

Coventry & Warwickshire
Chamber of Commerce
Training
Training | Skills | Growth

SKILLS
DEVELOP
PROSPER 2024
LEARN COURSE
DIRECTORY
EDUCATE DREAM
PROGRESS

Moving forward **Together** >>

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Welcome

Welcome to the Coventry & Warwickshire Chamber of Commerce Training Course Directory 2024

Coventry & Warwickshire Chamber of Commerce Training continues to maintain an excellent reputation for delivering high quality training. Our courses are designed to provide you and your workforce with the latest skills and knowledge to contribute to your business' success. As an organisation, we remain committed to designing learning around the latest market intelligence and industry trends that meets customers' needs and the demands of today's business world.

Key Content

- Tailored, flexible and practical solutions that make a difference
- Professional, qualified trainers with a wealth of expertise and business acumen
- Competitively priced, offering value for money with your budget in mind
- Interactive workshop style delivery with comprehensive course notes
- After-care service with online tutorial support
- Conveniently located and highly accessible

Short Courses

A variety of short courses are available to all, typically one day in duration including:

- Customer Care & Communication
- Sales & Marketing
- Management Essentials
- Developing People & Improving Performance
- Digital Skills
- Menopause Awareness

Accredited Courses

We offer nationally accredited courses for those preferring to gain recognition against a national standard including:

- First Aid
- ILM Accredited Management Qualifications
- Training & Education
- Mental Health Awareness
- Health & Safety and First Aid

Apprenticeships

We remain one of the largest independent training providers offering Apprenticeships across Coventry and Warwickshire. Apprenticeships offer a great opportunity to develop existing staff, as well as develop fresh new talent to take the business forward. For more information on how to access funding to support Apprenticeships within your business, we have experts on hand to offer up to date advice and guidance.

We continue to provide a variety of courses and qualifications that range from one day seminars through to higher level qualifications. It is important to choose the right pathway, so if you are unsure we can provide the guidance you need to find the best solution.

For further details, contact our Business Development Team on 024 7623 1122 or email enquiries@cw-chambertraining.co.uk

Early Bird Discount -

Book our one day and half day courses three months in advance for a 10% discount.

Bespoke Training Solutions

All courses from the brochure can be delivered to groups within your organisation at a time and place to suit your business needs.

We can also develop individual tailored programmes specific to the skills gaps within your workforce.

Qualified Advisers will support you in identifying your requirements, planning content and evaluating success.

Customer Support

To ensure that you make the right choice and use your budget effectively our Account Managers and Business Development Executives are here to advise you. They are available to objectively answer any questions that you may have about course content. Also available are qualified information, advice and guidance personnel who offer confidential advice on career and training development.

Call **024 7623 1122** for a discussion to ensure that you make the right choice.

How to Book

Book online at cw-chambertraining.co.uk or telephone **024 7623 1122**

Bespoke Training Solutions

Coventry & Warwickshire Chamber of Commerce Training has extensive experience in customised training, specifically designed for companies, delivered at a time and location of your choice. In-house training is a highly cost effective method of making the most of your training budget and providing a unique course, designed to meet the needs of your employees and the business.

Prior to course delivery, one of our expert Business Advisers and Trainers will discuss your individual requirements and tailor a programme to meet your specific needs.

Training solutions can be selected from the main suite of seminars. Alternatively we research and design training and development programmes to help your workforce meet the challenges of today and tomorrow. Our training programmes range from one day seminars to higher level management qualifications including ILM levels 2, 3 & 5 for all tiers of management. Organisations have also benefited from tailored Microsoft courses including Word and Excel.

We offer team building events designing and running bespoke team building activities, exploring how people work together to achieve team goals or simply helping them to understand their colleagues better and develop shared organisational values.

Qualified Advisers will support you in identifying your requirements, planning content and evaluating success.

Key benefits:

- Cost effective
- Flexible delivery
- Comprehensive after-care service
- Improved return on investment
- Personalised design
- Results orientated
- Targeted and focussed
- Confidential and specific

Tailored programmes include:

- Level 3 Award in Education & Training
- ILM Managing Projects in the Organisation
- Bespoke Accredited Courses
- People and Performance
- Principles of Continuous Improvement
- Microsoft Excel – Basic, Intermediate & Advanced
- First Aid in the Workplace
- Customer Care and Communication

Companies who have benefited from this service include:

- Comtec Translations
- Premier Health Products
- IDIADA Automotive Technology
- Carwood Motor Units
- Alchemie Ltd
- Hereward College
- Datagraphic Ltd
- Gold Vision (Esteiro Business Solutions)
- The Institute of Fire Engineers
- Father Hudsons Care
- Aspects Care Homes
- The Wigley Group

Bespoke Appraising People and Performance feedback from Beechwood Trees and Landscapes

"We would definitely recommend Coventry and Warwickshire Chamber of Commerce Training for any training requirements. The communication was excellent from the start, everything ran smoothly on the day - not sure what else you could ask for!"

"The tutor was very good, she put the team in some tricky roleplays, which tested a few of us."

"The day was very informative and helpful, not only was the information good, it was beneficial to get the management team away from the day to day business and look at how we develop our teams."

Bespoke Customer Expectations & Complaint Handling feedback from Feeding Coventry

"Feedback was great from the team. Many members of the team need extra support and have never attended any training before, Sharon managed the sessions beautifully."

Customer Care & Communications

Manage Customer Expectations

Good customer service is at the core of every successful business. This course will enable delegates to explore customers' needs and expectations. Delegates will also develop the skills to communicate effectively, deal with challenges, manage problems and provide the essential people skills that are at the heart of quality customer care.

