

DIRECTORY OF TRAINING

SEPTEMBER 2015 ▶ AUGUST 2016



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Our Mission Statement

Our mission is to promote and advance the skills, knowledge and core competencies of persons employed or intending to be employed in industry and commerce. To this end, we aim to make PETA the training provider of choice for our employers by delivering outstanding training and exceptional service, supported by first-class training environments that inspire, protect and support learners to develop and achieve.

Our Quality Policy

As a company, we are committed to the principle of providing professional services of excellent quality designed to meet the requirements of our clients. The management and staff of the Company are required to uphold this principle and to ensure its accomplishment through their active commitment to the achievement of the highest possible standard of performance in respect of all activities undertaken. In support of this policy, strategic objectives exist throughout the organisation to provide a framework for the continual improvement of processes, systems and the services provided to our customers. These objectives are recorded within the Annual Business Plan.



Welcome from PETA Director Bob Hiskey . . .

I am delighted to introduce our September 2015/2016 edition of the PETA Directory of Training.

As the UK economy pushes forward it is surprising to hear that in a digital age where technology should make our businesses more efficient, that many companies are experiencing lower productivity.

Part of the issue may be that the UK has an ageing workforce where 8 out of 10 businesses with turnovers of £5-300m, suggest that their business will suffer if they are unable to source the skills they require. The increase in flexible employment arrangements such as zero hour and fixed term contracts, are a sign of the need for agile organisations who can respond to fluctuations in demand. If we are to balance productivity and talent retention, then a solid training strategy is vital.

Fortunately, as corporate earnings strengthen, business confidence and investment in training is increasing. However, those responsible for learning and development provision are demanding a better alignment between training and business strategy. This is why we believe PETA is best placed to support your company's learning and development needs.

As an employer-led organisation, our Directory of Training has been developed through listening to the views of employers to ensure we offer a suitable range of services that match the stated needs of employers.

A recent survey of adults in employment revealed a high proportion (60%) required training in skills such as time management, planning and organisation, self-motivation, problem solving and creativity. Leadership and management training is also in high demand, in order to equip managers with the skills and capability to be resilient and deal positively with people performance issues, cultural change and demands for greater efficiencies.

Our open courses spanning personal skills, safety and IT provide a superb solution to meeting some of these fundamental skills needs. Delegates attending our open courses relish the value of learning in a group scenario and employers benefit from the transfer of new knowledge to practical actions in the work place, resulting in improved performance.

Tailored training is also in high demand and our Directory of Training forms the basis of the many courses that we can adapt and customise to create the clear and tangible link between corporate strategies, measurable outputs and training that generates growth in skills and performance.

Although our Directory of Training represents the core of our offer, the scope of our services expands further than what you may immediately see on the following pages. Our commitment is to offer the 'human touch' in our service delivery and should you have a specific need you wish to explore, please do contact us as our team of professionals are on hand to help you determine what is right for your organisation.

Lastly, whatever method of training delivery you decide is best for your organisation one overriding fact is clear; it makes absolute sense to grow skills within your business.

Thank you for your continued support as a valued customer of PETA and we look forward to welcoming your delegates to our centres in the near future.



Bob Hiskey
Director



Your training options



Quality training
through experience . . .

45

years of service

Where should the training journey take me?

If people are to learn and learning needs to achieve a defined outcome, then the starting point must be in truly recognising the conditions that exist, what needs to change and what success will look like.

Our commitment is to work with you every step of the way, to ensure the journey has clearly defined anchor points that enable you to measure if the required outcomes are being achieved and if not, to explore alternative routes that will bring the learning journey back on track.

Funding to boost your training spend

Often training budgets cannot quite stretch to deliver all of the training needed in developing your people. This is why we actively seek out local and national funding initiatives which are then shared through our regular monthly updates.

Strategic learning and development

Learning and development professionals recognise the intrinsic link between their roles, and being strategic partners in aligning training interventions with business needs, thus ensuring a return on training investment.

Mapping the journey is vital to achieving the right outcome. Even soft skills can be aligned, be these behavioural, cultural, motivational... everything can be measured.

We can offer a number of approaches for identifying training, learning and development needs, be this on a one-to-one basis, or group basis.

From the smallest of training needs through to larger corporate programmes, these can be supported with 'pre' and 'post' course activities that ensure effective objectives and evaluation measures are in place.

Our team of professional Training Consultants are primed to offer their guidance and explore with you the perfect solution for your business. For a free exploratory visit to scope the best option, please contact us.

Selecting the right training

Open courses

These are courses that have been scheduled to run with pre-determined dates and pre-defined content. They are open to anyone, so delegates from a wide range of differing companies may be in attendance.

Our open course programme offers topical subjects with published learning aims and structure. Open courses offer an excellent learning environment, where delegates share and learn from one another, gaining new knowledge and developing techniques that can be quickly applied to real work situations, giving great impact and return on investment.

Multiple booking discounts offer a great incentive for maximising your training budget; the more you book, the more you save.

Multiple discounts

5% off for 2-3 people

8% off for 4-5 people

12% off for 6 or more

Please remember - If you have large numbers of people you wish to train, then let us know so that we can discount further!

Sponsored courses

This means a course that is discrete to a specific company and their employees, delivered at a time and place to suit your business needs.

Aligning your strategic corporate aims to training, learning and development is vital where you need a clear focus on specifics that fit your business needs. Sponsored training is ideal, particularly where you have a group of delegates requiring training.

We work with you to determine the content to contextualise and align the course to your business aims, policy and practice. A sponsored course can be held at your facility or ours and the start and finish times can be adjusted to fit into your work pattern (including evenings or weekends), so the training becomes highly personalised to your business.

As a starting point, the content of the courses you see on the following pages can be tailored to suit, alternatively, we can start from scratch and create a completely bespoke course for your business.

Starting with a blank canvas and designing a course totally personalised to your business makes the content exceedingly powerful in supporting the change you are seeking, from uplifting knowledge and growing talent, through to facilitating change in behaviours and skills leading to improved outputs.

**We offer flexible
and tailored training
options to meet your
business needs . . .**

Qualification options

Many of our courses that follow a set syllabus are approved by awarding bodies and lead to recognised qualifications; a great incentive for your people to gain a formal qualification and a brilliant indicator to your customers of the quality of knowledge and skills of your staff. Some of these awarding bodies embrace a wider perspective of what is important to business, and have endorsed courses that have been developed on behalf of our customers to carry a branded certificate.

Apprenticeships

An Apprenticeship is a great development tool for both new and existing staff and is fully or partially funded by the Government. The benefits of an Apprenticeship are many, with motivated, productive and committed staff being at the top of the list. Delivering Apprenticeships as part of your own staff development programme is a great way to invest in your staff at very little or nil cost. Please see page 129 for full details.

Organisational and training needs analysis - making the right choice

We are passionate about delivering the right training option so that every customer is delighted in the quality of service and training received. If you are not sure which option will suit your needs, call us and one of our highly experienced and knowledgeable team will work with you to select the perfect solution for your business. It is all part of our service and commitment to you!

Open Courses

14 ILM Qualifications

- | | | | | | | | |
|----|--|----|---|----|---|----|--|
| 17 | ILM Level 2
- Certificate in
Leadership and
Team Skills | 18 | ILM Level 3
- Certificate in
Leadership and
Management | 19 | ILM Level 5
- Certificate in
Leadership and
Management | 20 | ILM Level 5
Certificate in
Coaching and
Mentoring |
|----|--|----|---|----|---|----|--|

22 Leadership and Management

- | | | | | | | | |
|----|-----------------------------------|----|-----------------------------------|----|---|----|--|
| 23 | ★ NEW
Management
Essentials | 25 | Practical
Leadership Skills | 27 | Managing
Performance
– Capability | 28 | Managing
Performance –
Discipline and
Grievance |
| 24 | Supervisory Skills | 26 | ★ NEW
High Performing
Teams | 27 | Managing
Performance –
Appraisal Skills | 28 | Finance for
Non-Financial
Managers |
| 25 | ★ NEW
The New Team
Leader | 26 | Coaching Skills
for Managers | | | | |

30 Personal Development

- | | | | | | | | |
|----|---|----|---|----|--------------------------------------|----|------------------------|
| 31 | Professional
Presentations | 33 | Assertiveness Skills | 35 | Time Management | 37 | Minutes and
Agendas |
| 31 | ★ NEW
Professional
Presentations
– Masterclass | 33 | Negotiation Skills | 36 | Building Personal
Resilience | 38 | Report Writing |
| 32 | Train the Trainer | 34 | Dealing with
Difficult People | 36 | Manage your
Emotional
Response | 38 | Business Writing |
| 32 | Communication
Skills | 34 | ★ NEW
Handling Tricky
Conversations | 37 | Meeting
Management | | |
| | | 35 | Problem Solving | | | | |

Choose
your course . . .

40 HR and Employment Law

41 ★ NEW

HR for Non-HR
Managers

41 Resolving Conflict

42 ★ NEW

Recruitment Skills

42 Interview and
Selection Skills

43 Data Protection

43 Equality and
Diversity

46 Continuous Improvement

47 ISO 9001 – An
Introduction

48 ★ NEW

ISO 9001
Systems Auditing

49 LEAN for Business
– An Introduction

49 LEAN for Business
– Masterclass

50 Process Mapping

50 Project
Management

51 Procurement
Principles

51 ★ NEW

Leading Change
and Managing
Transitions

54 Customer Service and Sales

55 Customer
Service Skills

55 Selling Skills

56 Consultative Selling

57 Key Account
Management

57 Telesales
Techniques

58 ★ NEW

Complaint Handling

58 Essential
Marketing Skills

Open Courses

60 Computer Software

62	★ NEW Computing Fundamentals	67	Microsoft Project Intermediate	71	Microsoft SharePoint Site Owner	76	Adobe Dreamweaver Introduction
62	Microsoft Publisher	67	Microsoft Project Advanced	72	Microsoft SharePoint Workflows	76	Adobe Dreamweaver Advanced
63	Microsoft Outlook	68	Microsoft Excel Introduction	72	Microsoft SharePoint InfoPath	77	Adobe InDesign Introduction
63	Microsoft Visio	68	Microsoft Excel Intermediate	73	Microsoft Access for Users	77	Adobe InDesign Advanced
64	Microsoft PowerPoint Introduction	69	Microsoft Excel Advanced	73	Microsoft Access for Developers Introduction	78	Adobe Photoshop Introduction
64	Microsoft PowerPoint Advanced	69	Microsoft Excel – Pivot Tables	74	Microsoft Access for Developers Intermediate	78	Adobe Photoshop Advanced
65	Microsoft Word Introduction	70	★ NEW Developing Dashboards with Microsoft Excel	74	Microsoft Access for Developers Advanced	79	Crystal Reports Introduction
65	Microsoft Word Intermediate	70	Microsoft Visual Basics for Applications (VBA) Microsoft Excel	75	Adobe Acrobat	79	★ NEW Social Media - Building your Business Presence
66	Microsoft Word Advanced	71	Microsoft SharePoint Contributor	75	Adobe Illustrator Introduction	80	ITIL® Foundation
66	Microsoft Project Introduction						



Thank you so much for the course,
it has given me so much more
confidence to do my job.

Porvair Filtration Group Ltd

Choose your course . . .

82 Safety, Health and Environmental

84	CIEH Level 3 Award in First Aid at Work	91	NEBOSH National General Certificate in Occupational Health and Safety – Distance Learning Programme	96	British Safety Council Level 2 Award in Risk Assessment	102	★ NEW Environmental Awareness for Senior Managers
85	CIEH Level 3 Award in First Aid at Work – Requalification			96	Safety Awareness for Employee Representatives	102	ISO 14001 – An Introduction
85	First Aid Skills Update Annual Refresher	91	NEBOSH – Revision Workshop (NGC1, GC2, FC1, EC1 or NCC1)	97	Managing Contractors	103	Waste Management
86	CIEH Level 2 Award in Emergency First Aid at Work	92	IOSH Managing Safely	97	Managing Occupational Road Risk	103	Asbestos Awareness
86	Automated External Defibrillator (AED) Responder	92	IOSH Safety for Senior Executives	98	CCNSG Safety Passport	104	COSHH Assessment (Incorporating CIEH Level 2 Award Understanding the Principles of COSHH)
87	NEBOSH National General Certificate in Occupational Health and Safety	93	IOSH Working Safely	98	CCNSG Safety Passport Renewal	104	Portable Appliance Testing (PAT)
88	NEBOSH National Certificate in Fire Safety and Risk Management	93	IOSH Supervising Safely	99	Fire Risk Assessment	105	Level 2 OHSAS 18001:2007 Internal Auditor
89	NEBOSH National Certificate in Construction Health and Safety	94	IOSH Managing Safely in Construction	99	Fire Wardens / Marshals	105	Level 3 OHSAS 18001:2007 Lead Auditor
90	NEBOSH Certificate in Environmental Management	94	IOSH Health and Safety for Work Placement Personnel	100	Manual Handling Awareness	105	Auditor Conversion to OHSAS 18001:2007
		95	CIEH Level 2 Award in Health and Safety in the Workplace	100	Manual Handling - Train the Trainer	105	OHSAS 18001:2007 Understanding Audit Compliance
		95	Accident and Incident Investigation and Reporting	101	★ NEW Safety Harness and Fall Arrest	106	Display Screen Equipment Assessor
				101	Racking Safety Awareness		

Open Courses

108 Lift Truck and Mechanical Handling

110 Instructional Techniques for Mechanical Handling Equipment

111 Counterbalance or Reach Lift Truck (Accredited training for Novice, Experienced and Refresher)

113 Counterbalance / Reach Lift Truck Conversion

114 Lift Truck Instructor - ITSSAR Accredited (Novice or Requalification)

116 Engineering Skills

119 Level 3 Award In Requirements for Electrical Installation BS7671 (17th Edition) : June 2008 (2015)

119 Introduction to Electrical Principles

120 Basic Soldering

120 Competence Assessment for Changing Abrasive Wheels

121 Introduction to MIG Welding

121 Introduction to TIG Welding

122 Introduction to MMA Welding

122 Introduction to Oxy-Acetylene Cutting

123 Introduction to Milling

123 Introduction to Turning

124 **★ NEW**
EAL Level 3 Award In the In-Service Inspection and Testing Of Electrical Equipment (PAT) (QCF)

Complementing our comprehensive range of open courses, we also provide bespoke, in-house and tailored training, consultancy and advisory services with the flexibility to meet your needs. Let us know how we can help you with your unique training requirements . . .

Other Training and Support Services

126 Advisory and Consultancy Services

Safety, Health and Environmental

Training and HR

ICT Applications Support

Continuous Improvement

129 Apprenticeships and Traineeships

Business Administration
Customer Service

Information Technology
Management and Team Leading

Machining and CNC
Fabrication and Welding

Maintenance Engineering
Electrical / Electronic Engineering

127 Venue Hire

Conference Room
- Seating up to 120 people

Seven Training Suites
Three Computer Suites

Two Breakout Areas
Two Intimate Meeting Rooms

On Site Catering
Free Parking
Free Wifi

131 Membership

Membership Benefits

Membership Fees

The PETA Council

PETA Members List

AND DON'T FORGET YOUR DISCOUNTS

5% off for 2-3 people
8% off for 4-5 people
12% off for 6 or more!

Take advantage of your multiple booking discounts. And please remember - If you have large numbers of people you wish to train, then let us know so that we can discount even further!

JUST ASK US!



ILM Qualifications



We have an excellent relationship with PETA, not only do they undertake bespoke training for us but we also use them for the courses they design. When our employees go on the ILM course, you have to be dedicated due to all the modules however, with the support from everyone at PETA our staff are engaged and we always get excellent feedback. It certainly assists with our succession planning.

Hendy Group Ltd

Institute of Leadership and Management (ILM) Qualifications – PETA Flagship Courses

■ Why choose ILM?

The Institute of Leadership and Management (ILM) is the number one body for leadership, management and coaching qualifications in the UK. The ILM portfolio of concise qualifications provides strong focus on workplace performance, delivering real improvement consolidated via the completion of assessment activities. The qualification format at each level offers a flexible approach to addressing key skills. The structure also allows delegates to progress with ease on to additional qualifications, at a more advanced level - enabling delegates to build upon their achievement and continue their development.



Coaching and Mentoring

Our coaching and mentoring qualifications develop people's capacity for dealing with change and finding solutions to problems.

■ Level 5 in Coaching and Mentoring

For practising middle Managers, particularly those preparing for senior Management.

There are 31 units available at this level (each with their own credit value), focusing on six core areas:

- Managing yourself
- Working with people
- Providing direction
- Facilitating change
- Achieving results
- Using resources

See page 20

Leadership and Management

Combining innovative design with a strong focus on workplace performance, our leadership and management qualifications are structured to meet the needs of businesses and individuals. They deliver well-rounded Managers with a proven ability to perform at the required standards.

■ Level 2 in Leadership and Team Skills

For practising, new or aspiring Team Leaders. There are 30 units available at this level (each with their own credit value),

focusing on communication, providing direction and leadership, people skills, problem solving and achieving results.

See page 17

■ Level 3 in Leadership and Management

For new or aspiring Managers or Managers without any formal training. There are 43 units available at this level (each with their own credit value), focusing on core management

skills, such as organisation and delegation, managing change, communication, team leadership, managing people and relationships and managing resources.

