



**BUSINESS DEVELOPMENT
DIRECTORY**

www.traindup.org

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INTRODUCTION

We are pleased to provide you with our latest Business Development Directory detailing our most popular range of business development services including:

- Training & Development
- Apprenticeships
- Train to Gain
- Diversity Recruitment (Funded)
- Competence Management Systems
- HR Consultancy

Train'd Up are a national training provider with locations in London, Birmingham, Stirling and Belfast. We are an accredited City & Guilds Centre, Chartered Management Institute (CMI) Centre delivering a variety of National Vocational Qualifications (NVQs), specialist short courses, diversity funded recruitment and consultancy services to industry.

Train'd Up work to Quality Standards, having attained and retained recognition for Scottish Quality Management System (SQMS), Investors in People (IIP) and Matrix.

Our staff are drawn from a broad range of occupations and professions, and have quality marked assessing and occupational qualifications. All delivery staff are skilled in working with learners, helping learners to adapt to and acquire new skills, or encouraging them to regain any confidence loss caused by a period away from the employment market.

A large part of Train'd Up's work deals with the delivery of skills in the workplace and we are used to working with learners in work situations where they feel most comfortable and are able to assimilate knowledge quickly. We are able to deliver training in a range of workplace locations and design all delivery around the needs of our customers.

Our aim is to provide high quality, flexible training delivery customised to customer needs. We offer cost effective commercial training and consultancy services as well as providing our customers with a wide range of funded options where possible.

Respecting People – Developing Business

If you would like to discuss your organisation's requirements please contact our Workforce Development Team on 0845 602 9665.

We look forward to hearing from you.

David Gillespie

David Gillespie
Operations Director
Mobile: 07917 321 405
E-mail: d.gillespie@traindup.org

CUSTOMER CARE – PRINCIPLES AND PRACTICE

AIM:

To allow all levels of staff to discover the importance of good customer care and how personal actions affect customer satisfaction.

TARGET GROUP:

- Anyone who is in a customer facing role, face to face or on the telephone
- Anyone new to a customer care role
- Experienced staff in a customer contact role who wish to enhance their existing skills

COURSE CONTENT:

- Create an environment where customer care is a priority
- Deliver a service that has a positive impact on the customer
- Remain calm and confident when dealing with difficult issues
- Build customer relationships and explore opportunities to retain customer loyalty
- Enable the customer to feel they are understood and their needs met
- Communicate effectively with all types of customers

DURATION:

1 Day

DELEGATE NUMBERS:

Maximum 12 delegates per course

CERTIFICATION:

All delegates will receive a Train'd Up Certificate of Attendance in order to record Continuous Professional Development

IN-HOUSE DELIVERY:

For information on how this course can be delivered for you as an in-house programme please contact Train'd Up on 0845 602 9665 or e-mail enquiries@traindup.org

BOOKING A COURSE:

To book this course, please complete the Train'd Up booking form at rear of the directory or telephone one of our Advisors on 0845 602 9665 or e-mail enquiries@traindup.org

Respecting People – Developing Business

APPRAISAL INTERVIEWING SKILLS

AIM:

To allow Managers and Supervisors to gain a better understanding of the appraisal process and then practise the skills required for a successful appraisal interview.

TARGET GROUP:

Aimed primarily at developing the appraisal interviewing skills of Managers and Supervisors who have had very little or no previous formal training for appraisal interviewing.

COURSE CONTENT:

- What is performance appraisal?
- Benefits of a good appraisal system
- Key skills required
- The appraisal process
- Communication skills
- Questioning
- Listening
- Role play exercises
- Action plans

DURATION:

1 Day

DELEGATE NUMBERS:

Maximum 12 delegates per course

CERTIFICATION:

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ASSERTIVENESS SKILLS

AIM:

To identify the need for assertiveness in the working environment and practise key assertiveness skills.

TARGET AUDIENCE:

The course is aimed at those who would like to improve their personal effectiveness through communication and who have had little or no previous training in assertiveness.

COURSE CONTENT:

- Relationships with others
- Role play exercises
- Identifying good and bad relationships
- Difficult situations
- Recognising aggressive, submissive and assertive behaviour
- Interpersonal skills - questioning, listening, summarising, body language, intervention style feedback
- Self-development, course review and personal action plans
- Extensive exercises

DURATION:

1 Day

DELEGATE NUMBERS:

Maximum 12 delegates per course

CERTIFICATION:

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IN-HOUSE DELIVERY:

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CONTINUOUS IMPROVEMENT

AIM:

To demonstrate the massive benefits of continuous improvement and then develop continuous improvement action plans.

TARGET GROUP:

All Managers and staff – everybody has a part to play

COURSE CONTENT:

- What could be improved?
- Objectives and goal setting
- Focus on customer needs
- Defining value
- The continuous improvement cycle
- Incremental versus breakthrough
- Is 99% good enough?
- When to improve
- Practical group exercises

DURATION:

1 Day

DELEGATE NUMBERS:

Maximum 12 delegates per course

CERTIFICATION:

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EFFECTIVE MANAGEMENT SKILLS

AIM:

To allow managers to explore all management skills and techniques and then apply them to practical situations.

TARGET GROUP:

Aimed primarily at those who have full management responsibility for subordinates. It builds on the skills already developed in such a way that both new and more experienced managers can benefit. Managers who attend this course may have previously attended a short basic supervisory or introductory management programme.

COURSE CONTENT:

- Your role as a manager
- Exercise on the process of management
- Planning
- Objective setting
- Questioning skills
- Listening skills
- Communication
- Reviewing performance
- Managing stress
- Influencing skills
- Monitoring and control
- Meetings
- Structuring fact finding sessions
- Fact finding practice
- Leadership
- The power of your behaviour
- Time management
- Legal and procedural responsibilities
- Handling difficult situations

DURATION:

5 Days

DELEGATE NUMBERS:

Maximum 12 delegates per course

CERTIFICATION:

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IN-HOUSE DELIVERY:

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INTRODUCTION TO CHANGE IN THE WORK ENVIRONMENT

AIM:

To introduce ways of overcoming stressful changes of situation in the workplace.

TARGET GROUP:

All staff affected by organisational change whether as Supervisors, Managers or employees.

COURSE CONTENT:

- Factors influencing change
- Change experience
- Types of change
- Self-analysis and coping strategies
- Comfort zones
- Individual exercise on comfort zones
- Strategies for managing change

DURATION:

1 Day

DELEGATE NUMBERS:

Maximum 12 delegates per course

CERTIFICATION:

All delegates will receive a Train'd Up Certificate of Attendance in order to record Continuous Professional Development

DELIVERY RATES:

Delivery rates available on request (group discount rates available).

IN-HOUSE DELIVERY:

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MANAGING AND LIVING WITH CHANGE IN THE WORK ENVIRONMENT

AIM:

To equip people with the knowledge and skills required to be able to implement change effectively.

TARGET GROUP:

For Managers and Supervisors who have to implement change but may have had little to do with change decisions.

COURSE CONTENT:

- Types of change
- Force field analysis to a change situation
- Influencing dimensions – power, information, winners, losers
- Unblocking resistance to change
- Measurements for success in change
- Maintaining success
- Looking for change

DURATION:

2 Days

DELEGATE NUMBERS:

Maximum 12 delegates per course

CERTIFICATION:

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DELIVERY RATES:

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IN-HOUSE DELIVERY:

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MANAGEMENT BY OBJECTIVES

AIM:

To equip managers and staff with the skills required to implement this process into their organisation.