Key Content

- Inspiring excellent customer care in today's competitive market place
- Developing effective customer communications
- Understanding the role of support services in delivering good service
- Creating and maintaining positive customer relationships

Half-Day: am		Available Dates
Chamber Member	£135	17 th January 2024
Non-Member	£160	5 th June 2024
		9 th October 2024

Key Account Management

Sources claim it costs between four and ten times more to acquire a new customer than it does to keep an existing one (Ref. Chartered Institute of Marketing). Looking after existing customers with a focus on repeat business is fundamental to maximise business success. This half-day course will look at ways in which Account Management can be used to develop and manage your company's most important asset – its customers.

Key Content

- Appreciating the synergies and differences between sales and account management
- Better management of customer relationships
- Understanding the differences between customer needs and wants
- Planning a customer account management schedule
- Determining what constitutes a key account

Half-Day: pm		Available Dates
Chamber Member	£135	17 th January 2024
Non-Member	£160	5 th June 2024
		9 th October 2024

Communicating Assertively

Establishing your personal communication style and identifying how it impacts on others will have a positive effect on you and those around you. Delegates will learn the essentials of communication and how to use their style to influence others, remain in control and develop greater self-confidence when managing personal interaction.

Key Content

- Understanding the different types of communication
- Overcoming barriers to effective communication
- Being assertive without demonstrating aggressive behaviour
- Understanding the use of feedback to check effectiveness of communication

Half-Day: am	
Chamber Member	£135
Non-Member	£160

Available Dates
24 th January 2024
12 th June 2024
16 th October 2024



Customer Care & Communications

Complaint Handling

Targeted at staff who deal with unhappy customers, this course will enable delegates to develop skills in successfully managing customers, building rapport and problem solving. Turning a complaint around can enhance customer relationships by allowing you to demonstrate how valuable their custom is, taking concerns seriously, and dealing with problems effectively and professionally.

Key Content

- Creating and maintaining positive customer relationships
- Establishing facts and identifying solutions
- Handling complaints positively to improve service delivery
- Turning complaints into positives

Half-Day: pm		Available Dates
Chamber Member	£135	24 th January 2024
Non-Member	£160	12 th June 2024
		16 th October 2024

Professional Telephone Techniques

First impressions count. This course is designed for people who use the telephone as part of their role, and need to operate in a professional and courteous manner. It will enable delegates to acquire the skills to break down communication barriers and respond to the needs of the caller in an appropriate manner.

Key Content

- Recognising the impact of voice and tone
- Using listening skills and questioning techniques
- Increasing confidence to deal with calls competently
- Delivering messages promptly and accurately

Half-Day: am		Available Dates
Chamber Member	£135	12 th March 2024
Non-Member	£160	16 th July 2024
		13 th November 2024

"It taught me how to deal with customers over the phone more efficiently."

Professional Email Writing

Effective use of email communication is a fundamental part of everyday life and not always one which everyone gets right. Organisations and individuals develop relationships and establish their credibility through professional and well written electronic communications. Using plain English, appropriate grammar, tone and style, delegates will develop their writing skills and confidence to improve email communications.

Key Content

- Effectively handling emails
- Making the right impression and delivering the correct message
- Understanding email etiquette
- Understanding presentation and formatting
- Using plain English

Half-Day: pm	
Chamber Member	£135
Non-Member	£160

Available Dates
12 th March 2024
16 th July 2024
13 th November 2024

"The course breaks each stage down, making it easy to understand and more professional."

Bespoke training solutions can be explored for any subject not listed in our scheduled courses. To discuss, contact our Business Development Team on 024 7623 1122 or email enquiries@cw-chambertraining.co.uk

Sales & Marketing

Sales Training **new**

This course is suitable for those currently working in sales, who need a refresher, or for those looking to retrain following a career change. This course is designed to appeal to and enthuse all attendees regardless of their current sales ability and skill level.

Even the most successful sales teams can sometimes experience a variance between the potential performance and the actual sales it achieves. To improve efficiency and grow sales, without taking on more staff and costs, this course can upskill, remotivate, and introduce techniques to improve your current sales figures. Learn how to fully utilise your marketing spend by maximising the orders you get from it. Come along and learn the skills and strategies to sell more effectively.

Key Content

- How to significantly improve conversion rates
- Ways to enhance role structure and professionalism of sales individuals and teams
- How to develop a robust sales strategy moving forward
- Strategies to enhance customer loyalty and retention
- Supporting improvements in revenue and overall profit
- How to make the selling experience enjoyable

Half-Day: am	
Chamber Member	£150
Non-Member	£180

Available Dates

10th January 2024

9th May 2024

Advanced Sales Skills **new**

This Advanced Sales Skills course is designed for sales leaders, aspiring sales leaders and for anyone who wants to refine their skills to add value to the sales process and their organisation. The course will enable you to describe the nature of the sales role alongside other channels. Considering how you are selling services or intangible products, where the "shiny box" does not exist.

It will focus on business to business when the sale may be part of a consultative process. Enabling you to define the nature of customer objections and identify routes to preventing customer objections, and confidence in handling when they do, inevitably arise.

Key Contents:

- The principles of selling in today's market
- Making complex purchase an opportunity
- What are you really selling?
- Defining the process/your part in the "customer journey"
- Designing the paths to the sale, the upsell and the cross sell
- Building dialogue through effective questions
- Completing business/building the future

1 Day	
Chamber Member	£250
Non-Member	£290

Available Dates

16th May 2024

26th September 2024



Sales & Marketing

Digital Marketing Strategy **new**

Digital marketing is an ever-growing sector, and is the primary outlet for many businesses to promote and grow their products and services. This course is all about how to create an effective digital marketing strategy that uses all the main marketing outputs – such as Google, websites, email marketing, blogs, social media, and advertising – to find and engage your ideal clients, to grow your company brand and make it sustainable for its long-term future.