See page 18

■ Level 5 in Leadership and Management

For practising middle Managers, particularly those preparing for senior Management. There are 31 units available at this level (each with their own

credit value), focusing on six core areas: managing yourself, working with people, providing direction, facilitating change, achieving results and using resources.

See page 19

Businesses benefit from strong ILM Qualifications through PETA

The creation and maintenance of a robust talent pipeline for managers has become critical to business sustainability and growth. Our flagship programmes are designed around your business needs to ensure you get the very best from rising stars and retain your management talent . . .



Havant Borough and East Hampshire District Council are aiming higher with ILM

Pictured Jeremy Tool (back row, left) Training Consultant from PETA and Sandy Hopkins, Chief Executive from Havant Borough and East Hampshire District Council (front row, right) with successful ILM Award candidates.

The ILM Level 3 Programme was endorsed by Havant Borough and East Hampshire District Council's Chief Executive, Sandy

Hopkins who presented successful candidates with certificates to recognise their achievements. Sandy stressed real admiration for these individuals and highlighted the importance of the organisation making a real commitment to its aspiring and existing managers in order to ensure the continued development of their leadership and management skills.



Sanden International invest in their Managers with PETA

12 UK and Germany-based Sanden International Managers are undertaking a total of 18 days' training for their ILM Level 3 Certificate in Leadership and Management, delivered over two years,

aligned to the company's Competency Framework and unique ethos. The delegates are now entering into the final phase of this programme and are looking to complete shortly.



Wallop Defence Systems celebrate their process leaders

Wallop Defence committed to supporting a mix of process leaders and deputy process leaders through a total of 8 days' training for their ILM Level 2 Certificate in Leadership and Team Skills. The course was created and aligned to the company's requirements, values and mission statement,

ensuring the most beneficial programme possible to provide new skills for the process leaders. The delegates have successfully completed the programme and the company have chosen to invest in this achievement by providing them with a lunch and presentation.

■ ILM Level 2 - Certificate in Leadership and Team Skills

The ILM Level 2 Certificate in Leadership and Team Skills is designed to provide practising or potential team leaders a foundation for their formal development in this role. Via a series of activities individuals will develop a wide range of skills and knowledge required by a team leader through attendance to practical modules of training, application of learning and reflective reviews.

The programme consists of an Induction session and a total of four training modules delivered over a period of eight months.

■ Benefits of the Qualification

For Delegates

- Learn core leadership skills
- Put these skills into practice in the workplace
- Improve the team's performance
- Achieve a nationally recognised qualification

For the Organisation

- Motivated and competent leaders
- Increased productivity
- Workplace-based assessment ensure new skills are effectively transferred to the job

■ Assessment

There will be a half day induction at the start of the programme designed to inform delegates of the programme structure, assignment requirements and programme expectations.

Each module requires the completion of an associated assignment to assess application of learning. This assessment process ensures learning is readily transferred into practical actions and development within the work environment to a recognised standard, resulting in delegates achieving a nationally recognised qualification.

■ Objectives

On completion of the Certificate programme, delegates will;

- Develop an understanding of the role of the team leader
- Develop a range of leadership skills, and understand how to apply them
- Gain skills to motivate the team
- Understand how to plan and monitor work within the team
- Develop an extensive range of team leadership skills and obtain a 'toolbox' of essential techniques
- Gain indispensable and comprehensive knowledge to discharge their role confidently and effectively

■ Programme Overview

The Certificate comprises four modules of learning covering the following topics:

Module 1

- Leading the Work Team

Module 2

- Communication, Induction and Coaching in the Workplace

Module 3

- Setting Team Objectives, Planning and Monitoring Work

Module 4

- Business Improvement Techniques

BOOKING INFORMATION

DURATION

Seven and a Half Days

Delivered over approximately eight months

FEES (+VAT)

Member £1,195

Non-Member £1,400

START DATES

2015 25 September

2016 12 February



■ ILM Level 3 - Certificate in Leadership and Management

What makes a great leader? What are the fundamentals of people management? How do you motivate teams to achieve personal and professional success? These modular programmes will equip managers and leaders with all the tools and techniques needed for successful leadership.

The ILM Level 3 in Leadership and Management is designed to provide a sustained approach to developing first line managers. Through a series of activities delegates will learn definitive management and leadership techniques that have stood the test of time through attendance to modules of training, application of learning and reflective reviews.

■ Benefits of the Qualification

For Delegates

- Gain a range of key management skills and put them into practice within their own role
- Build own leadership capabilities – motivate and engage teams, manage relationships confidently
- Develop leadership and management skills using own knowledge, values and motivations

For the Organisation

- Effective and confident first-line managers
- Better relationships and communication in teams
- Proven skills – to get this qualification managers will need to show that they can transfer their new skills to the workplace
- Managers with the tools to develop their own skills and abilities

■ Assessment

There will be a half day induction at the start of the programme designed to inform delegates of the programme structure, assignment requirements and programme expectations.

Each module requires the completion of an associated assignment to assess application of learning. This assessment process ensures learning is readily transferred into practical actions and development within the work environment to a recognised standard, resulting in delegates achieving a nationally recognised qualification.

■ Objectives

On completion of this course, delegates will be able to;

- Understand management and leadership in both theory and practice
- Manage the team's performance and motivation
- Develop techniques to solve workplace conflicts
- Approach problem solving and decision making in a structured way
- Communicate effectively through different mediums appropriate to the audience
- Understand, plan and implement change
- Understand budgets and implications of organisational finance
- Drive quality customer service

■ Programme Overview

The Certificate comprises six modules of learning covering the following topics:

Module 1

- Understanding Leadership

Module 2

- Communication Skills and Problem Solving

Module 3

- Motivation to Improve Performance and Conflict Management

Module 4

- Understanding Performance Management and Organising and Delegating Work

Module 5

- Managing Costs and Resources

Module 6

- Planning and Managing Innovation and Change

BOOKING INFORMATION	
DURATION	
Ten and a Half Days	
Delivered over approximately eleven months	
FEES (+VAT)	
Member	£1,595
Non-Member	£1,895
START DATES	
2015	27 November
2016	20 May



■ ILM Level 5 - Certificate in Leadership and Management

The ILM Level 5 in Leadership and Management is designed for practising middle managers, helping them to develop their skills and experience, improve performance and prepare for senior management responsibilities. Through a series of taught modules and practical activities delegates will learn essential techniques in core areas – working with people, managing yourself and personal skills, providing direction, facilitating innovation and change, achieving results and using resources.

■ Benefits of the Qualification

For Delegates

- Use core management techniques to drive better results
- Develop the ability to lead, motivate and inspire
- Provide strategic leadership as well as day-to-day management
- Benchmark their managerial skills
- Raise their profile in the organisation

For the Organisation

- Encourage strategic thinking at this level of management to foster business improvement
- Engage middle managers with training and development (this qualification is designed to provide clear, measurable benefits to career-minded professionals)

■ Assessment

There will be a half day induction at the start of the qualification designed to inform delegates of the programme structure, assignment requirements and programme expectations. In addition, each module requires the completion of a work-based assignment to assess application of learning. This assessment process ensures learning is readily transferred into practical actions and development within the work environment to a recognised standard, resulting in delegates achieving a nationally recognised qualification.

■ Objectives

On completion of this course, delegates will be able to;

- Understand management and leadership in both theory and practice
- Manage the team's performance and motivation
- Communicate effectively through different mediums appropriate to the audience
- Understand budgets and implications of organisational finance

■ Programme Overview

The Certificate comprises three modules of learning covering the following topics:

Module 1

- Assessing your own Leadership Capability and Performance

Module 2

- Managing for Efficiency and Effectiveness

Module 3

- Understanding Financial Management

BOOKING INFORMATION

DURATION

Six and a Half Days

Delivered over approximately seven months

FEES (+VAT)

Member £1,795

Non-Member £2,095

START DATES

2016 15 January



■ ILM Level 5 Certificate in Coaching and Mentoring

The ILM Level 5 in Coaching and Mentoring is designed as a practical leadership and management discipline that allows managers to unleash potential within individuals to help maximise both their business performance and potential. Coaching uses one-to-one conversations and guided questioning to help managers deal with change and find solutions to business problems using their own resources. It's an effective way of creating a high performance culture in your organisation.

Through a series of taught modules and practical coaching and mentoring sessions, delegates will learn essential techniques in core areas that will assist them in becoming more experienced business coaches.

■ Benefits of the Qualification

Incorporating coaching and mentoring into an organisation delivers tangible benefits to a business. Coaching is a sought after management skill which is proven to transform business performance and can benefit both individuals and organisations:

- Get a critical understanding of the role and responsibilities of the workplace coach and mentor
- Deepen your understanding of how coaching and mentoring can impact an organisation
- Be able to assess your own skills, behaviours and knowledge as a coach and mentor
- Provide evidence of your own development as a coach and mentor through the qualification
- Plan, deliver and review coaching and mentoring in your organisation

■ Assessment

There will be a half day induction at the start of the qualification designed to inform delegates of the programme structure, assignment requirements, coaching sessions and programme expectations. In addition, each module requires the completion of a work-based assignment to assess application of learning. There will also be a requirement to complete several hours of coaching and mentoring, and maintain a reflective journal on these sessions and how they were delivered.

■ Objectives

Delegates attending the course will demonstrate;

- Better communication and interpersonal skills
- Increased confidence and motivation
- Improved conflict resolution
- Better management performance

■ Programme Overview

The Certificate comprises three modules of learning covering the following topics:

Module 1

- Understanding the Skills, Principles and Practice of Effective Management Coaching and Mentoring

Module 2

- Undertaking Management Coaching or Mentoring in the Workplace

Module 3

- Reviewing Own Ability as a Management Coach or Mentor

BOOKING INFORMATION

DURATION

Six and a Half Days

Delivered over approximately seven months

FEES (+VAT)

Member £1,795

Non-Member £2,095

START DATES

2016 8 April





Leadership and Management



Whenever I need help from PETA it is always to an exceptionally high standard, from advice to training.

*Turbocam Automated
Production Systems UK Ltd*

Management Essentials

Understanding the connection between leadership and management is essential to the continued sustainability, development and growth of any organisation. Ensuring that the people within your business have the skills, knowledge and expertise to manage and lead people is vital in contributing to this ongoing development.

This intensive, six day course is perfect for newly-promoted or emerging managers, providing an excellent grounding in the concepts and practicalities of management and leadership.

Not only will this course take delegates through the key elements of management and leadership, delegates will also leave the programme with their own personal development plan, supporting them in applying the skills back in the workplace and in planning their continuing growth and development.

★ NEW COURSE

■ Objectives

On completion of this course, delegates will be able to;

- Demonstrate management and leadership skills and the differences between them
- Appreciate differing styles of communication
- Understand communication models and language patterns
- Create a high performing team
- Identify what makes a high performing team
- Recognise how to manage their own time and the impact they have on others
- Interpret and use financial results to aid their decision making process
- Appreciate why certain business decisions are taken
- Operate confidently in understanding the legal framework in which to manage employees
- Know what documentation to provide and when

■ Course Overview

Day 1 - Effective Leadership

- Management in context – when to manage
- Responsibilities of management
- Inspirational leadership – harnessing the power

Day 2 – Communication Skills

- Communication model and language patterns
- Reframing and problem solving – thinking differently
- Giving constructive feedback – building working relationships
- Pure listening

Day 3 – High Performing Teams

- Team dynamics in action
- Team roles
- What makes a high performing team
- Developing positive team attitudes to increase motivation and productivity

Day 4 – Time Management

- Work drivers and influencers
- Taking control of the working day
- Delegation as a time management tool
- Setting realistic and achievable objectives and goals

Day 5 – Finance

- The main financial instruments of business
- How daily actions impact business results
- Profit and Loss, Balance Sheet, Working Capital, Cash Flow

Day 6 – HR for Non-HR Managers

- An introduction to the scope of Human Resources responsibilities
- Recruiting, selecting and inducting new employees
- Different types of workers in your company
- Contracts of employment

BOOKING INFORMATION

DURATION

Six Days

One day a week

FEES (+VAT)

Member £1,095

Non-Member £1,288

START DATES

2015 4 November

2016 8 March
16 June

■ Supervisory Skills

Improving team performance is always high on the agenda. Leading a team to effectively achieve set business objectives needs enthusiasm and aptitude. It is essential for supervisors to acquire effective, memorable, easy-to-use tools, skills and techniques that they will be able to use immediately in order to manage their teams.

Whether delegates are aspiring or newly-appointed supervisors, or established in their post. This hugely effective course will examine the fundamental role of the supervisor, identify tried-and-tested management techniques and provide a practical setting for individuals to adapt these in order to fit in with their own personality and how they can apply these to real workplace settings.

■ Objectives

On completion of this course, delegates will be able to;

- Understand their role, responsibilities and qualities of an effective Supervisor
- Develop their own personal confidence in the role
- Communicate clearly and assertively with others
- Confidently manage challenging situations
- Use outstanding, simple, applicable tools and techniques for managing their teams

■ Course Overview

Communication

- The power and importance of effective communication
- Channels, methods and barriers to communication
- Communicating assertively and with confidence
- Active listening techniques
- Body language and associated behaviours

Leadership

- Understanding and developing your leadership style
- Motivation techniques
- Building trust and respect through leadership example
- Understanding behaviours, channelling energies
- The characteristics of a high performance team and how to achieve it

Managing Conflict and Discipline

- Understanding why conflict happens and ways to prevent a conflict situation becoming unmanageable
- The disciplinary process and the supervisor's role within it
- Providing feedback on observed performance

■ Certificate available

Upon completion of the course, delegates will receive an ILM Development Programme certificate of attendance

BOOKING INFORMATION

DURATION

Five Days
(One day a week)

FEES (+VAT)

Member £1,053

Non-Member £1,239

START DATES

2015 9 September

2016 19 January
28 April



■ The New Team Leader

Do you have new team leaders? Are they unsure where to start? The first step is right here!

This two day, highly interactive course will provide the foundations for new team leaders to be highly effective. It will start by looking at the style needed in leading teams, how to get the best out of the team members and will explore how to communicate to an advanced level by learning some new tools and techniques to achieve excellent results. Formulas to manage both good and poor performance will be available to enable effective management of people and teams. Further analysis will be completed to look at how changes can be smoothly implemented whether big or small.

Finally, delegates will learn what motivates people and how to engage them.

★ NEW COURSE

■ Objectives

On completion of this course, delegates will;

- Identify their style as a Team Leader
- Identify what is required of a Team Leader
- Use tools and techniques to communicate to achieve results

- Identify and describe what equates to good and bad performance and how to handle it
- Describe what motivates and engages a team
- Develop an Action Plan to implement in their workplace

■ Course Overview

- Understanding expectations for the team leader and the team
- Why people think, act and feel the way they do
- Communicating to achieve above average results
- Managing performance both good and bad
- Managing change – it's inevitable!
- Motivation and engagement – sustaining and moving forward
- Putting it all into practice when back in the workplace

BOOKING INFORMATION

DURATION

Two Days

FEES (+VAT)

Member £555

Non-Member £653

START DATES

2015 22 September

2016 8 February
10 August

■ Practical Leadership Skills

Loaded with proven and practical tools and techniques, this course is perfect for individuals who perform a direct role in leading teams or work groups and who wish to take a practical, results-driven approach to their leadership. It provides essential tools that delegates will be able to translate directly into the working environment, enabling them to achieve great results through both individuals and their teams.

■ Objectives

On completion of this course, delegates will;

- Be even more confident in motivating, inspiring and leading others
- Develop their ability to create an enthusiastic, focused and productive working environment
- Enhance their understanding of their own leadership strengths and areas of development

■ Course Overview

- Leadership versus Management – the difference
- Assuming the leadership role – The Philosophy of 'Acting As If'
- Leaving a legacy that is worth inheriting – becoming a tough act to follow
- Gaining the respect of others so as to better influence them
- Connecting and developing relationships with others
- Developing vision and goals for the team
- Developing effective behaviours and practices in team members

- Inspiring and motivating colleagues to perform and to go above and beyond
- Delegating- knowing the other person will do what you need them to – each and every time!
- Inspiring Leadership: the key practices of excellent business leaders today
- Minimising the negative aspects of conflict and preventing unnecessary conflict situations
- Understanding personal leadership strengths
- Developing a compelling personal action plan

BOOKING INFORMATION

DURATION

Two Days

FEES (+VAT)

Member £555

Non-Member £653

START DATES

2015 16 November

2016 30 March
20 July

■ High Performing Teams

With an ever changing world in business, it has never been more important to have a high performing team than right now. This one day course will delve into what makes a high performing team, looking at everything from personalities, motivation, and engagement to tapping into people's talents. The session will provide a toolbox of techniques and ideas that can be utilised, depending on the situations being faced back in the working environment.