TARGET GROUP:

Aimed primarily at managers who have had little or no previous formal training in the subject. It should be particularly useful for companies who are introducing Management by Objectives or are seeking to regenerate enthusiasm and commitment for the process. With some adaptation, it could also be used to provide an overview of the process to non-managerial staff to enable them to contribute when being reviewed.

COURSE CONTENT:

- An overview of steps in the process
- Key result areas
- Managerial control and review
- Using the process
- Where do we go from here?

DURATION:

1 Day

DELEGATE NUMBERS:

Maximum 12 delegates per course

CERTIFICATION:

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DELIVERY RATES:

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MANAGING PERFORMANCE

AIM:

To provide a good understanding of the principles, processes and skill required for managing performance effectively.

TARGET GROUP:

All first and second Line Managers who have responsibility for managing staff.

COURSE CONTENT:

- Why manage performance?
- What do you need?
- How to measure performance
- Objectives and standards
- Introducing standards to the team
- Monitoring and controlling
- Key principles and skills
- Giving recognition
- Handling under performance
- Giving and receiving feedback

DURATION:

1 Day

DELEGATE NUMBERS:

Maximum 12 delegates per course

CERTIFICATION:

All delegates will receive a Train'd Up Certificate of Attendance in order to record Continuous Professional Development

DELIVERY RATES:

Delivery rates available on request (group discount rates available).

IN-HOUSE DELIVERY:

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MOTIVATION AT WORK

AIM:

Help you become a successful motivator of staff and colleagues by:

- Discovering what motivates you
- Discovering what motivates the management or supervisory team of which you are a member
- Exploring your role in motivating people rather than de-motivating them!
- Action plan stepping-stones and goals for improving your performance as a motivator in the workplace

TARGET GROUP:

The course is aimed at all Managers and Supervisors who would like to improve their understanding of what motivates themselves and others along with how to help create a climate which will increase motivation.

COURSE CONTENT:

- What motivates you? (exercise and talkback)
- Management / supervisory team motivation
- Motivation versus morale
- Management / supervisor team talk exercise and talkback
- Techniques for motivation
- Motivation strategy exercise and talkback
- Action planning

DURATION:

1 Day

DELEGATE NUMBERS:

Maximum 12 delegates per course

CERTIFICATION:

All delegates will receive a Train'd Up Certificate of Attendance in order to record Continuous Professional Development

DELIVERY RATES:

Delivery rates available on request (group discount rates available)

IN-HOUSE DELIVERY:

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PROJECT MANAGEMENT

AIM:

To understand the different elements of a project and identify and practise the key skills required in managing a project successfully.

TARGET GROUP:

Aimed at all management and staff likely to be involved in project work, whether it is short or long term or simply a one off.

COURSE CONTENT:

- Principles of project management
- Managing change in an organisation
- Leadership
- Building the team
- The planning process
- Defining roles and responsibilities
- Controlling the project
- Monitor and review

DURATION:

2 Days

DELEGATE NUMBERS:

Maximum 12 delegates per course

CERTIFICATION:

All delegates will receive a Train'd Up Certificate of Attendance in order to record Continuous Professional Development.

DELIVERY RATES:

Delivery rates available on request (group discount rates available)

IN-HOUSE DELIVERY:

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BOOKING A COURSE:

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PROJECT PLANNING

AIM:

To provide a framework for effective project management.

TARGET GROUP:

Aimed at those who have responsibility for managing a project or a set with the emphasis on planning and monitoring.

COURSE CONTENT:

- Principles of managing a project
- Scope and planning
- How to plan
- Monitoring
- Project tools
- Project review

DURATION:

1 Day

DELEGATE NUMBERS:

Maximum 12 delegates per course

CERTIFICATION:

All delegates will receive a Train'd Up Certificate of Attendance in order to record Continuous Professional Development.

DELIVERY RATES:

Delivery rates available on request (group discount rates available)

IN-HOUSE DELIVERY:

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SUPERVISORY SKILLS

AIM:

To get a clear understanding of the role, and identify / practise key skills for effective supervision.

TARGET GROUP:

Those who have recently been promoted to a first line management or supervisory role, and have had no formal training on the subject before.

COURSE CONTENT:

- The role of the Supervisor
- Communication
- Assertiveness
- Thinking skills
- Planning and decision making
- Leadership and styles
- Action centred leadership
- Motivation
- Training and development
- Presentation skills
- Coaching summary
- Development

DURATION:

3 Days

DELEGATE NUMBERS:

Maximum 12 delegates per course

CERTIFICATION:

All delegates will receive a Train'd Up Certificate of Attendance in order to record Continuous Professional Development

DELIVERY RATES:

Delivery rates available on request (group discount rates available)

IN-HOUSE DELIVERY:

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EFFECTIVE TEAM BUILDING

AIM:

To appreciate other team members and the skills they have, whilst recognising the need to retain individual thought process. Appreciate the benefits of an effective team, discover what your 'Team Role' is, learn how to give and receive constructive criticism, and appreciate how to remain an individual whilst contributing greatly to the team.

Learn to recognise effective teams, understand what makes an effective strong team, identify non-team players and help them to join your team, and analyse areas for self-improvement. Group discussions are an integral part of this course with exercises and games to establish existing skills, and areas for development.

TARGET GROUP:

The course is suitable for Line Managers, Supervisors or anyone working as part of a team.

COURSE CONTENTS:

- Introduction and Objectives
- What is a team?
- How to recognise a successful team
- Individual team roles
- How is our team performing?
- The games and exercises selected specifically for your team
- Individual and team development plans

DURATION:

2 Days

DELEGATE NUMBERS:

Maximum 12 delegates per course

CERTIFICATION:

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DELIVERY RATES:

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IN-HOUSE DELIVERY:

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COUNSELLING SKILLS

AIM:

To provide Managers and Supervisors with the skills to deal with personal problems for staff and so achieve a productive happy working environment.

TARGET GROUP:

The course is aimed primarily at developing the counselling skills of people at work who have had little or no formal training on the subject of counselling. It is especially appropriate for Managers, Supervisors and other staff in a position of responsibility for others.

COURSE CONTENT:

- Types of help we can offer
- What is counselling at work?
- What skills are involved
- Benefits of counselling at work
- Structure of counselling session
- Recognising the need
- Preparation and getting together
- Making counselling happen

DURATION:

2 Days

DELEGATE NUMBERS:

Maximum 12 delegates per course

CERTIFICATION:

All delegates will receive a Train'd Up Certificate of Attendance in order to record Continuous Professional Development

DELIVERY RATES:

Delivery rates available on request (group discount rates available)

IN-HOUSE DELIVERY:

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ENTO LEARNING & DEVELOPMENT CERTIFICATED OPTION:

Please speak to one of our advisors for full details and costs

MENTORING SKILLS

AIM:

To identify benefits and key elements of an effective mentoring programme, then to establish and practise the key skills.

TARGET GROUP:

The course is aimed at Line Managers who have volunteered to participate in a mentoring programme.

COURSE CONTENT:

- Why establish a programme?
- Background to mentoring
- The major benefits
- Skill breakdown
- Coaching / counselling
- Giving positive and negative feedback
- Johari window
- Communication skills
- Practice exercises
- Ensuring a successful programme

DURATION:

1 Day

DELEGATE NUMBERS:

Maximum 12 delegates per course

CERTIFICATION:

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DELIVERY RATES:

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IN-HOUSE DELIVERY:

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ENTO LEARNING & DEVELOPMENT CERTIFICATED OPTION:

CERTIFICATE IN MENTORING IN THE WORKPLACE (4 UNITS)

4 Mandatory Units

- G3: Evaluate and Develop own Practice
L14: Support Learners by Mentoring in the Workplace
L15: Support and Advise Individual Learners
L16: Monitor and Review Progress with Learners

COACHING SKILLS

AIM:

To equip people with the knowledge and skills required to be an effective coach.