Key Content

- The elements of marketing strategy
- Define your ideal clients and market
- Google fundamentals
- Website/SEO
- The purpose and structure of blogs
- Email marketing
- Overview of social media
- Output and engagement analysis

1 Day		Available Dates
Chamber Member	£250	18 th January 2024
Non-Member	£290	11 th April 2024
		18 th July 2024
		7 th November 2024

Grow your Business through Social Media

The growth of social media is prevalent in business marketing and continues to grow at a fast rate. Social media can be leveraged by businesses to gain a competitive advantage. This course focuses on the range of channels, their individuality, and how they can become a part of your business growth. Delegates will learn about the various platforms, how to improve your presence and output on them, and how to reach your ideal clients and grow an audience to support your business's long-term growth.

Key Content

- An overview of all the main social media channels
- Variations/nuances of the channels
- How businesses can leverage each platform
- Content marketing planning and strategy
- How to be efficient and effective
- Social media scheduling & social listening
- Hashtag research
- Interpreting data analysis

1 Day		Available Dates
Chamber Member	£250	8 th February 2024
Non-Member	£290	23 rd May 2024
		12 th September 2024
		21 st November 2024

Leverage the Power of LinkedIn for Business Growth **new**

This course will help delegates maximise and leverage the power of LinkedIn, the world's biggest business-focussed platform. Reach the right people and create consistent business growth through efficient and effective management.

Key Content

- Profile optimisation
- Keyword placement
- Personal and company brand management
- New connections
- Collaboration
- Content marketing strategy

1 Day	
Chamber Member	£250
Non-Member	£290

Available Dates
14 th March 2024
13 th June 2024
10 th October 2024
12 th December 2024

"I have heard nothing but wonderful feedback from the team regarding the training that has so far been attended. They are all eager to do more!"

- Sarah Hayward, Operations Manager, Sort-It Biz

Bespoke training solutions can be explored for any subject not listed in our scheduled courses. To discuss, contact our Business Development Team on 024 7623 1122 or email enquiries@cw-chambertraining.co.uk

Management Essentials

Time Management

Not enough hours in the day to get through the mounting workload? Take charge, effectively prioritise tasks, plan time, establish realistic goals and delegate to enhance your efficiency. Learn how to manage yourself and your time, delegate tasks and develop techniques which make each day productive and rewarding.

Key Content

- Adopting a strategy to plan your time effectively
- Recognising the consequences of poor time management
- Developing SMART objectives
- Understanding the principles of effective delegation
- Recognising the importance of developing staff to achieve business objectives
- Identifying the benefits and barriers to successful delegation

1 Day		Available Dates
Chamber Member	£250	7 th February 2024
Non-Member	£290	20 th June 2024
		30 th October 2024

Managing Change Successfully

Change is a fundamental feature of business today and an essential aspect of survival and growth. Planning for change involves reviewing processes, roles and organisational structure. New methods of work, approaches and practices need to be carefully considered to achieve desired results and retain stability within the business. This course will enable delegates to become more confident and understand key elements associated with change.

Key Content

- Understanding types of organisational change
- Planning change and considering the impact on processes and people
- Identifying cultural issues which may impact upon change
- Implementing, reviewing and evaluating change
- Identifying the factors that aid or obstruct change
- Recognising the importance of effective communication channels

1 Day		Available Dates
Chamber Member	£250	16 th January 2024
Non-Member	£290	3 rd July 2024

Appraising People and Performance

This course has been designed for anyone involved in appraising people and their performance. Performance reviews are a proven and effective way to motivate staff to achieve business objectives. Effective performance management will ensure staff performance supports the achievement of organisational goals.

Key Content

- Understanding the role of managing and monitoring performance to meet objectives
- Planning and preparing effective assessments
- Determining key performance indicators
- Identifying performance and the approaches to effective management
- Selecting appropriate methods to improve performance
- Leading a performance review with confidence and structure

1 Day		Available Dates
Chamber Member	£250	25 th April 2024
Non-Member	£290	11 th September 2024

Finance for Non-Financial Managers

Financial management is a vital part of business management to support effective decision making. Financial information needs to be accurately understood and interpreted. After attending this course, delegates will be able to interpret financial statements and determine how an organisation is performing financially. No prior knowledge of accounting is required.

Key Content

- Appreciating cost management
- Understanding forecasts, budgets, profits and loss accounts and balance sheets
- Recognising the value of financial information
- Understanding the legal requirements
- Identifying relevant financial information to inform decision making

1 Day		Available Dates
Chamber Member	£250	8 th May 2024
Non-Member	£290	2 nd October 2024

"The course was insightful and concise. I will use the information when building and forecasting budgets."



ILM Accredited Qualifications

ILM is a premier body with almost 100 years combined experience in the field of Leadership & Management in the UK and internationally. ILM recognises the professional development of Managers from Team Leaders (level 2), First Line Managers (level 3) to Middle/Senior Managers (level 5) and Directors.

Well over half a million Managers have improved their own performance and brought real benefits to their organisations through ILM learning and development. ILM management qualifications are for those who are practising or aspiring managers. Topics include a range of management competencies and are suitable whatever organisation you work in.

Qualifications are designed to improve performance and are highly practical courses, equipping delegates with the skills needed to improve management and generate significant benefits to your organisation in terms of efficiency and effectiveness.

Coventry & Warwickshire Chamber of Commerce Training offers the level 2 Award, level 3 Diploma, and level 5 Certificate, and Diploma. The level studied is based upon an individual's job role and prior knowledge. The duration depends upon the route taken, ranging from 4 weeks up to 12 months. Courses include valuable off-the-job learning, exploring management strategies and practices as well as the exchange of ideas with others. Delegates are expected to complete work based assignments to demonstrate their understanding and application of management techniques.

Course	Duration	Price [†]
Level 2 Award in Leadership & Team Skills	4 days*	£700
Level 3 Diploma in Leadership & Management	15 days*	£2300
Level 5 Certificate in Leadership & Management	16 days*	£1900
Level 5 Diploma in Leadership & Management	37 days*	£2750

*Includes Induction and Tutorial days

†All prices are subject to VAT



"I would like to take this opportunity to thank you for making my ILM 5 course enjoyable to attend. The way you delivered the sessions allowed me to relate the subjects back to the relevant areas of the Godiva organisation which allowed me to have a better understanding of the content you were delivering.

