

## Training for Trainers

Charterhouse Training is pleased to announce that delegates from Coventry City Council's Community Services Directorate (Adult Social Care) have completed their CIEH Level 3 Award in Training Skills and Practice course.

The qualification replaced the CIEH Professional Trainer Certificate (PTC) and it is aimed at those who want to develop practical training skills in the workplace

The course is ideal for anyone who needs to either understand the basics of training practice, or wants to update their training skills and practice. Successful candidates also have the opportunity to progress to the CIEH Level 3 Award in Preparing to Teach in the Lifelong Learning Sector (PTLLS). This is an essential qualification for anyone wishing to become a CIEH registered trainer.

Angela Lamb, Course Developer and Trainer said: "The course is run over three days as a bespoke programme. The first two



days are theory based while we develop amongst other things their learning styles, training planning skills, styles and communication. On the third day, the delegates are assessed by delivering a 25-30 minute micro-teaching session to the other members of the group."

Angela added: "The group, who all work at Brandon Wood Farm with people with learning disabilities, completed their course last month. The teaching sessions were amongst the most enjoyable and varied I have assessed and they ranged from Grooming a Pony and preparing a Fruit Salad to Flower Arranging.

Matt Hawkins Learning & Development Advisor for Customer & Workforce Services at Coventry City Council said: "The course will enable staff at the Farm to take their teaching skills to the next level by making sessions more enjoyable and interactive.

"It also adds real value to the quality of what they are already doing to benefit Coventry's citizens"

For further information about this course or to book a place please contact Clare McKenzie on 024 7679 1546 or email [c.mckenzie@covcollege.ac.uk](mailto:c.mckenzie@covcollege.ac.uk)

## Courses

**CIEH Level 3 Award in Training Skills**

8, 9, 21 June  
£595.00

**ILM Project Management**

16, 17 June  
£420.00

**Leading & Motivating the Team**

21 July  
£207.00

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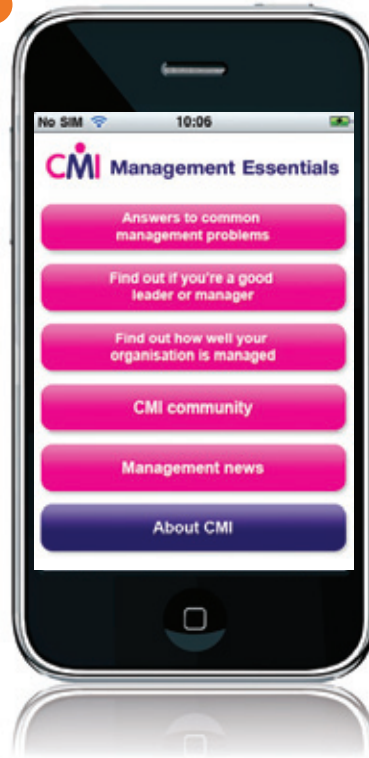
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# Chartered Management Institute (CMI) Management Essentials App

The easy and free way to find out about Charterhouse Training courses and the services we provide with CMI will be to use CMI's new smartphone App which they have just launched.

The smartphone App for the iPhone and Google Android is available to download free from the iPhone Apps store or Android market (just search for "CMI").

CMI Management Essentials provides a comprehensive introduction to the wealth of resources and services available to help individuals become better managers and to help organisations develop and increase their management talent.



## CMI Management Essentials includes:

- Answers to common management problems and free CMI resources to support your understanding of the issues involved
- A self-assessment test that enables you to understand how good a leader and manager you are and to identify resources to support your professional development
- A self-assessment test that enables you to understand how well your organisation is managed and to identify ways in which Charterhouse can help develop your management and leadership talent
- Opportunities to network via an up to date link to the CMI's online community
- Up to date Management news direct from CMI's website

The app also contains a special discounted membership offer available as a "thank you" from CMI for downloading it.

**To discuss your management and leadership development needs call Clare McKenzie on 024 7679 1546.**

## Return on Investment – UK Mail

**At UK Mail it's our people who make the difference, they are pivotal to the success of our business so we're always looking for ways in which to develop and motivate our workforce whilst ensuring we have a return on investment.**

We used to concentrate on front line staff – This was effective but only at a lower level and seemed to have no effect on staff retention. On reviewing our process we changed our focus onto training the management levels.

In order to optimise our talent pool and to ensure that we continue with our focus on promoting from within, we established the First Line Managers programme over 4 years ago. With the help of Charterhouse, this programme which is accredited by the Institute of Leadership and Management allows candidates to progress into management positions within the company.