TARGET GROUP:

To develop the coaching skills of Managers and Supervisors who have had little or no previous formal training in this subject. The programme could be easily adapted for anyone who has a responsibility for coaching others at work.

COURSE CONTENT:

- What is coaching?
- What are the benefits?
- Who should you coach?
- What are the problems?
- Creating the right climate for coaching
- Developing skills in coaching
- The coaching process
- Coaching exercises
- Creating coaching opportunities

DURATION:

1 Day

DELEGATE NUMBERS:

Maximum 12 delegates per course

CERTIFICATION:

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DELIVERY RATES:

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ENTO LEARNING & DEVELOPMENT CERTIFICATED OPTION:

CERTIFICATE IN COACHING LEARNERS IN THE WORKPLACE (4 UNITS)

4 Mandatory Units

- G3: Evaluate and Develop Own Practice
L12: Enable Individual Learning through Coaching
L15: Support and Advise Individual Learners
L16: Monitor and Review Progress with Learners

TRAINING AND PRESENTING SKILLS

AIM:

To improve understanding of training and learning, to then identify and practise the key skills for effective training.

TARGET GROUP:

Those who have to train as part of their job, whether regularly or occasionally, particularly those who have had little or no formal training.

COURSE CONTENT:

- The training cycle
- Trainer skills
- Training needs analysis
- Individual presentations
- Preparation
- Objectives
- Course design
- How people learn
- Presentation
- Visual aids
- Training methods
- Questioning techniques
- Monitor training
- Evaluation

DURATION:

3 Days

DELEGATE NUMBERS:

Maximum 12 delegates per course

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ENTO LEARNING & DEVELOPMENT CERTIFICATED OPTION:

Please speak to one of our Advisors for full details and costs

TRAINING NEEDS ANALYSIS

AIM:

To create a better understanding of Training Needs Analysis (TNA) and some practical skills to carry out a departmental TNA effectively.

TARGET GROUP:

Anyone who has a responsibility for TNA but has had no formal training in this subject.

COURSE CONTENT:

- What is TNA?
- Why do it?
- Who does it?
- Training - what is it?
- Training - who does it?
- Needs: Organisational, Occupational, Individual
- Analysis
- How?
- Methods
- Selecting a solution
- Case study

DURATION:

1 Day

DELEGATE NUMBERS:

Maximum 12 delegates per course

CERTIFICATION:

All delegates will receive a Train'd Up Certificate of Attendance in order to record Continuous Professional Development

DELIVERY RATES:

Delivery rates available on request (group discount rates available)

IN-HOUSE DELIVERY:

For information on how this course can be delivered for you as an in-house programme please contact Train'd Up on 0845 602 9665 or e-mail enquiries@traindup.org

BOOKING A COURSE:

To book this course, please complete the Train'd Up booking form at rear of the directory or telephone one of our Advisors on 0845 602 9665 or e-mail enquiries@traindup.org

ENTO LEARNING & DEVELOPMENT CERTIFICATED OPTION:

Please speak to one of our Advisors for full details and costs

ENTO INDIVIDUAL UNITS AND MINI AWARDS CURRENTLY AVAILABLE:

These units can be delivered individually or in clusters:

- A1: Assess Candidates Using a Range of Methods
- A2: Assess Candidates' Performance through Observation
- V1: Conduct Internal Quality Assurance of the Assessment Process
- V2: Conduct External Quality Assurance of the Assessment Process
- L1: Develop a Strategy and Plan for Learning and Development
- L2: Identify the Learning and Development Needs of the Organisation
- L3: Identify Individual Learning Aims and Programmes
- L4: Design Learning Programmes
- L5: Agree Learning Programmes with Learners
- L6: Develop Training Sessions
- L7: Prepare and Develop Resources to Support Learning
- L8: Manage the Contribution of Other People to the Learning Process
- L9: Create a Climate that Promotes Learning
- L10: Enable Learning through Presentations
- L11: Enable Learning through Demonstrations and Instruction
- L12: Enable Individual Learning through Coaching
- L13: Enable Group Learning
- L14: Support Learners by Mentoring in the Workplace
- L15: Support and Advise Individual Learners
- L16: Monitor and Review Progress with Learners
- L17: Evaluate and Improve Learning and Development Programmes
- L18: Respond to Changes in Learning and Development
- L19: Provide Learning and Development in International Settings
- L20: Support Competence Achieved in the Workplace
- L21: Plan How to Provide Basic Skills in the Workplace
- L22: Introduce Training for Basic Skills in the Workplace
- L23: Support How Basic Skills are delivered in the Workplace
- L24: Support People Learning Basic Skills in the Workplace

CERTIFICATE IN INITIAL ASSESSMENT AND SUPPORT OF LEARNERS (4 UNITS)

3 Mandatory Units

- G3: Evaluate and Develop Own Practice
- L3: Identify Individual Learning Aims and Programmes
- L5: Agree Learning Programmes with Learners

Plus 1 Optional Unit From:

- L14: Support Learners by Mentoring in the Workplace
- L15: Support and Advise Individual Learners
- L16: Monitor and Review Progress with Learners

ENTO INDIVIDUAL UNITS AND MINI AWARDS CURRENTLY AVAILABLE (CONT'D):

CERTIFICATE IN REVIEW AND ASSESSMENT OF LEARNING (3 UNITS)

3 Mandatory Units

- A1: Assess Candidates Using a Range Of Methods
- G3: Evaluate and Develop Own Practice
- L16: Monitor and Review Progress with Learners

CERTIFICATE IN BASIC SKILLS DEVELOPMENT IN THE WORKPLACE (3 UNITS)

3 Mandatory Units

- G3: Evaluate and Develop Own Practice
- L21: Plan How to Provide Basic Skills in the Workplace
- L22: Introduce Training for Basic Skills in the Workplace

CERTIFICATE IN MENTORING IN THE WORKPLACE (4 UNITS)

4 Mandatory Units

- G3: Evaluate and Develop own Practice
- L14: Support Learners by Mentoring in the Workplace
- L15: Support and Advise Individual Learners
- L16: Monitor and Review Progress with Learners

CERTIFICATE IN COACHING LEARNERS IN THE WORKPLACE (4 UNITS)

4 Mandatory Units

- G3: Evaluate and Develop own Practice
- L12: Enable Individual Learning through Coaching
- L15: Support and Advise Individual Learners
- L16: Monitor and Review Progress with Learners

CERTIFICATE IN TRAINING AND PRESENTING IN THE WORKPLACE (4 UNITS)

4 Mandatory Units

- G3: Evaluate and Develop own Practice
- L13: Enable Group Learning
- L4: Design Learning Programmes
- L6: Develop Training Sessions

CERTIFICATE IN SKILLS TRAINING IN THE WORKPLACE (4 UNITS)

4 Mandatory Units

- G3: Evaluate and Develop own Practice
- L11: Enable Learning through Demonstrations and Instruction
- L4: Design Learning Programmes
- L6: Develop Training Sessions

ENTO INDIVIDUAL UNITS AND MINI AWARDS CURRENTLY AVAILABLE (CONT'D):

CERTIFICATE IN WORKPLACE LEARNING (4 UNITS)

4 Mandatory Units

- G3: Evaluate and Develop own Practice
- L11: Enable Learning through Demonstrations and Instruction
- L20: Support Competence Achieved in the Workplace
- L9: Create a Climate that Promotes Learning

For further information on course structure and assessment requirements please telephone one of our Advisors on 0845 602 9665 or e-mail enquiries@traindup.org



NVQ PROVISION CURRENTLY AVAILABLE

Business and Customer Service Studies (City & Guilds)

