of the risk management

approach - is not done well or not done at all, the appropriate preventive measures are unlikely to be in place. Risk assessment is part of a good management approach.

An integrated risk assessment approach is needed that will take into account the different steps of risk assessment, the different needs of individual employers, the changing world of work, and a participatory approach involving everyone in the workplace.



As part of Health and Safety week 2009

**You are invited to a FREE Business Breakfast at The Charterhouse**

**Wednesday  
October 21st  
7.45 - 9.30am**

Healthy Workplaces  
Good For You – Good For Business!!

**For further information contact Graham telephone 024 7679 1700**

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.