★ NEW COURSE

■ Objectives

On completion of this course, delegates will;

- Identify what makes a high performing team
- Identify stages of team development
- Develop positive team attitudes
- Understand key generic employee behaviours required in the workplace
- Manage conflict constructively within teams
- Develop an action plan to start implementing in the workplace

■ Course Overview

- What makes a high performing team – Bruce Tuckman style
- Delving into Belbin – Team Roles
- Where are your team and why?
- People's perceptions and thoughts and the impact it has on the team
- What key behaviours should you be looking for from your team?
- How to manage conflict constructively within your team – tools and techniques that work
- Developing positive team attitudes to increase motivation and productivity
- Action planning – taking it back and implementing it in the workplace

BOOKING INFORMATION

DURATION

One Day

FEES (+VAT)

Member £298

Non-Member £351

START DATES

2015 25 November

2016 22 March
30 June

■ Coaching Skills for Managers

Coaching is one of the most effective methods of enhancing the performance of your people. Through a series of agreed activities and goals, a good coach can enable staff to improve their performance whilst learning 'on the job'.

This course delivers the necessary key skills to be an effective workplace coach, and is ideal for managers, team leaders, supervisors and all those who wish to develop their coaching skills. It is a practical course with plenty of opportunities to 'test drive' the techniques being learned. The impact back in the workplace will be seen through enhanced staff engagement, business performance and effectiveness.

■ Objectives

On completion of this course, delegates will be able to;

- Implement an effective coaching process, resulting in improved performance
- Develop the key skills of listening and asking skilled questions
- Provide effective feedback that encourages positive change

■ Course Overview

- Recognising the value of a coaching system
- The skills and qualities of a good coach
- Identifying barriers to learning and overcoming them
- Creating trust and rapport
- Gaining commitment
- Questioning and listening skills
- Developing the most appropriate communication style
- Setting goals and targets

BOOKING INFORMATION

DURATION

One Day

FEES (+VAT)

Member £298

Non-Member £351

START DATES

2015 24 September

2016 12 January
27 April

Managing Performance – Capability

The success of any organisation relies on the performance of its departments and teams. The success of each department and team comes down to the way its performance is managed by its leaders, managers and supervisors. This course is designed for all managers and team leaders who have a responsibility for the performance of a team or department and, therefore, the individuals working within those teams.

Learning the principles of what performance management is, how to measure performance, and how to improve performance are key skills that will be learned during this course, and will help delegates to increase individual and team output, without sacrificing team cohesion.

Objectives

On completion of this course, delegates will be able to;

- State the aims of performance management
- Identify acceptable standards of performance and why this is essential
- Understand the importance of a consistent message
- Manage a full performance management review process

Course Overview

- What is performance management?
- The contract of employment - pay and benefits in return for a satisfactory level of performance
- Conduct versus capability
- Why do people under perform? Ensuring fairness, support and training to get the best
- The ACAS code of practice
- Review meetings, objectives and performance improvement plans
- Managing sickness absence - short and long term.
- What happens when things go wrong
- Case law examples and practical exercises

BOOKING INFORMATION

DURATION

One Day

FEES (+VAT)

Member £298

Non-Member £351

START DATES

2015 15 September

2016 5 January
19 April

Managing Performance – Appraisal Skills

This one-day course for managers, team leaders and supervisors is packed with essential tools and techniques that will make a genuine difference to the appraisal/performance review delivery. It is important that businesses get the most from their staff and see the benefit that this process has within the wider context of performance management.

Delegates will also gain an understanding of not only the benefits of Appraisals but also some of the common pitfalls and how to avoid them.

Objectives

On completion of this course, delegates will be able to;

- Plan, structure and deliver effective appraisals
- Set smart objectives
- Gain genuine agreement and commitment to the process
- Give effective feedback to staff and also encourage and be able to receive feedback from staff
- Understand the differences in employee motivational value systems and therefore adjust feedback

Course Overview

- The benefits of appraisals on 3 levels: the organisation, the employee and the manager
- The link between appraisals/performance review and motivation/engagement
- Appraisal preparation
 - Aligning performance to business goals
 - Objective setting – crafting SMART objectives to clarify performance requirements
 - Establishing strengths and areas for improvement
- Managing the appraisal interview
 - Creating the right environment for an appraisal interview
 - Using questions to explore issues and open up discussion
 - Listening for key words to probe and increase effectiveness of discussion
 - Giving and receiving feedback
 - Identifying a range of training and development needs
- Understanding employees different motivational value systems and strengths
- The importance of 1-2-1's to maintain focus on the successful achievement of objectives
- Keeping the objectives and development plan alive to enhance success

BOOKING INFORMATION

DURATION

One Day

FEES (+VAT)

Member £298

Non-Member £351

START DATES

2015 29 October

2016 25 February
25 May
31 August

■ Managing Performance – Discipline and Grievance

Failure to follow the correct procedures when managing disciplinary and grievances can result in serious consequences for employers. This one day workshop covers the key features of workplace conduct and related disciplinary and grievance policies and procedures from warnings through to dismissal. Relevant case law, along with existing defined employment law will bring knowledge to a level where individuals will be confident and capable of managing different cases. Attendees will learn the different rights that both employers and employees have and how important it is to act fairly and reasonably at all times.

■ Objectives

On completion of this course, delegates will be able to;

- Understand the purpose and benefits of effective disciplinary and grievance procedures
- Recognise the difference between capability and conduct
- Use disciplinary and grievance policies and procedures to achieve improvement
- Decide appropriate outcomes and sanctions

- Understand the appeal process
- Use key skills of questioning, listening and recording both verbally and in writing
- Use own policies and procedures to manage workplace performance issues

■ Course Overview

- The five fair reasons for dismissal (and discipline)
- Who can be managed?
- ACAS codes of practice
- Step by step approach - investigation, deliberation, notification, interview, penalties and appeal
- Case studies – reviewing real life scenarios
- Companions – their role
- What happens when you get it wrong
- Taking notes
- Personal action plans
- Evaluation and close

BOOKING INFORMATION

DURATION

One Day

FEES (+VAT)

Member £298

Non-Member £351

START DATES

2015 23 November

2016 9 March
28 June

■ Finance for Non-Financial Managers

This two day course will appeal to those keen to understand how actions and decisions at work translate into the financial results contained in profit and loss reports, balance sheets and cash forecasts. This course will help individuals understand the jargon of finance and give them the knowledge to understand and interpret the financial performance of a business. It aims to give individuals the confidence to engage with the management team and the finance department; to enhance decision making and help avoid some financial pitfalls.

No prior financial knowledge is required.

■ Objectives

On completion of this course, delegates will be able to:

- Understand how business decisions and actions are reflected in the financial results
- Interpret and use financial results to aid their decision making process
- Appreciate why certain business decisions are taken

■ Course Overview

- The three main financial instruments of business
 - The balance sheet
 - The cash flow forecast
 - The profit and loss report
- How daily actions impact business results
- Long term investment comparisons and decisions
- Finance terminology – what do all those terms mean?
- Why you should focus on managing your working capital

- Using budget performance to enhance business responsiveness
- Ratio analysis to see and understand what lies beneath the numbers
- Fixed and variable costs and the importance of the break-even point

BOOKING INFORMATION

DURATION

Two Days

FEES (+VAT)

Member £555

Non-Member £653

START DATES

2015 10 November

2016 10 February
17 May
17 August



Personal Development



The help and support of PETA has been a very positive and successful experience and one that I would thoroughly recommend.

Innova Design and Build Ltd

Professional Presentations

A successful presentation can sell an image, product or concept in a way that no other medium can. Development of presentation skills allows individuals to establish credibility and project the image of a poised and polished professional.

This practical two day course is for those required to make presentations as part of their role. It provides an excellent guide to delivering confident, professional presentations - from objective-setting and scoping through to planning, development and delivery. The course provides opportunities for delegates to practice their new skills.

Objectives

By attending this course, delegates will be able to;

- Plan, design and execute a presentation
- Demonstrate techniques for presenting a positive, powerful and professional image
- Avoid common presentation errors
- Influence the audience to gain commitment

Course Overview

The Presentation

- The shape and form of effective presentations
- Defining the presentation objectives
- How to select, prepare and use visual aids
- Structuring the material
- Allocating time to ensure commitment
- Preparing and using notes effectively
- Contingency plans- the benefits and pitfalls of new technology

The Individual

- Calming those nerves and learning to relax
- Effective use of voice and body
- Control of platform mannerisms
- Techniques for opening and closing a talk
- Attracting and maintaining interest
- Gaining audience buy-in and commitment
- Handling questions and objections

BOOKING INFORMATION

DURATION

Two Days

FEES (+VAT)

Member £555

Non-Member £653

START DATES

2015 20 October

2016 13 January
17 May
23 August

Professional Presentations – Masterclass

This innovative two day course looks at how you can further advance your presentation skills and take them to the next level. As an advanced course, it is aimed at those who are already capable of planning and delivering basic presentations and who now need to improve their delivery through understanding and recognising how their feelings about presenting are transmitted to an audience and identifying individual inhibitors to presenting. Delegates will learn techniques to improve self-confidence and be able to adjust their delivery style to better influence their audience.

★ NEW COURSE

Objectives

On completion of this course, delegates will be able to;

- Plan, structure and deliver effective business presentations
- Reduce anxiety and access increased confidence
- Exert greater influence over the audience to win business or gain buy-in

Course Overview

Day 1

- Introductions and course overview
- Personal outcomes presented to group
- Communication strategies and skills
- Beyond visual aids, multi-sensory presentations
- Using language patterns to influence with integrity
- Planning and creativity
- Techniques for giving presentations more impact
- Accessing a confident and relaxed state
- Putting the theory into practice, preparation
- 1-1 Coaching

Day 2

- Review of key points and questions
- Final preparation and coaching
- Presentations and feedback

BOOKING INFORMATION

DURATION

Two Days

FEES (+VAT)

Member £555

Non-Member £653

START DATES

2015 2 December

2016 2 March
19 July

■ Train the Trainer

Understanding what a trainer needs to do to initiate behavioural change within any organisation is essential for continued success. Developing the talents of those who have responsibility for the training and development of staff will ensure that, not only are they competent and confident to train others, but their training style matches the style of the audience, thus accelerating learning and ensuring the training is engaging and relevant.

■ Objectives

By attending this course delegates will:

- Implement the three key skills of an excellent trainer
- Understand why and how people learn
- Be able to identify and deliver to ensure the key aims and objectives are achieved
- Develop and deliver practical, structured and logical training sessions
- Identify ways to keep the trainee's attention
- Build confidence and rapport with trainees

- Facilitate engaging learning sessions resulting in required outcomes being carried out in the workplace
- Follow the five steps to evaluation to ensure success after delivery
- Analytical approach to giving instruction: Getting organised, preparing the learner, presenting the instruction, trying out, putting the learner to work
- Maintaining the learner's attention
- Confirmation and questioning techniques
- Preparation for individual instruction practice
- Individual instruction practice (delivery of short practical training session by each course participant with professional, structured feedback)

■ Course Overview

- Being a great Trainer-essential skills to know
- The objectives of training and elements of a training programme
- The elements of instruction: the learner, the instructor, the job
- Why and how people learn
- The training cycle
- Individual learning styles

BOOKING INFORMATION	
DURATION	
Two Days	
FEES (+VAT)	
Member	£555
Non-Member	£653
START DATES	
2015	20 October
2016	20 January 12 April 5 July

■ Communication Skills

This course provides practical concepts for building rapport and developing stronger relationships. By attending the course delegates will be able to identify different communication needs and styles and how to get their message across more clearly and effectively, enabling them to build better working relationships. The tools and techniques delegates will take away with them will enable them to flourish in all aspects of their lives.

■ Objectives

On completion of this course, delegates will be able to;

- Understand communication models and language patterns
- Demonstrate the ability to reframe and problem solve
- Be able to giving constructive feedback – building working relationships
- Demonstrate pure listening skills
- Understand how to manage personal energy – a practical strategy
- Demonstrate application and personal commitment

■ Course Overview

- What is effective communication?
 - Delving into and pinpointing what is effective communication
- The communication process
 - Why communication is successful and unsuccessful – did you get your message across?
- Different types of communication and when to use them
 - Are you selecting the best method of communication in each situation you are faced with?
- Positive and Negative language
 - What should I censor?
- Effective body language
 - How to present yourself in any given situation
- Assertive, submissive, aggressive
 - What behaviours are displayed and why?
- Difficult conversations
 - Take the challenge
- Action planning

BOOKING INFORMATION	
DURATION	
One Day	
FEES (+VAT)	
Member	£298
Non-Member	£351
START DATES	
2015	18 November
2016	15 March 23 June

■ Assertiveness Skills

Assertiveness is an essential quality in business. Development of these skills enables individuals to establish credibility and project the image of a poised and polished professional. It is a skill which requires a blend of confidence, communication and the ability to see things from other people's points of view, allowing us to manage relationships effectively and exert greater influence in challenging situations.

Being assertive enables appropriate boundaries to be set, allowing the expression of ideas and confidence in communicating whilst enhancing and conveying your value to an organisation. This course will give delegates greater insight into these areas, giving them the confidence to communicate positively and clearly, and have a greater influence on people and situations in all areas of their life.

■ Objectives

On completion of this course, delegates will be able to;

- Understand and explain how personal communication preference relates to assertiveness
- Manage people and relationships and increase personal efficiency
- Develop the ability to convey messages more positively
- Communicate with increased personal confidence

■ Course Overview

- Defining assertive, submissive, passive and aggressive behaviour
- Communication preferences
- The basic steps to developing an assertive approach
- Managing relationships – the ability to disagree constructively and with confidence
- Dealing with difficult situations – removing barriers
- Establishing and maintaining an assertive manner
- Building personal confidence
- Setting goals for the future

BOOKING INFORMATION

DURATION

One Day

FEES (+VAT)

Member £298

Non-Member £351

START DATES

2015 19 November

2016 27 January
20 April
12 July

■ Negotiation Skills

The skills of negotiation permeate many aspects of our lives, both business and personal. Whether buying or selling concepts, ideas, products or services, in order to win in negotiations, it is essential to follow the process. This workshop will take delegates through the stages in preparing for a negotiation and getting to a Yes solution.

■ Objectives

On completion of this course, delegates will be able to;

- Develop negotiation strategies that can be used immediately
- Understand the tools and techniques that are available to support the selected strategy
- Practice using these tools in a risk free environment
- Build a personal action plan of how they will change the way they negotiate in the future

■ Course Overview

- The principles and stages of negotiation
- Strategies available when negotiating
- Effective communication and behaviours when negotiating
 - Using questions
 - Develop active listening skills
 - Using silence and recognising signals
- Developing your own skills
- Role rehearsal of typical negotiating scenario with, feedback and coaching
- Final review and action plans

BOOKING INFORMATION

DURATION

One Day

FEES (+VAT)

Member £298

Non-Member £351

START DATES

2015 8 December

2016 10 March
29 June

■ Dealing with Difficult People

This course will help delegates gain a better understanding of why people behave as they do and how to manage that behaviour more productively through a set of effective tools and techniques. Once these behaviours are identified, we are able to adjust our own behaviours and re-frame or re-structure situations for others resulting in more collaborative and productive behaviour.

■ Objectives

On completion of this course, delegates will be able to;

- Identify the motives and the traits of 'difficult' people
- Demonstrate greater self-awareness and confidence
- Communicate more effectively and compassionately to all types of people
- Deal calmly and effectively with difficult situations, enabling more positive outcomes

■ Course Overview

- Identifying "difficult" people
- Why are people difficult?
- Why do we do what we do?
- Taking responsibility
- Identifying the difficult behaviour
- Negotiating in difficult situations
- Being assertive
- Handling challenging conversations
- Solving people problems
- Putting into action moving forward

BOOKING INFORMATION	
DURATION	
One Day	
FEES (+VAT)	
Member	£298
Non-Member	£351
START DATES	
2015	30 September
2016	18 February 2 June

■ Handling Tricky Conversations

Holding difficult conversations can be one of the most challenging parts of managing performance, especially around behaviour and competencies. As a manager, supervisor or team leader, it can be something that we may endeavour to avoid. This can then have a knock on effect in other areas including dilution of credibility, resistance and dis-engagement.

This one day workshop is designed to give individuals valuable tips, techniques and practice of how to frame and manage these conversations in a balanced, calm and proactive way.

★ NEW COURSE

■ Objectives

On completion of this course, delegates will be able to:

- Plan and prepare for the conversation
- Identify facts and perceptions of behaviour
- Structure the conversation using a template
- Stay on track and identify the most appropriate ego state to remain calm and professional
- Deal more confidently and effectively with tricky or difficult conversations

■ Course Overview

- What is a difficult conversation and the reasons why we may not handle them as well as we could do
- What can make these conversations more successful?
- Using a framework to improve planning and control of conversations
- Identifying facts from interpretations, opinions and judgements
- Understand overdone behaviours and re-framing them
- Giving feedback on behaviours and competencies in a more specific and useful way
- Understand the ego states that may become hooked
- Increase techniques to remain calm and maintain control of our emotions
- Utilise good questioning and listening techniques

BOOKING INFORMATION	
DURATION	
One Day	
FEES (+VAT)	
Member	£298
Non-Member	£351
START DATES	
2015	1 December
2016	20 April 11 August

■ Problem Solving

Anyone whose work involves solving complex problems or meeting new challenges where the solutions are not always obvious will appreciate how even the smallest of matters, if left unattended, can spiral out of control and become a significant issue. Taking a more creative approach to problem solving and decision making can provide a real difference.

This one day course will provide delegates with the tools and techniques that will allow them to think differently about a problem and use innovative methods to solve it.