- NVQ Business Administration Level 2
- NVQ Business Administration Level 3
- NVQ Customer Service Level 2
- NVQ Customer Service Level 3

Engineering Studies (City & Guilds)

- NVQ Performing Engineering Operations Level 2
- NVQ Engineering Maintenance Level 3
(Optional Pathways - Electrical / Mechanical / Lifts and Escalators)
- NVQ Engineering Maintenance and Installation Level 2
(Optional Pathways - Electrical / Mechanical / Lifts and Escalators)
- NVQ Engineering Installation and Commissioning Level 3
- NVQ Railway Engineering Level 2
(Optional Pathways - Permanent Way / Electrification and Plant)
- NVQ Railway Engineering Level 3
(Optional Pathways - Permanent Way / Electrification and Plant / Signal Engineering)

Railway Operations Studies (City & Guilds)

- NVQ Railway Operations - Driving Level 2
- NVQ Railway Operations - Shunting Level 2
- NVQ Railway Operations - Signal Operations Level 2
- NVQ Railway Operations - Control Room Operations Level 2
- NVQ Railway Operations - Passenger Services Level 2
- NVQ Railway Operations – Supervisory Level 3

Land Based Studies (City & Guilds)

- NVQ Amenity Horticulture Level 2

Learning & Development Studies (City & Guilds)

- NVQ Learning and Development Level 3
- NVQ Learning and Development Level 4
- NVQ Learning and Development Level 5

Management Studies (Chartered Management Institute)

- NVQ Team Leading Level 2
- NVQ Management Level 3
- NVQ Management Level 4
- NVQ Management Level 5

Warehousing & Logistics Studies (City & Guilds)

- NVQ Warehousing and Storage Level 2
- NVQ Logistics Level 2

All of the above NVQs are work-based assessed and are delivered in such a way as to minimise disruption to normal working activities. Our assessment team always arrange visits well in advance and will provide regular reports on candidate progress. Train'd Up also provide a free Training Needs Analysis (TNA) service for all participating employers.

NEED MORE INFORMATION?

For further information relating to this provision please contact one of our Advisors on 0845 602 9665 or e-mail enquiries@traindup.org



TRAIN TO GAIN - FUNDING INFORMATION (ENGLAND AND WALES ONLY)

Train to Gain is a funded service from the Learning and Skills Council (LSC) designed to help businesses identify and undertake the training they and their employees need to succeed.

BUSINESS BENEFITS:

More and more companies view training and development for their workforce as an investment, not as a luxury and view NVQs (National Vocational Qualifications) as an integral part of their business development strategy. NVQs give you a focused, on-the-job context for the skills development of your staff. They are an excellent way of making sure that your staff development programmes and your business strategy go hand-in-hand.

NVQs are based on national standards of performance developed by representatives from industry, commerce and education. Matching the skills and knowledge of your potential candidates against these nationally agreed industry standards gives you a good idea of where there might be room for improvement. This kind of skills and knowledge audit is a useful business exercise in its own right, following this up with an effective NVQ programme to develop the skills of your staff gives you a significant competitive edge.

PERFORMANCE:

Once a training and development programme is underway and staff are working towards their NVQs, many employers begin to notice clear material benefits including healthier bottom-line performance. One extensive study of NVQs in the food and drink manufacturing sector reported the following improvements:

- Productivity up 20%
- Quality up 12%
- Wastage down 6%
- Complaints down 12%
- Accidents down 56%
- Absenteeism down 20%
- Staff retention up 27%

These figures are fact! Working to national standards of competence through an effective NVQ programme is the way forward for progressive companies.

Respecting People – Developing Business

WHO CAN BENEFIT FROM THE TRAINING?

Train to Gain works to further the skills of all kinds of people, including:

- Contracted employees (full and part-time)
- Self-employed people
- Volunteers
- Employment agency workers
- Learners must have been resident in the UK for at least 3 years

I HAVE ALREADY ACCESSED FUNDING THROUGH TRAIN TO GAIN, AM I ABLE TO ACCESS ADDITIONAL FUNDING SUPPORT?

Eligibility rules for funding change constantly, please contact Train'd Up for further information on funding eligibility.

ASSESSOR AND VERIFIER AWARDS A1 (INCOPORATING A2) AND V1

The National Standards for assessment and verification were revised in 2002. The standards are designed to reflect the requirements of Assessors and Verifiers in all occupational sectors. They are the benchmark of good practice in assessment and verification, and cover the skills and knowledge needed to perform key activities to nationally agreed standards. These standards are the minimum needed by anyone who is delivering government funded training programmes and equips staff assessing workplace competence with the necessary Assessor skills.

ASSESSOR AND VERIFIER UNITS

The 'D-Units' have been replaced by the A (for Assessor) and V (for Verifier) units and are:

- Stand-alone Units (which means that they are qualifications in their own right)
- Designed specifically to improve the quality and rigour of assessment being incorporated into new Learning and Development NVQs and Professional Development Awards (PDAs)

The units represent what employers, employees, practitioners and purchasers consider to be good practice in assessment and verification. The target market includes Assessors and Verifiers in any setting: private, public, self-employed and voluntary sectors.

UNIT A1: ASSESS CANDIDATE USING A RANGE OF METHODS

(Replaces D32 Assess Candidate Performance and D33 Assess the Candidate Using Differing Sources of Evidence)

It is appropriate for you if your role involves:

- Assessing candidates against agreed standards of competence using a range of assessment methods
- Giving candidates feedback on your assessment decisions
- Contributing to the internal quality assurance processes

UNIT V1: CONDUCT INTERNAL QUALITY ASSURANCE OF THE ASSESSMENT PROCESS

(Replaces D34 - Internally Verify the Assessment Process)

It is appropriate for you if your role involves:

- Evaluating the internal assessment process
- Monitoring and reviewing internal assessment audit systems
- Carrying out related internal verification or moderation activities

NEED MORE INFORMATION?

For further information relating to this provision please contact one of our Advisors on 0845 602 9665 or e-mail enquiries@traindup.org

ASSESSOR MASTERCLASS (D32 & D33 - A1 UPDATE WORKSHOP)

AIM:

This workshop is designed to support individuals who hold D32 / D33 qualifications and who have been carrying out regular or minimal assessments in the workplace and require a recap on assessment practice and a full understanding of the A1 / A2 standards in practice.

This course explores the differences between the D32 / D33 and the A1 / A2, whilst recapping on the methodology behind the assessment process.

COURSE CONTENT:

Identify the key developments in the A1 standard and the changes these represent in comparison with D32 / 33.

Examine how the changes to the A1 standards and regulatory requirements will impact on the delivery of S / NVQs

Consider the agreed common evidence requirements and identify the activities that must be undertaken to meet the A1 standard.

DURATION:	1 Day
DELEGATE NUMBERS:	Maximum 12 delegates per course
CERTIFICATION:	All delegates will receive a Train'd Up Certificate of Attendance in order to record Continuous Professional Development
DELIVERY RATES:	Delivery rates available on request (group discount rates available)
IN-HOUSE DELIVERY:	For information on how this course can be delivered for you as an in-house programme please contact Train'd Up on 0845 602 9665 or e-mail enquiries@traindup.org
BOOKING A COURSE:	To book this course, please complete the Train'd Up booking form at rear of the directory or telephone one of our Advisors on 0845 602 9665 or e-mail enquiries@traindup.org

APPRENTICESHIP TRAINING

Train'd Up currently deliver a range of Apprenticeships for both young people 16 – 24 years and those aged over 25 years (funding is limited for over 25s). Although the details of each industries' Apprenticeship programme differ, the basic framework is the same.