"I walked into that classroom as an Operations Manager accountable for a £4.7m turnover business and 10 months later I walked out as an Operations Director and stakeholder of a forecasted £6m turnover business. That was a huge achievement in itself but it wouldn't have been possible without attending the ILM 5 course."

Steve Boulton, Operations Director, Godiva Limited

ILM Level 2 Award in Leadership & Team Skills

The Level 2 Award is the perfect opportunity for Team Leaders and Supervisors to develop their management skills, enhance team performance, and explore different leadership styles. This qualification is designed to help delegates improve their performance as team members and transition smoothly into a leadership role. If you are currently a practising team leader or supervisor, this award will help you become more effective and confident in your role.

Delegates will learn how to use feedback and reflective practice to identify delegates leadership strengths and weaknesses and develop a plan of action for continued growth in the workplace. By the end of the course, delegates will be equipped with the skills and knowledge needed to excel as a team leader or supervisor.

Key Content

- Developing the core skills to lead a team successfully
- Developing an understanding of effective planning and monitoring work
- Understanding the importance of effective communication in team leading
- Understanding the tools to develop yourself as a team leader

"The course allowed me to learn new communication methods and what effects the outcome of each. Going forward I feel more confident to communicate with my team and I will be able to deal with the situations accordingly."

L2 Award	
4 Days*	£700

Available Dates
18/25 January 2024
& 1/6 February 2024
19/27 June 2024
& 4/11 July 2024
3/10/17/24 Oct 2024

*Includes Induction and Tutorial days
Price subject to VAT

ILM Level 3 Diploma in Leadership & Management

This course is an ideal option for new and aspiring managers. It's particularly suited to practising team leaders seeking to move up to the next level of management, and managers who need to lead people through organisational change, budget cuts or other pressures.

The level 3 Diploma is designed to develop personal management skills, focusing on people, operational management principles and practices. It will enable managers to develop leadership skills, effective communication, motivational techniques and problem solving.

Key Content

- Developing abilities in effective delegation and empowering others
- Improving skills in managing workplace projects
- Principles of good practice in workplace coaching
- Identifying business improvement techniques
- An introduction to understanding financial management

This is a rolling programme over 15 days.

L3 Diploma	
15 days*	£2300

Starting Date
January 2024

*Includes Induction and Tutorial days
Price subject to VAT

ILM Accredited Qualifications

ILM Level 5 Certificate in Leadership & Management

The level 5 Certificate is designed for project managers, departmental heads and other practising middle/senior managers to develop skills and experience in core management techniques, including the ability to lead, motivate and inspire. Delegates will have a better understanding of their self awareness to lead and the practical skills to deliver results in your organisation. Following the Certificate delegates can progress to the level 5 Diploma by attending an additional 21 days.

Key Content

- Understanding specific responsibilities of the management role to achieve organisational goals
- Understanding the principles of project management in practice
- Developing leadership qualities and evaluating own practice
- Understanding business strategy to drive management performance

This is a rolling programme over 16 days.

L5 Certificate

16 Days*

£1900

Starting Date

January 2024

*Includes Induction and Tutorial days
Price subject to VAT

ILM Level 5 Diploma in Leadership & Management

The level 5 Diploma is aimed at middle/senior managers with substantial responsibility, seeking to develop leadership skills, improve organisational effectiveness and manage strategic change. Upon completion of the course delegates will have the skills to create strategic plans, design business processes, manage strategic change and provide expert leadership.

Key Content

- Understanding marketing concepts, importance and ability to review its effectiveness
- Understanding the principles of change management in a business context
- Managing financial performance in line with business
- Developing critical thinking

This is a rolling programme over 37 days.

L5 Diploma

37 Days*

£2750

Starting Date

January 2024

*Includes Induction and Tutorial days
Price subject to VAT

"The training was very rewarding and all the discussions helped me to relate it to my own working environment which made it far easier to write up the assignments. The ILM 5 has been an eye opening experience for me and I am very proud of my achievements."



Team Leader Toolkit

Supervisory Super 6 Toolkit - Tools for Success

This series of courses are designed to equip delegates with the essential skills to be an effective Supervisor or Team Leader. New and existing personnel will benefit from developing skills and confidence in managing teams, people and processes. Whatever your industry, this toolkit will provide you with ideas and practical approaches to everyday management, enabling you to get the best out of your people to achieve business goals. You can choose to undertake all six half day courses or simply select the ones which best meet your needs. However, if you book the full suite, you save money. The topic delivered in the morning is complementary to the topic following in the afternoon.

Full Suite of 6 courses - Half Day x 6

Chamber Member	£750
Non-Member	£900

Topics are:

- Effective Communication
- Building the Team
- Understanding Workplace Stress
- Resolving Workplace Conflict
- Dealing with Under Performance
- Motivating the Team

Effective Communication

Key Content

- Understanding the communication cycle
- Recognising and overcoming barriers to communication
- Considering the most effective means of communication
- Understanding the importance of listening

Half-Day: am

Chamber Member	£135
Non-Member	£160

Available Dates

28 th February 2024
4 th June 2024
5 th November 2024

"The course is interactive and fun, we learned how to communicate through group activities/tasks."

Building the Team

Key Content

- Assessing job roles and skill requirements
- Understanding team formation stages
- Identifying practical training opportunities
- Understanding the importance of managing behaviour

Half-Day: pm

Chamber Member	£135
Non-Member	£160

Available Dates

28 th February 2024
4 th June 2024
5 th November 2024

"I learnt practical skills and specific tailored examples that I can easily start using in my job role."