■ Objectives

By attending this course, delegates will be able to:

- Alter the way they approach and think about problems and challenges
- Identify and overcome the barriers to creative thinking in their approach
- Recognise and cope with the obstacles to creativity and change in the work place
- Appreciate the limitations and applications of conventional problem solving
- Apply a range of creative thinking tools to escape from the conventional barriers to analysis and idea generation

■ Course Overview

- The importance of a structured approach
- Engaging the team
- Creative thinking tools
- Techniques for generating ideas and evaluating them
- Tools to help make the decision
- Implementing action
- Responsibilities, priorities and decisions
- Action planning, monitoring and evaluation techniques

BOOKING INFORMATION

DURATION

One Day

FEES (+VAT)

Member £295

Non-Member £347

START DATES

2015 15 September

2016 21 January
10 May

■ Time Management

Making the most of our working day is achieved through the effective management of our own time and the impact we have on others. Move from hearing 'there just aren't enough hours in the day, I haven't got time' to 'I will have that done on schedule' is definitely achievable!

On this one day course, delegates will examine a broad range of time management techniques and select the ones that will make a significant difference to their personal effectiveness and contribution to business objectives each and every working day.

■ Objectives

On completion of this course, delegates will:

- Be clear that the ability to manage time can make or break their working lives
- Recognise how to manage their own time and the impact they have on others
- Be able to apply tools and techniques to organise and prioritise short term and long term goals
- Learn how to maintain and control time management in themselves – and others

■ Course Overview

- Self-assessment – how well do you manage your time?
- Work drivers and influencers
- Taking control of the working day: developing clear priorities
- Delegation as a time management tool
- Dealing with interruptions – telephone, colleagues, visitors
- Managing e-mail and meetings
- Time wasters – alleviate or eliminate
- Setting realistic and achievable objectives
- Dealing with deadlines
- Saying "No"

BOOKING INFORMATION

DURATION

One Day

FEES (+VAT)

Member £298

Non-Member £351

START DATES

2015 14 October
15 December

2016 4 February
6 April
14 June

■ Building Personal Resilience

Building Personal Resilience is a half day programme designed to help individuals understand and recognise what is stress and what is pressure, and equip them to proactively build resilience by providing practical tools for dealing with stress.

The course offers a unique approach to understanding work place pressures. It is guaranteed to be straightforward, practical and humorous. It offers a completely fresh approach to this often sensitive subject.

■ Objectives

On completion of this course, delegates will be able to:

- Define what personal resilience is
- Identify what is stress and what is pressure
- Identify what causes you stress
- Explain the attributes required for being Personally Resilient
- Identify how personally resilient you are at work
- Identify how you can change to be more personally resilient in everyday life
- Explain how you can manage your own stress in the future

■ Course Overview

- What is personal resilience?
- What is the difference between stress and pressure
- What causes you stress?
- Attributes to being personally resilient
- Personal resilience at work
- Managing your stress in general
- Moving forward

BOOKING INFORMATION	
DURATION	
Half Day	
FEES (+VAT)	
Member	£155
Non-Member	£182
START DATES	
2015	1 October
2016	3 February 16 August

■ Manage your Emotional Response

We are emotional beings, and therefore emotions, such as Anger, can at times get out of control and turn negative or destructive leading to problems at work. The way we view and handle our emotional responses can make a huge difference to the outcome. This course gives individuals tools and techniques for understanding and managing the emotional response of flight or fight

■ Objectives

On completion of this course, delegates will;

- Identify what is anger and its causes
- Understand the three main approaches to anger
- Use more techniques to be able to encourage a response rather than a reaction
- Demonstrate a range of skills and techniques for managing their emotional response

■ Course Overview

- The nature of anger
- The three main approaches to anger
- Recognising awareness signs
- Clarify the differences between aggressive, passive and assertive behaviours
- The choices we have
- Understand the differences - why other people can seem difficult
- Strategies to help keep anger at bay- help control the emotions
- Techniques to remain in the assertive state – understanding the fight or flight mode
- Questioning and listening techniques to explore issues and outcomes
- The ability to give and receive feedback more effectively in order to resolve issues

BOOKING INFORMATION	
DURATION	
One Day	
FEES (+VAT)	
Member	£298
Non-Member	£351
START DATES	
2015	5 November
2016	2 February 9 June

Meeting Management

Do you want to finish a meeting and feel that it was worth the time and effort that everyone put into it? This short course will give you the skills to focus on starting a meeting strongly, keep control, manage the attendees and ensure that all the objectives are met and that it runs to time! This is an excellent course for anyone who needs to organise or conduct meetings as part of their role.

Objectives

By attending the course, delegates will learn;

- A structured approach to enable real results to be achieved from every meeting
- Practical techniques for managing dominant and reluctant attendees
- An understanding of how to energise meetings
- Guidelines on how to ensure attendees know precisely the actions that must follow the meeting

Course Overview

- Defining the purpose
- Agenda, planning the structure, setting the time
- Progressing the discussion
- Encouraging contributions
- Arriving at clear decisions
- Summarising
- Controlling time
- Conflict management and resolution
- Making a constructive contribution
- Minutes and Action Plans
- Evaluating the outcome and value of a meeting

BOOKING INFORMATION

DURATION

Half Day

FEES (+VAT)

Member £155

Non-Member £182

START DATES

2015 12 October

2016 3 February
16 August

Minutes and Agendas

The success of a meeting depends, not just with the discussion and decisions taken, but also with accurate recording of what has taken place and what action is required. This one day course will provide delegates with a good understanding of the purpose of meetings, with the recording of concise minutes that will be easy to read back and form an accurate record of the meeting. They will learn what to listen out for to ensure the meaning of what is being said is captured, and identify what is important to record.

Objectives

By attending this course delegates will be able to:

- Understand the importance of consistent, concise and accurate minutes
- Plan, manage and present the information minuted in an efficient manner
- Co-ordinate the information in order to enhance the understanding of the readers
- Set a well-structured agenda

Course Overview

- The meeting- what you should do before, during and after
- The role and responsibilities of a chairperson
- Setting the agenda
- Barriers to listening
- Listening and summarising a conversation
- Methods and style for taking notes
- Simplifying expressions and editing redundant expressions – writing concisely
- Styles of minutes
- Sections of minutes
- Recording decisions and actions
- Practising taking minutes
- Completion of a personal action plan

BOOKING INFORMATION

DURATION

One Day

FEES (+VAT)

Member £298

Non-Member £351

START DATES

2015 3 September

2016 5 January
1 June

Report Writing

This excellent one-day course is for anyone who needs to produce reports as part of their job role. Following a structured format delegates learn how they can achieve their aim of writing effective, informative reports that produce a positive reaction from the reader.

Objectives

On completion of this course, delegates will;

- Express facts, ideas and findings with confidence and clarity
- Plainly define the purpose of a report, suitable for the intended audience
- Write in a persuasive style which creates interest for the reader
- Present accurate information in a structured and professional format

Course Overview

- Understanding the reader, writing to capture their interests and answer their needs
- What constitutes a report – purpose, types and objectives
- Logical structure, layout, style, content and impact
- Terms of reference, methods of investigation, effective conclusions and recommendations
- Pitching the report at the recipient's level of understanding
- Effective use of all the necessary and required elements that will aid in the creation of a report
- Deciding what should stay in
- What makes a report successful?
- Tips and hints to enable effective proofreading and revision

BOOKING INFORMATION	
DURATION	
One Day	
FEES (+VAT)	
Member	£298
Non-Member	£351
START DATES	
2015	8 September
2016	10 February 28 July

Business Writing

E-mail, letters, newsletters, websites... all are written communication methods used extensively in business today. Consider the potential damage and impact on the organisation's image resulting from a badly written and worded communication, and the importance of this subject matter takes on a whole new relevance!

On this intensive one day course, delegates will gain the confidence to produce effective business writing, ensuring their communications get noticed and acted upon.

Objectives

By attending this one day event, participants will learn and develop:

- Approaches to producing readable, presentable and accurate written communications
- How to select the best form of communication appropriate to the situation
- Ways to build and develop relationships through written communication
- Standards of writing to ensure quality of output, mastering grammar, spelling and style

Course Overview

- Writing style – influences and idioms
- How to keep it simple
- Avoiding ambiguity
- Email etiquette
- Creative writing – eliminating buzz words, tautology, clichés, business jargon and tired phrases
- Personalising – knowing your personal style
- Basic grammar
- Spelling – words to watch out for
- Avoiding common pitfalls

BOOKING INFORMATION	
DURATION	
One Day	
FEES (+VAT)	
Member	£298
Non-Member	£351
START DATES	
2015	25 November
2016	13 April 3 August



HR and Employment Law



PETA were able to identify our priorities and bespoke a programme of learning and development that focused on our specific business requirements. This resulted in more cohesive teams, greater cross functionality and the development of individuals both professionally and personally.

Citymain Administrators Ltd

HR for Non-HR Managers

Managing staff can be a time consuming activity. Ensuring that you know the fundamental requirements for all legal activities to be correct and up to date does not need to be a complex matter. This one day course is an essential introduction for those who are responsible for the full range of Human Resources activities on a full time basis combined with other responsibilities and provides practical knowledge and tools to enable managers to tackle HR issues with confidence.

★ NEW COURSE

■ Objectives

By attending this course delegates will:

- Be confident in appreciating the legal framework in which to manage employees
- Know what documentation to provide and when
- Understand how to manage performance within their organisation
- Know how to record and manage sickness absence
- Understand their responsibilities in relation to employee benefits

■ Course Overview

- An introduction to the scope of human resources responsibilities
- Recruiting, Selecting and inducting new employees
- Different types of workers in your company
- Contracts of employment
- Salary and benefits
- Disciplinary, grievance and dismissal
- Appraisals
- Sickness absence
- Equality and diversity

BOOKING INFORMATION

DURATION

One Day

FEES (+VAT)

Member £298

Non-Member £351

START DATES

2016 2 December
12 April
21 July

Resolving Conflict

Conflict can cause immeasurable damage within your business. This course considers ways to minimise conflict and offers solutions for resolving it, including workplace mediation. This is an informal, structured process in which an independent third party, a mediator, helps people in disagreement to create a way forward. It introduces a powerful new dynamic to any negotiation or dispute discussion, enabling people to restore and develop healthy working relationships. This hands-on workshop looks at the benefits of mediation and explores the skills required to be an effective mediator.

■ Objectives

On completion of this course, delegates will be able to;

- Identify types of conflict and why they occur
- Explain what mediation is and when it is appropriate to use it
- Describe the essential steps for mediation to have the best chance of success
- Apply mediation techniques back in the workplace to deal with disputes and conflict

■ Course Overview

- Methodologies for minimising and resolving conflict
- The use of mediation in dealing with workplace conflict
 - When it may be appropriate
 - The ground rules for engagement
 - The role of the mediator
 - The possible outcomes of mediation
- Confidentiality and record keeping
- Admissibility if disputes are not resolved and an employment tribunal is the next step
- The skills a mediator requires to be able to conduct a mediation activity
- Incorporating mediation into an organisation's practices and people management policies

BOOKING INFORMATION

DURATION

One Day

FEES (+VAT)

Member £298

Non-Member £351

START DATES

2015 2 September

2016 26 January
26 May

Recruitment Skills

Attracting top talent to your organisation in a cost effective manner is a science rather than an art! With an ever increasing employment market, it is essential to ensure that you attract the best candidates to your business. Top talent can have an immediate impact on an organisation.

This one day course will ensure that delegates have an understanding of the recruitment process and give them the tools and techniques to be successful at selecting the right candidates first time.

★ NEW COURSE

■ Objectives

By attending this course delegates will:

- Confidently attract the right candidates to their business
- Identify the key skills and experience required to fill a vacancy
- Write succinct and attractive job adverts
- Identify where and when to place an on line advert
- Manage the response process to ensure applicants make recommendations

■ Course Overview

- The purpose of recruitment
- Why getting recruitment is so important
- The importance of an employer brand
- Defining the requirements of the vacancy
- Considering various recruitment options
- The do's and don'ts of a recruitment advert
- Where to place an advert
- When to advertise to get the most on line views and applications
- Social media in recruitment
- The legal framework

BOOKING INFORMATION

DURATION

One Day

FEES (+VAT)

Member £298

Non-Member £351

START DATES

2015 20 October

2016 3 February
16 June

Interview and Selection Skills

Recruiting the right person with the right skills for the right job is essential in any organisation. The average cost of selecting the right person for a job is significant, so getting it right first time is critical for business success.

This highly practical course is for all managers and team leaders who are involved in interviewing and selecting staff, to ensure they get the right person.

■ Objectives

On completion of this course, delegates will be able to;

- Confidently select the best candidate for the job
- Understand the importance of getting recruitment right
- Plan the selection process

■ Course Overview

- The purpose of recruitment and selection
- Why getting it right is so important
- Utilising the job description
- Understanding the importance of a good candidate experience
- Shifting and shortlisting candidates
- Optimum questioning techniques
- Preparation for interviewing process
- Using different selection methods
- Note taking and assessing each candidate
- The legal framework

BOOKING INFORMATION

DURATION

One Day

FEES (+VAT)

Member £298

Non-Member £351

START DATES

2015 26 November

2016 2 March
14 July

■ Data Protection

Anyone who handles personal data of any nature needs to be familiar with the data protection act. All data held either on a manual filing system or via electronic means needs to ensure it is compliant with the legislation.

This half day training will equip delegates with the knowledge to deal with issues relating to data protection within their own organisations.

■ Objectives

On completion of this course, delegates will be able to:

- Understanding why data protection is important
- Knowing the eight principles of data protection and their relevance to your business
- Appreciating the need keep data secure
- Knowing the rights of individuals and what to do in the event of a subject access request

■ Course Overview

- Background to data protection legislation
- Key definitions
- Understanding the eight principles of data protection
- Ensuring data security
- Dealing with subject access requests
- How to share data appropriately and the penalties for not doing so

BOOKING INFORMATION

DURATION

Half Day

FEES (+VAT)

Member £155

Non-Member £182

START DATES

2015 16 September

2016 22 March
15 June

■ Equality and Diversity

Diversity and Equality are 'Hot Topics' in HR and this course will help you understand why. This half day workshop will introduce key legislation looking at the provisions of the Equality Act 2010 and will give you basic guidance around building robust diversity and equality policies to protect both your staff and your company.

■ Objectives

By attending this course delegates will be able to:

- Understand the legislation of the Equality Act 2010
- Identify protected characteristics and types of discrimination
- Review own policies and procedures to ensure they are current and inclusive
- Act fairly and reasonably at all times
- Recognise poor practice and implement changes through training

■ Course Overview

- The Equality act 2010 – and your responsibilities under the Act
- Protected characteristics – understanding the nine
- The different types of discrimination and where to look for risk
- The ever changing entitlement to flexible working / family friendly rights
- Handling complaints fairly and reasonably at work
- What the future will bring
- Reviewing relevant case law
- Review of own policies and procedures

BOOKING INFORMATION

DURATION

Half Day

FEES (+VAT)

Member £155

Non-Member £182

START DATES

2015 29 September

2016 17 February
20 July

HR Advisory and Consultancy Services

Our first class HR professionals will work with you to ensure that the package of support that is delivered is bespoke to fit your exact requirements, providing you with the greatest return on investment.

Our services cover a wide scope of activities and the following provides a snapshot of the most popular areas where assistance is usually requested.

■ Training Services

Providing you with a training professional who can deliver all aspects of the training function including training needs analysis, management skills audits, coaching programmes, skills matrix and contingency planning, induction and initial training, training management from identification through to evaluation.

■ Employee Handbooks

Often previously seen as a luxury, employee handbooks are now fundamental in ensuring you have the right framework and processes in place to manage your workforce, regardless of its size. They set clear and comprehensive boundaries for your employees and provide information for you and your managers, therefore aiding performance management and productivity. Working with you to understand the unique nature of your business, we can draft a comprehensive employee handbook with the right emphasis for you and your employees, taking account of current employment legislation.

■ Zero Hours Contracts

If drafted appropriately zero hours contracts have the benefit of providing you with a flexible workforce who can be managed effectively. The legal status of 'casual' workers is often forgotten and brings with it risks to your business. Our HR Consultants can draft and assist in the implementation of suitable contracts ensuring they are future proof!

■ Redundancy and Termination

Unfortunately there are times when you need remove an employee from your business, whether it is as a result of downsizing or for misconduct issues in the workplace. We can assist you in determining the right, legally robust process for making this happen, minimising any risk you might be exposed to whilst treating your employees in a professional and supportive way. Our services range from providing you with appropriate documentation and information through to attending meetings with you when you need that support.

■ Settlement Agreements

There are times when, for whatever reason, you just need to remove someone from your business in a swift and cost effective manner. We can support your business in advising on the likely cost and process to do this. If you then decide to proceed, we can act as your HR Consultant in drafting a suitable and legally robust Settlement Agreement along with advisory letters, scripts and / or attendance at meetings as required.



Continuous Improvement



We approached PETA to assist us with waste reduction and increasing productivity within our organisation. PETA, as our trusted training provider, worked closely with us to understand our business needs and process requirements and designed a programme to help us create and adapt a LEAN culture.

Polycast Ltd

ISO 9001 – Transitioning between standards

ISO 9001:2015

The new ISO 9001:2015, from publication, will see up to a 3 year transition period in which to become certificated to the new standard. However, it is better to start working on the transition sooner rather than later in order to gain early benefits and improve business performance.