APPRENTICES MUST COMPLETE THREE IMPORTANT STAGES:

- NVQ Level 3 in the appropriate vocational field
- Technical Certificate – subject to framework (BTEC, NC, HNC etc.)
- Core Skills (Scotland) or Key Skills (England and Wales) at a level set by the Awarding Body

The NVQ Level 3 is gained in the workplace. It involves the Apprentice completing tasks set by the employer and their Assessor which demonstrates their abilities against the criteria set by the Awarding Body. The Apprentice must cover the tasks a number of times over a period of time and be formally assessed by the Assessor to fully demonstrate competence.

Core Skills and Key Skills include areas such as Communication, Numeracy and IT.

Train'd Up monitor the Apprenticeship Programme and ensure that Apprentices are progressing and achieving on target. Train'd Up visit the Apprentice in the workplace on a regular basis to formally assess competence and to conduct a review of progress (every 4 – 8 weeks).

BENEFITS TO THE EMPLOYER:

Apprenticeships are relevant to companies of all sizes in a wide variety of industries. Whether you need to train the skilled personnel of tomorrow or are recruiting the potential Supervisors and Managers of the future, the Modern Apprenticeship scheme offers the flexibility to meet your needs.

EMPLOYER BENEFITS INCLUDE:

- Increased staff loyalty
- Reduced recruitment costs
- Increased productivity
- Reduced wastage

EMPLOYERS WILL GET:

- Committed, motivated staff
- Training to National Vocational Standards
- Help in recruitment and selection
- Help in designing and delivering the training programme
- A financial contribution towards the costs of the off the job training

BENEFITS TO THE TRAINEE:

The Apprenticeship offers an exciting way to gain key skills up to Vocational Qualification Level without being tied to full-time education. Young people on Apprenticeships enjoy employed status throughout their training and receive a real wage from day one.

APPRENTICESHIP TRAINING (CONT'D)

TRAIN'D UP OFFER APPRENTICESHIPS IN THE FOLLOWING VOCATIONAL AREAS:

- Business Administration
- Customer Service
- Engineering Maintenance
- Engineering Operations
- Railway Engineering Permanent Way (Maintenance and Renewals)
- Railway Engineering Electrification and Plant
- Railway Engineering Signal Maintenance
- Railway Engineering Signal Telecommunications Installation
- Railway Engineering Signal Telecommunications Maintenance
- Railway Operations
- Management Development
- Learning and Development

NEED MORE INFORMATION?

For further information relating to Train'd Up Apprenticeship provision please contact one of our Advisors on 0845 602 9665 or e-mail enquiries@traindup.org



CONSULTANCY SERVICES

Train'd Up offer a wide range of consultancy services to industry covering Training and Development, Human Resource Management and Competency Management.

TRAINING AND DEVELOPMENT:

- Consultancy services for Training and Development (including: Training Needs Analysis (TNA), Performance Review Processes etc.)
- Advice, design and secure Awarding Body Centre Status for organisations (NVQ Centre Management Service also available)
- Design and delivery of a wide range of training programmes to industry
- Advice, assessment and verification services for NVQ candidates

HUMAN RESOURCE MANAGEMENT:

- Consultancy services for Human Resource Management
- Redundancy Management and Legal Advisory Service
- Pay and Conditions Benchmarking
- Job Evaluation
- Discipline and Grievance Processes
- Aptitude Assessment Service
- Personality Profiling Service
- Employment Tribunal Preparation and Training

COMPETENCE MANAGEMENT SYSTEMS

- Support for the design and implementation of Competence Management Systems to industry

NEED MORE INFORMATION?

For further information relating to Train'd Up Consultancy Services please contact one of our Advisors on 0845 602 9665 or e-mail enquiries@traindup.org

Respecting People – Developing Business

FUNDED DIVERSITY RECRUITMENT PROGRAMMES

Our unique diversity recruitment programmes are designed to provide employers with high calibre recruits fully trained to the needs of the organisation and industry. The object of this service is to provide our applicants with the necessary skills and sector / job specific qualifications to fully meet the needs of the recruiting employer.

Train'd Up specialise in supporting those unemployed, undergoing or facing redundancy back into sustainable employment and develop and implement customised diversity pre-recruitment packages in conjunction with the recruiting employer.

THE TRAINING:

The training is designed to meet each organisation's specific needs and will normally be delivered over a two to five week period. Elements of the training can be delivered by the recruiting employer's trainers (where applicable), for which Train'd Up contract with the employer on a commercial basis. Alternatively, we can arrange to have the training delivered by an approved provider at **no cost** to the employer.

SECTOR SPECIFIC RECRUITMENT AVAILABLE FOR (other sectors available on request):

- PCV Drivers
- LGV Drivers
- Railway Engineering (Maintenance and Renewals)
- Railway Operations
- Ports (Various)
- Airports (Various)
- Engineering (General)
- Manufacturing (General)
- NHS (Various)
- Oil & Gas (On and Off Shore)

THE APPLICANTS:

We recruit to the employer's specific requirements and supply a database of screened applicants for interview. Only applicants that the employer has selected and approved will be trained. The selected candidates will then be trained on a course specific to the employer's needs.

Respecting People – Developing Business

MEDICAL AND DRUG AND ALCOHOL TESTING:

During the course of the training we will arrange to have Medicals and Drug and Alcohol screening carried out (where applicable). All Medical and Drug and Alcohol screening costs will be met by Train'd Up.

PERSONAL PROTECTIVE EQUIPMENT (PPE):

Train'd Up will meet the costs of basic PPE (where applicable).

FUNDED DIVERSITY RECRUITMENT PROGRAMMES (CONT'D)

EMPLOYER BENEFITS:

- Recruitment Costs Significantly Reduced
- Training Costs Significantly Reduced
- Reduced Workload for Human Resource Departments
- Training Designed to Meet the Specific Requirements of the Partner Employer
- Ethnic Minority Awareness and Involvement
- Positive Publicity for the Recruiting Organisation
- Advice and Support in Gaining Further Access to Funding

EMPLOYER REQUIREMENTS:

We expect a conditional job offer to be given to all applicants selected by the employer for training, this conditional job offer is based on them successfully completing the training and passing any Medical and Drug and Alcohol testing.

WHAT'S THE NEXT STAGE?

For further information on how the Train'd Up pre-recruitment service can benefit your organisation, please contact one of our Advisors on 0845 602 9665 or e-mail enquiries@traindup.org



SUPPORTING CULTURAL DIVERSITY TRAINING PACKAGES

Within our Cultural Diversity packages we offer a range of training workshops, these sessions can be delivered within one of our training centres or within employer premises.

Having a diversity strategy has now become integral to the evolvement of many organisations' visions. Train'd Up can support you to achieve that vision by delivering a range of focused delivery sessions direct to your employees.

Diversity is a subject that can often be viewed with fear, fear of saying and doing the wrong thing, inadvertently causing offence, losing your job, being seen to be ignorant or being labelled.

BENEFITS OF TRAIN'D UP CULTURAL DIVERSITY TRAINING:

- Compliance with the law reduces litigation and the likelihood of costly tribunals
- Increased productivity and staff retention
- Seen as good organisation for staff and customers / clients
- Improves creativity and innovation in meeting the needs of your customers / clients
- Seen as an accessible company to all - assisting in recruitment of best staff from the whole of community (in a reducing labour market)
- Demonstrates being a listening, caring company, impacting on the values, attitudes and behaviour of staff and in attracting customers
- Shows fairness, respect and trust - reducing conflict internally and externally
- Knowing how to respond positively where there are cross-cultural needs
- Better equipped to meet demand of a diverse customer / client base

NEED MORE INFORMATION?