Team Leader Toolkit

Understanding Workplace Stress

Key Content

- Identifying causes and impacts of stress
- Recognising the symptoms of stress
- Fulfilling management responsibilities in relation to work-related stress
- Producing an action plan and reviewing progress

Half-Day: am	
Chamber Member	£135
Non-Member	£160

Available Dates
6 th March 2024
11 th June 2024
12 th November 2024

"I found the course fun and interactive plus it helped me to identify stress and how to deal with it effectively."

Resolving Workplace Conflict

Key Content

- Recognising the value of group cohesion
- Understanding the causes of conflict
- Identifying short and long term effects of conflict on performance
- Understanding strategies for dealing with difficult people

Half-Day: pm	
Chamber Member	£135
Non-Member	£160

Available Dates
6 th March 2024
11 th June 2024
12 th November 2024

"Active discussions were engaging, tips, resources and group activities. Great for the team to generate ideas".

Dealing with Under Performance

Key Content

- Understanding the procedures to manage under performance
- Collecting evidence to inform decision making
- Applying capability and disciplinary procedures
- Appreciating the importance of record keeping

Half-Day: am	
Chamber Member	£135
Non-Member	£160

Available Dates
13 th March 2024
18 th June 2024
19 th November 2024

"The course gave me an understanding of the required procedures and ways of dealing with performance issues."

Motivating the Team

Key Content

- Understanding motivation and positive influences
- Creating a motivational environment
- Recognising and encouraging achievement
- Providing feedback to optimise team performance

Half-Day: pm	
Chamber Member	£135
Non-Member	£160

Available Dates
13 th March 2024
18 th June 2024
19 th November 2024

"I enjoyed discussions about different learning styles and ways of coaching people to get results."

Health, Safety & Wellbeing

First Aid at Work (HSE Recommended)

First Aid trained personnel in the workplace ensures that organisations comprehensively fulfil their responsibilities towards the safety of customers and staff. First Aiders can act to prevent situations worsening and can reduce potential liability claims. This statutory Health & Safety Executive course complies with current health & safety first aid regulations and successful delegates will be awarded a certificate confirming that they are a qualified First Aider and are licensed for three years.

The certificate is valid for three years.

Key Content

- Using first aid equipment, including the contents of a first aid box
- Understanding the duties of employers and the legal framework
- Recognising the importance of personal hygiene in first aid procedures
- Acting safely, promptly and effectively with emergencies at work
- Understanding cardiopulmonary resuscitation
- Managing casualties who are unconscious
- Dealing with shocks, burns and scalds
- Controlling bleeding
- Maintaining appropriate records

3 Days

Chamber Member	£280
Non-Member	£320

Available Dates

7/14/21 March 2024

4/11/18 July 2024

"Lots of supported information. Good pace and delivery."

Emergency First Aid in the Workplace (HSE Recommended)

Every employer is recommended by the Health & Safety Executive (HSE) to have at least one Emergency First Aider in place to deal with accidents and emergency situations. This course will provide the nominated First Aider with the knowledge and techniques to administer First Aid assistance. This course is also ideal for individuals, lone workers or employees of smaller low risk organisations and provides a good basic insight into First Aid procedures and techniques.

The certificate is valid for three years.

Key Content

- Controlling bleeding
- Managing basic fractures, sprains and burns
- Applying cardiopulmonary resuscitation
- Applying the recovery position
- Communicating and delegating responsibility in an emergency
- Managing an unconscious casualty
- Understanding the importance of record keeping

1 Day

Chamber Member	£160
Non-Member	£195

Available Dates

28th March 2024

19th September 2024

"Informative and delivered well."

Health & Safety in the Workplace

An appreciation of health & safety in the workplace is a pre-requisite for all staff and it is the duty of every employer to ensure that staff are sufficiently trained in workplace health & safety. This course will provide delegates with a good understanding of health & safety at work and their legal responsibilities and an awareness of hazards in the workplace. It offers an introduction to the occupational health & safety and is ideal for all staff.

Key Content

- Understanding health, safety and welfare at work and legislation
- Understanding accident prevention
- Awareness of workplace hazards
- Understanding risk assessment, manual handling and hazardous substances
- Understanding ergonomics, work station design, working at height, transport, noise and vibration

1 Day

Chamber Member	£200
Non-Member	£220

Dates

AVAILABLE ON REQUEST

"Full of interaction and very professional."



024 7623 1122



enquiries@cw-chambertraining.co.uk



cw-chambertraining.co.uk

13

Health, Safety & Wellbeing

FAA Level 2 Award in Fire Safety **new**

You will, no doubt, be well aware of the potentially devastating effects of fires in the workplace in terms of lives lost, injuries, damage to property and the environment. This course is designed for delegates who want to develop their basic fire safety awareness in order to assist their organisation by undertaking more specific fire safety roles in the workplace to manage fire risk (eg as fire wardens/marshals/stewards etc).

Key Content

- The hazards and risks associated with fire in the workplace
- How fire risk is controlled in the workplace
- The role of the nominated fire warden
- The principles and practice of fire safety management at work

On completion you will get a **FAA Level 2 Award in Fire Safety (RQF)**

1 Day	
Chamber Member	£135
Non-Member	£160

Available Dates

19th February 2024

15th April 2024

19th July 2024

30th September 2024

18th November 2024

NUCO Level 1 Awareness of First Aid for Mental Health **new**

This is an introductory course which raises awareness of mental health covering the knowledge to recognise a wide range of mental health issues, the skills and confidence to start a conversation about mental health and is a valuable introduction to Mental Health First Aid.

Key Content

- Awareness of what first aid for mental health is
- How to spot signs and symptoms of mental ill health
- Starting a conversation and supporting in a crisis
- Stress management
- Awareness of most common types of mental health issues

On completion you get a **Level 1 Award in Awareness of First Aid for Mental Health (RQF)**

Half-Day: pm	
Chamber Member	£135
Non-Member	£160

Available Dates

23rd January 2024

9th April 2024

2nd July 2024

26th November 2024

NUCO Level 2 First Aid for Mental Health **new**

This course has been designed to help employers to provide a positive mental health culture within the workplace and to provide you with comprehensive knowledge of a range of the most common mental health conditions and the skills to be able to act should a condition be suspected. Delegates undertaking this course will be considered first aiders for mental health and be a point of contact within the workplace to help and support those with a suspected mental health condition.

