



Coventry City Council

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Resources Directorate
Chris West
Executive Director, Resources

Please contact:
Information Governance Team
Room 21a
Council House
Earl Street
Coventry
CV1 5RR

Email: infogov@coventry.gov.uk
Tel: 024 7383 3323

Our reference: 20121710
Date: 9th December 2013

Dear [Redacted]

Freedom of Information Act 2000

Thank you for requesting information about personnel training, which the Council received on 8th November 2013. Your request has been considered under the Freedom of Information Act 2000.

You have requested the following information;

The information I am requesting is in regard to the current methods employed by Coventry City Council in the training of personnel, i.e. the use of e-learning and classroom based learning via the Corporate Training Centre and the related individual cost of both forms of learning. I would also be grateful if you could let me know how many courses are available via e-learning, how many are available at the Corporate Training Centre and how many courses are compulsory in regards to employment, i.e. child/adult protection for children/adult services etc.

Please see the attached documents On-Course brochure (1) and On-Course brochure (2) and Current E learning Courses June 2013 which details the current e-learning and corporate training courses we currently offer.

In terms of cost, classroom based training averages at £50.66 per delegate per full day course including trainer costs, room costs and refreshments (drinks only).

**E-Learning costs approximately £2.16 per delegate per course based on the annual contract cost and the number of courses that have been completed over the period requested

** Please note that the Council have not paid a specific fee for staff or others to undertake the listed language courses. The e-learning system provider provides these as part of the overall package and they are made available in the expectation that employees complete these in their own time.

In terms of compulsory training, from a **corporate** perspective there are 5 Mandatory courses that all staff should complete every 3 years

These are

- General Health & Safety
- Fire Safety
- Safeguarding Children and Vulnerable Adults
- Customer Service Charter and Standards
- Equality and Diversity

These are available as a briefing (classroom) covering all 5 subjects and also individually through half day classroom sessions and e-learning sessions.

I would also like to request information regarding the funding for any higher education employees have accessed over the last five years, i.e. where the city council has paid the tuition fees of employees accessing accredited courses at any university or any college. Can you provide me with the number of requests for funding which have been granted and their cost to the council please.

The Council is able to provide an overall figure relating to spend on external course fees for professional qualification courses and their cost to the Council as follows:

2010-2011 - £897,611.07

2011-2012 - £860,400.07

2012-2013 - £718,117.10

2013-2014 - £273,952.89 to date (we estimate the full year to be approx. £500,000.00)

Please note that prior to 2010, we do not hold the information in the same format and are unable to extract these details.

Included in the figures above are the following breakdowns which we have received from some service areas.

For the People directorate Safeguarding Performance and Quality and the old CLYP Strategic Services:

Children's Commissioning

1 x diploma in commissioning £600

Performance & Information Team (Adults social care)

2 x PRINCE 2 £575 each

Schools Capital Team

1 x Diploma in surveying £4820

Safeguarding

Social work degree £8,472

2008 - 2009		
Approved Mental Health Professional Stage 2	1 student	£2,400
Deprivation of Liberty Safeguards Best Interest Assessor	10 students	£5,460
		£7,860

2009 -2010		
Approved Mental Health Professional Stage 1	4 students	£1,200
Approved Mental Health Professional Stage 2	1 student	£3,460
Social Brokerage Module 1	32 students	£11,200
		£15,860

2010 – 2011		
Approved Mental Health Professional Stage 1	6 students	£2,400
Approved Mental Health Professional Stage 3	1 student	£340
Social Brokerage Module 2	8 students	£6,250
		£8,990

2011 – 2012		
Approved Mental Health Professional Stage 2	2 students	£5,040
Approved Mental Health Professional Stage 3	1 student	£340
Deprivation of Liberty Safeguards Best Interest Assessor	5 students	£2,700
		£8.080

2012 – 2013		
Approved Mental Health Professional Stage 1	4 students	£1,360
Deprivation of Liberty Safeguards Best Interest Assessor	4 students	£2,160
Social Brokerage for managers and supervisors	13 students	£12,750
		£16,270

2013 – to date		
Approved Mental Health Professional Stage 2	3 students	£7,560
Deprivation of Liberty Safeguards	2 students	£1080

Best Interest Assessor		
		£8,640

Total over period April 2008 to date £65,700

For Customer and Workforce Services:

From 2008 onwards a total cost has been identified of:

£65,440.60

No. of attendees: 51 attendees

Further information is also contained in the attached CWS training for HE (1) and (2) documents.

The Council regrets to inform you that information from other service areas is not being disclosed under the exemption Section 12 of the Freedom of Information Act 2000 (FOI).

Section 12 of the FOI exempts Public Authorities from providing information where the estimated cost of compliance exceeds the appropriate limit. Any estimate must be undertaken in accordance with the limits set in fees regulations made under Section 12 (5) of the FOI.

These Fees Regulations (SI 2004/3244 Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations) allow for a refusal where the cost of compliance, for local authorities such as the Council, would exceed £450. As a guide, staff time to identify and extract this information is charged at a rate of £25 per hour.

In summary the information you have requested is not held in such a format that would enable us to extract this within the 18 hours allowed under the Freedom of Information Act 2000.

I am also requesting permission to distribute and arrange the return, via a stamped addressed envelope, copies of a brief questionnaire for staff to comment on their views of current training methods. The identity of any respondents will be anonymous (please see the attached copy of the questionnaire). If you would like a breakdown of my results of my study please let me know.

The Act gives a right of access to information held by public authorities and the Council has provided the relevant information that it holds.

Your request to distribute your questionnaires falls outside this, but has been considered. In this case the Council must advise that permission has not been granted as the Council tries to limit the number of surveys/questionnaires the work force are engaged in and is felt that with the current changes occurring within the Council and

extra demands placed upon staff, it would not be appropriate to circulate another questionnaire for completion at this time.

Please note, under the Re-Use of Public Sector Information 2005 Regulations you are free to use this information for your own use or for the purposes of news reporting.

However, any other type of re-use under the Regulations, for example; publication of the information or circulation to the public, will require permission of the copyright owner and may be subject to terms and conditions. For documents where the copyright does not belong to Coventry City Council you will need to apply separately to the copyright holder.

If you wish to apply to reuse the information you have requested or have any other issues relating to this request please do not hesitate to contact me.

You have a right to make representations about the outcome or handling of your request – in the first instance this must be made in writing within 40 working days of the date of this letter, to the Council's Information Governance Team at:

Council House, Room 21a
Lower Ground Floor
Earl Street, Coventry.
CV1 5RR
infogov@coventry.gov.uk

If you are still dissatisfied, the Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Yours sincerely



Sue Gilbert
Information Governance Assistant

Encs:
Current Elearning Courses June 2013
CWS Training for HE (1)
CWS Training for HE (2)
EIS Returns
On course brochure (1)
On course brochure (2)

On Course

April 2013 to March 2014

● Your guide to training and development at Coventry City Council

Your latest guide to
training courses for
Council employees
is available **NOW!**

What's new about On
Course?

Are you a
Coventry Manager?

Our commitment
to you



Coventry City Council

Including: Your course calendar for the year.
Speak to your manager for a downloadable
copy available on Beacon.coventry.gov.uk/oncourse

On Course Contents

On Course contains news about training and development that the Council offers along with details of all the courses that you can choose from.

Here's a summary of what is inside and details of when the training is being held

Page two and three

Welcome from Cllr Phil Townshend, who is the Cabinet Member responsible for training and development. Plus, a comment from your trade union learning reps about how they can help.

Also, what's new about On Course in 2013 and 2014.

Online learning - getting to grips with courses at your computer.

Page four, five and six

Mandatory training and courses you *must* complete every two years.

The important role of managers in working with colleagues and regularly reviewing work and priorities.

Page seven to 16

Your at-at-a-glance A to Z guide of all the training and courses available.

A personal message from Cllr Phil Townshend, Cabinet Member for Community Safety and Equalities

This is our annual edition of On Course, the brochure that sets out the training available to council employees to help you develop new skills and keep your existing skills up-to-date.

This year we have provided an A to Z of courses and given a brief summary about what the benefits of the course are to you and to the City Council. On pages 3,4,5, and 6 we have also provided a guide to new courses being introduced and have explained more about some of the courses.

There's never been a more challenging time for Councils up and down the country and its important that with increasing demands on our services that you feel you have the opportunity to build your training and development.

This is an opportunity for you to develop your career whilst offering even higher levels of service to the people of Coventry. You play a crucial part in helping the Council strive to provide the best possible services to Coventry people and I'd like to thank you personally for that continued commitment particularly at such a difficult time.



contact us

If you need this information in another format or language please contact us:

Tel: 024 7683 3285

Fax: 024 7683 1132

If you would like any help and support please contact the e-mail address below: trainingbookingsandinfo@coventry.gov.uk

Details of training courses may change but contents were up to date at the time of printing.

A message to employees from your Union Learning Representatives

On Course offers a wide range of courses to pick from to help you develop your skills and personal development. It is important that you are aware that you have a right to suitable training and your Union Learning Representative (URL) can help you to choose the training that would best suit you.

ULRs are part of your Trade Union and our job is to help with your learning. That's why we are happy to help if there is not the training available in On Course which suits your need. We are able to work with you to find the training most appropriate for your job.

There are other course providers such as unionlearn and the National Careers Service, but these courses may have to be taken in your own time.

The ULRs regularly negotiate with the Council on learning issues, not only on course content but also on delivery and access to it.

ULRs can be contacted by e-mail for the following trade unions:

Unison, Paul Hunt -

paul.hunt@coventryunison.co.uk

Unison, Mike Wallace -

mike.wallace@coventryunison.co.uk

Unite, Peter Skerrett -

peter.skerrett@coventry.gov.uk

CYWU, Elizabeth Flowers -

elizabeth.flowers@coventry.gov.uk

NUT, Maggie Holdsworth -

mholdsworth_2000@yahoo.co.uk

NUT, Jane Nellist - jane.nellist@coventry.gov.uk

NASUWAT - Lesley Cavil -

cavillnasuwt@hotmail.co.uk

GMB - Derek Ryan - Derek.Ryan@coventry.gov.uk



News about On Course Mind Gyms

Mind Gyms are a wonderful concept, designed to provide tools and tips from the world of psychology and selected science that can help us in our everyday lives.

Workouts are designed to get your mind thinking differently and to give you tips to make your life easier and more successful.

The aim of each Mind Gym is not to change you, but to manage your mind-set on the selected topic!

Workouts – New additions for 2013/14!

Skills-specific workouts are designed to meet the changing needs of a highly productive workforce. Each session lasts just 90 minutes; fast paced, focused and interactive to develop your skills to take back to your workplace. Need a training room?

Recording Training

Don't forget you can now input your external training onto Resource Link; this will include conferences, qualifications or other training specific to your role.

A short video is available on the Intranet to show you how to do this visit Beacon.coventry.gov.uk/oncourse.

On-line Learning

On-line learning is about providing you with the access to self-directed development which you can do at your own pace and at your convenience. Flexible in its use on-line learning can be part of a programme and is intended to meet the needs of individual learning styles. An abundance of courses are available that meet the mandatory requirements of every employee with many courses that can help with your personal development and enhance your knowledge and skills.

On-line learning is not just about e-Learning, we also have short video tutorials which will take you through work practices you may use on a daily basis. For example, if you need to learn more about Resource Link or develop your use of Outlook, then the tutorials were designed with you in mind.

Look out for the Learning Capsule on the main Learning and Development pages, this is a good one for you to bookmark; there are also many tools, websites and information available to you on this page. The Manager's Toolkit alone has been developed by the Learning and Development team to offer you a selection of management models and tools to enable you to solve problems and support your development. Also on this link you will find access to:

- ILM Learning Zone
- Ashridge Learning Resource
- E-Learning
- Learning Resources Unlimited
- On Course
- Training Videos

Skills for Life

Skills for Life qualifications have been designed to help you improve your reading, writing, numeracy or language skills. The skills you learn will enable you to apply them in everyday life and the workplace. Learning in your own time, the Council has committed to paying up to 20 hours for you to improve your skills. For further information please contact Stewart Smith by email: stewart.smith2@coventry.gov.uk or visit <http://insite.coventry.gov.uk/skillsforlife>

Govern-IT – New for 2013/14!