For further information relating to Train'd Up Consultancy Services please contact one of our Advisors on 0845 602 9665 or e-mail enquiries@traindup.org



PERSONAL BEST – EVENT VOLUNTEER TRAINING

Personal Best provides a creative learning environment that supports participants in gaining a tailor made qualification. Personal Best develops the skills and knowledge of participants on the programme to maximise their chances of becoming a volunteer for major events including sporting events.

Personal Best is an enjoyable and flexible way for you to:

- Learn better ways to help and deal with people
- Get to know about safety and what to do in an emergency
- Work as part of a team
- Take part in volunteering in your local area
- Increase your self-confidence

Our Personal Best Training is normally delivered on a 2 days per week basis over an 8 week period and will include volunteering experience with a local voluntary organisation.

Personal Best training contents:

Unit	Unit Title	Unit Length
Unit 1	Volunteering and the Olympic Games	10 hours
Unit 2	Becoming a volunteer	10 hours
Unit 3	Understanding equality and diversity	10 hours
Unit 4	Understanding effective customer relations	10 hours
Unit 5	Emergencies and basic fire awareness	10 hours
Unit 6	Public safety	10 hours
Unit 7	Introduction to conflict resolution in a public setting	10 hours
Unit 8	Developing team and interpersonal skills	10 hours
Unit 9	Preparing and reflecting on a volunteer placement	10 hours

You will be given lots of support during and after the programme, which can lead to:

- A Level 1 award
- A better chance of getting a job
- More training
- Joining Personal Best can help you achieve your goals
- Give you the chance to gain new skills
- Achieve a nationally recognised qualification
- Receive advice on further learning and training
- Provide help with looking for jobs
- Get you involved in local sport and cultural activities
- Is a great way to meet new people and make new friends
- Get to know your local area

How do I find out more about Personal Best training?

If you are interested in finding out more about Personal Best, please contact one of our Advisors direct on 0845 602 9665 or e-mail enquiries@traindup.org and we will help to assess your needs and introduce you to training in your local area.

HUMAN RESOURCE SPECIALIST SERVICES

PRACTICAL SOLUTIONS TO PEOPLE ISSUE

Our approach is to support organisations to manage their people as effectively as possible. Our systems and processes are designed to allow our clients to operate them in-house without constant recourse to Train'd Up or expensive retainer arrangements. We can simply be there for advice on a particular issue or to manage larger scale projects.

At Train'd Up we focus on supplying practical solutions that meet your business needs whilst ensuring full adherence to all legislative requirements. We offer a range of help and advice in areas where we have defined expertise. We design processes to meet your individual needs and do not supply cut and pasted solutions.

HR SERVICES INCLUDE:

- Contract drafting
- Policies and procedure design and implementation
- Pay and conditions surveys
- Employee surveys
- Psychometric Testing
- Disciplinary, Grievance and Employment Law Training
- Employment Tribunal Training
- Designing pay and reward schemes
- Performance review process
- Redundancy Planning
- Redundancy Administration

NEED MORE INFORMATION?

For further information relating to Train'd Up Consultancy Services please contact one of our Advisors on 0845 602 9665 or e-mail enquiries@traindup.org



MANAGING REDUNDANCY RESPONSIBLY AND WITH RESPECT

PRACTICAL SOLUTIONS TO PEOPLE ISSUE

Redundancy is a difficult time for everyone concerned, you may be forced into choosing a friend or long-term colleague to be made redundant. At Train'd Up we understand that redundancy is very much a procedural process, however we believe if handled in a professional and sympathetic manner the lasting effect on the staff you retain can be positive.

Train'd Up specialise in working with employers to effectively plan and implement redundancy processes, our aim is to deliver a smooth and non-destructive reduction in the number of people you employ whilst ensuring you have full control of the process throughout.

Train'd Up are people management and legal professionals who have many years experience of company reorganisations within a wide range of industries from SMEs to national organisations. We can design a process that meets your needs and takes fully into account the short and long-term goals of your business. We can offer a range of involvement from full management of the process in partnership with your management team, to simply offering advice and guidance as required.

TRAIN'D UP PROVIDE:

- Accurate and effective disclosure processes to employees
- Structure all communication and consultation processes
- Design selection criteria to meet your specific organisational needs
- Assist directly in the consultation process
- Advise on adherence to all legislation and ACAS guidelines
- A full package of redundancy payment calculations and associated administration
- Outplacement services (outplacement services can be as simple as job shops on site or one- to-one counselling and job search)
- Compromise agreement drafting

At every stage we will ensure that all processes and procedures are agreed with you and checked for legality. Train'd Up provides stability and reduces the chances that your employees will feel the need to resort to Tribunal claims.

Train'd Up's experienced consultants will work closely with Directors and Managers to ensure they feel confident and in control, thereby minimising unfortunate and disruptive incidents.

Respecting People – Developing Business

NEED MORE INFORMATION?

For further information relating to Train'd Up Consultancy Services please contact one of our Advisors on 0845 602 9665 or e-mail enquiries@traindup.org

DRIVER CPC TRAINING FOR LGV & PCV VEHICLES

From the 10th September 2008 a new legislative directive came into force with the aim to improve the skills and knowledge of all PCV and LGV drivers throughout their working lives. Driver CPC is a mandatory course for all LGV and PCV drivers who drive professionally throughout the UK. It has been developed as a requirement of the EU Directive 2003/59.

All lorry (LGV) drivers must gain this qualification by completing 35 hours of CPC Periodic training (5 days) before September 2014 (LGV Licence categories are: C1, C1+E, C, C+E).

All bus (PCV) drivers must gain this qualification by completing 35 hours of CPC Periodic training (5 days) before September 2013 (PCV Licence categories are: D1, D1+E, D, D+E).

Nationwide CPC Periodic Training:

Train'd Up deliver CPC Periodic training nationally and will even deliver on your own premises to reduce disruption to working activities and keep your costs to a minimum.

Courses Currently Available:

- **COMPLIANCE GUIDE** (½ day Workshop 3.5 hours)
- **ROAD SENSE AND AWARENESS** (½ day Workshop 3.5 hours)
- **IN CAB SAFETY** (½ day Workshop 3.5 hours)
- **DRIVER DEVELOPMENT** (1 day Workshop 7 hours)
- **CUSTOMER CARE & DDA 1995** (½ day Workshop 3.5 hours)
- **DRIVERS HOURS & WORKING TIME DIRECTIVE** (½ day Workshop 3.5 hours)
- **VEHICLE CHECKS & DEFECT REPORTING** (½ day Workshop 3.5 hours)
- **DIGITAL TACHOGRAPH** (½ day Workshop 3.5 hours)
- **COMPANY IMAGE AND STANDARDS OF SERVICE** (1 day Workshop 7 hours)

NEED MORE INFORMATION?