Building on the Level 1 Award in Awareness of First Aid for Mental Health this course introduces the First Aid for Mental Health Action Plan which allows you to provide your employees with comprehensive guidance and support for a suspected mental health condition. You will be able to provide signposting to professional help and support that person whilst they are receiving professional assistance.

Key Content

- What is First Aid for Mental Health
- Identifying mental health conditions
- Providing advice and starting a conversation
- Drugs and alcohol
- First Aid for Mental Health in the workplace
- First Aid for Mental Health action plan

On completion you will get a **Level 2 Award in Awareness of First Aid for Mental Health (RQF)**

1 Day	
Chamber Member	£250
Non-Member	£290

Available Dates

20th February 2024

8th May 2024

3rd September 2024

3rd December 2024

NUCO Level 3 Supervising First Aid for Mental Health **new**

This course builds on the Level 2 Award in First Aid for Mental Health and covers a wider range of mental health conditions and goes into detail on the range of therapy and professional support that a person may be given by professional bodies during treatment for a mental health condition. This course is suitable for anyone within a workplace but is aimed at those who hold a supervisory/managerial level position and who have responsibility for implementing a positive mental health culture and responsibility for First Aid for Mental Health within an organisation.

Key Content

- What is First Aid Mental Health
- Identifying mental health conditions
- Providing advice and starting a conversation
- Drugs and alcohol
- First Aid for Mental Health action plan
- First Aid for Mental Health in the workplace
- A large range of Mental Health conditions covered in detail

On completion you will get a **Level 3 Award in Supervising First Aid for Mental Health (RQF)**

3 Days	
Chamber Member	£450
Non-Member	£500

Available Dates
23/30 April 2024
& 7 th May 2024
5/12/19 Sep 2024

Menopause Awareness **new**

Each year 900,000 women leave the workplace through lack of support around the menopause. Whilst recently the media in particular has raised awareness of the challenges for women in this demographic, much more needs to be done to raise awareness in the workplace to support women through this stage in their lives. This half a day course aims to increase your understanding of the symptoms of perimenopause and menopause and provides you with practical tools you can take into the workplace to create and implement a menopause supportive workplace culture.

Key Content

- To understand what perimenopause and menopause are
- Recognise menopause signs and symptoms (physical and mental)
- Common misdiagnosis
- To understand what HRT and alternative medicines or therapies are available
- Living well through the perimenopause and menopause
- Getting support/supporting employees in the workplace
- Creating a menopause policy

Half-Day: am	
Chamber Member	£135
Non-Member	£160

Available Dates
23 rd January 2024
9 th April 2024
2 nd July 2024
26 th November 2024

Training & Education

Certificate in Assessing Vocational Achievement (Level 3 CAVA)

The Level 3 Certificate is the assessor qualification that allows delegates to practise as a fully-qualified assessor. It is equally suitable to assessors in classrooms or professional training. CAVA is made up of three modules that will ensure delegates are skilled in evaluating vocational competencies for a range of qualifications, such as apprenticeships, functional skills, teaching certificates, vocational awards, certificates and diplomas.

Award in Understanding the Principles and Practice of Assessment (Level 3 CAVA)

This course will provide individuals with the knowledge and understanding of the principles and practices that underpin assessment. Add the further modules Assessing Competence in the Work Environment and Assessing Vocational Skills, Knowledge and Understanding modules to complete the full set of skills and knowledge in assessment theory and practice.

Variable Days		Dates
Chamber Member	£370*	AVAILABLE ON REQUEST
Non-Member	£395*	

*Plus registration

Assess Occupational Competence in the Work Environment (Level 3 CAVA)

This will provide you with the competence to practically assess candidates within a work environment following approved standards and criteria, using a range of assessment methods. Together with the Award in Understanding the Principles of Assessment and Assessing Vocational Skills, Knowledge and Understanding individuals will gain the full set of practical skills and knowledge in assessment.

Variable Days		Dates
Chamber Member	£370*	AVAILABLE ON REQUEST
Non-Member	£395*	

*Plus registration

Assess Vocational Skills, Knowledge and Understanding

This final module covers the practical element of assessment preparation and completion in a vocational setting. Delegates must demonstrate the ability to give effective and accurate feedback regarding assessment criteria. They will also be expected to demonstrate effective legal practice when completing assessments in line with occupational standards. This is completed using knowledge-based assessments on two additional learner assessments.

Variable Days		Dates
Chamber Member	£290*	AVAILABLE ON REQUEST
Non-Member	£315*	

*Plus registration

Award in Understanding the Internal Quality Assurance of Assessment Processes and Practice (Level 4 IQA)

This is the knowledge element of internal quality assurance of assessment practice, covering topics such as the purpose of internal quality assurance, including planning and how to undertake IQA observation and sampling activity. Candidates are required to complete assignments. Assessment is in the form of a portfolio of evidence to demonstrate competence in internal quality assurance.

Variable Days		Dates
Chamber Member	£370*	AVAILABLE ON REQUEST
Non-Member	£395*	

*Plus registration

Award in the Internal Quality Assurance of the Assessment Processes and Practice (Level 4 IQA)

This is a practical unit consisting of undertaking IQA activities in your area of practice. This unit together with the Award in Understanding the Internal Quality Assurance of Assessment Processes and Practice, completes the full skill set required to perform internal quality assurance. Assessment is by direct observation and submission of a portfolio of evidence.