The new standard will ensure that quality management is now completely integrated and aligned with your business strategies.

It places a greater emphasis on the;

- context of the organisation
- needs of interested parties
- leadership
- process management

It also challenges the;

- management of risk and opportunities
- setting of objectives and measurements
- effective communication and awareness within the business

Need some extra support?

PETA is available to assist organisations making the transition or embarking on the journey to certification through providing;

- Advisory services where we work with you to gain and retain certification
- Awareness briefings to plan for and implement the change
- Formal training to meet systems auditing requirements
- Customised training specific to your organisations management system

Annex SL – the backbone to the standard

All management system standards of the future will have the same high level structure (Annex SL), resulting in a common framework.

This is particularly beneficial if you have, or will have, more than one management system standard, such as the revised ISO 9001, ISO 14001 and the new ISO 45001 (replacing OHSAS 18001), as it will ensure consistency and compatibility between those standards, making them much easier to manage.

Clauses	
Clause 1	Scope
Clause 2	Normative References
Clause 3	Terms and definitions
Clause 4	Context of the organisation
Clause 5	Leadership
Clause 6	Planning
Clause 7	Support
Clause 8	Operation
Clause 9	Performance Evaluation
Clause 10	Improvement



■ ISO 9001 - An Introduction

ISO 9001 is the leading international Quality Management Standard (QMS), providing a best practice framework for management systems. This no-nonsense, one day course will show newcomers to Quality Management the benefits of ISO and QMS in a series of straightforward, jargon-free steps. Delegates attending the course will be introduced to the ISO 9001 quality management system and will be provided with guidance on whether ISO would be suitable for their organisation.

■ Objectives

On completion of this course, delegates will;

- acquire an understanding of the ISO System
- understand the principles of quality and identify best practice processes and procedures
- understand the guideline on which to build their own ISO-compliant quality management system

■ Course Overview

- Definitions – what is quality
- Quality management systems – an overview
- Overview of the ISO 9001 Standard
- Your business – how to create, structure, monitor and document your quality management system
- Selecting a consultant
- Nominating and deciding the scope of your registrar
- Route map to registration
- The application process
- Pre-assessment audit
- Certification audit
- Continual assessment and improvement – making your system work for you

BOOKING INFORMATION	
DURATION	
Two Days	
FEES (+VAT)	
Member	£555
Non-Member	£653
START DATES	
2015	1 October
2016	7 March 27 July

■ ISO 9001 - Systems Auditing

Systems Auditing is an essential part of maintaining an organisation's ISO 9001 standard, especially with the changes that are occurring to the structure and content of the accreditation. This intensive two day course will give delegates the underpinning knowledge they require to become successful auditors and will explore the changes in the new standard.

The course will take delegates through the elements involved with the auditing process, how to carry out their own ISO audits and how to present and act upon the results.

★ NEW COURSE

■ Objectives

On completion of this course, delegates will;

- Gain an understanding of the ISO auditing process
- Be able to conduct a thorough internal audit in order to maintain status as an ISO 9001 organisation
- Know how to compile and submit a full auditing report and raise and respond to actions

■ Course Overview

Day 1

- ISO 9001 elements
- The role of the auditor
- The attributes of the auditor
- Definitions of first, second and third party assessments
- Presenting the audit findings
- The importance of corrective action

Day 2

- Case study on conducting a company quality system audit
- Review of the case study activity
- Categorising non-compliance against the system standard

BOOKING INFORMATION	
DURATION	
Two Days	
FEES (+VAT)	
Member	£555
Non-Member	£653
START DATES FOR ISO 9001: 2008	
2015	3 November
2016	11 May
START DATES FOR ISO 9001: 2015	
2015	13 October
2016	16 March 10 August

■ LEAN for Business – An Introduction

Whether you are in manufacturing, service sector, financial services or the public sector our introduction to LEAN can kick you off on a great journey. If you are keen to change, improve and develop your business this introduction to LEAN will help you become more effective and efficient. We will give you the opportunity to see that a series of a small, quick-win improvements can be just as effective as large scale improvement projects. No previous understanding or experience of LEAN? No problems. That is what we are here for: to help you understand and decide how you want to change your business forever.

■ Objectives

On completion of this course, delegates will be able to;

- Discuss and share the basic principles of LEAN
- Start identifying business processes back in the workplace that might benefit from LEAN
- Suggest how certain practical approaches can be applied to remove waste and start the continuous improvement process

■ Course Overview

- Understanding basic principles of LEAN
- Understanding 'the 7 wastes' - how to identify where the business adds value to the customer
- Process mapping
- Problem solving- including problem resolution techniques and five whys
- The importance of Improvement teams
- See what others have achieved (great ideas that may work in your business)
- An introduction to some of the many LEAN tools
- Kaizen (continuous improvement)
- The importance of the visual nature of LEAN
- Action plans

BOOKING INFORMATION

DURATION

One Day

FEES (+VAT)

Member £298

Non-Member £351

START DATES

2015 23 September

2016 2 February
23 June

■ LEAN for Business – Masterclass

This four day program is designed to build on the one day foundation covered by 'LEAN for Business - An Introduction' and will further develop the skills and abilities already established. The course will develop and focuses on understanding how to engage the wider business in LEAN thinking by directly linking it with business strategy. This will provide focus and act as a catalyst in instigating dramatic improvements in business performance.

With the classroom days spread over three weeks, the course moves individuals into the application of LEAN – teaching you advanced techniques and preparing you to participate in your own workplace LEAN events.

■ Objectives

On completion of this course, delegates will;

- Establish an "As Is" business process status as the first step in process development and improvement
- Develop their own project plan for implementing LEAN back at the workplace
- Be conversant with the importance of data management and analysis that forms a fundamental aspect of the LEAN philosophy

■ Course Overview

- A reminder of LEAN and what it can achieve
- Six sigma put in context and other terminology
- The importance of understanding the "As Is" business process
- Bring structure to LEAN by using DMAIC
- The control of processes using statistics
- The importance of the team and the part that innovation has to play
- Examples of what others have achieved: food for thought
- Problem solving using 8D
- Why you need a CANDO approach
- Are you asking enough questions
- Problem solving and root cause analysis

In addition the following techniques will be introduced to you during the course;

- Kanban
- Ishikawa
- Pokeyoke
- VOC
- Kaizen
- 5S
- VA & NVA
- 5 Why

BOOKING INFORMATION

DURATION

Four Days

FEES (+VAT)

Member £825

Non-Member £971

START DATES

2015 21 October

2016 1 March
21 July

■ Process Mapping

Anyone who deals with business operations will be familiar with the pressures to simplify, rationalise and create efficiencies. To achieve this, you need to be crystal-clear on how your business functions.

One proven way to achieve this clarity is through process mapping. This one-day course will show you how the effective technique of process mapping can help you simplify and automate business workflows, gain a better understanding of how your business functions – and identify opportunities for change and improvement.

■ Objectives

On completion of this course, delegates will;

- Know how to map processes and business activities
- Be able to define key business objectives and results
- Know how to eliminate low-value or negative activities in order to create a more streamlined, effective business operation

■ Course Overview

- Defining key business objectives and results
- Customer driven processes
- Major process mapping
- High level process flowchart
- Detailed process flowchart
- Task analysis – defining opportunities for added value
- Action Planning
 - Analyse process and problems to define major work activities
 - Map and match to organisational and business systems
 - Establish measurement and management controls

BOOKING INFORMATION	
DURATION	
One Day	
FEES (+VAT)	
Member	£298
Non-Member	£351
START DATES	
2015	27 October
2016	19 May

■ Project Management

Gain the confidence of the management team by demonstrating a disciplined and structured approach when managing any project or task.

With an emphasis on the importance of staying in control of the project, delegates will have a clear understanding of the six stage process. Over the two days delegates will learn and practice the importance of each of the six steps. Case studies through the course will provide delegates the opportunity to not only have a go but reflect on their own workplace environment and any active or pending projects.

■ Objectives

On completion of this course, delegates will be able to:

- Establish the key phases of any project/task
- Understand the importance of defining risks that could undermine the project
- Recognise the characteristics that are needed to have a well-balanced project team
- Develop a project plan and use it as a control mechanism
- Share with the organisation tools and techniques that can facilitate good project management

■ Course Overview

- Setting project aims and objectives
- Project definition
- Work scope, assumptions and risks
- Organisation and the power of the team
- Project planning using PERT, critical path analysis and Gantt charts
- Resource planning

BOOKING INFORMATION	
DURATION	
Two Days	
FEES (+VAT)	
Member	£555
Non-Member	£653
START DATES	
2015	5 October
2016	24 February 8 June

■ Procurement Principles

In today's tough economic conditions, where margins are crucial, getting the best deal from suppliers is a key factor in improving the financial performance of your business.

This one day course will allow delegates to understand their crucial role in the success of the business. It will equip anyone involved in purchasing, with practical tools, essential know-how and the confidence to work with suppliers and their own finance and sales teams when discussing costs and other financial factors.

■ Objectives

On completion of this course, delegates will;

- Understand the supply chain
- Understand managing suppliers
- Understand customer requirements.
- Know what they need to get 'right' to fulfil their purchasing role

- Understand economic order quantities, mark-ups and margins, the criticality of the break-even point and how small movements in costs can have such a dramatic effect on the performance of their organisation.
- Appreciate the importance of contracts and that negotiation does not mean bartering.

■ Course Overview

- Supply chain management process
- Quality & specification
- Managing stock, costs and the relationship to pricing
- Supplier appraisal and relationships
- Contracts and negotiations
- Typical procurement documents

BOOKING INFORMATION

DURATION

One Day

FEES (+VAT)

Member £298

Non-Member £351

START DATES

2015 17 December

2016 3 May

■ Leading Change and Managing Transitions

This excellent one-day course is for managers, supervisors, team leaders and anyone involved in planning and implementing organisational change. The course will investigate the effects of change on individuals, teams and organisations and how you can eliminate the negative side effects so they can be managed to ensure a smooth and sustained transition.

★ NEW COURSE

■ Objectives

On completion of this course, delegates will be able to;

- Plan, communicate and manage change in their teams
- Understand the effects that change has on employees
- Be able to support team members through the transition phase
- Know the key steps in implementing and sustaining effective change in the workplace
- Identify and manage the human and organisational obstacles in implementing change

■ Course Overview

- What is change?
- The change management tool kit
- The 3 phase process for managing change
- Developing the vision – establishing the destination, the why and the how of achieving the goal
- Tracking and controlling the change plan
- Managing the people and organisational aspects of change
- Establishing the behaviours required of employees in today's rapidly changing workplace
- Communicating and selling the change to others
- Recognising why people fear change and react the way they do
- Kubler Ross Change Curve
- Lewin's Change Model
- Force Field Analysis

- The importance of communicating how the change is going
- Planning small wins and celebrating success along the way
- Identifying, managing and overcoming active and passive resistance to change
- Sustaining the change – maintaining the momentum

BOOKING INFORMATION

DURATION

One Day

FEES (+VAT)

Member £298

Non-Member £351

START DATES

2015 8 December

2016 26 April
18 August

Continuous Improvement Advisory and Consultancy Services

Our services cover a wide scope of activities and can be tailored to ensure they support and enhance your business priorities, providing you with a tangible return on investment.

The following provides a snapshot of the most popular areas where assistance is usually requested:

■ Waste Walk and Process Identification

Our highly professional team will firstly undertake a 'waste walk' of the designated areas of the business, collecting current information whilst walking along the actual pathway of material, process and information flow. The Waste Walk

Exercise will highlight value add and non-value add areas of the business and will allow the team to process map the current state and identify opportunities for reducing waste and create an Action Plan to take the process to the future state.

■ Six Sigma

Six Sigma is a business improvement process that offers a pragmatic framework for delivering improved customer satisfaction and significant financial savings for a business. It can be applied to any company or process whether manufacturing or service based. Developed in 1986 by Motorola, Six Sigma seeks to improve the quality of process outputs by identifying and removing the causes of defects and errors within business processes.

Six Sigma can deliver significant improvements in sales and profitability from . . .

- Improved quality and process capability
- Reduction in product variation and defects
- Alignment of people and business objectives
- Better customer relationships

Six Sigma is made up of a various different levels and PETA are able to support businesses with the creation and application of these programmes.

■ Six Sigma – Yellow Belt Training

Yellow Belt training is the first level of training in Six Sigma. Yellow Belts are individuals often responsible for the implementation of improvements identified by the Six Sigma process. It is vital that organisations implementing Six Sigma have a culture of improvement and a fundamental understanding of how improvements are identified, implemented and monitored.

■ Six Sigma – Green Belt Training

Green Belt is the second level of training, applicable to anyone where process improvement forms a significant part of their role. These individuals are process champions, continually analysing and measuring business processes and looking to eliminate defects and inefficiencies. Perhaps they are managers of an operational or production team, or an individual charged with the duties of process management.



Customer Service and Sales



Overall the learning
experience was very good
and I would definitely
recommend to others.

Southampton Football Club

Customer Service Skills

High on the agenda of every successful and prosperous organisation is the desire to deliver great customer service! Businesses of all types and sizes are increasingly recognising the complete experience enjoyed by their customers is critical to customer retention. The key to an outstanding experience is the engagement of competent, courteous and confident staff.

This one-day course is essential for all staff that needs to provide consistently high quality service, whether face-to-face, on the telephone, or working in a support function of the business.

Objectives

On completion of this course, delegates will;

- Define customer service
- Identify customers perceptions and expectations
- Take personal responsibility for the customer
- Identify the factors that help and hinder successful communication
- List the key elements to demonstrate you are listening
- Gain a greater understanding of your customers through effective questioning techniques
- Deal with difficult situations in a professional manner

Course Overview

- The customer service experience
- Defining what customer service is
- Making a first impression
- Making your customers feel welcome
- Developing excellent conversations
- Dealing with difficult situations
- Acquiring excellent telephone skills
- Selecting the right method of communication to hit the mark with the customer every time
- Practicing the new skills
- Action planning – taking your new skills forward

BOOKING INFORMATION

DURATION

One Day

FEES (+VAT)

Member £298

Non-Member £351

START DATES

2015 8 October

2016 23 March
9 August

Selling Skills

Don't let sales people be "thrown in the deep end". There are key skills which can be used to let new face-to-face salespeople be effective and learn without risking valuable customer relationships in the process. Motivate from day one and retain both your sales personnel and your customers!

This one-day course is primarily for those who are new to a face-to-face selling or anyone in the organisation who requires a basic understanding of sales processes.

Objectives

On completion of this course, delegates will be able to;

- Understand the principles of the sales process
- Enhance communication skills to develop excellent customer relationships
- Develop a personal selling style and an individual plan to improve their basic skill set

Course Overview

- What is effective selling?
- The sales process
- Behaviours in selling
- Communicating when selling
- Features and benefits
- Using and presenting features and benefits in the most powerful way
- Customer resistance and how to handle it
- Keeping your self-confidence level high all the time
- Knowing when to close a sale.
- Summary and Action Session

BOOKING INFORMATION

DURATION

One Day

FEES (+VAT)

Member £298

Non-Member £351

START DATES

2015 15 October

2016 9 March
12 July

■ Consultative Selling

Modern selling techniques require far more than a “process”. It is not possible to subject a client to standard sales pitch or routine and have consistently good results. In order to sell anything you have to scope its use in terms of requirements from a number of different angles. This one-day Consultative Selling course provides the skills you need to get the disclosure of customer requirements that you can satisfy, and is beneficial for all those in sales and account management roles.

■ Objectives

On completion of this course, delegates will;

- Develop a consultative selling style that adds value to the client
- Differentiate staff from your competition
- Blend product knowledge, sales process and people behaviour together, to form long-term profitable business relationships

■ Course Overview

- The essential skills knowledge and attitudes of effective consultative sales people
- Identifying the type of sale
- Adapting your approach to suit the circumstances
- Knowing the decision influencers
- The Decision Making Unit (DMU)
- Creating sponsors within the DMU
- Defining tactics for the DMU approach
- A four stage sales process; attention, interest, desire, action
- Understanding the differences between features and benefits
- Presenting features and benefits correctly
- Techniques to avoid resistance
- 4 ways to deal with objections
- Developing powerful questioning models that challenge, involve and motivate
- Constructing powerful questions that get define needs and personal drivers
- Using question “tags” and “softeners”
- The four stages of listening
- A technique that develops your listening skills, instantly

BOOKING INFORMATION	
DURATION	
One Day	
FEES (+VAT)	
Member	£298
Non-Member	£351
START DATES	
2015	5 November
2016	7 April 2 August

Service and Sales Consultancy Support

■ Mystery Shop

Delivering excellence in customer service is critical to your company image, branding and customer retention. Whilst your company commitment and values may express what you aspire to, are you confident that your people actually deliver on that promise? Our mystery shop service enables you to secure the critical eye of an experienced customer and sales focussed professional, who will conduct a blend of agreed activities to test how well your service matches up to your expectations, and work with you to develop and deliver on your customer service commitment.