For further information relating to CPC Driver Training please contact one of our Advisors on 0845 602 9665 or e-mail CPC-Training@traindup.org



DIGITAL TACHOGRAPH (1/2 day Workshop 3.5 hours)

Timings	Contents	Delivery Method	Resources	Reference to CPC Syllabus
15 mins	Introductions and Objectives	Interactive Workshop Using PowerPoint Presentation	PC & LCD Projector	1.1, 1.2, 1.3, 1.5, 1.6, 2.1, 2.3, 3.2, 3.3, 3.5, 3.6
45 mins	Regulation Implications & The Vehicle Unit	Interactive Workshop Using PowerPoint Presentation	PC & LCD Projector	2.1
45 mins	The Smart Card & Using the Equipment	Interactive Workshop Using PowerPoint Presentation	PC & LCD Projector	2.1
15 Mins	Break			
45 mins	The Printout & Technical Checks	Interactive Workshop Using PowerPoint Presentation	PC & LCD Projector	2.1
45 mins	Download Analysis Periodic Inspections & Other Digital Tachographs	Interactive Workshop Using PowerPoint Presentation	PC & LCD Projector	2.1, 2.2
15 mins	General Discussion / Question & Answer Session / Final Confirmation & Course Closure	PowerPoint Presentation & Feedback Forms	PC & LCD Projector Feedback Form	

VEHICLE CHECKS & DEFECT REPORTING (1/2 day Workshop 3.5 hours)

Timings	Contents	Delivery Method	Resources	Reference to CPC Syllabus
15 mins	Introductions & Objectives	Interactive Workshop Using PowerPoint Presentation	PC & LCD Projector	1.1, 1.2, 1.3, 1.5, 1.6, 2.1, 2.3, 3.2, 3.3, 3.5, 3.6
45 mins	The Vehicle Check & Security of the Vehicle	Interactive Workshop Using PowerPoint Presentation	PC & LCD Projector	1.2, 2.2
45 mins	Vehicle Construction & Design, Driver Comfort, Faults During The Journey	Interactive Workshop Using PowerPoint Presentation	PC & LCD Projector	1.1, 1.2, 3.3, 3.4
15 mins	Break			
30 mins	Defect Reporting & Documents to be Available	Interactive Workshop Using PowerPoint Presentation	PC & LCD Projector	1.1, 1.2, 2.2, 3.2
30 mins	Nil Defect Reporting (WHY)	Interactive Workshop Using PowerPoint Presentation	PC & LCD Projector / Pre-populated Defect Forms	2.1, 2.2, 3.2
30 mins	Graduated Fixed Penalties	Interactive Workshop Using PowerPoint Presentation	PC & LCD Projector / Pre-populated Defect Forms	2.1, 2.2, 3.2
15mins	General Discussion / Question & Answer Session / Final Confirmation & Course Closure	PowerPoint Presentation & Feedback Forms	PC and LCD Projector Feedback Form	

DRIVERS HOURS & WORKING TIME DIRECTIVE (1/2 day Workshop 3.5 hours)

Timings	Contents	Delivery Method	Resources	Reference to CPC Syllabus
15 mins	Introductions and Objectives	Interactive Workshop Using PowerPoint Presentation	PC & LCD Projector	1.1, 1.2, 1.3, 1.5, 1.6, 2.1, 2.3, 3.2, 3.3, 3.5, 3.6
45 mins	Introduction To Drivers Hours Regulations & EU Drivers Hours	Interactive Workshop Using PowerPoint Presentation	PC & LCD Projector	2.1, 2.2, 3.2
45 mins	EU Drivers Hours	Interactive Workshop Using PowerPoint Presentation	PC & LCD Projector/ Pre-populated Work Sheets	2.1, 2.2, 3.2
15 mins	Break			
40 mins	The Road Transport (Working Time) Regulations 2005	Interactive Workshop Using PowerPoint Presentation	PC & LCD Projector	2.1, 2.2, 3.2
20 mins	Domestic Regulations - Transport Act 1968	Interactive Workshop Using PowerPoint Presentation	PC & LCD Projector	2.1, 2.2, 3.2
20 mins	Drivers Hours DVD	Interactive Workshop Using DVD Presentation	PC & LCD Projector	2.1, 2.2, 3.2
10 mins	Underpinning Knowledge	Question & Answer Session	PC & LCD Projector	2.1, 2.2, 3.2
15 mins	General Discussion / Question & Answer Session / Final Confirmation & Course Closure	PowerPoint Presentation & Feedback Forms	PC & LCD Projector Feedback Form	

CUSTOMER CARE & DDA 1995 (1/2 day Workshop 3.5 hours)

Timings	Contents	Delivery Method	Resources	Reference to CPC Syllabus
15 mins	Introductions and Objectives	Interactive Workshop Using PowerPoint Presentation	PC & LCD Projector	1.1, 1.2, 1.3, 1.5, 1.6, 2.1, 2.3, 3.2, 3.3, 3.5, 3.6
45 mins	What is Customer Care?	Interactive Workshop Using PowerPoint Presentation	PC & LCD Projector	2.3, 3.6,
45 mins	What is the DDA? What does it mean to me?	Interactive Workshop Using PowerPoint Presentation	PC & LCD Projector	3.2, 3.6, 3.8
15 mins	Break			
45 mins	What is the DDA? What does it cover?	Interactive Workshop Using PowerPoint Presentation	PC & LCD Projector	3.2, 3.6, 3.8
45 mins	Legislation Regarding the DDA in Transport	Interactive Workshop Using PowerPoint Presentation	PC & LCD Projector	3.2, 3.6, 3.8
15 mins	General Discussion / Question & Answer Session / Final Confirmation & Course Closure	PowerPoint Presentation & Feedback Forms	PC & LCD Projector Feedback Form	

Respecting People – Developing Business

DRIVER DEVELOPMENT (1 day Workshop 7 hours)

Timings	Contents	Delivery Method	Resources	Reference to CPC Syllabus
15 mins	Introductions and Objectives	Interactive Workshop Using PowerPoint Presentation	PC & LCD Projector	1.1, 1.2, 1.3, 1.5, 1.6, 2.1, 2.3, 3.2, 3.3, 3.5, 3.6
45 mins	HSE The Law and Definitions	Interactive Workshop Using PowerPoint Presentation	PC & LCD Projector	2.1, 2.2, 3.3, 3.4, 3.8
45 mins	The Drivers Licence	Interactive Workshop Using PowerPoint Presentation	PC & LCD Projector	2.1, 2.2, 3.7
15 mins	Break			
15 mins	Construction & Use	Interactive Workshop Using PowerPoint Presentation	PC & LCD Projector	1.1, 1.2, 1.4, 1.6, 2.1, 2.2, 3.7
25 mins	Safe Loading & Unloading	Interactive Workshop Using PowerPoint Presentation	PC & LCD Projector	1.1, 1.2, 1.4, 1.6, 2.1, 2.2, 3.7
60 mins	Driver Development	Interactive Workshop Using PowerPoint Presentation	PC & LCD Projector	1.1, 1.2, 1.3, 2.1, 2.2, 3.1, 3.2
45 mins	Lunch			
45 mins	Observation & Mirrors	Interactive Workshop Using PowerPoint Presentation	PC & LCD Projector	1.5, 3.1
25 mins	Fit to Drive	Interactive Workshop Using PowerPoint Presentation	PC & LCD Projector	2.1, 3.3, 3.4

30 mins	Driver Aware	Interactive Workshop Using PowerPoint Presentation	PC & LCD Projector	2.1, 3.3, 3.4, 3.5, 3.6
15 mins	Break			
25 mins	Driver Aware Continued	Interactive Workshop Using PowerPoint Presentation	PC & LCD Projector	2.1, 3.3, 3.4, 3.5, 3.6
60 mins	Accident Procedure	Interactive Workshop Using PowerPoint Presentation	PC & LCD Projector	1.6, 3.5, 3.6
15 mins	Accident Statements	Interactive Workshop Using Simulation Worksheet & PowerPoint Presentation	PC & LCD Projector	1.6, 3.5, 3.6
15 mins	General Discussion / Question & Answer Session / Final Confirmation & Course Closure	PowerPoint Presentation & Feedback Forms	PC & LCD Projector / Pre-populated Worksheet	



IN CAB SAFETY (1/2 day Workshop 3.5 hours)