Ever fancied trying your hand at running the Council? Govern-IT is a virtual council where you get the chance to make the decisions that are made every day in Local Government; just for the day. Govern-IT models a local authority. Teams represent the roles of services, members and external partners, and together they need to improve the local authority. The teams are split into six service areas; the members' teams have to show leadership and, along with the corporate team, steer the strategy. Efficiency savings have to be made and quality improved while managing risk. This is a busy, visual, interactive workshop where you get to demonstrate your team building skills, organisational skills, decision making, communication skills and influencing and persuasion skills. Govern-IT is open to all employee's, manager's and councillors.

Are you a Coventry Manager?

If you are responsible for staff the Coventry Manager is designed to explain what it means to be an effective manager here at the Council.

There is a wealth of information, tools, support and now qualifications to enable you to develop and apply skills and the behaviours' that we ask you to deliver as part of your role.

It's tough being a manager in the current climate and we are committed to helping you succeed in these challenging times.

We have also a range of leadership qualifications that we deliver in-house and a team of coaches and mentors that you can access too.

We hope that these give you a flavour of how we can

help.

Institute of Leadership and Management Qualifications (ILM)

Whether you are a team leader or a middle manager we have a leadership qualification for you!

The Learning and Development team are an accredited centre delivering Institute of Leadership and Management (ILM) qualifications at level 2 (for Team Leaders) Level 3 (First Line Managers) and Level 5 (Middle Managers).

We also offer qualifications in Coaching and Mentoring at level 3 and 5. For more information please check out Beacon – the Council's intranet pages.

Competency Based Appraisals

As an organisation we want to drive the right key skills, knowledge and behaviours that will ultimately allow the organisation to thrive and perform at its best. Our Competency Based Appraisal (CBA) system allows us to do just this. The new system was introduced in April 2011.

CBAs need to be conducted on an annual basis. The appraisal requires both the manager and employee to review the employee's performance over the last year against a set of competencies.

Remember that all CBAs need to be recorded on Resource Link and it also needs to be recorded if you are unable to complete it

Effective Skills for Manager's

As a new manager it is important that you are equipped with the tools and knowledge that you need to be as effective as possible. We are now able to offer you time to explore what it means to be an effective manager at Coventry City Council, how to drive performance amongst your team and how you can continue to develop your skills.



More details are available on Beacon at coventry.gov.uk/oncourse Or talk to your manager

Mandatory Training “Whatever job you do in the Council there are five course you must complete every two years as they are mandatory for everyone”

The mandatory courses are listed below and you can choose the method of study: classroom or e-learning. In addition to these courses, there are also other courses that may be mandatory for you and this will depend upon your job role. A full breakdown of the role-specific mandatory training is available in the mandatory matrix which will help you and your manager decide on what other mandatory training is relevant for you.

- Safeguarding Children and Adults
- Health and Safety – General

- Fire Safety
- Meeting the Charter Standards
- Equality and Diversity

In addition to the five mandatory courses listed on page 5 it is up to you as a manager to use the role specific template to identify with your staff any other training which is relevant to roles. For example, Manual Workers will need to complete the Manual Handling course.

The matrix is downloadable on the Learning and Development pages of Beacon.

Coaching and how it will benefit me

Did you know coaching is a confidential one-to-one, time bound relationship with a qualified coach who will support you to identify, and achieve specific goals.

Our coaches have been specifically selected as role models in terms of their skills, knowledge and behaviour, and have (or are working towards) a coaching and mentoring qualification through ILM. Coaching helps you in a lot of ways to be even more effective in times of change; it encourages initiative and responsibility and helps to develop better relationships with your teams. So why not give it a try?

Mentoring and overcoming obstacles

Mentoring whilst using similar skills as in coaching is a more long-term relationship and is where the mentor uses their greater knowledge and understanding to support the development of a less experienced

colleague. Unlike coaches mentors will often share their experiences to suggest how the mentee might overcome a specific problem.

So if you are:

- a delegate on one of our Leadership Development Programmes (i.e. ILM Level 2 in Team Leading, ILM Level 3 In Leadership & Management, ILM Level 5 In Leadership & Management, ILM Level 5 in Coaching & Mentoring OR
 - a manager who is currently managing (or is about to manage) significant change within your service area through a Fundamental Service Review then you can access personalised coaching through our internal coaching pool
- for further information take a look on our intranet pages Beacon.coventry.gov.uk/oncourse

Action learning for service improvement

Action Learning is an accelerated learning tool which can be used in all areas of business to explore solutions to real problems, issues or challenges. A group known as a 'set' meet over a set period of time to decide on the best course of action. This an opportunity for Line Managers to take a problem, work through it and reflect on its progress in a supported and

structured way.

Set over a period of six weeks the delegates would ideally be Grade 6 or above with a real problem they would like to bring to the set with the focus on improving the service. Acceptance on this programme will be via an application form to determine suitability of the problem you want to bring to the set

You will need to agree with your Line Manager:

- How you can apply and share the learning from your event
- How you can practice your new skills and continue to learn
- An agreed scheduled event that you are able to commit to; unless there is a business critical reason for you not to do so.

Your commitment to us

- To take responsibility for your learning and development and seek opportunities to learn formally and informally
- Fully participate in events you attend
- To have a discussion with your Line Manager before and after the event
- Apply and practice the skills you have learned to enhance performance
- To provide honest feedback about your needs after the event
- To read and act on the joining instructions about your event, and arrive on time and abide by any classroom contract
- Be respectful to others regardless of differences

Our commitment to you

Our commitment is to provide you with

- Opportunities and access to learning and development and resources throughout your career.
- Information to understand your role, skills required, knowledge and attitude to perform it to a high standard
- Clear joining instructions and pre-requisites to your chosen activity
- An environment where your ideas, views and feelings will be respected and our Equal Opportunities Policy is upheld
- A way to feedback about your learning experience
- Experienced professionals to deliver your events
- Responses to questions and requests for support

Commitment for your Line Manager

You will need to discuss with your Line Manager:

- Why you chose the activity
- How it will enhance your performance and be assessed in the workplace
- How you are going to apply the learnin
- What further steps and support you may need if the application isn't successful

Your A to Z of Courses and Details about Training

A Psychological Approach to Overcoming Problems within Teams

This training will provide delegates with an understanding of team dynamics enable recognition of potential problem areas, take the necessary action to prevent team dysfunction and rebuild where problems have arisen.

Accident Investigation

Outlining the procedures for investigating accidents and near misses in order to prevent re-occurrences.

ACT Now

Advanced Transactional Analysis for Professional Development

This training is a follow on from the Transactional Analysis for improved communication (basic TA). It expands on previous knowledge and introduces key features in TA theory and practical application.

Alcohol Awareness

This training will benefit delegates who encounter alcohol issues in their work by providing them with the opportunity to examine the facts and fiction behind alcohol use, and, in doing so, challenge unhelpful stereotypes of drinkers.

An Introduction to Health and Safety

Delegates will receive an overview of relevant Health and Safety legislation and the Council procedures in place to control risk. Provision of Health and Safety training is a legal requirement. This course gives delegates an overview of relevant H&S legislation and Council procedures and processes.

Anaphylaxis (use of Epipens)

Anger Awareness

This training looks at how we define anger, the effects of anger physically and mentally, the behavioural and psychological elements and the strategies for dealing with our own anger and the anger of others.

Assertiveness Workout

When do I want to be more assertive? An opportunity to explore how to make it happen. Give staff a bit more confidence to speak up and raise issues, questions and input to work discussions.

Basic Computing Skills - for Non-Computer Users

Attending basic computer skills will allow employees to gain confidence in using a computer. This course is aimed at those who have little interaction with computers and want a clearer understanding of the basic functions. You will become adept in operating the basic hardware and software on a computer. Basic computer skills will inspire confidence in employees who have zero confidence in using computers. In a world of technology which is evolving all the time, computer skills are essential for working effectively in the office today.

Basic First Aid Course

Basic First Aid Course for Schools

Budget Holder & TABS Training

Bullying and Harrasment for Staff

This course will provide learners with a clearer understanding of how to recognise, challenge and report bullying and harrasment behaviour.

Competency Based Appraisal Trg for Mgrs (Workshop and elearning)

This course will provide managers with the skills and knowledge needed to conduct Coventry City Councils Competency Based Appraisals. It will also explore how managers can sell the system to their teams and challenge under performance. Our Competency Based Appraisal system drives, promotes and in-stills the skills, knowledge and behaviours required for strong performance within our organisation today.

Corporate Induction

An official welcome to Coventry City Council; a chance to understand how the Council works

COSHH

This course will cover how to create a COSHH Assessment using the Council procedure. Before any hazardous chemical is used in the workplace, a COSHH risk assessment must be carried out.

Your A to Z of Training Courses

Counselling Skills for Managers/Supervisors

This training aims to equip those in a management/supervisory role with the necessary counselling and interpersonal skills to facilitate more effective interviews and improve outcomes.

Creating Self-esteem

This training is suitable for anyone wishing to look at the subject of self-esteem, who wants to build better self esteem for themselves and have a better understanding of others needs and behaviour.

Crucial Conversations

TWO Day Course

Tools for communicating in difficult situations. How to remain clear and focussed on goals and at the same time build better relationships. Improved communication and cooperation that will lead to better joined up working.

Customer Service Meeting Charter Standards

This training provides delegates with an understanding of what excellent customer service should look like and links this to the Corporate visions and objectives to support customer service values and standards. Delegates will be able to identify the benefits of a customer service culture, be aware of the core skills in implementing excellent customer service and understand the organisation's Customer Charter standards.

Dealing With Difficult Customers

This workout will focus on the tactics for defusing potentially difficult situations with customers. The ability to manage emotions in a customer service transaction is vital to its success. The workout will look at effectively managing difficult conversations / situations with customers, in helping to understanding from the customer's perspective what our organisation can provide to meet their needs.

Dealing with Dysfunctional Relationships at Work

This training helps you to explore the behaviour and attitude of individuals, the impact it can have on you, and the difficulty this can create at work.

Developing Working Relationships With Colleagues

This workout focuses on internal customer service and how it benefits both individuals and the organisation. Identifying and responding to the working needs of colleagues and communicating openly and honestly with each other, are integral factors in improving working procedures and practices.

This workout will help in understanding the wider implications of what we all do in work and look at positive attitudes and behaviours.

DSE Assessor

Delegates will learn how to check for, and resolve, workstation problems. This will ensure DSE Users minimise the risk of musculoskeletal or other DSE related injuries. By Law, all DSE Users must have regular assessments of their workstations. Managers need to ensure that sufficient staff are trained as Assessors to meet this requirement.

Effective Delegation

What do I need to do to get this work done? Who is best placed to do it. Managers, supervisors and team leaders who can delegate work to ensure that delivery is achieved.

Effective Questioning Techniques

How to identify the right question to ask. Improved meetings, appraisals, business discussions.

Effective Skills for New Managers (Workshop and elearning)

As a new manager it is important that you are equipped with the tools and knowledge that you need to be as effective as possible. In this course we will explore: what it means to be an effective manager at the Council, how to drive performance amongst your team and how you can continue to develop your skills. This course embeds what it means to be a 'Coventry manager' ensuring consistency and excellence across the organisation

E-Learning Workshops

You will be taken through the advantages of E-Learning, how it can help you and further your personal development? What courses are available to you? Together, we will explore the E-Learning system, search and complete a course as well as use further features such as generating certificates for completion of courses.

Emergency First Aid at Work Course

Your A to Z of Training Courses

Emotional Resilience Awareness for Employees

This training introduces delegates to practical tools and techniques that will increase their confidence in their ability to bounce back from the many pressures and adversities they encounter in today's workplace. They are reminded that a key aspect of being resilient is accepting that change always creates opportunities as well as problems to be solved.