■ Customer Journey Mapping

Customers offer a life time of value to your business, yet how often do we actually take that into consideration when planning our marketing activities? The starting point is to understand the journey in the first instance, recognising the ‘touch points’, in the customer journey; the significance, priority and impact of each stage. Working with your customer service teams, our professionals will map the journey, highlight inefficiencies, and identify ways to make the process lean and slick, whilst building the integrity of great service and critical outputs along the way. By including teams in the mapping process, you will gain commitment, ‘buy-in’ and the drive needed to actually put improvements in place.

■ Customer and Sales Dashboard Metrics

Measure twice, cut once! Metrics are essential to measuring business performance at individual, team or business level. Placing key performance indicators (KPIs) into context makes them meaningful, and when presented well, will allow users to instantly understand the significance of the information. We offer a tailored service to support you in developing and presenting metrics through the dashboards, thus creating a system that allows accurate measurement and provides significant business critical data that is used to inform future decisions and manage performance.

■ Key Account Management

This one-day course is for anyone who manages internal or external accounts and is involved in building and developing long term relationships with clients. It offers a structured approach to account development and includes the skills and tools needed to effectively build, manage and grow client relationships. Delegates will also learn how to identify and maximise networking opportunities.

■ Objectives

On completion of this course, delegates will have gained:

- Business development skills for gaining entry to potential new clients
- Know-how to build long-term relationships at all levels within clients' organisations
- Negotiation skills to persuade, influence and grow existing accounts
- Networking skills to grow an existing client base
- Skills to build and manage an account plan

■ Course Overview

- The essential responsibilities of an account manager
- The importance of having an account plan
- Buyer/seller partnerships
- Understanding the client – seeing things from their perspective
- Identifying, quantifying and agreeing customer needs
- Matching their communication style
- Maintaining a professional attitude
- Influencing and persuading with integrity
- Value selling against competitors
- Dealing with difficult clients

BOOKING INFORMATION

DURATION

One Day

FEES (+VAT)

Member £298

Non-Member £351

START DATES

2015 12 November

2016 6 April
25 August

■ Telesales Techniques

Set your team on the road to achieving the power of selling through conversation alone! Effective preparation before lifting the handset and using language which is persuasive and meaningful to your customers will bring sales rewards. Increasing customer interest and generating confidence in our abilities to meet their needs will lead to increased sales.

■ Objectives

On completion of this course, delegates will be able to;

- Identify the issues faced when communicating by phone
- Create powerful verbal "hooks" that generate telephone conversations
- Use questions as conversation drivers
- Avoid the trap of "feature dumping" too early in a sales conversation
- Identify practical changes to make straight away

■ Course Overview

- The problems and advantages of selling by telephone
- Planning the working day
- Creating the right impression
- Using the voice effectively
- Selling techniques and processes
- Establishing the buying authority
- Design powerful opening statements to capture attention
- Fact finding
- Summarising and confirming needs
- Selling benefits
- Closing or gaining commitment on the sale
- Overcoming objections
- Maintaining records
- Follow-up calls

BOOKING INFORMATION

DURATION

One Day

FEES (+VAT)

Member £298

Non-Member £351

START DATES

2015 2 December

2016 23 March
26 July

Complaint Handling

Managing customer complaints is essential for customer retention and a positive customer experience whether you are interacting with customers over the telephone or face to face. A successful complaint handling process can increase long term customer loyalty and help to ensure that staff feel confident and are equipped with the right skills to tackle any customer situations.

This Complaint handling training provides the skills and confidence to help your staff deal with complaints in a professional manner and is suitable for all individuals who interact with clients and have the potential of dealing with customer complaints on a regular basis.

★ NEW COURSE

■ Objectives

On completion of this course the delegates will be able to

- Defuse customers' anger in a short space of time
- Deal with different types of complaints
- Maintain a high level of self-confidence
- Identify practical hints and tips

■ Course Overview

- Why do customers complain?
- What are customers' expectations of us when things are not right?
- How to create customer confidence through the right behaviour
- Knowing your boundaries and levels of authority
- Having an escalation procedure if it's needed
- Developing an assertive style of communication when handling complaints
- Improving your listening skills
- A technique that helps you listen better instantly!
- Understanding some specific assertive techniques that you can use
- Case study work to practice new ideas

BOOKING INFORMATION

DURATION

One Day

FEES (+VAT)

Member £298

Non-Member £351

START DATES

2015 22 October

2016 14 April
4 July

Essential Marketing Skills

For those that have been newly tasked with marketing, but may have no marketing background, the prospect can be daunting, confusing and potentially detrimental to the brand reputation of the business. Inherited marketing strategies can appear not to be working and alternative plans may be needed to reap rewarding returns on investment. This workshop is essential in helping new marketers gain a practical insight into the best methods and channels that place products and services into the correct marketplace.

Delivered through simple step-by-step techniques, this workshop will provide delegates with an understanding of the theory behind marketing, and then provide an opportunity to see how they can apply these theories to the business.

■ Objectives

On completion of this course, delegates will be able to;

- Identify target markets
- Understand the structures of effective marketing communication
- Understand the psychology behind effective engagement
- Write effective copy to improve existing materials
- Develop a marketing plan

■ Course Overview

- Identify your target market and the challenges you can solve
- Understand the simple structures of effective marketing communication
- Gain an overview as to the psychology behind effective engagement
- Learn the secrets of effective copywriting to improve your existing materials
- Find out how to develop a marketing plan around a structured process
- Gain some clear ideas which can be implemented immediately
- Hear case studies and examples

BOOKING INFORMATION

DURATION

One Day

FEES (+VAT)

Member £298

Non-Member £351

START DATES

2015 10 December

2016 4 August



Computer Software



The quality and high level of service PETA strive to provide is reflected in their flexible approach and the resulting training and development solutions.

Hendy Group Ltd

The PETA ICT Training Centre

The PETA ICT Training Centre is located near to local industry and transport in Cosham and offers employers and young people access to a well equipped Training Centre for the provision of ICT skills and Apprenticeship training.

As part of The PETA Management Training and Conference Centre, our ICT training offering uses the latest technologies and methodologies to prepare learners for a career in ICT application within all sectors.

Our courses and qualifications are gained from practical and theoretical application of skills, honed in our state-of-the-art centre.

You are welcome to visit the centre and see what and how we do things and talk to the experienced staff about how we can assist in your skills development.

Please call us on 023 9253 8700 or e-mail enquire@peta.co.uk to make an appointment.



■ Computing Fundamentals

The ability to use IT with confidence is essential to the productivity, efficiency and effectiveness of your employees. This course provides an excellent introduction to computing, aimed at anyone who has no or very little computing experience. Our expert tutors will work at a pace that enables users to get to grips with the basics in a supportive environment. Whatever exposure to the world of technology, this is a great course for getting started with a computer.

★ NEW COURSE

■ Objectives

In just half a day, this hands-on workshop will ensure delegates leave able to:

- Navigate their way confidently around a computer

■ Course Overview

- Starting and stopping Windows
- Logging on
- Starting programs from the desktop
- Navigating the Taskbar and Start menu
- Selecting and starting an application
- Changing background/colours/screensavers
- Creating shortcuts
- Creating, renaming, deleting, moving and copying folders/files
- Moving, resizing, customising
- Cancelling printing
- Using Accessories
- The Calculator tool
- Housekeeping - Recycle bin, restoring and emptying

BOOKING INFORMATION

DURATION

Half Day

FEES (+VAT)

Member £125

Non-Member £147

START DATES

2015 20 November

2016 19 February
20 May
19 August

■ Microsoft Publisher

Creating professional publications and promotional materials is vital to the way in which a business is positioned with its customers. Using photo tools, text features, setting page layouts and designs, this is a brilliant course that will take delegates through all the features of this application, both basic and complex which will enable them to produce their own documents.

■ Objectives

Delegates attending this course will be able to;

- Design and edit their own publications, templates and set master pages
- Create mail merges and publish data to a website with confidence and skill
- Incorporate pictures, objects and prepare for commercial printing

■ Course Overview

Introduction to the Publisher program

- Elements of a publication
- Saving, closing, opening and printing files

Creating, selecting and editing text

- Text frames
- Formatting
- Linking text frames
- Tables

Layout

- Page setup
- Guides and background

Pictures and objects

- The design gallery
- Using borders, fills and patterns
- Importing data
- Set Master pages
- Create and format styles
- Create a mail merge
- Publishing data
- Pack and go to a commercial printer

BOOKING INFORMATION

DURATION

One Day

FEES (+VAT)

Member £205

Non-Member £241

START DATES

2015 15 October

2016 12 February
17 June

Microsoft Outlook

Outlook is a clever application offering more complex and useful functions beyond managing mail, important for those who need to use Outlook as a primary business communications and time management tool. This course will introduce functional options, from how messages are handled, stored and archived, rules and calendar, importing and exporting data and sharing information.

Objectives

To develop effective mail management skills through learning how to;

- Compile, send and receive emails
- Create contacts, group and manage contacts effectively
- Organise the flow of incoming mail, prioritising and forwarding
- Effective use of the calendar
- Reduce duplication through using rules and sharing information

Course Overview

Working with Email – Sending and Receiving

- Creating mail
- Using Contacts
- Changing Email Option
- Attachments
- Replying
- Forwarding
- Out of Office Assistant
- Organising mail – File Management

Contacts

- Adding and Maintaining Contact Lists
- Finding and Printing Contact Details
- Using Contacts to create mail

Handling messages

- Organising the inbox
- Customising the message window
- Using the Rules Wizard
- Archiving mail
- Set message tracking options
- Recall a message

Calendar essentials

- Creating appointments
- Scheduling meetings
- Free/busy time
- Categorising with colour

Integrating Outlook

- Integrating Outlook
- Importing and exporting data
- Export data to Excel

BOOKING INFORMATION

DURATION

One Day

FEES (+VAT)

Member £205

Non-Member £241

START DATES

2015 19 November

2016 18 February
13 May
8 August

Microsoft Visio

Microsoft Visio provides business users with an application that enables much clearer integration of business information graphics into Word documents or PowerPoint presentations. It is a great tool for developing office plans and layouts, organisation charts, flow diagrams; in fact, a highly versatile program. This course will provide the practical skills and knowledge needed to start using this package.

Objectives

On completion of this course, delegates will;

- Create flow charts, process maps and other useful business diagrams
- Illustrate with Visio to design documents such as diagrams and room layouts
- Create organisation charts

Course Overview

- Getting started with Visio
- Starting with the diagram type required
- Creating a diagram
- Connecting shapes
- Working with stencils and master shapes
- Merging shapes
- Creating and using a background page
- Working with layers
- Using special features

Versions Available

2007, 2010, 2013

BOOKING INFORMATION

DURATION

One Day

FEES (+VAT)

Member £205

Non-Member £241

START DATES

2015 16 October

2016 24 February
15 June

■ Microsoft PowerPoint Introduction

Presenting information in a vibrant and engaging way increases audience engagement, vital to conveying that all important message, from employee briefings, educating people, critical business meetings through to tendering for business and sales. PowerPoint offers a range of tools that can truly bring presentations to life. This course is aimed at individuals who have little or no experience of PowerPoint and need to be able to create professional looking presentations.

■ Objectives

To build the knowledge and ability to;

- Establish a professional look to presentations
- Use custom features to enhance the delivery of information
- Produce professional handouts to accompany presentations

■ Course Overview

Creating, saving and opening presentations using:

- Templates
- A blank presentation

Viewing a presentation

- Slide view
- Outline view
- Notes view
- Slide sorter/show view
- Saving/closing a presentation

Entering slide content

- Creating slide backgrounds
- Developing slide layout
- Using clipart
- Headers and footers

Printing options

- Slides
- Outline
- Notes
- Handouts

Custom features

- Animations and transitions
- Slide timings

■ Versions Available

2007, 2010, 2013

BOOKING INFORMATION

DURATION

One Day

FEES (+VAT)

Member £188

Non-Member £221

START DATES

2015 22 September
10 December

2016 3 March
26 May
15 August

■ Microsoft PowerPoint Advanced

Powerful, memorable and impressive PowerPoint presentations are defined through the professional use of the tools and features this application can offer. For Managers, Sales Presenters and any staff required to deliver more complex and comprehensive presentations, learning the advanced features of PowerPoint will ensure what is delivered conveys the right message in a highly polished and professional manner.

■ Objectives

To learn the full features of PowerPoint to enhance professional presentations;

- The overall look and style; templates, masters, colours and fonts
- Using tables, charts, animations, transitions, action buttons and hyperlinks
- How to incorporate import and export files

■ Course Overview

Creating presentations using:

- Templates and masters

Entering slide content

- Creating tables
- Creating charts

Custom features

- Animations and transitions
- Action buttons and hyperlinks
- Creating an automatic slide show
- Slide timings
- Save a presentation as a PowerPoint show
- Custom shows

Integrations features

- Using PowerPoint with Word
- Exporting PowerPoint files to word
- Outline only
- Notes next to/below slides

■ Versions Available

2007, 2010, 2013

BOOKING INFORMATION

DURATION

Half Day

FEES (+VAT)

Member £125

Non-Member £147

START DATES

2015 29 October

2016 22 January
13 April
4 July

Microsoft Word Introduction

Microsoft Word is used to produce all manner of business documents, from letters, reports, proposals, product information, forms; it is an extensively utilised business application. To create professional documents requires an understanding of the basics. This course is essential starting point aimed at individuals who are either new to Word or need to brush up on the basics. Step-by-step tuition and practical examples given ensures immediate application of skills on return to the business environment.

Objectives

To develop the ability to use Word efficiently and effectively to:

- Produce professional business letters and simple documents
- Learn and apply basic editing techniques to enhance the look of documents
- Insert and manipulate tables as part of a text document

Course Overview

- Introduction to Word

Creating a new document

- Using templates
- Using wizards
- Using task pane
- Opening, closing and saving
- Documents
- Navigating in Word for Windows
- Proofing tools
- Print preview and printing

Bullets and Numbering

- Bullets
- Numbers
- Outline numbering

Editing techniques

- Character and paragraph formatting
- Page set up
- Margins
- Page layout and orientation
- Inserting files and graphics
- Introduction to Tabs

Tables

- Creating tables
- Inserting rows and columns
- AutoCorrect and AutoText

Versions Available

2007, 2010, 2013

BOOKING INFORMATION

DURATION

One Day

FEES (+VAT)

Member £188

Non-Member £221

START DATES

2015 2 September
6 October
9 November

2016 7 January
10 February
24 March
4 May
16 June
28 July

Microsoft Word Intermediate

Using Word to produce more complex documents such as business reports and proposals requires a good understanding of styles, sections and page numbering to not only ensure the document is professional, consistent in its look and feel but to also take advantage of the time saving features such as automated table of contents and indexes. This course will provide these skills and more to increase efficiency.

Objectives

On completion of this course, delegates will:

- Create documents and templates using different headers and footers and page layouts
- Use styles and automated indexes to ensure consistency in their documents
- Perform mail merge to labels and letters

Course Overview

Using Sections

- Creating columns
- Custom Headers and Footers
- Page numbering
- Paragraph Styles
- Creating, modifying and applying Styles

Overview of Mail Merge: Step-by-Step

- Creating Mail Merge documents
- Creating New Data Source
- Merging data
- Creating labels

Inserting Comments and revising documents

- Inserting and viewing comments
- Using revision marks (track changes)
- Indexes and Tables of Contents
- Overview of Word Draw
- Creating Templates
- Introduction to Macros

Versions Available

2007, 2010, 2013

BOOKING INFORMATION

DURATION

One Day

FEES (+VAT)

Member £200

Non-Member £235

START DATES

2015 15 October
25 November

2016 13 January
17 February
31 March
18 May
29 June
4 August

Microsoft Word Advanced

Microsoft Word has more to offer than a simple word processing package. Its features enable professional reports, publications and documentation to be developed, using tools that will enhance the quality and save time in producing detailed documents. This course covers complex features demanded by large documents including cross references and notes, merging from different sources and creation of forms.

Objectives

To bring to a more professional level the ability to;

- Build interactive forms
- Use cross references, footnotes and endnotes
- Merge with alternative data sources
- Link and synchronise documents

Course Overview

Advanced Mail Merge Techniques Customising and printing envelopes

- Merging Mail Lists and documents
- Specifying an Address Book as the Data Source
- Specifying an existing file as the Data Source

- Merging selected records
- Inserting Word Fields into a main document

Using Different Versions

- Linking several documents
- Synchronisation of documents

Footnotes and endnotes

- Inserting footnotes and endnotes
- Change footnotes and endnotes
- Change note separators

Cross References

- What is a cross reference
- Creating a cross reference
- Creating what a cross reference refers to
- Updating cross references

Captions

- Adding captions
- Editing captions
- Formatting captions

Creating and using forms

- Using a table in your form
- Inserting form fields
- Formatting form fields
- Protecting a form

Versions Available

2007, 2010, 2013

BOOKING INFORMATION

DURATION

One Day

FEES (+VAT)

Member £205

Non-Member £241

START DATES

2015 22 October
16 December

2016 23 February
7 April
8 June
11 August

Microsoft Project Introduction

Microsoft Project is the tool that will help your business keep projects to time and in budget. Managing the elements of a project can be pretty complex and Microsoft Project will enable users to work with a wide range of influencing factors, strengthening visibility of project progress from working out costs and keeping on budget through to the interrelationship between project activities, responsibilities and time lines. .