Not only has our employee turnover reduced by 25%, we've also seen significant savings in our recruitment costs with over 70% of attendees moving into management positions within 2 years of completing the training.

Potential candidates need to successfully complete the UK Mails Entry Criteria to demonstrate they have the drive, motivation and the right attitude to become the next generation of manager within UK Mail.

At the end of the FLM Process all successful delegates are expected to come up with a Cost Saving Idea that could be put into practice within the company, these ideas are then presented to the senior managers and Directors of the company.

**For more information of the range of First Line Management courses please contact Clare on 024 7679 1546 or [c.mckenzie@covcollege.ac.uk](mailto:c.mckenzie@covcollege.ac.uk)**

This has resulted in UK Mail changing some of its processes as well as introducing new procedures across the company – one project alone is now **saving the organisation £4,000 per day!**

This year UK Mail have decided to run the CMI (Chartered Management Institute) Level 5 in Leadership and Management with Charterhouse. All the topics that have been chosen are aligned with the company objectives. At the end of the process a business improvement plan will need to be undertaken based on the corporate social responsibility unit which matches current and future strategies.



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)

# The route to your CSCS SkillCard by way of OSAT or EWPA at City College Coventry



OSAT and EWPA are the two different methods of assessment for qualifying experienced workers which converts your existing skills and experience into a nationally recognised Level 2 NVQ qualification.

## (OSAT) – On Site Assessment and Training

This is the most widely available route, offered in most trades/occupations. It involves an assessor working with an experienced worker to build up a portfolio of evidence to prove skills. This route generally takes two or three visits over a period of approximately three to six months. The whole process is carried out on site.

*Alternatively if you are a qualifying worker:*

## (EWPA) – Experienced Worker Practical Assessment

This is a fast track route available for workers with a minimum of five years experience who does not need any further training. It involves spending a day having skills and knowledge assessed at City College Coventry. All the skills needed to pass the NVQ are included in one task, which is observed by an approved assessor.

There are real business benefits to having qualified workers; the job is completed more safely, faster, and competently, with less time spent correcting mistakes. Construction Skills have helped over 180,000 workers achieve a vocational qualification through OSAT and EWPA. Speak to our expert advisor about qualifying your experienced workers.

**Contact:** Michael Aucott  
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**Phone:** 024 7679 1642

## NEBOSH Certificate in Fire Safety and Risk Management

**A fire can have a devastating effect on an organisation, 77% of businesses experiencing a major fire never fully recover.**

Charterhouse Training are offering the NEBOSH Fire Safety and Risk Management Certificate qualification for those with fire safety responsibilities in the workplace. This course is suitable for Managers and supervisory staff who need to ensure that their organisation meets its responsibilities under fire safety legislation.

Alex Daw at Charterhouse said, "This course is suitable for people moving into fire safety adviser roles, it will enable

you to carry out the fire risk assessments at most low risk workplaces and identify the range of fire protective and preventative measures required".

Alex Daw added, "Upon completion of this course delegates will have the necessary underpinning knowledge to ensure that fire prevention is maximised across the workplace and be able to carry out a full Risk Assessment in relation to Fire Safety."

The course consists of 5 one day workshops plus 1 day examination for full details please contact Claire McKenzie at [c.mckenzie@covcollege.ac.uk](mailto:c.mckenzie@covcollege.ac.uk) or call 024 7679 1546



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# SEMTA Funding Available

SEMTA can give you access to funding of up to £400 per person for the Women & Work programme which will help improve your business by supporting the skills development and potential of female workers.

The Iron & Steel Industry Training (West Midlands) Trust, in conjunction with Semta, is offering grants of up to £2,500 to metals companies for training that supports the strategic development of the business.



Contact Clare McKenzie on 024 7679 1546 or email [c.mckenzie@covcollege.ac.uk](mailto:c.mckenzie@covcollege.ac.uk) who will help complete an application form in conjunction with SEMTA. Funding is available subject to eligibility criteria being met, and availability of funds upon receipt of application.

## Spotlight on Scheduled Courses

**CIEH Level 2  
Principle of Risk  
Assessment**  
15 June  
**£137.00**

**Excellent Customer  
Service**  
15 June  
**£207.00**

**Effective  
Communication Skills**  
23 June  
**£207.00**



## Red Nose Fever Hits Charterhouse

Charterhouse Training's staff and delegates got into the spirit of this bi-annual event in March by taking part in various fundraising events and raising a staggering £170 for Red Nose day.

One of the more strenuous events the staff took part in was a daily car park climb, in which staff paid 20p for the privilege of walking to the roof of City College Coventry's car park.

Other activities included a sponsored slim and the baking of various cakes for sale to delegates and staff colleagues.