Equality and Diversity Awareness for Managers

This course provides managers with a clearer understanding of the meaning of: Equality, Diversity, Inclusion and cohesion. The course will also focus on Equality and Diversity Legislation and how to embed Equality and Diversity into the workplace. The recognition, respecting and valuing the differences of people increases positive communication, this leads to better cooperation and productivity.

Equality and Diversity Awareness for Staff

Evacuation Chair Training

Delegates will learn how to operate an Evacuation Chair to assist building egress for those with mobility issues. The law requires that any person who would be unable to evacuate a building promptly in an emergency needs to have a Personal Evacuation Plan. This plan may involve use of an Evacuation Chair.

Financial Administration

Fire Safety

Delegates will learn how fires start and spread and what actions can be taken to minimise the risk. Use of fire extinguishers will also be covered. Provision of basic Fire Safety training is a legal requirement. This course gives delegates an overview of fire safety issues and Council procedures.

First Aid at Work Certificate

First Aid at Work Certificate Re-qualification

Information Governance & Security

Find out how to keep information safe and secure. Information Governance and Security is a legal requirement. This session is mandatory for all employees.

Managing Consistently

The importance of having a consistent style in how the team is managed.

Managing Depression at Work

This training will provide delegates with a greater understanding of depression enable recognition of potential problem triggers and use a different approach in relieving depression through NICE recommended Mindfulness and Acceptance approaches.

Manual Handling

This session outlines the type of injuries that can occur when undertaking manual handling. Techniques to minimise the risk of injury are described. Manual handling is performed at some level by all employees. Incorrect manual handling can lead to injury, lost time and reduced ability to perform future handling tasks.

Mental Health Awareness Training

This training will enable delegates to have a better understanding of mental health conditions and how this may impact on the Individual and the working environment

Mind Gym Big Picture

This workout gives the components of good strategic thinking; providing the tools to chunk your thinking and techniques to help others see big pictures.

Mind Gym Business Brain

This workout helps you gain the know-how to put yourself in the right place for a commercially attractive opportunity.

Mind Gym Courageous Conversations

A session where the focus is on discussions that take place between two or more people where stakes are high, opinions vary and emotions are strong.

Mind Gym Customer Connection

This workout is about discovering ways to deepen the relationship with our customers and win their trust and respect when delivering a service to them.

Your A to Z of Training Courses

Mind Gym Cresting the Curve

This concerns the positive and negative change curve we travel through. It looks at each stage in detail to enable delegates to recognise the associated emotions and mindsets we experience.

Mind Gym Influencing and Persuading

Influence and persuasion means causing people to think, feel or do something that you would like them to think, feel or do. To do this we need to create an influencing strategy. This session looks at considering the other individual and which tactics to use in the right order to get the best results.

Mind Gym Your Impact on Others

This concerns the positive and negative change curve we travel through. It looks at each stage in detail to enable delegates to recognise the associated emotions and mindsets we experience.

Mind Gym U-turn Performance

This workout will test ways to uncover the real reasons for under performance and recognise what to do to turn early improvement into long term transformations.

Moments of Truth Workout

Where the customer interacts with the service. Clarity around how operational processes are developed, organised, and delivered.

Monitor the Quality of a Customer Service Transaction Workout

This workout will look at the role of all employees, in ensuring we adhere to quality standards and understand the importance of effectively measuring tasks and objectives that are carried out; to provide the best levels of customer service possible.

Negotiation Workout

A practical exercise in a team negotiation setting. More task focussed negotiations. Positive language and the desire to meet the customer's request/ requirement, provide a solid foundation to 'get things right first time and go the extra mile for the customer'.

Positive Language In Customer Service Workout

This workout will provide delegates with the skills to deploy effective dialogue with customers, in all situations. The importance of making a good first impression with a customer is crucial in promoting a professional image of our organisation. Organisational requirements are for delivering a high impacting service. It helps to provide a positive language to meet customer's requests/requirements and a solid foundation to 'get things right first time and go the extra mile for the customer.'

Preparing for Retirement

This seminar is designed for anyone contemplating retirement. The following topics are covered through the day - Planning Retirement, The Psychological Aspects, Financial Planning, Pensions and related issues, Health in Retirement, Leisure/Balanced lifestyles, and Looking forward.

Prevention of Work Related Violence

This session will cover the origins of aggression and describe techniques to diffuse hostile behaviour. Staff can experience aggression when dealing with customers or service users. Training can assist in diffusing hostile situations and avoiding actual violence.

Proactive Stress Management for Employees

This training looks at the psychology behind the stress reaction, the internal and external world of clients that give rise to experiences of stress and its mental and physical manifestation. The training will enable individuals to recognise situations that may give rise to stress and make the necessary changes to prevent or minimise stress.

Proactive Stress Management for Managers/Supervisors

To enable those in a management capacity to recognise situations that may give rise to stress in others, avoid stress creation, carry out risk assessment and make the necessary changes to prevent or minimise stress

Process Stapling Workout

Understanding the service delivery cycle. Identify ways to improve customer services, processes and reduce waste,

Professional Boundaries

This training will enable delegates to have a better understanding of how to work within professional boundaries for both clients and their co-workers, and to know what the rules are within Coventry City Council.

Your A to Z of Training Courses

Project Management

An overview of project management. What a project manager will need to think about, plan for and act on. Project managers, or potential project managers will have an awareness of key aspects of how to manage a project.

Practical Risk Management

Please contact Stephen Mangan, Internal Audit and Risk Manager on tel: 024 7683 3747.

Recruitment and Selection

This training provides delegates with the knowledge and practical skills to enable them to participate appropriately in the Council's Recruitment and Selection process. It is essential that those employees participating in the Recruitment and Selection process are aware of current legislation and the requirement to always recruit a good calibre of employee; through effective deployment of the process.

Resolving Customer Service Problems

This workout provides delegates with the important skills of effectively managing customers' emotions and adopting a caring, co-operating and communicative ethos; to enable a greater understanding of a customer's problem or request. Resolving customer service problems, leads to a more efficient and effective service, which matches the needs of the customer with organisational requirements.

Risk Assessment

By attending this course delegates will learn how to write suitable and sufficient risk assessments using the Council procedure. Risk assessment of workplace activities, by competent persons, is a legal requirement. Managers need to ensure that sufficient staff are trained to achieve this requirement.

Six Thinking Hats Workout

How to use deBono's model in a problem solving or planning setting. A method to improve operational and project planning, and to help when problem solving.

Targeted Health Promotional/Health Awareness

The Human Element of Conflict and Aggression

This training will provide delegates with an understanding of team dynamics and enable recognition of potential problem areas, take the necessary action to prevent team dysfunction and rebuild where problems have arisen.

The Psychology of Addiction

This training will enable delegates to have a better understanding of the reasons for addiction, to offer support and know where to go for help. Delegates will be more aware of addiction issues and better equipped to deal with problems that may arise for themselves, for their families and for friends and colleagues in their lives

Training Needs Analysis and Developing your Team for Effective Performance

Ever wondered how you could creatively drive the performance of your team through the roof? This course will allow you to identify what excellent performance looks like, conduct gap analysis and apply creative solutions to drive performance amongst your team. Having a greater awareness of the learning needs of our teams enables managers to drive performance, address skills gaps and identify the skills needed of the future workforce.

Visit Leaders and Epipen Course

Working Alone in Safety

Techniques will be described to minimise the risk when working alone. Scenarios covered include lone office work, travelling and home visiting. Lone or isolated working presents an increased risk for employees. Best practice training can reduce this risk.

Working at Height

The course outlines legal requirements and safe working procedures for a range of common access equipment such as steps, ladders and mobile scaffold towers. Training is a legal requirement for all staff working at height. Attendance at this course will ensure employees understand the legal requirements and how to use common access equipment safely.

Writing Concise Minutes

It is essential that those employees participating in the Recruitment and Selection process are aware of current legislation and the requirement to recruit a good calibre of employee; through effective deployment of the process.

At-a-Glance A to Z Guide to Training and Courses Available from April 2013 to March 2014

	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March
A Psychological Approach to Overcoming Problems Within Teams – ½ day		16									6	
A Question of Health												
Advanced Transactional Analysis for Professional Development – I						19						19
Alcohol Awareness – ½ day			19				9	19	20		4	
Accident Investigation			25									
An Introduction to Health and Safety – ½ day	3	23	5		5	4	9	19	9	15	4	11
Anaphylaxis (use of epi pens)												
Anger Awareness				16							11	
Assertiveness Workout				1						13		
Basic Computer Skills – Computer Skills for Non Computer Users – 1 day		2			14			26			12	
Basic First Aid Course – 4 hours												
Basic First Aid Course for Schools – 4 hours												
Budget Holder Training – 1 day			11			16			4			
Business Improvement - Action Learning Set				22								
Competency Based Appraisal Training – ½ day		14		10			8		17		25	20
Condensed Mandatory	12 18	14 15	13 24	11 18	14 28	5 11	2 10	19 20	4 9	20 22	12	17
Corporate Induction	4			3				6				
COSHH Assessment – ½ day		7				4						
Counselling Skills for Managers/Supervisors – ½ day								14				
Creating Self Esteem – ½ day	11		13			12		7		9		13
Crucial Conversations – 2 day course		8 9	24 25			16 17				30 31		4 5
Customer Service - Meeting the Charter Standards		17	13	16	21		17			17		
Dealing with Difficult Customers			26					19				
Dealing with Dysfunctional Relationships at Work – ½ day		23									13	
Develop Working Relationships with Colleagues					7						5	
DSE Assessor – ½ day							9			20		
E- Learning Workshops – 1½ hour sessions	26			3				21				13
Effective Delegation Workout									8			6
Effective Questioning Techniques			17					25				
Effective Time Management		20							9			
Emotional Resilience Awareness for Employees (am)	16			9		24			12		27	
Equality and Diversity Awareness for Staff – 1 day		3	12	4		18	21	19	9	14	28	11
Equality and Diversity for Managers	24	8										
Evacuation Chair Training	22											17
Financial Administration – ½ day			30				4					
Fire Safety	22	16	19	25	29	26	21	20	10	23	20	17
First Aid at Work Certificate - please call 024 7683 3285												
First Aid at Work Certificate Re-qualification call 024 7683 3285												

Colour Code:

Courses in **Black** = Full Day

Courses in **Blue** = Morning only

Courses in **Red** = Afternoon only

Course in **Purple** = Occupational Health, Telephone Ext: 3285

Course in **Green** are 90 minute workouts

For further information please contact:
Occupational Health on
tel: 024 7683 3265
(purple text).