Variable Days		Dates
Chamber Member	£370*	AVAILABLE ON REQUEST
Non-Member	£395*	

*Plus registration

Microsoft Excel – Basic to Intermediate

Excel is a comprehensive tool to help businesses create, analyse and share information using spreadsheets. This course is designed for those who have a basic knowledge of Excel but wish to learn some of the more intermediate functions in order to make better use of spreadsheets to manage information.

Key Content

- Understanding toolbar command functions
- Using shortcut menus and keystrokes
- Creating formulae
- Efficient file management and housekeeping
- Understanding and managing formulae
- Creating charts and graphs
- Working with multiple worksheets

1 Day		Available Dates
Chamber Member	£160	17 th January 2024
Non-Member	£190	24 th April 2024
		17 th July 2024
		16 th October 2024
		13 th November 2024

Microsoft Excel – Intermediate to Advanced

By getting the most from your software, you can save time, improve business efficiency and produce professionally presented data at advanced levels to inform decision making. This course is designed to give users an understanding of some of the more advanced features and functions within Excel. Being entirely 'hands on', delegates will use Excel to manage, automate and customise workbooks.

Key Content

- Working with advanced functions
- Understanding automating procedures with basic macros
- Using multiple worksheets and linking data
- Understanding nesting and mixing functions
- Understanding workbook and worksheet protection

1 Day		Available Dates
Chamber Member	£160	6 th March 2024
Non-Member	£190	26 th June 2024
		18 th September 2024
		11 th December 2024

Microsoft Excel - Advanced Plus

This course explores in-depth features and functions of Excel. It is designed to give users a detailed understanding of some of the most advanced features and functions, along with the opportunity to practice functions with "hands on" practical exercises and face to face tuition. Delegates will practice using advanced Excel to include nesting, dashboard reporting techniques and conditional formatting.

Key Content

- Working with more advanced functions
- Understanding advanced nesting functions
- Using dashboard reporting techniques
- Understanding how to use database functions and data tools

1 Day		Available Dates
Chamber Member	£160	22 nd May 2024
Non-Member	£190	20 th November 2024

"The tutor was very welcoming and friendly. Excellent and expertly presented at a pace that suited varying levels of knowledge – providing both reassurance and more detailed guidance to some, whilst others were able to use the time to explore further on their own.

The course has given me the confidence to take a fresh look at how I manage and present some of my day-to-day data responsibilities and my recent excel learning experience will help me look at ways to improve."

Bespoke training solutions can be explored for any subject not listed in our scheduled courses. To discuss, contact our Business Development Team on 024 7623 1122 or email enquiries@cw-chambertraining.co.uk

Apprenticeships

Apprenticeships

Apprenticeships help businesses harness fresh new talent and support the development of a high performing motivated team. Offering a valuable pathway to rewarding careers, Apprenticeships are a great way for businesses to shape their workforce of the future.

Apprenticeships are designed around the needs of employers, leading to nationally recognised qualifications which will not only benefit the individual, but the business as well. Apprenticeships can be used to train both new and existing employees. A dedicated recruitment service is available to assist you in expanding your team with junior staff who can grow with the organisation. Alternatively our Advisers will guide you in accessing Apprenticeships to up-skill your existing staff, subject to eligibility.

The facts:

There has never been a better time to employ an Apprentice or start an Apprenticeship

- 93% of employers would recommend Coventry & Warwickshire Chamber of Commerce Training, putting us in the top quartile nationally
- High success rates, well above the national average
- 93% of Apprentices would recommend us to others, putting us above the national average
- Highly flexible programmes to meet our employers' needs

Apprenticeships ensure that your workforce has the practical skills and qualifications the organisation needs now and in the future. The mixture of on and off the job learning ensures they learn the skills that work best for your business. Apprenticeships deliver real returns to your bottom line.

Coventry & Warwickshire Chamber of Commerce Training is rated 'Good' by Ofsted and with over 30 years experience we will work with you to identify your needs, scope a job role and recommend an appropriate Apprenticeship. If you are looking to recruit an Apprentice, we will source suitable applicants and short list them for your consideration. You employ the Apprentice, pay their salary and apply your usual terms and conditions. We work in partnership with you to design and deliver a plan of learning that meets the needs of your business. Apprenticeships offer an easy and effective way of recruiting young people interested in working in your business, a great way of succession planning. For existing members of staff, learning through Apprenticeships can be a real motivator and provide cost effective personal development.

Listed below is an example of the areas where Apprenticeships are available but it is by no means exhaustive:

- Accountancy
- Customer Service
- Hairdressing
- Early Years Care
- Teaching Assistant
- Business Administration
- Health & Social Care (Adult Care)
- Team Leading
- Management

Coventry & Warwickshire Chamber Training will provide:

- High quality advice and information concerning the training of staff
- Job matching service to link your vacancy with suitable people
- Guidance in development of a company specific learning and development plan
- Support to develop a well-trained, well-motivated workforce

"I am so grateful to Coventry & Warwickshire Chamber of Commerce Training for supporting me into the world of early years care as an apprentice. The training has enabled me to develop a rewarding career and set up my own business."

- Emma Miller, Play Over The Rainbow.

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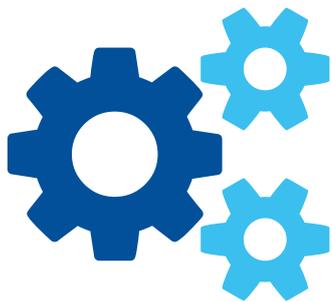
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We will work with you to:

- Identify suitable junior employees
- Identify existing employees who may benefit from training
- Plan and design training programmes to meet your needs and those of the individual
- Provide off-the-job training to support the learning which is taking place in the workplace
- Monitor progress and provision of help and support where necessary
- Assess competence in the workplace
- Provide on-going support and training to you and your staff in all aspects of the above
- Improve the skills of your workforce
- Maximise individual performance
- Improve staff motivation and retention

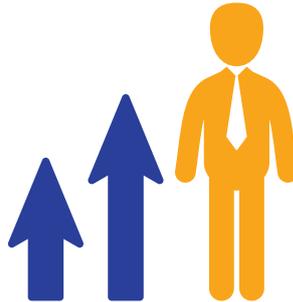
Our team will advise on how Apprenticeships are funded, source available grants (subject to availability) and help you to navigate Apprenticeships in simple steps whether your organisation is an Apprenticeship levy contributor or small business.