Timings	Contents	Delivery Method	Resources	Reference to CPC Syllabus
15 mins	Introductions & Objectives	Interactive Workshop Using PowerPoint Presentation	PC & LCD Projector	1.1, 1.2, 1.3, 1.5, 1.6, 2.1, 2.3, 3.2, 3.3, 3.5, 3.6
30 mins	Mobile Phones & Legislation	Interactive Workshop Using PowerPoint Presentation & DVD	PC & LCD Projector / DVD	3.1
1 hr	Mobile Phones While Driving - Penalties & Legislation	PowerPoint / DVD	PC & LCD Projector / DVD	3.1
15 mins	Break			
30 mins	Seatbelts & Legislation	Interactive Workshop Using PowerPoint Presentation & DVD	PC & LCD Projector / DVD	2.2, 3.1, 3.5
1 hr	What Happens if a Seatbelt is not Worn? - Penalties & Legislation	Interactive Workshop Using PowerPoint Presentation & DVD	PC & LCD Projector / DVD	2.2, 3.1, 3.5
15 mins	General Discussion / Question & Answer Session / Final Confirmation & Course Closure	PowerPoint Presentation & Feedback Forms	PC & LCD Projector / Pre-populated worksheet	

ROAD SENSE AND AWARENESS (½ day Workshop 3.5 hours)

Timings	Contents	Delivery Method	Resources	Reference to CPC Syllabus
15 mins	Introductions and Objectives	Interactive Workshop Using PowerPoint Presentation	PC & LCD Projector	1.1, 1.2, 1.3, 1.5, 1.6, 2.1, 2.3, 3.2, 3.3, 3.5, 3.6
30 mins	Hazards & Highway Code	Interactive Workshop Using PowerPoint Presentation & DVD	PC & LCD Projector / DVD	1.2, 2.1, 3.1
15 mins	What Goes wrong?	Interactive Workshop Using PowerPoint Presentation	PC & LCD Projector	1.2, 2.1, 3.1
30 mins	Health & Safety on the Road	Interactive Workshop Using PowerPoint Presentation & DVD	PC & LCD Projector / DVD	1.4, 1.5, 3.1, 3.5
30 mins	Vocational Licence Categories	Interactive Workshop Using PowerPoint Presentation	PC & LCD Projector	2.1
15 mins	Break			
45 mins	Impact of Excess Speed and Braking	Interactive Workshop Using PowerPoint Presentation	PC & LCD Projector	1.3, 1.4, 1.6, 3.1
30 mins	Rolling Resistance & Aero- dynamics	Interactive Workshop Using PowerPoint Presentation & DVD	PC & LCD Projector / DVD	1.2, 1.3
15 mins	General Discussion / Question & Answer Session / Final Confirmation & Course Closure	PowerPoint Presentation & Feedback Forms	PC & LCD Projector / Pre-populated Worksheet	

COMPLIANCE GUIDE (1/2 day Workshop 3.5 hours)

Timings	Contents	Delivery Method	Resources	Reference to CPC Syllabus
15 mins	Introductions & Objectives	Interactive Workshop Using PowerPoint Presentation	PC & LCD Projector	1.1, 1.2, 1.3, 1.5, 1.6, 2.1, 2.3, 3.2, 3.3, 3.5, 3.6
30 mins	Graduated Fixed Penalties	Interactive Workshop Using PowerPoint Presentation	PC & LCD Projector / Discs	2.1, 2.2, 3.2
30 mins	Description of Offences	Interactive Workshop Using PowerPoint Presentation	PC & LCD Projector	2.1, 2.2
30 mins	Description of Offences & Fines	Interactive Workshop Using PowerPoint Presentation	PC & LCD Projector	2.1, 2.2
15 mins	Break			
30 mins	Understanding Operators Compliance Risk Score (OCRS)	Interactive Workshop Using PowerPoint Presentation	PC & LCD Projector	1.4, 2.1, 2.2
30 mins	What is OCRS?	Interactive Workshop Using PowerPoint Presentation	PC & LCD Projector	1.4, 2.1, 2.2
30 mins	Impact OCRS on Drivers & Operators	Interactive Workshop Using PowerPoint Presentation	PC & LCD Projector	1.4, 2.1, 2.2
15 mins	General Discussion / Question & Answer Session / Final Confirmation & Course Closure	PowerPoint Presentation & Feedback Forms	PC & LCD Projector / Pre-populated Worksheet	

COMPANY IMAGE AND STANDARDS OF SERVICE (1 day Workshop 7 hours)

Timings	Contents	Delivery Method	Resources	Reference to CPC Syllabus
15 mins	Introductions and Objectives	Interactive Workshop Using PowerPoint Presentation	PC & LCD Projector	
75 mins	Understanding your Industry	Interactive Workshop Using PowerPoint Presentation	PC & LCD Projector	2.1,2.2, 2.3, 3.4, 3.5, 3.6, 3.8
45 mins	The Role of the Driver in Customer Relations	Interactive Workshop Using PowerPoint Presentation	PC & LCD Projector	2.1,2.2, 2.3, 3.4, 3.5, 3.6, 3.8
15 mins	Break			
45 mins	The Role of the Driver in Customer Relations	Interactive Workshop Using PowerPoint Presentation	PC & LCD Projector	2.1,2.2, 2.3, 3.4, 3.5, 3.6, 3.8
75 mins	Being an Ambassador for your Company	Interactive Workshop Using PowerPoint Presentation	PC & LCD Projector	2.1,2.2, 2.3, 3.4, 3.5, 3.6, 3.8
45 mins	Lunch			
90 mins	Standards Of Behavior, Service and Company Image	Interactive Workshop Using PowerPoint Presentation	PC & LCD Projector	2.1,2.2, 2.3, 3.4, 3.5, 3.6, 3.8
15 mins	Break			
90 mins	Commercial Implications of a Poor Quality of Service	Interactive Workshop Using PowerPoint Presentation	PC & LCD Projector	2.1,2.2, 2.3, 3.4, 3.5, 3.6, 3.8
15 mins	General Discussion / Question & Answer Session / Final Confirmation & Course Closure	PowerPoint Presentation & Feedback Forms	PC & LCD Projector	

TRAIN'D UP COURSE BOOKING FORM

PLEASE COMPLETE THIS BOOKING FORM IN FULL AND RETURN IT TO:

**Train'd Up (Head Office)
Elmbank Mill
Menstrie Business Centre
Menstrie
Clackmannanshire
FK11 7BU**

COURSE TITLE: (Please book the following training course(s) and places).	Dates	No. of places req'd.	Course Fee p/p or per group
Totals			

COMPANY CONTACT DETAILS: (Joining instructions will normally be sent to this address 2 weeks prior to the course commencement date).

Title:	Forename:	Surname:
Job Title:		
Organisation:		
Address:		
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Postcode:		
Tel:	Fax:	E-mail:

TRAIN'D UP COURSE BOOKING FORM (CONT'D)

PAYMENT DETAILS: (Your invoice will be sent to this address - please do not send payment now, we will invoice you 2 weeks prior to course commencement).

Person to invoice:

Purchase Order No:

Job Title:

E-mail:

Address:

Postcode:

CANCELLATION POLICY:

Please note that if a place on a course is cancelled - for whatever reason - on the 10th working day or less before the date of the course, the fee will remain payable in full. We recommend the nomination of a suitable substitute participant. Cancellations prior to this will not be charged but will only be accepted in writing (e-mail correspondence will be acceptable).

I agree to abide by these conditions of booking and cancellation:

Authorised Signatory: _____

DIETARY / ACCESS / SPECIAL NEEDS:

Please detail any dietary needs (most course fees include a sandwich or cold buffet lunch) or access needs (most venues are fully accessible) or other special needs that do not require additional support funding:

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***All commercial training rates subject to VAT**

For Further Information Please Contact:

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