For all other corporate courses e-mail
trainingbookingsandinfo@
coventry.gov.uk

At-a-Glance A to Z Guide to Training and Courses Available from April 2013 to March 2014

	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March
Govern-IT Running a Virtual Council			10					20				
Harassment and Bullying for Staff	5	22										
Infectious Diseases (am)												
Information Governance and Security	17 23	21 28	6 26	11 15	69	25 26	3 8	12 25	17	24		
Managing Depression Workshop		21								23		
Manual Handling – ½ day	15	7	13	11	28	11	10	13	5	20	27	
Mental Health Awareness Training – ½ day	9		4				10		3	30		27
Mind Gym - Big Picture			21	17		26				16	5	
Mind Gym - Business Brain					14		14	12	4	22		
Mind Gym - Courageous Conversations	12	8		24	28			19	5	13	12	
Mind Gym - Cresting the Curve	11	15				11		18			25	6
Mind Gym - Customer Connected			17	10 18		25			12			
Mind Gym – Influencing and Persuading	18	21	27		9		21					19
Mind Gym - U Turn Performance		22	6				2	20				13
Mind Gym - Your Impact on Others	25					3	24		9	7	19	26
Moments of Truth Workout						19						19
Monitor the Quality of Customer Service Transaction				23							16	
Negotiation Workout							9				25	
Positive Language in Customer Service Workout				25			14					
Preparing for Retirement – 1 day			7				4		6			7
Prevention of Work Related Violence		16					21					
Proactive Stress Management for Employees – ½ day												
Proactive Stress Management for Managers/Supervisors – ½ day	18		18			11		6		16		6
Process Stapling Workout								18			20	
Professional Boundaries			27									21
Project Management – 2 days						10 11			10 11			20 21
Recruitment and Selection for Managers – 1 days	23						15				13	6
Resolving Customer Service Problems Workout			5						12			
Risk Assessment – ½ day				4			16					19
Safeguarding Children and Adults		2		1		19		13		29		18
Six Thinking Hats Workout				22							13	
Supervisory Skills		3,10,17					8,15,22	6,13 20				
Targeted Health Promotional/Health Awareness												
The Human Element of Conflict and Aggression – ½ day		14		11		26			5		4	
The Psychology of Addiction				18							18	
Using Transactional Analysis for Excellent Communication				4								20
Visit Leaders and Epi pen Course												
Working Alone in Safety – ½ day	15		13					13	5		27	
Working at Height – ½ day						11						
Writing Concise Minutes – ½ day			27	17			17		5	14	14	

Colour Code:

Courses in **Black** = Full Day

Courses in **Blue** = Morning only

Courses in **Red** = Afternoon only

Course in **Purple** = Occupational Health, Telephone Ext: 3285

Course in **Green** are 90 minute workouts

For further information please contact: Occupational Health on tel: 024 7683 3265 (purple text).

For all other corporate courses e-mail trainingbookingsandinfo@coventry.gov.uk

If you need this information in another format or language
please contact us:

Tel: 024 7683 3285

Fax: 024 7683 1132

If you would like any help and support please contact the e-mail
address below: trainingbookingsandinfo@coventry.gov.uk

**Details of training courses may change but contents were
up to date at the time of printing.**

On Course

April 2013 to March 2014

● Your guide to training and development at Coventry City Council

Your latest guide to training courses for Council employees is available **NOW!**

What's new about On Course?

Are you a Coventry Manager?

Our commitment to you



Coventry City Council

Including: Your course calendar for the year.
Speak to your manager for a downloadable
copy available on Beacon.coventry.gov.uk/oncourse

On Course Contents

On Course contains news about training and development that the Council offers along with details of all the courses that you can choose from.

Here's a summary of what is inside and details of when the training is being held

Page two and three

Welcome from Cllr Phil Townshend, who is the Cabinet Member responsible for training and development. Plus, a comment from your trade union learning reps about how they can help.

Also, what's new about On Course in 2013 and 2014.

Online learning - getting to grips with courses at your computer.

Page four, five and six

Mandatory training and courses you *must* complete every two years.

The important role of managers in working with colleagues and regularly reviewing work and priorities.

Page seven to 16

Your at-at-a-glance A to Z guide of all the training and courses available.

A personal message from Cllr Phil Townshend, Cabinet Member for Community Safety and Equalities

This is our annual edition of On Course, the brochure that sets out the training available to council employees to help you develop new skills and keep your existing skills up-to-date.

This year we have provided an A to Z of courses and given a brief summary about what the benefits of the course are to you and to the City Council. On pages 3,4,5, and 6 we have also provided a guide to new courses being introduced and have explained more about some of the courses.

There's never been a more challenging time for Councils up and down the country and its important that with increasing demands on our services that you feel you have the opportunity to build your training and development.

This is an opportunity for you to develop your career whilst offering even higher levels of service to the people of Coventry. You play a crucial part in helping the Council strive to provide the best possible services to Coventry people and I'd like to thank you personally for that continued commitment particularly at such a difficult time.



contact us

If you need this information in another format or language please contact us:

Tel: 024 7683 3285

Fax: 024 7683 1132

If you would like any help and support please contact the e-mail address below: trainingbookingsandinfo@coventry.gov.uk

Details of training courses may change but contents were up to date at the time of printing.

A message to employees from your Union Learning Representatives

On Course offers a wide range of courses to pick from to help you develop your skills and personal development. It is important that you are aware that you have a right to suitable training and your Union Learning Representative (URL) can help you to choose the training that would best suit you.

ULRs are part of your Trade Union and our job is to help with your learning. That's why we are happy to help if there is not the training available in On Course which suits your need. We are able to work with you to find the training most appropriate for your job.

There are other course providers such as unionlearn and the National Careers Service, but these courses may have to be taken in your own time.

The ULRs regularly negotiate with the Council on learning issues, not only on course content but also on delivery and access to it.

ULRs can be contacted by e-mail for the following trade unions:

Unison, Paul Hunt -

paul.hunt@coventryunison.co.uk

Unison, Mike Wallace -

mike.wallace@coventryunison.uk

Unite, Peter Skerrett -

peter.skerrett@coventry.gov.uk

CYWU, Elizabeth Flowers -

elizabeth.flowers@coventry.gov.uk

NUT, Maggie Holdsworth -

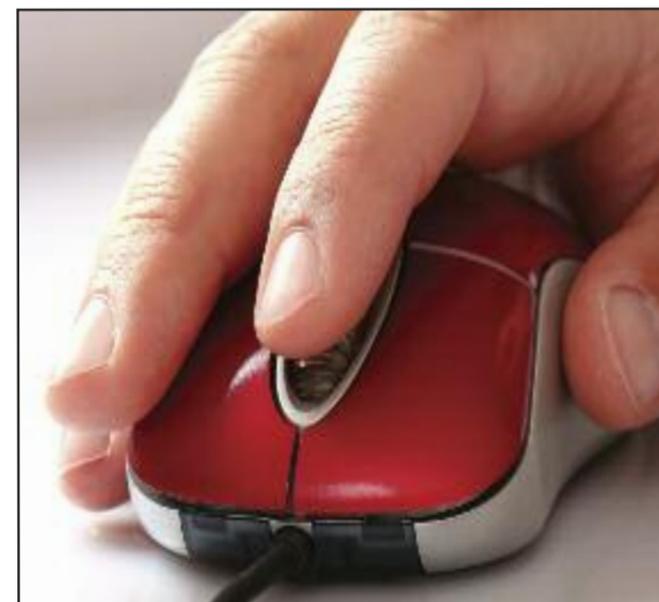
mholdsworth_2000@yahoo.co.uk

NUT, Jane Nellist - jane.nellist@coventry.gov.uk

NASUWAT - Lesley Cavil -

cavillnasuwt@hotmail.co.uk

GMB - Derek Ryan - Derek.Ryan@coventry.gov.uk



News about On Course Mind Gyms

Mind Gyms are a wonderful concept, designed to provide tools and tips from the world of psychology and selected science that can help us in our everyday lives.

Workouts are designed to get your mind thinking differently and to give you tips to make your life easier and more successful.

The aim of each Mind Gym is not to change you, but to manage your mind-set on the selected topic!

Workouts – New additions for 2013/14!

Skills-specific workouts are designed to meet the changing needs of a highly productive workforce. Each session lasts just 90 minutes; fast paced, focused and interactive to develop your skills to take back to your workplace. Need a training room?

Recording Training

Don't forget you can now input your external training onto Resource Link; this will include conferences, qualifications or other training specific to your role.

A short video is available on the Intranet to show you how to do this visit Beacon.coventry.gov.uk/oncourse.

On-line Learning

On-line learning is about providing you with the access to self-directed development which you can do at your own pace and at your convenience. Flexible in its use on-line learning can be part of a programme and is intended to meet the needs of individual learning styles. An abundance of courses are available that meet the mandatory requirements of every employee with many courses that can help with your personal development and enhance your knowledge and skills.

On-line learning is not just about e-Learning, we also have short video tutorials which will take you through work practices you may use on a daily basis. For example, if you need to learn more about Resource Link or develop your use of Outlook, then the tutorials were designed with you in mind.

Look out for the Learning Capsule on the main Learning and Development pages, this is a good one for you to bookmark; there are also many tools, websites and information available to you on this page. The Manager's Toolkit alone has been developed by the Learning and Development team to offer you a selection of management models and tools to enable you to solve problems and support your development.

Also on this link you will find access to:

- ILM Learning Zone
- Ashridge Learning Resource
- E-Learning
- Learning Resources Unlimited
- On Course
- Training Videos

Skills for Life

Skills for Life qualifications have been designed to help you improve your reading, writing, numeracy or language skills. The skills you learn will enable you to apply them in everyday life and the workplace. Learning in your own time, the Council has committed to paying up to 20 hours for you to improve your skills. For further information please contact Stewart Smith by email: stewart.smith2@coventry.gov.uk or visit <http://insite.coventry.gov.uk/skillsforlife>

Govern-IT – New for 2013/14!

Ever fancied trying your hand at running the Council? Govern-IT is a virtual council where you get the chance to make the decisions that are made every day in Local Government; just for the day. Govern-IT models a local authority. Teams represent the roles of services, members and external partners, and together they need to improve the local authority. The teams are split into six service areas; the members' teams have to show leadership and, along with the corporate team, steer the strategy. Efficiency savings have to be made and quality improved while managing risk. This is a busy, visual, interactive workshop where you get to demonstrate your team building skills, organisational skills, decision making, communication skills and influencing and persuasion skills. Govern-IT is open to all employee's, manager's and councillors.

Mandatory Training “Whatever job you do in the Council there are five course you must complete every two years as they are mandatory for everyone”

The mandatory courses are listed below and you can choose the method of study: classroom or e-learning. In addition to these courses, there are also other courses that may be mandatory for you and this will depend upon your job role. A full breakdown of the role-specific mandatory training is available in the mandatory matrix which will help you and your manager decide on what other mandatory training is relevant for you.

- Safeguarding Children and Adults
- Health and Safety – General

- Fire Safety
- Meeting the Charter Standards
- Equality and Diversity

In addition to the five mandatory courses listed on page 5 it is up to you as a manager to use the role specific template to identify with your staff any other training which is relevant to roles. For example, Manual Workers will need to complete the Manual Handling course.

The matrix is downloadable on the Learning and Development pages of Beacon.

Are you a Coventry Manager?

If you are responsible for staff the Coventry Manager is designed to explain what it means to be an effective manager here at the Council.

There is a wealth of information, tools, support and now qualifications to enable you to develop and apply skills and the behaviours' that we ask you to deliver as part of your role.

It's tough being a manager in the current climate and we are committed to helping you succeed in these challenging times.

We have also a range of leadership qualifications that we deliver in-house and a team of coaches and mentors that you can access too.

We hope that these give you a flavour of how we can

help.

Institute of Leadership and Management Qualifications (ILM)

Whether you are a team leader or a middle manager we have a leadership qualification for you!

The Learning and Development team are an accredited centre delivering Institute of Leadership and Management (ILM) qualifications at level 2 (for Team Leaders) Level 3 (First Line Managers) and Level 5 (Middle Managers).

We also offer qualifications in Coaching and Mentoring at level 3 and 5. For more information please check out Beacon – the Council's intranet pages.

Competency Based Appraisals

As an organisation we want to drive the right key skills, knowledge and behaviours that will ultimately allow the organisation to thrive and perform at its best. Our Competency Based Appraisal (CBA) system allows us to do just this. The new system was introduced in April 2011.

CBAs need to be conducted on an annual basis. The appraisal requires both the manager and employee to review the employee's performance over the last year against a set of competencies.

Remember that all CBAs need to be recorded on Resource Link and it also needs to be recorded if you are unable to complete it

Effective Skills for Manager's

As a new manager it is important that you are equipped with the tools and knowledge that you need to be as effective as possible. We are now able to offer you time to explore what it means to be an effective manager at Coventry City Council, how to drive performance amongst your team and how you can continue to develop your skills.



More details are available on Beacon at coventry.gov.uk/oncourse Or talk to your manager

Coaching and how it will benefit me

Did you know coaching is a confidential one-to-one, time bound relationship with a qualified coach who will support you to identify, and achieve specific goals.