Objectives

To develop the ability to manage projects from start to completion;

- Establish a critical path to manage visibility of projects
- Set up defaults, calendars, tasks and durations
- Work with data that tracks costs and timelines

Course Overview

Understanding default settings

- Entering project summary information
- Entering a start or finish date

Setting up a project

- Defining project calendars
- Setting up new base calendars

Entering tasks and durations

- Inserting tasks
- Inserting recurring tasks
- Hiding and showing the outline
- Entering durations

Establishing a critical path

- What is a critical path?
- Format the project plan to show the critical path

Tracking and managing the project

- Setting a baseline
- Tracking actual performance and costs
- Displaying planned and actual data
- Comparing planned and actual data on the Gantt chart

Views and reports

- Network diagram view
- Calendar view
- Tracking Gantt view
- Viewing standard reports

Versions Available

2007 and 2010

BOOKING INFORMATION

DURATION

One Day

FEES (+VAT)

Member £188

Non-Member £221

START DATES

2015 14 September
8 December

2016 14 March
9 June

■ Microsoft Project Intermediate

Building on the skills learnt from the Introduction course or experience with Microsoft Project, the Project Manager will learn how to develop the Project Plan by assigning resources to tasks, analysing workloads and tracking a plan.

■ Objectives

To develop the ability to add resources to projects;

- Reviewing the different resource types
- Setting realistic resource allocations
- Sharing resources across projects

■ Course Overview

Review Planning and defining a project

- Setting the environment options
- Working time and calendars
- Creating a template

Working with resources

- Understanding resources and costs
- Defining work resources
- Defining group resources
- Defining material resources
- Defining cost resources
- Entering resource availability
- Assigning resources to tasks

Advanced resource scheduling

- Applying resource contours
- Creating resource contours
- Entering durations

Advanced techniques for resolving resource over allocations

- Assignment overtime
- Resolving resource conflicts

Resource sharing

- Creating a resource pool
- Sharing resources
- Protecting and updating a resource pool
- Assigning resources to tasks using a resource pool

Views and reports

- Viewing standard reports

■ Versions Available

2007 and 2010

BOOKING INFORMATION

DURATION

One Day

FEES (+VAT)

Member £200

Non-Member £235

START DATES

2015 15 September
9 December

2016 15 March
10 June

■ Microsoft Project Advanced

Project Managers who have completed the introductory and/or intermediate course, or who already have a good working knowledge of this Microsoft Project, will find this a highly beneficial course that will draw on the more advanced features of this application that are ideal for more complex and wider scoping project activities

■ Objectives

On completion of this course, delegates will be able to;

- Take greater control of more complex projects using advanced features
- Work with multiple projects

■ Course Overview

Review Planning and defining a project

- Setting the environment options
- Working time and calendars

Importing and exporting data

- Using import/export maps
- Creating a custom import/export map

Reporting

- Customising reports
- Creating Visual Reports

Working with multiple projects

- Consolidating projects
- Creating master and sub projects
- Linking tasks between projects
- Viewing multiple critical paths

Macros

- Using macros
- Creating a macro
- Adding a macro to the toolbar
- Running a macro

Presentation of Gantt chart data

- Formatting the Gantt chart
- Adding hyperlinks to a project
- Formatting text displays
- Formatting timescales

■ Versions Available

2007 and 2010

BOOKING INFORMATION

DURATION

One Day

FEES (+VAT)

Member £205

Non-Member £241

START DATES

2015 12 October

2016 26 January
27 April
20 July

Microsoft Excel Introduction

Microsoft Excel is a powerful application that makes working with numbers and data a great deal easier and more efficient. Spreadsheets are used for a vast number of functions, from financial management through to data analysis such as performance metrics. This course is an introduction which will provide users with the right foundation to start using Excel effectively and efficiently for business data management.

Objectives

On completion of this course, delegates will have gained the skills to;

- Create simple spreadsheets to manage data
- Construct formulas to ensure data calculations work effectively
- Use simple functions that save time and reduce inaccuracies

Course Overview

- Worksheet basics
- Formatting your spreadsheet
- Column widths
- Page set up and printing
- Entering and editing data
- Aligning data
- Using AutoFill or sequencer
- Working with formulas
- Creating simple formulae
- Absolute and relative cell references
- Creating, editing and printing charts
- Linking data across worksheets

Versions Available

2007, 2010, 2013

BOOKING INFORMATION

DURATION

One Day

FEES (+VAT)

Member £188

Non-Member £221

START DATES

2015 1 September
1 October
4 November
3 December

2016 12 January
4 February
4 March
6 April
5 May
1 June
7 July
3 August

Microsoft Excel Intermediate

One of the most popular topics demanded by businesses, this course is essential for users who are required to use Excel to produce business information and statistics. This training will introduce tools to be able to filter, sort and look up information as well as getting to grips with linking spreadsheets, creating formulae for more complex calculations, using charts to represent data and introduces macros to automate simple tasks.

Objectives

On completion of this course, delegates will;

- Apply filters, sorting and totals
- Design and work with functions to manipulate data effectively
- Record a simple Macro

Course Overview

- Linking data across workbooks
- Using Paste Special
- Using Date & Time functions
- Look up tables
- Outlining
- Creating & removing outlines
- Sub-totals
- Outline symbols
- Using Excel as a Database
- Auto filter
- Sort
- Further formula
- Manipulating charts
- Introduction to Macros

Versions Available

2007, 2010, 2013

BOOKING INFORMATION

DURATION

One Day

FEES (+VAT)

Member £200

Non-Member £235

START DATES

2015 16 September
20 October
16 November
21 December

2016 21 January
16 February
23 March
21 April
19 May
23 June
21 July
22 August

Microsoft Excel Advanced

Users of Excel who are managing volumes of data demanding more complex functionality will find this intensive course a real boost to mastering their command of the wide scope of tools and functions that Excel offers. Building on features like 'If' statements, and introducing auditing tools, pivot tables and importing data, this course will benefit users who regularly manage and report a wide range of data scenarios within business.

Objectives

On completion of this course, Excel users will;

- Make effective use of Pivot tables
- Learn how to use "what if" analysis (scenarios)
- Understand how to import data from other applications

Course Overview

- Importing data
- Database functions
- Data validation
- Input messages
- Error alerts
- Consolidation data techniques
- Auditing tools
- Trace dependants
- Traces precedents
- Trace errors
- Creating and using Pivot Tables
- Scenarios
- Templates
- Custom formatting

Versions Available

2007, 2010, 2013

BOOKING INFORMATION

DURATION

One Day

FEES (+VAT)

Member £205

Non-Member £241

START DATES

2015 29 September
28 October
26 November

2016 27 January
25 February
30 March
28 April
25 May
28 June
29 July
30 August

Microsoft Excel – Pivot Tables

Excel tables can contain a massive amount of data that is difficult to manipulate to extract what is needed quickly and effectively. Pivot Tables are a brilliant feature that enables business users to calculate and present data more effectively. In this short and intensive workshop, through hands-on exercises, course participants will learn how flexible and time saving Pivot Tables can be.

Objectives

On completion of this course, delegates will have learned how Pivot tables save time through the art of;

- Creating and customising pivot tables
- Manipulating the data within pivot tables
- Interpreting the data

Course Overview

- Creating Pivot Table
- Adding data
- Refreshing data
- Creating Pivot Charts
- Changing the Pivot Table layout
- Creating separate pivot tables
- Updating the Pivot Table
- Using custom calculations in a Pivot Table
- Grouping/ungrouping Pivot Table items
- Group by text fields
- Group by number fields
- Group by data fields

Versions Available

2007, 2010, 2013

BOOKING INFORMATION

DURATION

Half Day

FEES (+VAT)

Member £125

Non-Member £147

START DATES

2015 30 October
18 November

2016 26 February
29 April
30 June
26 August

■ Developing Dashboards with Microsoft Excel

Dashboards are a core component of presenting business intelligence analytics with clarity and direct to those who need to make swift business decisions based on factual information. Introducing Dashboards enables those who need to act on statistics immediate and clear visibility of information, ensuring business intelligence is current and meaningful. Introducing Dashboards needs to be well planned and understanding how to use information and present these in a usable format is vital to creating powerful information sharing.

★ NEW COURSE

■ Objectives

To embed the skills to enable developers to produce Dashboards for business;

- Preparing and analysing data for a Dashboard
- Building Interactive Excel Dashboards
- Using Excel's data visualisation tools for KPI reporting

■ Course Overview

- Introduction to Dashboard design
- Advanced Charting techniques
- Enhancing Pivot tables and Pivot Charts
- Building a Power Pivot Data Model with related data
- Using Power View to create reports
- Using DAX calculations to analyse the data
- Using Hierarchies to enable drilling down through the data
- Extending a dashboard with simple VBA
- Using Conditional Formatting for KPI
- Enhancing DAX calculations to create KPI reports

BOOKING INFORMATION

DURATION

One Day

FEES (+VAT)

Member £274

Non-Member £322

START DATES

2015 10 November

2016 11 March

■ Microsoft Visual Basics for Applications (VBA)

Microsoft Excel

Visual Basics Applications enables businesses to build intelligent user interfaces and interactive features with Excel, customising the look and functionality. Through using VBA, business tasks and work flows can be automated, repetitive tasks reduced and impressive user interfaces can be developed.

■ Objectives

On completion of this course, delegates will be able to customise host programs (Excel), to automate processes and to make them function in a particular way.

■ Course Overview

Introduction

- Recording VBA
- Buttons to Run Macros
- Macro Security

Visual Basic Editor

- Overview of Menus and Toolbars
- Project Explorer
- Local/Immediate/ Watch Windows
- Short cuts
- Object explorer

Programming Basics

- Objects, Properties and Methods
- Comments
- Code Layout
- Location of Code

Programming Structures

- Sub and Function Statements
- Decision Code If/Select Case Statement
- Do Loop, For Loop, For Each Loop
- With Statement
- MsgBox and Inputbox

Variables

- Naming Variables
- Types of Variables
- Using Parameters
- Variable Lifetime and Scope

User-Defined Forms

- Basic Form Design
- Form Handling and Events

Error Handling

- Trapping Errors
- Err Object
- Debugging Techniques

Development Process

- Modular Code
- Test Plans
- Gold Plating

Excel Object Model

- Range, Worksheet, Workbook Object
- Events/Add-ins/ Worksheet functions

Accessing data

- Using SQL statements
- Active x data objects

BOOKING INFORMATION

DURATION

Two Days

FEES (+VAT)

Member £589

Non-Member £693

START DATES

These courses are offered on demand based on the specific needs and dates are available on application

■ Microsoft SharePoint Contributor

SharePoint is not only designed as a Business Intelligence tool, it also seeks to ensure end users understand the basic principles and functionality to maximise their own contribution and use of SharePoint. This course is designed for the 'end-user' and is aimed at those who want to gain the most from the functionality and possibilities of document control and collaboration.

■ Objectives

The objectives of this course are to equip end user with the knowledge to be able to:

- Search and navigation techniques
- Upload and share documents
- Work collaboratively on projects

■ Course Overview

- SharePoint features
- Connecting through the browser
- Search, navigation and views
- Document control and versions
- Working with SharePoint calendars and contacts in Outlook
- Office applications and SharePoint
- SharePoint dashboards
- Permissions

BOOKING INFORMATION

DURATION

One Day

FEES (+VAT)

Member £274

Non-Member £322

START DATES

2015 21 October

2016 13 April

■ Microsoft SharePoint Site Owner

To get SharePoint up and running within business, the responsibility for the planning, designing, building and maintaining of the site needs to be established and that requires learning the key aspects of this vital element and developing the right skills to ensure SharePoint is working with the business needs in mind.

This course covers building a site using the SharePoint site and assumes a working knowledge of SharePoint including Libraries and other simple parts such as a calendar.

■ Objectives

On completion of this course, delegates will:

- Be able to build a professional looking SharePoint site with well-constructed permissions.

■ Course Overview

Day 1:

What is SharePoint

Terminology

What makes a good site

Creating a Site

- Templates
- Names and URLs
- Site Hierarchy

Permissions

- Creating and Editing Groups
- Permission Levels
- Checking Permissions
- Inherit or Unique

Site Settings

- Themes
- Navigation
- Site Features
- Site Assets and Site Pages
- Site Columns

Other Content

- Workspaces
- Enterprise Wiki
- Blogs

Day 2:

Libraries

- Library Types
- Creating Views
- Navigation
- Permissions
- Document Control
- Content Types

Lists

- Common Lists
- Creating Views
- Custom Lists
- Lookup and Calculation Columns

Pages

- Simple Home Page
- Formatting Options
- Images and Tables
- Web Parts
- Publishing Pages
- Styles

Workflows

- Using a workflow
- Out of the box workflows

BOOKING INFORMATION

DURATION

Two Days

FEES (+VAT)

Member £589

Non-Member £693

START DATES

2015 22 October

2016 14 April

Microsoft SharePoint Workflows

A 'Workflow' is a business process that involves steps, decisions and outcomes. If seeking to improve the look and functionality of a process within SharePoint, then this course is an excellent way of learning the best method of achieving this aim.

Objectives

On completion of this course, delegates will;

- Understand the concept of Workflow and SharePoint Designer
- Be able to create a workflow in SharePoint Designer
- Use Visio to visually create a workflow

Course Overview

Introduction

- What is workflow?
- Out of the box Workflows
- Basics of SharePoint Designer

Basic Workflow

- Create a workflow
- Actions
- Conditions
- Deploying Workflows

Emails

- Email Options
- Formatting Tricks

Variables

- Variable types
- Calculations
- Using Empty Variables

Tasks

- Creating Workflow Tasks
- Using Task Outcomes
- Email Options

More Advanced Workflows

- Multi Stage *
- Loops *
- Starting another Workflow
- Permissions

Using Visio

- Map a Workflow
- Importing
- Exporting

Logs and Debugging

- Workflow Status
- Workflow History
- Alternative History List

Testing

- Test Plans
- User Acceptance

Please note

- * These topics are only available on SharePoint Designer 2013

BOOKING INFORMATION

DURATION

Two Days

FEES (+VAT)

Member £589

Non-Member £693

START DATES

2016 21 January
6 July

Microsoft SharePoint InfoPath

InfoPath is a form creation and data gathering tool that helps move business processes into a streamlined SharePoint environment. InfoPath forms can be used to collect data from forms such as surveys and applications. The uses are endless.

Objectives

On completion of this course, delegates will;

- Be introduced to the concept of forms and how the forms can be used with SharePoint
- Be able to create different types of forms within SharePoint
- Using multiple views and work with SharePoint Workflows

Course Overview

Introduction

- Why use forms?
- Common uses

Simple Form

- Form Layout
- Controls
- Field Names

Adding Logic

- Buttons
- Validation
- Calculations
- Rules
- Views

Publishing and Submitting

- Publishing to SharePoint
- Promoting Columns
- Content Type

Using Forms

- InfoPath Filler
- Form Web Part
- Parameters

Approval Process

- Using Library Approval
- Form Load Rules

Workflows

- Using Workflows with forms
- Task Forms

BOOKING INFORMATION

DURATION

One Day

FEES (+VAT)

Member £274

Non-Member £322

START DATES

2016 20 January
5 July

Microsoft Access for Users

Microsoft Access is an information management tool that enables vital and complex business data to be stored, and essential information to be extracted quickly. Used effectively, it is a superb basis for managing information, from being able to extract specific data, monitor trends or analyse. This one day course provides a great introduction to the scope of Access databases from a users' perspective and establishes the foundation for increasing the functionality of databases.

Objectives

On completion of this course, Access Users have gained the knowledge to;

- Enter, and extract data contained in a database
- Undertake basic design changes
- Edit existing databases

Course Overview

- Access Basics
- What is a database
- The access basics
- Opening and closing access
- Working with tables
- Opening and closing tables
- Viewing and sizing tables
- Navigating records in tables
- Working with columns
- Forms
- Purpose of a form
- Creating forms
- Modifying forms
- Queries
- Query types
- Creating and refining queries
- Action queries
- Reports
- Purpose of a report
- Creating and Customising reports
- Previewing and printing reports
- Using graphics
- Graphics files
- ClipArt
- Customising access
- Creating a shortcut
- Switchboards
- Using Macros

Versions Available

2007, 2010, 2013

BOOKING INFORMATION

DURATION

One Day

FEES (+VAT)

Member £188

Non-Member £221

START DATES

2015 8 September
2 December

2016 10 March
3 June

Microsoft Access for Developers Introduction

Microsoft Access is a widely used business database program which offers full relational database functionality, suitable for both small and large databases. This course is designed to provide an introduction to Access starting with the fundamentals of database design, essential to the implementation of a successful database, right through to creation of a fully functional basic database including forms and reports. It is aimed at those who are responsible for designing, implementing or managing an Access database.

Objectives

On completion of this course, delegates will;

- Understand the fundamentals of database design
- Develop a basic Access database
- Produce basic forms and reports

Course Overview

Day 1

- Introduction to Access
- Queries
- Designing a table
- Creating relationships between tables

Day 2

- Forms
- Reports
- Mail merge and analysis

Versions Available

2007, 2010, 2013

BOOKING INFORMATION

DURATION

Two Days

FEES (+VAT)

Member £350

Non-Member £412

START DATES

2015 12 October
14 December

2016 17 February
14 April
29 June
18 August

■ Microsoft Access for Developers Intermediate

Once the basics of Access database design have been mastered, this course will introduce developers to more powerful techniques around database management using Access. Introducing a wider range of options including working with 'relational' databases, forms, queries and reports, this one-day course will benefit developers in creating databases that are functional and a valuable data source for business.