For more information on our recruitment service for new staff or how your existing staff can benefit from an Apprenticeship, contact our advisors on 024 7623 1122 or email enquiries@cw-chambertraining.co.uk



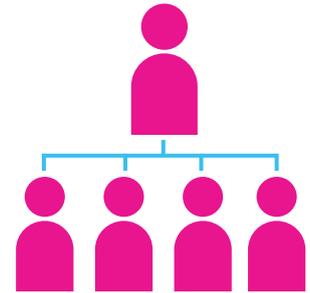
70%

of employers report that apprenticeships improved the quality of their product or service



72%

of businesses reporting improved productivity as a result of employing an apprentice



96%

of employers that take in an apprentice report benefits to their business

"Our Apprentices achieved a very high pass rate studying at Coventry & Warwickshire Chamber of Commerce Training. They have provided the pathway for our Apprentices to develop a career in accountancy. Stewart Fletcher & Barrett see well trained customer focused staff as key to our future success."

- Peter White, Partner, Stewart Fletcher & Barrett



Chamber Partnership

Welcome to Coventry & Warwickshire Chamber of Commerce

Our focus is local, our influence is national, our reach is global...

There's a Chamber of Commerce dedicated to every region of the UK. As a result, we're uniquely placed to help businesses of every size and sector. Meaning from micro-one-person businesses to our country's largest employers, we're all in it together, locally, nationally, and globally.

Together, our work focuses on creating real change and influencing the agenda to ensure that Coventry & Warwickshire remains a great place to trade, locate and grow a business. We help businesses to fulfil their potential.

For over 100 years, we've helped you do business today and do better business tomorrow.

Whilst you do not have to be a member of the Chamber to use the services of Coventry & Warwickshire Chamber Training, you may wish to talk to one of our staff about the benefits Chamber membership can bring you.

Chamber Membership that's right for your business

Membership of your local Chamber provides a range of benefits & services that you cannot do without and provides a strong voice of business to government and policy makers. We're here to help you at every stage of your business journey, whether you're just starting out, looking to grow your business or aiming to raise your profile.

Offering 6 Membership options, we've got the membership which is right for your business. Explore the options below, find out more and get involved!

#01 Business Builder Membership: Support to build your new business dream...

Business Builder Membership is the place to make new connections, learn from experienced professionals and develop the skills and understanding needed to ensure your new business dream flourishes.

#03 Business Connect Membership: Essential services for you and your business...

Business Connect Membership provides you with the essential tools for business success. We connect you to opportunities, expertise, know-how and networks - if we don't know, we'll know someone that does.

#05 Business Engage Membership: Engage your business with corporate connections, locally & regionally...

Business Engage Membership offers the chance to gain perspectives from, and collaborate with, other sectors and businesses, build long-lasting relationships and engage your organisation with the region's business community at an enhanced level.

#02 Business Talent Membership: Developing the next generation of business leaders...

Business Talent Membership gives you the tools and the confidence to demonstrate your talent for business. We can help you realise your potential and start to climb the ladder as one of the next generations of business stars.

#04 Business Global Membership: Everything you need to trade internationally...

Business Global Membership can help you discover a whole new world of opportunity. If you haven't considered international markets for your products & services, we can help you identify new markets and take the hassle out of trading overseas.

#06 Business Influence Partnership: Advancing your strategic relationships...

Business Influence Members are seeking opportunities to champion for real change, seeing value in collaborating with other key Coventry & Warwickshire businesses for the collective benefit of the region.

To find out more about Chamber Membership, please contact the Membership Team on 024 7665 4321 or email info@cw-chamber.co.uk

Bookings & Enquiries

Enquiries

Our staff will be happy to answer any queries you may have regarding availability of places or further information on our courses. Contact them on **024 7623 1122**. Course information and dates can also be found online at **www.cw-chambertraining.co.uk**

Booking and Payments

Book and pay online at **www.cw-chambertraining.co.uk**. You can also book your place over the telephone on **024 7623 1122** and please ask for a member of our Business Development Team.

Confirmation will be issued on receipt of your booking. Our accounts department will issue an invoice under separate cover for the costs applicable. There is no need to include payment with your booking.

Early booking discounts are available of up to 10%, if booked three months in advance (excludes higher education).

Interest free credit may be available subject to approval for courses over £500 subject to status.

All courses are subject to VAT, and where applicable, certification and registration fees.

Cancellations

We regret that refunds will only be issued on receipt of written notification 14 days prior to course commencement.

Equal Opportunities

We are committed to equality of access for all clients & staff and do not discriminate on the basis of race, gender, disability or sexual orientation.

Funding

Funding is available on occasion towards the cost of certain courses. Check with our team as to whether support is available for your business.

Contact Details

T: **024 7623 1122**

E: **enquiries@cw-chambertraining.co.uk**

W: **www.cw-chambertraining.co.uk**

Training & Development

Coventry & Warwickshire Chamber of Commerce Training
Commerce House
123 St Nicholas Street
Coventry CV1 4FD
T: 024 7623 1122
E: enquiries@cw-chambertraining.co.uk
W: www.cw-chambertraining.co.uk

Business Representation

Coventry & Warwickshire Chamber of Commerce
Chamber House
Innovation Village
Cheetah Road
Coventry CV1 2TL
T: 024 7665 4321
E: info@cw-chamber.co.uk
W: www.cw-chamber.co.uk

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Coventry & Warwickshire Chamber of Commerce
Chamber House
Innovation Village
Cheetah Road
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Moving forward
Together >>