Our coaches have been specifically selected as role models in terms of their skills, knowledge and behaviour, and have (or are working towards) a coaching and mentoring qualification through ILM. Coaching helps you in a lot of ways to be even more effective in times of change; it encourages initiative and responsibility and helps to develop better relationships with your teams. So why not give it a try?

Mentoring and overcoming obstacles

Mentoring whilst using similar skills as in coaching is a more long-term relationship and is where the mentor uses their greater knowledge and understanding to support the development of a less experienced

colleague. Unlike coaches mentors will often share their experiences to suggest how the mentee might overcome a specific problem.

So if you are:

- a delegate on one of our Leadership Development Programmes (i.e. ILM Level 2 in Team Leading, ILM Level 3 In Leadership & Management, ILM Level 5 In Leadership & Management, ILM Level 5 in Coaching & Mentoring OR
 - a manager who is currently managing (or is about to manage) significant change within your service area through a Fundamental Service Review then you can access personalised coaching through our internal coaching pool
- for further information take a look on our intranet pages Beacon.coventry.gov.uk/oncourse

Action learning for service improvement

Action Learning is an accelerated learning tool which can be used in all areas of business to explore solutions to real problems, issues or challenges. A group known as a 'set' meet over a set period of time to decide on the best course of action. This an opportunity for Line Managers to take a problem, work through it and reflect on its progress in a supported and

structured way.

Set over a period of six weeks the delegates would ideally be Grade 6 or above with a real problem they would like to bring to the set with the focus on improving the service. Acceptance on this programme will be via an application form to determine suitability of the problem you want to bring to the set

You will need to agree with your Line Manager:

- How you can apply and share the learning from your event
- How you can practice your new skills and continue to learn
- An agreed scheduled event that you are able to commit to; unless there is a business critical reason for you not to do so.

Your commitment to us

- To take responsibility for your learning and development and seek opportunities to learn formally and informally
- Fully participate in events you attend
- To have a discussion with your Line Manager before and after the event
- Apply and practice the skills you have learned to enhance performance
- To provide honest feedback about your needs after the event
- To read and act on the joining instructions about your event, and arrive on time and abide by any classroom contract
- Be respectful to others regardless of differences

Our commitment to you

Our commitment is to provide you with

- Opportunities and access to learning and development and resources throughout your career.
- Information to understand your role, skills required, knowledge and attitude to perform it to a high standard
- Clear joining instructions and pre-requisites to your chosen activity
- An environment where your ideas, views and feelings will be respected and our Equal Opportunities Policy is upheld
- A way to feedback about your learning experience
- Experienced professionals to deliver your events
- Responses to questions and requests for support

Commitment for your Line Manager

You will need to discuss with your Line Manager:

- Why you chose the activity
- How it will enhance your performance and be assessed in the workplace
- How you are going to apply the learnin
- What further steps and support you may need if the application isn't successful

Your A to Z of Courses and Details about Training

A Psychological Approach to Overcoming Problems within Teams

This training will provide delegates with an understanding of team dynamics enable recognition of potential problem areas, take the necessary action to prevent team dysfunction and rebuild where problems have arisen.

Accident Investigation

Outlining the procedures for investigating accidents and near misses in order to prevent re-occurrences.

ACT Now

Advanced Transactional Analysis for Professional Development

This training is a follow on from the Transactional Analysis for improved communication (basic TA). It expands on previous knowledge and introduces key features in TA theory and practical application.

Alcohol Awareness

This training will benefit delegates who encounter alcohol issues in their work by providing them with the opportunity to examine the facts and fiction behind alcohol use, and, in doing so, challenge unhelpful stereotypes of drinkers.

An Introduction to Health and Safety

Delegates will receive an overview of relevant Health and Safety legislation and the Council procedures in place to control risk. Provision of Health and Safety training is a legal requirement. This course gives delegates an overview of relevant H&S legislation and Council procedures and processes.

Anaphylaxis (use of Epipens)

Anger Awareness

This training looks at how we define anger, the effects of anger physically and mentally, the behavioural and psychological elements and the strategies for dealing with our own anger and the anger of others.

Assertiveness Workout

When do I want to be more assertive? An opportunity to explore how to make it happen. Give staff a bit more confidence to speak up and raise issues, questions and input to work discussions.

Basic Computing Skills - for Non-Computer Users

Attending basic computer skills will allow employees to gain confidence in using a computer. This course is aimed at those who have little interaction with computers and want a clearer understanding of the basic functions. You will become adept in operating the basic hardware and software on a computer. Basic computer skills will inspire confidence in employees who have zero confidence in using computers. In a world of technology which is evolving all the time, computer skills are essential for working effectively in the office today.

Basic First Aid Course

Basic First Aid Course for Schools

Budget Holder & TABS Training

Bullying and Harrasment for Staff

This course will provide learners with a clearer understanding of how to recognise, challenge and report bullying and harrasment behaviour.

Competency Based Appraisal Trg for Mgrs (Workshop and elearning)

This course will provide managers with the skills and knowledge needed to conduct Coventry City Councils Competency Based Appraisals. It will also explore how managers can sell the system to their teams and challenge under performance. Our Competency Based Appraisal system drives, promotes and in-stills the skills, knowledge and behaviours required for strong performance within our organisation today.

Corporate Induction

An official welcome to Coventry City Council; a chance to understand how the Council works

COSHH

This course will cover how to create a COSHH Assessment using the Council procedure. Before any hazardous chemical is used in the workplace, a COSHH risk assessment must be carried out.

Your A to Z of Training Courses

Counselling Skills for Managers/Supervisors

This training aims to equip those in a management/supervisory role with the necessary counselling and interpersonal skills to facilitate more effective interviews and improve outcomes.

Creating Self-esteem

This training is suitable for anyone wishing to look at the subject of self-esteem, who wants to build better self esteem for themselves and have a better understanding of others needs and behaviour.

Crucial Conversations

TWO Day Course

Tools for communicating in difficult situations. How to remain clear and focussed on goals and at the same time build better relationships. Improved communication and cooperation that will lead to better joined up working.

Customer Service Meeting Charter Standards

This training provides delegates with an understanding of what excellent customer service should look like and links this to the Corporate visions and objectives to support customer service values and standards. Delegates will be able to identify the benefits of a customer service culture, be aware of the core skills in implementing excellent customer service and understand the organisation's Customer Charter standards.

Dealing With Difficult Customers

This workout will focus on the tactics for defusing potentially difficult situations with customers. The ability to manage emotions in a customer service transaction is vital to its success. The workout will look at effectively managing difficult conversations / situations with customers, in helping to understanding from the customer's perspective what our organisation can provide to meet their needs.

Dealing with Dysfunctional Relationships at Work

This training helps you to explore the behaviour and attitude of individuals, the impact it can have on you, and the difficulty this can create at work.

Developing Working Relationships With Colleagues

This workout focuses on internal customer service and how it benefits both individuals and the organisation. Identifying and responding to the working needs of colleagues and communicating openly and honestly with each other, are integral factors in improving working procedures and practices.

This workout will help in understanding the wider implications of what we all do in work and look at positive attitudes and behaviours.

DSE Assessor

Delegates will learn how to check for, and resolve, workstation problems. This will ensure DSE Users minimise the risk of musculoskeletal or other DSE related injuries. By Law, all DSE Users must have regular assessments of their workstations. Managers need to ensure that sufficient staff are trained as Assessors to meet this requirement.

Effective Delegation

What do I need to do to get this work done? Who is best placed to do it. Managers, supervisors and team leaders who can delegate work to ensure that delivery is achieved.

Effective Questioning Techniques

How to identify the right question to ask. Improved meetings, appraisals, business discussions.

Effective Skills for New Managers (Workshop and elearning)

As a new manager it is important that you are equipped with the tools and knowledge that you need to be as effective as possible. In this course we will explore: what it means to be an effective manager at the Council, how to drive performance amongst your team and how you can continue to develop your skills. This course embeds what it means to be a 'Coventry manager' ensuring consistency and excellence across the organisation

E-Learning Workshops

You will be taken through the advantages of E-Learning, how it can help you and further your personal development? What courses are available to you? Together, we will explore the E-Learning system, search and complete a course as well as use further features such as generating certificates for completion of courses.

Emergency First Aid at Work Course

Your A to Z of Training Courses

Emotional Resilience Awareness for Employees

This training introduces delegates to practical tools and techniques that will increase their confidence in their ability to bounce back from the many pressures and adversities they encounter in today's workplace. They are reminded that a key aspect of being resilient is accepting that change always creates opportunities as well as problems to be solved.

Equality and Diversity Awareness for Managers

This course provides managers with a clearer understanding of the meaning of: Equality, Diversity, Inclusion and cohesion. The course will also focus on Equality and Diversity Legislation and how to embed Equality and Diversity into the workplace. The recognition, respecting and valuing the differences of people increases positive communication, this leads to better cooperation and productivity.

Equality and Diversity Awareness for Staff

Evacuation Chair Training

Delegates will learn how to operate an Evacuation Chair to assist building egress for those with mobility issues. The law requires that any person who would be unable to evacuate a building promptly in an emergency needs to have a Personal Evacuation Plan. This plan may involve use of an Evacuation Chair.

Financial Administration

Fire Safety

Delegates will learn how fires start and spread and what actions can be taken to minimise the risk. Use of fire extinguishers will also be covered. Provision of basic Fire Safety training is a legal requirement. This course gives delegates an overview of fire safety issues and Council procedures.

First Aid at Work Certificate

First Aid at Work Certificate Re-qualification

Information Governance & Security

Find out how to keep information safe and secure. Information Governance and Security is a legal requirement. This session is mandatory for all employees.

Managing Consistently

The importance of having a consistent style in how the team is managed.

Managing Depression at Work

This training will provide delegates with a greater understanding of depression enable recognition of potential problem triggers and use a different approach in relieving depression through NICE recommended Mindfulness and Acceptance approaches.

Manual Handling

This session outlines the type of injuries that can occur when undertaking manual handling. Techniques to minimise the risk of injury are described. Manual handling is performed at some level by all employees. Incorrect manual handling can lead to injury, lost time and reduced ability to perform future handling tasks.

Mental Health Awareness Training

This training will enable delegates to have a better understanding of mental health conditions and how this may impact on the Individual and the working environment

Mind Gym Big Picture

This workout gives the components of good strategic thinking; providing the tools to chunk your thinking and techniques to help others see big pictures.

Mind Gym Business Brain

This workout helps you gain the know-how to put yourself in the right place for a commercially attractive opportunity.

Mind Gym Courageous Conversations

A session where the focus is on discussions that take place between two or more people where stakes are high, opinions vary and emotions are strong.

Mind Gym Customer Connection

This workout is about discovering ways to deepen the relationship with our customers and win their trust and respect when delivering a service to them.

Your A to Z of Training Courses

Mind Gym Cresting the Curve

This concerns the positive and negative change curve we travel through. It looks at each stage in detail to enable delegates to recognise the associated emotions and mindsets we experience.

Mind Gym Influencing and Persuading

Influence and persuasion means causing people to think, feel or do something that you would like them to think, feel or do. To do this we need to create an influencing strategy. This session looks at considering the other individual and which tactics to use in the right order to get the best results.

Mind Gym Your Impact on Others

This concerns the positive and negative change curve we travel through. It looks at each stage in detail to enable delegates to recognise the associated emotions and mindsets we experience.

Mind Gym U-turn Performance

This workout will test ways to uncover the real reasons for under performance and recognise what to do to turn early improvement into long term transformations.

Moments of Truth Workout

Where the customer interacts with the service. Clarity around how operational processes are developed, organised, and delivered.

Monitor the Quality of a Customer Service Transaction Workout

This workout will look at the role of all employees, in ensuring we adhere to quality standards and understand the importance of effectively measuring tasks and objectives that are carried out; to provide the best levels of customer service possible.

Negotiation Workout

A practical exercise in a team negotiation setting. More task focussed negotiations. Positive language and the desire to meet the customer's request/ requirement, provide a solid foundation to 'get things right first time and go the extra mile for the customer'.

Positive Language In Customer Service Workout

This workout will provide delegates with the skills to deploy effective dialogue with customers, in all situations. The importance of making a good first impression with a customer is crucial in promoting a professional image of our organisation. Organisational requirements are for delivering a high impacting service. It helps to provide a positive language to meet customer's requests/requirements and a solid foundation to 'get things right first time and go the extra mile for the customer.'

Preparing for Retirement

This seminar is designed for anyone contemplating retirement. The following topics are covered through the day - Planning Retirement, The Psychological Aspects, Financial Planning, Pensions and related issues, Health in Retirement, Leisure/Balanced lifestyles, and Looking forward.

Prevention of Work Related Violence

This session will cover the origins of aggression and describe techniques to diffuse hostile behaviour. Staff can experience aggression when dealing with customers or service users. Training can assist in diffusing hostile situations and avoiding actual violence.

Proactive Stress Management for Employees

This training looks at the psychology behind the stress reaction, the internal and external world of clients that give rise to experiences of stress and its mental and physical manifestation. The training will enable individuals to recognise situations that may give rise to stress and make the necessary changes to prevent or minimise stress.

Proactive Stress Management for Managers/Supervisors

To enable those in a management capacity to recognise situations that may give rise to stress in others, avoid stress creation, carry out risk assessment and make the necessary changes to prevent or minimise stress

Process Stapling Workout

Understanding the service delivery cycle. Identify ways to improve customer services, processes and reduce waste,

Professional Boundaries

This training will enable delegates to have a better understanding of how to work within professional boundaries for both clients and their co-workers, and to know what the rules are within Coventry City Council.

Your A to Z of Training Courses

Project Management

An overview of project management. What a project manager will need to think about, plan for and act on. Project managers, or potential project managers will have an awareness of key aspects of how to manage a project.

Practical Risk Management

Please contact Stephen Mangan, Internal Audit and Risk Manager on tel: 024 7683 3747.

Recruitment and Selection

This training provides delegates with the knowledge and practical skills to enable them to participate appropriately in the Council's Recruitment and Selection process. It is essential that those employees participating in the Recruitment and Selection process are aware of current legislation and the requirement to always recruit a good calibre of employee; through effective deployment of the process.

Resolving Customer Service Problems

This workout provides delegates with the important skills of effectively managing customers' emotions and adopting a caring, co-operating and communicative ethos; to enable a greater understanding of a customer's problem or request. Resolving customer service problems, leads to a more efficient and effective service, which matches the needs of the customer with organisational requirements.

Risk Assessment

By attending this course delegates will learn how to write suitable and sufficient risk assessments using the Council procedure. Risk assessment of workplace activities, by competent persons, is a legal requirement. Managers need to ensure that sufficient staff are trained to achieve this requirement.

Six Thinking Hats Workout

How to use deBono's model in a problem solving or planning setting. A method to improve operational and project planning, and to help when problem solving.

Targeted Health Promotional/Health Awareness

The Human Element of Conflict and Aggression

This training will provide delegates with an understanding of team dynamics and enable recognition of potential problem areas, take the necessary action to prevent team dysfunction and rebuild where problems have arisen.

The Psychology of Addiction

This training will enable delegates to have a better understanding of the reasons for addiction, to offer support and know where to go for help. Delegates will be more aware of addiction issues and better equipped to deal with problems that may arise for themselves, for their families and for friends and colleagues in their lives

Training Needs Analysis and Developing your Team for Effective Performance

Ever wondered how you could creatively drive the performance of your team through the roof? This course will allow you to identify what excellent performance looks like, conduct gap analysis and apply creative solutions to drive performance amongst your team. Having a greater awareness of the learning needs of our teams enables managers to drive performance, address skills gaps and identify the skills needed of the future workforce.

Visit Leaders and Epipen Course

Working Alone in Safety

Techniques will be described to minimise the risk when working alone. Scenarios covered include lone office work, travelling and home visiting. Lone or isolated working presents an increased risk for employees. Best practice training can reduce this risk.

Working at Height

The course outlines legal requirements and safe working procedures for a range of common access equipment such as steps, ladders and mobile scaffold towers. Training is a legal requirement for all staff working at height. Attendance at this course will ensure employees understand the legal requirements and how to use common access equipment safely.

Writing Concise Minutes

It is essential that those employees participating in the Recruitment and Selection process are aware of current legislation and the requirement to recruit a good calibre of employee; through effective deployment of the process.

At-a-Glance A to Z Guide to Training and Courses Available from April 2013 to March 2014

	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March
A Psychological Approach to Overcoming Problems Within Teams – ½ day		16									6	
A Question of Health												
Advanced Transactional Analysis for Professional Development – I						19						19
Alcohol Awareness – ½ day			19				9	19	20		4	
Accident Investigation			25									
An Introduction to Health and Safety – ½ day	3	23	5		5	4	9	19	9	15	4	11
Anaphylaxis (use of epi pens)												
Anger Awareness				16							11	
Assertiveness Workout				1						13		
Basic Computer Skills – Computer Skills for Non Computer Users – 1 day		2			14			26			12	
Basic First Aid Course – 4 hours												
Basic First Aid Course for Schools – 4 hours												
Budget Holder Training – 1 day			11			16			4			
Business Improvement - Action Learning Set				22								
Competency Based Appraisal Training – ½ day		14		10			8		17		25	20
Condensed Mandatory	12 18	14 15	13 24	11 18	14 28	5 11	2 10	19 20	4 9	20 22	12	17
Corporate Induction	4			3				6				
COSHH Assessment – ½ day		7				4						
Counselling Skills for Managers/Supervisors – ½ day								14				
Creating Self Esteem – ½ day	11		13			12		7		9		13
Crucial Conversations – 2 day course		8 9	24 25			16 17				30 31		4 5
Customer Service - Meeting the Charter Standards		17	13	16	21		17			17		
Dealing with Difficult Customers			26					19				
Dealing with Dysfunctional Relationships at Work – ½ day		23									13	
Develop Working Relationships with Colleagues					7						5	
DSE Assessor – ½ day							9			20		
E- Learning Workshops – 1½ hour sessions	26			3				21				13
Effective Delegation Workout									8			6
Effective Questioning Techniques			17					25				
Effective Time Management		20							9			
Emotional Resilience Awareness for Employees (am)	16			9		24			12		27	
Equality and Diversity Awareness for Staff – 1 day		3	12	4		18	21	19	9	14	28	11
Equality and Diversity for Managers	24	8										
Evacuation Chair Training	22											17
Financial Administration – ½ day			30				4					
Fire Safety	22	16	19	25	29	26	21	20	10	23	20	17
First Aid at Work Certificate - please call 024 7683 3285												
First Aid at Work Certificate Re-qualification call 024 7683 3285												

Colour Code:

Courses in **Black** = Full Day

Courses in **Blue** = Morning only

Courses in **Red** = Afternoon only

Course in **Purple** = Occupational Health, Telephone Ext: 3285

Course in **Green** are 90 minute workouts

For further information please contact:
Occupational Health on tel: 024 7683 3265 (purple text).

For all other corporate courses e-mail trainingbookingsandinfo@coventry.gov.uk

At-a-Glance A to Z Guide to Training and Courses Available from April 2013 to March 2014

	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March
Govern-IT Running a Virtual Council			10					20				
Harassment and Bullying for Staff	5	22										
Infectious Diseases (am)												
Information Governance and Security	17 23	21 28	6 26	11 15	69	25 26	3 8	12 25	17	24		
Managing Depression Workshop		21								23		
Manual Handling – ½ day	15	7	13	11	28	11	10	13	5	20	27	
Mental Health Awareness Training – ½ day	9		4				10		3	30		27
Mind Gym - Big Picture			21	17		26				16	5	
Mind Gym - Business Brain					14		14	12	4	22		
Mind Gym - Courageous Conversations	12	8		24	28			19	5	13	12	
Mind Gym - Cresting the Curve	11	15				11		18			25	6
Mind Gym - Customer Connected			17	10 18		25			12			
Mind Gym – Influencing and Persuading	18	21	27		9		21					19
Mind Gym - U Turn Performance		22	6				2	20				13
Mind Gym - Your Impact on Others	25					3	24		9	7	19	26
Moments of Truth Workout						19						19
Monitor the Quality of Customer Service Transaction				23							16	
Negotiation Workout							9				25	
Positive Language in Customer Service Workout				25			14					
Preparing for Retirement – 1 day			7				4		6			7
Prevention of Work Related Violence		16					21					
Proactive Stress Management for Employees – ½ day												
Proactive Stress Management for Managers/Supervisors – ½ day	18		18			11		6		16		6
Process Stapling Workout								18			20	
Professional Boundaries			27									21
Project Management – 2 days						10 11			10 11			20 21
Recruitment and Selection for Managers – 1 days	23						15				13	6
Resolving Customer Service Problems Workout			5						12			
Risk Assessment – ½ day				4			16					19
Safeguarding Children and Adults		2		1		19		13		29		18
Six Thinking Hats Workout				22							13	
Supervisory Skills		3,10,17					8,15,22	6,13 20				
Targeted Health Promotional/Health Awareness												
The Human Element of Conflict and Aggression – ½ day		14		11		26			5		4	
The Psychology of Addiction				18							18	
Using Transactional Analysis for Excellent Communication				4								20
Visit Leaders and Epi pen Course												
Working Alone in Safety – ½ day	15		13					13	5		27	
Working at Height – ½ day						11						
Writing Concise Minutes – ½ day			27	17			17		5	14	14	

Colour Code:

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Course in **Purple** = Occupational Health, Telephone Ext: 3285

Course in **Green** are 90 minute workouts

For further information please contact: Occupational Health on tel: 024 7683 3265 (purple text).

For all other corporate courses e-mail trainingbookingsandinfo@coventry.gov.uk

If you need this information in another format or language
please contact us:

Tel: 024 7683 3285

Fax: 024 7683 1132

If you would like any help and support please contact the e-mail
address below: trainingbookingsandinfo@coventry.gov.uk

**Details of training courses may change but contents were
up to date at the time of printing.**

Course Title

An Introduction to Health & Safety at Work v2
An Introduction to Health & Safety at Work v2 (Non-Audio)
An Introduction to Managing Health and Safety v2
An Introduction to Managing Health and Safety v2 (Non-Audio)
Asbestos Awareness (Non-Audio) v2
Asbestos Awareness v2
Asbestos Basics (Non-Audio) v2
Asbestos Basics v2
COSHH Awareness (Non-Audio)
Display Screen Equipment and Workstation Safety
Display Screen Equipment and Workstation Safety (Non-Audio)
Fire Risk Assessment (Non-Audio)
Fire Safety and Evacuation v2
Fire Safety and Evacuation v2 (Non-Audio)
Hand Hygiene - A Video Guide to Effective Hand Washing v2
Handling Stress at Work - A Guide for Managers and Staff
Handling Stress at Work - A Guide for Managers and Staff (Non-Audio)

Handling Violence and Aggression at Work
Handling Violence and Aggression at Work (Non-Audio)
Incident Reporting and Investigation (Non-Audio)
Introduction to Risk Assessment v2
Lone Worker Types and Typical Risks
Lone Worker Types and Typical Risks (Non-Audio)
Lone Working - Hazards and Risks
Lone Working - Hazards and Risks (Non-Audio)
Manual Handling Risk Assessment
Personal Safety in Other People's Homes and Premises
Personal Safety in Other People's Homes and Premises (Non-Audio)
Preventing Bullying in the Workplace v2
Preventing Bullying in the Workplace v2 (Non-Audio)
Protecting the Environment at Work and Home v2
Protecting the Environment at Work and Home v2 (Non-Audio)
Repetitive Strain Injuries Risk Assessment
Risk Assessment for Managers v2
Risk Assessment for Managers v2 (Non-Audio)
RSI - Repetitive Strain Injury v2
RSI - Repetitive Strain Injury v2 (Non-Audio)
Safe Manual Handling v2
Safe Manual Handling v2 (Non-Audio)
Slips Trips and Falls Risk Assessment
Slips Trips and Falls v2
Slips Trips and Falls v2 (Non-Audio)
Staying Safe in Confined Spaces (Non-Audio)
Staying Safe with Electricity
Staying Safe with Electricity (Non-Audio)
Staying Safe With Hazardous Substances v2
Staying Safe With Hazardous Substances v2 (Non-Audio)
Staying Safe with Noise v2
Staying Safe with Noise v2 (Non-Audio)
Staying Safe with Vehicles v2
Staying Safe with Vehicles v2 (Non-Audio)
Stress Risk Assessment
Test Yourself on the Highway Code v2

Course Title

Access 2000
Access 2000 (Accessible)
Access 2003 Introduction
Access 2003 Introduction (Accessible)
Access 2003 Advanced
Access 2003 Advanced (Accessible)
Access XP Introduction
Access XP Introduction (Accessible)
Microsoft Access 2010 - Level 1
Microsoft Access 2010 - Level 1 (Accessible)
Microsoft Access 2010 - Level 2
Microsoft Access 2010 - Level 3
Microsoft Access 2010 - Level 4
Microsoft Access 2010 - Level 5
Microsoft Access 2010 - Level 5 (Accessible)
Excel 2000 Introduction
Excel 2000 Introduction (Accessible)
Excel 2000 Intermediate
Excel 2000 Intermediate (Accessible)
Excel 2000 Advanced
Excel 2000 Advanced (Accessible)
Excel 2003 Introduction
Excel 2003 Introduction (Accessible)
Excel 2003 Intermediate
Excel 2003 Intermediate (Accessible)
Excel 2003 Advanced
Excel 2003 Advanced (Accessible)
Excel XP Introduction
Excel XP Introduction (Accessible)
Excel XP Intermediate
Excel XP Intermediate (Accessible)
Excel XP Advanced
Excel XP Advanced (Accessible)
Microsoft Excel 2010 Training
Microsoft Excel 2010 - Level 1
Microsoft Excel 2010 - Level 1 (Accessible)
Microsoft Excel 2010 - Level 2
Microsoft Excel 2010 - Level 2 (Accessible)
Microsoft Excel 2010 - Level 3
Microsoft Excel 2010 - Level 3 (Accessible)
Microsoft Excel 2010 - Level 4
Microsoft Excel 2010 - Level 4 (Accessible)
Microsoft Excel 2010 - Level 5
Microsoft Excel 2010 - Level 5 (Accessible)
FrontPage 2000
FrontPage 2000 (Accessible)
FrontPage 2003
FrontPage 2003 (Accessible)
FrontPage XP
FrontPage XP (Accessible)
Internet Explorer 5
Internet Explorer 5 (Accessible)
Internet Explorer 6
Internet Explorer 6 (Accessible)
Internet Explorer 7
Internet Explorer 7 (Accessible)
Internet Explorer 8
Internet Explorer 8 (Accessible)

Internet Explorer 9
Internet Explorer 9 (Accessible)
Internet Explorer 9 - Tools, Searching and Printing
Internet Explorer 9 - Tools, Searching and Printing (accessible)
Outlook 2000
Outlook 2000 (Accessible)
Outlook 2003 Introduction
Outlook 2003 Introduction (Accessible)
Outlook 2003 Advanced
Outlook 2003 Advanced (Accessible)
Outlook XP Introduction
Outlook XP Introduction (Accessible)
Outlook XP Advanced
Outlook XP Advanced (Accessible)
Microsoft Outlook 2010 Training
Microsoft Outlook 2010 - Level 1
Microsoft Outlook 2010 - Level 1 (Accessible)
PowerPoint 2000
PowerPoint 2000 (Accessible)
PowerPoint 2003 Introduction
PowerPoint 2003 Introduction (Accessible)
PowerPoint 2003 Advanced
PowerPoint 2003 Advanced (Accessible)
PowerPoint XP Introduction
PowerPoint XP Introduction (Accessible)
PowerPoint XP Advanced
PowerPoint XP Advanced (Accessible)
Microsoft PowerPoint 2010 Training
Microsoft PowerPoint 2010 - Level 1
Microsoft PowerPoint 2010 - Level 1 (Accessible)
Microsoft PowerPoint 2010 - Level 3
Microsoft PowerPoint 2010 - Level 4
Microsoft PowerPoint 2010 - Level 5
Project 2000 Introduction
Project 2000 Introduction (Accessible)
Project 2000 Advanced
Project 2000 Advanced (Accessible)
Project 2002 Introduction
Project 2002 Introduction (Accessible)
Project 2002 Advanced
Project 2002 Advanced (Accessible)
Project 2003 Introduction
Project 2003 Introduction (Accessible)
Project 2003 Advanced
Project 2003 Advanced (Accessible)
Project 2010 - Introduction and Views
Project 2010 - Introduction and Views (Accessible)
Project 2010 - Creating Projects
Project 2010 - Creating Projects (Accessible)
Project 2010 - Formatting Projects
Project 2010 - Formatting Projects (Accessible)
Project 2010 - Viewing and Updating Data
Project 2010 - Viewing and Updating Data (Accessible)
Project 2010 - Sharing and Master Projects
Project 2010 - Sharing and Master Projects (Accessible)
Project 2010 - Tracking, Reporting and Tools
Project 2010 - Tracking, Reporting and Tools (Accessible)
Publisher 2003
Publisher 2003 (Accessible)

Word 2000 Introduction
Word 2000 Introduction (Accessible)
Word 2000 Intermediate
Word 2000 Intermediate (Accessible)
Word 2000 Advanced
Word 2000 Advanced (Accessible)
Word 2003 Introduction
Word 2003 Introduction (Accessible)
Word 2003 Intermediate
Word 2003 Intermediate (Accessible)
Word 2003 Advanced
Word 2003 Advanced (Accessible)
Word XP Introduction
Word XP Introduction (Accessible)
Word XP Intermediate
Word XP Intermediate (Accessible)
Word XP Advanced
Word XP Advanced (Accessible)
Microsoft Word 2010 Training
Microsoft Word 2010 - Level 1
Microsoft Word 2010 - Level 1 (Accessible)
Microsoft Word 2010 - Level 2
Microsoft Word 2010 - Level 2 (Accessible)
Microsoft Word 2010 - Level 3
Microsoft Word 2010 - Level 3 (Accessible)
Microsoft Word 2010 - Level 4
Microsoft Word 2010 - Level 4 (Accessible)
Microsoft Word 2010 - Level 5
Microsoft Word 2010 - Level 5 (Accessible)
Windows 2000
Windows 2000 (Accessible)
Windows Vista Advanced
Windows Vista Advanced (Accessible)
Windows Vista Introduction
Windows Vista Introduction (Accessible)
Windows XP Advanced
Windows XP Advanced (Accessible)
Windows XP Introduction
Windows XP Introduction (Accessible)
Windows 7 - Level 1
Windows 7 - Level 1 (Accessible)
Windows 7 - Level 2
Windows 7 - Level 2 (Accessible)
Windows 7 - Level 3
Windows 7 - Level 3 (Accessible)

Course Title

Talk Business English
Talk Business French
Talk Business German
Talk Business Italian
Talk Business Mandarin
Talk Business Polish
Talk Business Scottish Gaelic
Talk Business Spanish
Talk Business Swedish
Talk Business Welsh
Talk More English
Talk More French
Talk More German
Talk More Italian
Talk More Mandarin
Talk More Polish
Talk More Scottish Gaelic
Talk More Spanish
Talk More Swedish
Talk More Welsh
Talk Now! English
Talk Now! French
Talk Now! German
Talk Now! Italian
Talk Now! Mandarin
Talk Now! Polish
Talk Now! Scottish Gaelic
Talk Now! Spanish
Talk Now! Swedish
Talk Now! Welsh
Talk The Talk English
Talk The Talk French
Talk The Talk German
Talk The Talk Italian
Talk The Talk Mandarin
Talk The Talk Polish
Talk The Talk Scottish Gaelic
Talk The Talk Spanish
Talk The Talk Swedish
Talk The Talk Welsh

Course Title

Appraisal in Social Care (non audio)
An Awareness of Dementia
Arthritis and Other Bone Conditions
Cardiac and Respiratory Conditions (Non Audio)
Community Safety and Section 17
Confidentiality in Social Care
Diabetes (Non - Audio)
Dignity, Equality, Inclusion and Customer Service in Social Care (Non Audio)
Deafblindness Awareness
Deprivation of Liberty (Non Audio)
Domestic Violence and Abuse
Epilepsy Awareness
Every Contact Counts v2
Falls Prevention (Non-Audio)
Healthcare Associated Infection
Healthcare Associated Infection (Non-Audio)
Hearing Loss Awareness
Law and Physical Intervention
Learning Disability Including Epilepsy
Meeting the Needs of Carers
Mental Health (Non-Audio)
Mental Capacity Act 2005 Awareness
Motor Neurone Disease (MND)
Multiple Sclerosis (Non-Audio)
Parkinson's Disease
Person Centred Planning (Non Audio)
Progressive Nuclear Palsy (non audio)
Private Fostering - An Overview
Safeguarding Adults v3
Safeguarding Children
Safeguarding Children (Non-Audio)
Sight Loss Awareness
Stroke
Substance Misuse v2

Course Title

An Overview of the Data Protection Act 1998 v8
An Overview of the Data Protection Act 1998 v8 (Non-Audio)
Avoiding and Dealing with Age Discrimination
Avoiding and Dealing with Age Discrimination (Non-Audio)
Avoiding and Dealing with Disability Discrimination
Avoiding and Dealing with Disability Discrimination (Non-Audio)
Avoiding and Dealing with Gender Reassignment Discrimination
Avoiding and Dealing with Gender Reassignment Discrimination (No Audio)
Avoiding and Dealing with Race Discrimination
Avoiding and Dealing with Race Discrimination (Non-Audio)
Avoiding and Dealing with Religious or Belief Discrimination (Non-Audio) v2
Avoiding and Dealing with Religious or Belief Discrimination
Avoiding and Dealing With Sex Discrimination v2
Avoiding and Dealing With Sex Discrimination v2 (Non-Audio)
Avoiding and Dealing with Sexual Orientation Discrimination
Avoiding and Dealing with Sexual Orientation Discrimination (Non-Audio)
Diversity, Equality and Discrimination v2
Diversity, Equality and Discrimination v2 (Non-Audio)
Equal Opportunities and Diversity Competency Assessment v7
Equal Opportunities in the Workplace: Parents in Employment
Equal Opportunities in the Workplace: Parents in Employment (Non-Audio)
Equal Opportunities in the Workplace: Recruitment and Selection v2
Equal Opportunities in the Workplace: Recruitment and Selection v2 (Non-Audio)
Flexible Working
Flexible Working (Non-Audio)
Fraud Awareness
Freedom of Information Act 2000 v8 (Non-Audio)
Harassment and Victimisation v2
Harassment and Victimisation v2 (Non-Audio)
Information Governance
Information Governance (Non-Audio)
The Bribery Act 2010
The Bribery Act 2010 (Non-Audio)

Course Title

A Background to Body Language v2
A Background to Body Language v2 (Non-Audio)
Listening Skills: An introduction to Listening v2
Listening Skills: An introduction to Listening v2 (Non-Audio)
An Introduction to Negotiation v2
An Introduction to Negotiation v2 (Non Audio)
An Introduction to Time Management
An Introduction to Time Management (Non-Audio)
An Overview of Performance Appraisal v2
An Overview of Performance Appraisal v2 (Non-Audio)
Appraisal and Performance Management Competency Assessment v7.8
Assertiveness
Attracting Candidates and Producing Job Advertisements v2
Attracting Candidates and Producing Job Advertisements v2 (Non-Audio)
Becoming a Better Listener v2
Becoming a Better Listener v2 (Non-Audio)
Body Language Competency Assessment v7.8
Candidate References and Selection
Candidate References and Selection (Non-Audio)
Chairing a Hearing (Non-Audio)
Conducting Effective Meetings
Conducting Effective Meetings (Non-Audio)
Council Structure & Working with Councillors (Non-Audio)
Creating SMARTER Objectives v2
Creating SMARTER Objectives v2 (Non-Audio)
Customer Service: Meeting Charter Standards
Delegation v2
Delegation v2 (Non-Audio)
Delegation Competency Assessment v7.8
Energy Efficiency for Managers (Non Audio)
Effective Meetings Competency Assessment v7.8
How to Produce Clean Mail
ILM: Assignment Writing Tips
Improve Your Self-Esteem
Improve Your Self-Esteem (Non-Audio)
Interview Skills
Introduction to Meetings and Meeting Types
Introduction to Meetings and Meeting Types (Non-Audio)
Introduction to Persuading and Influencing
Introduction to Persuading and Influencing (Non-Audio)
Job Analysis, Job Descriptions and Person Specifications
Job Analysis, Job Descriptions and Person Specifications (Non-Audio)
Listening Competency Assessment v7.8
Managing Conduct
Managing Grievance (Non-Audio)
Managing Performance (Non-Audio)
Managing Probation (Non-Audio)
Meeting Behaviour and Dealing with Problem Characters
Meeting Behaviour and Dealing with Problem Characters (Non-Audio)
Meeting Planning and Preparation
Meeting Planning and Preparation (Non-Audio)
Negotiating Strategies 2: Psychological Strategies
Negotiating Strategies 2: Psychological Strategies (Non-Audio)
Negotiation Competency Assessment v7.8
Negotiation Strategies 1: Strategy Basics v2
Negotiation Strategies 1: Strategy Basics v2 (Non Audio)
Ongoing Appraisal v2
Ongoing Appraisal v2 (Non-Audio)

Performance Management
Performance Management (Audio)
Persuading and Influencing Competency Assessment v7.8
PH@W - Supporting Disabled Employees and Reasonable Adjustments (Non-Audio)
Preparing for the Appraisal v2
Preparing for the Appraisal v2 (Non-Audio)
Presentation Competency Assessment v7.8
Presentations 1 - Preparing for the Presentation
Presentations 1 - Preparing for the Presentation (Non-Audio)
Presentations 2 - The Presentation
Presentations 2 - The Presentation (Non-Audio)
Project Management Basics (Non-Audio)
Promoting Health at Work - Return to Work Meetings (Non-Audio)
Promoting Health at Work - The Absence Reporting Call (Non-Audio)
Questioning - Unproductive Questions v2
Questioning - Unproductive Questions v2 (Non-Audio)
Questioning - Using Open and Closed Questions
Questioning - Using Open and Closed Questions (Non-Audio)
Questioning - Using Probing Questions v2
Questioning - Using Probing Questions v2 (Non-Audio)
Questioning - Why are Questions Important? v2
Questioning - Why are Questions Important? v2 (Non-Audio)
Questioning Competency Assessment v7.8
Recruitment and Selection
Recruitment and Selection Competency Assessment v7.8
Removing the Barriers to Listening v2
Removing the Barriers to Listening v2 (Non-Audio)
Reports for Cabinet & Other Political Bodies (Non-Audio)
Resourcelink: Employee Changes & Leavers through Self Service
Shortlisting Candidates and Interview Techniques
Shortlisting Candidates and Interview Techniques (Non-Audio)
Silent Selling - Using Body Language in Sales v2
Silent Selling - Using Body Language in Sales v2 (Non-Audio)
Silent Speech - Understanding Body Language v2
Silent Speech - Understanding Body Language v2 (Non-Audio)
SMARTER Objectives for Managers v2
SMARTER Objectives for Managers v2 (Non-Audio)
Supervisory and Managerial Leadership
The Appraisal Discussion v2
The Appraisal Discussion v2 (Non-Audio)
The Importance of Setting Goals in Time Management
The Importance of Setting Goals in Time Management (Non-Audio)
The Persuasion Process
The Persuasion Process (Non-Audio)
The Recruitment Process - An Overview
The Recruitment Process - An Overview (Non-Audio)
The Role of the Coach v3
The Role of the Coach v3 (Non-Audio)
Time Management Competency Assessment v7.8
Using Body Language in the Workplace v2
Using Body Language in the Workplace v2 (Non-Audio)
Virtual Meetings
Virtual Meetings (Non-Audio)
Writing Compelling Reports
Writing Concise Minutes
Writing your CV
Your Confidence Profile
Your Leadership Style and Effectiveness
Your Personality Profile

Time Management: Deciding the Priorities
Time Management: Deciding the Priorities (Non-Audio)
Time Management: Planning and Scheduling
Time Management: Planning and Scheduling (Non-Audio)

Period	Amount	Journal Description/Vendor Name			
03-08	£690.00	IDEA			
06-08	£660.00	CITY COLLEGE COVENTRY			
06-08	£660.00	CITY COLLEGE COVENTRY			
07-08	£3,199.99	BPP CPD COURSES LTD			
07-08	£1,400.00	COVENTRY UNIVERSITY			
07-08	£950.00	PI AFFIRM			
08-08	£1,080.00	CITY COLLEGE COVENTRY			
08-08	£1,400.00	COVENTRY UNIVERSITY			
08-08	£350.00	COVENTRY UNIVERSITY			
09-08	£1,152.55	BPP CPD COURSES LTD			
10-08	£1,608.75	IPPM EDUCATION LTD			
06-09	£680.00	CITY COLLEGE COVENTRY			
06-09	£1,400.00	COVENTRY UNIVERSITY			
07-09	£508.00	CITY COLLEGE COVENTRY			
07-13	£495.00	WEST MIDLANDS EMPLOYERS			
07-09	£1,512.00	COVENTRY UNIVERSITY			
07-09	£1,512.00	COVENTRY UNIVERSITY			
07-09	£1,150.00	CITY COLLEGE COVENTRY			
08-09	£1,700.00	IPPM EDUCATION LTD			
09-09	£3,384.00	BPP CPD COURSES LTD			
09-09	£1,500.00	ACT NOW TRAINING LTD			
10-09	£436.34	PI AFFIRM			
10-09	£447.59	PI AFFIRM			
11-09	£1,175.00	ASSOC OF ELECTORAL ADMIN			
12-09	£442.40	PI AFFIRM			
12-09	£1,800.00	UNIVERSITY OF LEICESTER			
12-09	£1,600.00	SOUTH EAST EMPLOYERS			
12-09	£2,300.00	SOCITM LTD			
12-09	£436.75	PI AFFIRM			
01-10	£2,500.00	ROFFEY PARK INSTITUE			
03-10	£465.00	PI AFFIRM			
07-10	£425.00	UNIVERSITY OF BIRMINGHAM			
07-10	£1,400.00	IPPM EDUCATION LTD			
07-10	£1,560.00	COVENTRY UNIVERSITY			
07-10	£1,700.00	IPPM EDUCATION LTD			
08-10	£1,254.99	ASSOC OF ELECTORAL ADMIN			
08-10	£1,560.00	COVENTRY UNIVERSITY			
02-11	£1,475.00	ASS OF DEMOCRATIC SER OFFICERS			
04-11	£1,783.00	ASSOC OF ELECTORAL ADMIN			
04-11	£1,252.00	ASSOC OF ELECTORAL ADMIN			
04-11	£1,500.00	SHEILDS VOCATIONAL TRAINING LTD			
04-11	£1,700.00	IPPM EDUCATION LTD			
06-11	£997.00	CITY COLLEGE COVENTRY			
07-11	£1,700.00	IPPM EDUCATION LTD			
07-11	£1,825.00	MANCHESTER COLLEGE			
08-11	£1,170.00	COVENTRY UNIVERSITY			
08-11	£699.99	ASSOC OF ELECTORAL ADMIN			
08-11	£200.00	UNIVERSITY OF BIRMINGHAM			
08-11	£2,020.20	COVENTRY UNIVERSITY			
10-11	£1,825.00	ASS OF DEMOCRATIC SER OFFICERS			
10-11	£1,750.00	ACT NOW TRAINING LTD			
12-11	£1,010.10	COVENTRY UNIVERSITY			
12-11	£1,320.00	ACUA LTD			
04-12	£2,500.00	SHEILDS VOCATIONAL TRAINING LTD			

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07-09	£1,512.00	COVENTRY UNIVERSITY
07-09	£1,150.00	CITY COLLEGE COVENTRY
08-09	£1,700.00	IPPM EDUCATION LTD
11-09	£1,175.00	ASSOC OF ELECTORAL ADMIN
12-09	£1,800.00	UNIVERSITY OF LEICESTER
07-10	£425.00	UNIVERSITY OF BIRMINGHAM
07-10	£1,400.00	IPPM EDUCATION LTD
07-10	£1,560.00	COVENTRY UNIVERSITY
07-10	£1,700.00	IPPM EDUCATION LTD
08-10	£1,254.99	ASSOC OF ELECTORAL ADMIN
08-10	£1,560.00	COVENTRY UNIVERSITY
02-11	£1,475.00	ASS OF DEMOCRATIC SER OFFICERS
04-11	£1,783.00	ASSOC OF ELECTORAL ADMIN
04-11	£1,252.00	ASSOC OF ELECTORAL ADMIN
04-11	£1,700.00	IPPM EDUCATION LTD
06-11	£997.00	CITY COLLEGE COVENTRY
07-11	£1,700.00	IPPM EDUCATION LTD
07-11	£1,825.00	MANCHESTER COLLEGE
08-11	£1,170.00	COVENTRY UNIVERSITY
08-11	£699.99	ASSOC OF ELECTORAL ADMIN
08-11	£200.00	UNIVERSITY OF BIRMINGHAM
08-11	£2,020.20	COVENTRY UNIVERSITY
10-11	£1,825.00	ASS OF DEMOCRATIC SER OFFICERS
12-11	£1,010.10	COVENTRY UNIVERSITY
05-12	£2,592.00	IPPM EDUCATION LTD
05-12	£2,592.00	IPPM EDUCATION LTD
05-12	£1,325.00	MANCHESTER COLLEGE
06-12	£252.00	CITY COLLEGE COVENTRY
06-12	£252.00	CITY COLLEGE COVENTRY
06-12	£417.00	CITY COLLEGE COVENTRY
06-12	£1,575.00	IPPM EDUCATION LTD
06-12	£1,475.00	ASS OF DEMOCRATIC SER OFFICERS
08-12	£1,950.00	COVENTRY UNIVERSITY
09-12	£1,875.00	ASS OF DEMOCRATIC SER OFFICERS
11-12	£400.00	SOLIHULL COLLEGE
11-12	£1,320.00	CU SERVICES LTD
12-12	£975.00	COVENTRY UNIVERSITY
04-13	£1,320.00	CU SERVICES LTD
05-13	£1,320.00	CU SERVICES LTD

07-08	£3,199.99	BPP CPD COURSES LTD
09-08	£1,152.55	BPP CPD COURSES LTD
09-09	£3,384.00	BPP CPD COURSES LTD

No of staff	Course details	Amount
1	PQIS (Inspectors training) with Tribal and that's accredited by Middlesex University	£1,500
1	has attended training funded through my budget - approx.	£1,200
3	accredited lead assessor training with the University of Wolverhampton	£900
1	Full details not available at present time	£5,000
1	Contribution towards Early Years Foundation Degree	£200
1	Post Graduate Specialist Qualification in Special Education (Visual Impairment)	£6,270
1	Post Graduate Specialist Qualification in Special Education (Hearing Impairment) (first year)	£2,945
6	Postgraduate qualification in Speech & Language difficulties	£12,600
1	Ed.Doc course at Birmingham University	£9,750
1	research Ph.D	£3,808
17		£44,173