■ Objectives

On completion of this course, delegates will;

- Create multiple data relationships
- Build and expand forms and reports
- Extract data using a range of queries

■ Course Overview

- Review of introduction topics

Forms

- Creating a form from scratch
- Creating combo boxes
- Creating a main and sub form
- Creating a form based on a query

More on a relational database

- A one-to-one relationship
- A many-to-many relationship
- A one-to-many relationship

Queries

- Creating calculated controls in a query
- Using action queries
- Creating summary queries
- Changing query properties
- Duplicating and unmatched wizards

Reports

- Creating a report from scratch
- Using calculated controls in a report
- Grouping and sorting options

■ Versions Available

2007, 2010, 2013

BOOKING INFORMATION	
DURATION	
One Day	
FEES (+VAT)	
Member	£200
Non-Member	£235
START DATES	
2015	14 September
2016	18 March 14 June

■ Microsoft Access for Developers Advanced

Specifically designed for individuals who are required to design and develop complex databases and ensure the integrity of database management, this course will present the most advanced functionality available through Access, including how to build a secure database front end using a Switchboard and how you can combine the different elements efficiently and effectively. It is an excellent progression from our Intermediate course.

■ Objectives

On completion of this course, delegates will be able to;

- Build a secure front end
- Apply user/group security settings
- Create, use and embed powerful Macros

■ Course Overview

Review of intermediate topics

- Via question and answer session

Queries

- Changing join lines (Inner and outer joins explained)
- Creating a Cross-tab query

Forms

- Creating a pop up form
- Calling a form with specific records displayed

Reports

- Printing parameter query values on a report
- Selecting a combo box and printing the related information

Building a 'Switchboard'

- Creating a form to act as a "Front End"
- Making the form load automatically
- Adding command buttons to the form

Macros

- Creating a macro
- Using macro groups
- Setting conditions in a macro
- Attaching a macro to an event

Security (2003 Only)

- Creating a secure database
- Creating users and groups
- Assigning permission to groups
- Multi user record locking

■ Versions Available

2007, 2010, 2013

BOOKING INFORMATION	
DURATION	
One Day	
FEES (+VAT)	
Member	£205
Non-Member	£241
START DATES	
2015	29 September
2016	10 February 27 May

■ Adobe Acrobat

Adobe Acrobat is one of the most widely used applications for controlling the distribution of forms and documents. Using Adobe Acrobat enables the user to maintain the integrity of the content and structure of documents, brilliant when sending documents as attachments to emails such as proposals, letters, memos and forms, in fact anything that the sender wants to protect in terms of content and layout.

■ Objectives

On completion, delegates will be able to

- Secure the integrity of transmitted document, forms and data
- Create, view and print PDF files with confidence
- Combine documents into one professional PDF attachment

■ Course Overview

- Working with PDF files
- Indexing and searching
- Security and accessibility
- Print production techniques
- Tool bars and navigation pane
- Drag and drop thumbnails
- Copying pages to documents
- Cropping tools
- Creating watermarks
- Bookmarks

BOOKING INFORMATION

DURATION

One Day

FEES (+VAT)

Member £274

Non-Member £322

START DATES

2015 2 October

2016 22 April

■ Adobe Illustrator Introduction

Adobe Illustrator is one of the most effective and popular graphical illustration tools available. Anyone who is required to produce artwork from Illustrator will appreciate this introductory course, which takes a step-by-step approach to finding a way around this powerful tool.

■ Objectives

On completion of this course, delegates will;

- Have a good knowledge of the most popular and commonly used graphics
- Apply filters, and layers
- Competently and confidently use Adobe Illustrator

■ Course Overview

Basics

- Navigate the screen
- Use the toolbox
- Work with views
- Work with palettes
- Save, open and revert commands
- Using ruler and guide snap

Use Draw and Select tools

- Draw and manipulate objects
- Control the selection of tools

Working with Objects

- Transform objects
- Cut, copy and paste
- Align and distribute objects
- Fill and stroke

Type

- Create type
- Format type
- Convert text to graphic objects
- Views
- Preview and artwork views

The pen tool

- Accurate pen drawings
- Control the point tools
- Manipulate curves

Colour

- Use the eyedropper and paint bucket tools
- Understand colour models
- Colour and stroke palettes
- Create colours and gradients

Useful features

- Use scissors and knife tools
- Join and average points
- Work with the layers palette

Print features

- Print files
- Export illustrator files

BOOKING INFORMATION

DURATION

One Day

FEES (+VAT)

Member £274

Non-Member £322

START DATES

2015 4 September
5 December

2016 31 March
10 June

■ Adobe Dreamweaver Introduction

Adobe Dreamweaver is one of the leading tools used today in writing and managing content for Intranet, Extranet or Internet. This course is aimed at individuals who are responsible for creating that professional edge and functionally and will be a great starting point for individuals looking to learn how to design and programme websites.

■ Objectives

On completion of this course, delegates will;

- Be able to plan, design and maintain a website in Dreamweaver
- Understand FTP (File Transfer Protocol) and other web techniques
- Use cascading style sheets and other techniques for publishing web pages

■ Course Overview

Creating Basic Web Pages

- Creating a new web site with Dreamweaver
- Creating a new web page with Dreamweaver
- Applying formatting to web pages
- Previewing your work in a web browser
- Working with HTML

Working with Lists

- Creating numbered and bulleted lists
- Editing a list's properties
- Definition list
- Inserting other types of lists
- Creating nested lists

Tables

- Creating and editing tables
- Using tables to present data and using them to layout your page

Linking Web Pages

- Linking web pages
- Creating bookmark links
- Creating external links
- Creating e-mails links

Graphics

- Understanding web graphics
- Adding graphics to your web site
- Foreground and background colours
- Adding background images

Frames

- Creating and editing frames
- Targeting frames

Managing your Web Site

- Testing
- Publishing your web site onto a remote server

Page Layout and Design Considerations

- Technical design considerations
- Document size vs. download time
- Browser compatibility
- Page layout and guidelines
- Site layout and navigation

BOOKING INFORMATION

DURATION

Two Days

FEES (+VAT)

Member £350

Non-Member £412

START DATES

This course is offered on demand and dates are available on application

■ Adobe Dreamweaver Advanced

The internet is one of the most widely used mediums for promoting and presenting what business can offer. Individuals who have already grasped the basics of the features of Adobe Dreamweaver and how this web authoring package works, will welcome the opportunity to advance their skills to the next level, and start developing skills that when applied, will enable the creation of a more interactive and powerful web site.

■ Objectives

On completion of this course, delegates will;

- Make their website more interactive and powerful
- Understand database linking
- Incorporate web page functionality including frames, layers, forms and behaviours

■ Course Overview

Site assets

- Library assets
- Page templates
- Head elements

Rollovers and behaviours

- Rollovers
- Behaviours
- Layers
- Page layers
- Working with layers

Content sections

- CSS design
- Applying DIVs

Interactive forms

- Building and validating input forms
- Form objects
- Accessible forms

Dynamic Web sites

- Introduction to dynamic sites
- Record sets
- Master/detail pages
- Search functionality

Browser compatibility

- Compatibility testing

BOOKING INFORMATION

DURATION

One Day

FEES (+VAT)

Member £317

Non-Member £373

START DATES

This course is offered on demand and dates are available on application

■ Adobe InDesign Introduction

Adobe InDesign is an industry standard package for pulling graphics and photographs together into visually impressive and sophisticated, designs and templates. This course is aimed at newcomers to Adobe InDesign who need to develop and publish professional documents easily and quickly.

■ Objectives

On completion of this course, delegates will;

- Be able to create professional-looking documents and layouts
- Apply formats to text and techniques for working with shapes and images
- Prepare work for printing and publishing

■ Course Overview

The InDesign interface

- Using the tools and palettes
- Changing views, zoom & pan
- Selecting objects
- Undoing mistakes
- Preferences and defaults

Page layout and design

- Palettes and preferences
- Page, printer and margin set-up
- Adding and using guidelines
- Using master pages

Working with text

- Adding and importing text
- Threading text through frames
- Setting text frame properties
- Formatting characters
- Formatting paragraphs
- Working with tabs
- Hyphenation and justification
- Creating and managing styles

Working with colour

- Using Colour
- Spot colour printing
- Process colour printing
- Pantones and process
- Effects and transparency

Drawing shapes and paths

- Drawing basic shapes and lines
- Drawing with the pen tool
- Adjusting path segments
- Using the Stroke palette
- Creating dashed-line effects

Importing images

- Text flow around images
- Cropping and rotating
- Managing links to images

Printing and output

- Spot colour printing
- Process colour printing
- Working with bureaus and printers
- Pre-flighting documents

■ Adobe InDesign Advanced

This course has been designed for those familiar with Adobe InDesign basics and explores in depth some of the more powerful design capabilities this package can offer, building upon the introductory level course to learn more sophisticated approaches to document design and layout.

■ Objectives

On completion of this course, delegates will;

- Create impressive looking graphical layouts that work efficiently and effectively
- Set up document templates and master pages
- Appreciate type formatting and document management techniques

■ Course Overview

- Set up master pages
- Create and apply advanced styles
- Adjust text flow control
- Set page elements and graphics
- Bezier shapes
- Manage long documents
- Document sectioning

BOOKING INFORMATION

DURATION

One Day

FEES (+VAT)

Member £274

Non-Member £322

START DATES

2015 4 September
 4 December

2016 31 March
 10 June

BOOKING INFORMATION

DURATION

One Day

FEES (+VAT)

Member £317

Non-Member £373

START DATES

2015 7 November

2016 12 February
 8 May
 26 August

■ Adobe Photoshop Introduction

Adobe Photoshop is a digital imaging editing programme that enables users to develop and enhance visual images for marketing and publications purposes. From brochures through to web sites, understanding the features of Adobe Photoshop will enable users to create visual images that enhance the profile of a business.

■ Objectives

On completion of this course, delegates will;

- Be able to use fundamental image editing tools within Photoshop
- Manipulate the colour and tone of an image
- Confidently work with layers and other functionalities to prepare an image for printing or use on the web

■ Course Overview

The Photoshop Interface

- Toolbox & Options bar
- Using palettes & shortcuts

Image Sizing & Resolution

- Changing size & resolution
- Creating new images

Transforming & Retouching

- Cropping & Canvas size
- Transforming layers
- Using the retouching tools

Colour & Tonal Adjustment

- The colour adjustment tools
- Using levels
- Sharpening Images

Selections

- Making & adjusting selections
- Feathering selection edges
- Saving and loading selections
- Removing fringe pixels

Using Layers

- Using the Layers palette
- Layer blending options
- Using & Customising Layer Styles

Using Text

- Paragraph Formatting
- Character Formatting
- Working with type layers
- Warping text

BOOKING INFORMATION

DURATION

One Day

FEES (+VAT)

Member £274

Non-Member £322

START DATES

2015 4 September
4 December

2016 31 March
10 June

■ Adobe Photoshop Advanced

Adobe at an advanced level truly enables users to explore the wider scoping functionality of this creative application, applying more complex features and tools to truly enhance visual production capabilities. This course is ideal for individuals who have attended the introduction level course or who use Adobe and have yet to explore its full potential as a business image-editing tool.

■ Objectives

On completion of this course, delegates will;

- Understand how to apply masks, filters, advanced layers and automating tasks
- Create vector paths
- Manipulate colours and set colours for print and web production

■ Course Overview

Masking and layers

- Edit quick masks and alpha channels
- Adjustment and Fill Layers
- Layer masks
- Grayscale masking
- Clipping groups

Vector paths and drawing tools

- Vector path concepts
- Creating vector paths
- Editing paths
- Clipping paths
- Using paths for masking

Colour

- Colour Channels
- Alpha Channels and Masks
- Spot Colour Channels
- Swatches, gradients, patterns
- Swatches
- Gradients
- Patterns

Layer types and styles

- Fill layers
- Drawing and painting shapes
- Layer styles

Advanced masking

- The background eraser
- The extract command

Additional

- Experiment with Filters
- Type Tool
- Special Effects and Tricks
- Photo Repair and Enhancement
- Actions

BOOKING INFORMATION

DURATION

One Day

FEES (+VAT)

Member £317

Non-Member £373

START DATES

2015 6 November

2016 12 February
6 May
26 August

Crystal Reports Introduction

Crystal Reports is a versatile data management tool that enables users and developers to integrate information from differing data sources, into concise reports for business use. Crystal reports leads to improved understanding of company critical data, resulting in clear information to support decision making. This course is designed to train individuals to present data in a format that clearly conveys succinct messages to those who need to act upon the information provided.

Objectives

Course participants will develop skills in the report-writing software, through exploring the scope this programme offers, enabling them to use some of the most commonly-used functions and features that make Crystal Reports so popular:

- Learn how to extract data for defined reporting purpose
- Tailor reports content and style to suite end users interpretation
- Connect multiple sources of data to consolidate information into concise, purposeful reports

Course Overview

- Creating a Report – default setting, titles, position fields and fields from other tables
- Displaying Specific Report Data- find data, sort data, filter data by a single criterion
- Grouping Report Data- Insert and change a group, second level groups, group options, summaries
- Building Formulas – create, edit, combine, delete, filter modify, parameters
- Formatting Reports – getting the look and structure right
- Enhancing Reports - objects, hyperlinks, suppressing and modifying
- Creating Pie Charts
- Distributing Data

BOOKING INFORMATION

DURATION

Two Days

FEES (+VAT)

Member £589

Non-Member £693

START DATES

This course is offered on demand and dates are available on application

Social Media - Building your Business Presence

Every day, there are more than 3.2 billion interactions on Facebook, 0.5 billion tweets are posted and 172,800 users join LinkedIn. Undeniably, Social Media is huge and will increase in importance for your business. But which platforms should you invest in, how should you and what can you expect to achieve?

★ NEW COURSE

Objectives

This practical session will show the importance of Social Media to business and:

- Select which platforms to invest in for business
- Understand techniques and strategies to maximise the potential of Social Media
- Use tools to make sharing engaging, simple and effective

Course Overview

- Benefits and how to measure them
- Strategies and rules
- Terminology
- Twitter; setting up an account
- Facebook; creating a business page
- Writing an effective bio
- What to share, when and why
- LinkedIn; creating an effective profile
- Joining and engaging in groups
- Measuring SEO Effectiveness
- Tools; applications for desktop and mobile
- Other social media platforms; Pinterest, Google+, Instagram
- Summary; social media do's and don't's

BOOKING INFORMATION

DURATION

One Day

FEES (+VAT)

Member £274

Non-Member £322

START DATES

2015 22 September

2016 21 March

■ ITIL® Foundation

ITIL® is recognised internationally as the best practice approach to IT Service Management aligning the provision of IT Services with the needs of the business. It is used globally by thousands of organisations throughout the private and public sectors to improve the way in which they implement and manage IT Services. By adopting proven approaches to better process management, this leads to increased efficiency, reduced costs and improved customer responsiveness and service.

ITIL Foundation is an introduction to the ITIL framework used by IT Service Management professionals and leads to the Foundation Certificate in IT Service Management. Suited to IT Managers and staff, a general level of IT literacy and experience in IT and/or liaising between IT and the business is expected. Some evening study during the course will be necessary in order to pass the exam.

■ Objectives

The objectives of this course are to:

- Gain an appreciation of the importance of Service Management to IT and the business
- Understand how ITIL can be used to enhance the quality of IT service management
- Enable comprehension and awareness of key areas of the 5 ITIL core books (Service Strategy, Service Design, Service Transition, Service Operation and Continual Service Improvement)

■ Course Overview

- An Introduction to Service Management
- What is "Service Management"
- Understanding customer requirements

Service Lifecycle

- The objectives and business value of each phase in the lifecycle

Service Strategy

- Purpose, objectives and scope of Service Strategy
- Value to the business
- Value creation through services
- Purpose, objectives and scope for Service Portfolio Management, Financial Management and Business Relationship Management

Service Design

- Purpose, Objectives and Scope
- Value to the business
- People, Processes, Products and Partners
- The five major aspects of Service Design (designing Service Solutions, Service management system and tools, Management and technology architectures, Processes, Measurement systems, methods and metrics)
- Service Design Processes (including Service Level Management, Availability Management, Capacity Management, IT Service Continuity Management)

Service Transition

- Purpose, objectives and scope
- Value to the business
- Service Transition Processes (Transition Planning and Support, Change Management, Knowledge Management, Service Asset and Configuration Management and Release and Deployment Management)

Service Operation

- Purpose, Objectives and Scope of Service Operation
- Value to the business
- Service Operation Processes (Incident Management, Problem Management, Event Management, Request Fulfilment and Access Management)
- Service Desk function (role, objectives and organisational structures)
- Roles and objectives of Technical Management, Application Management, IT Operations Management (IT Operations Control and Facilities Management)

Continual Service Improvement

- Main purpose, objectives and scope of CSI
- Value to the Business
- The CSI approach
- The Deming Cycle
- The 7-step Improvement Model
- The role of measurement (baselines and types of metrics)
- CSFs and KPIs

Technology and Architecture

- Review of the generic requirements for an integrated set of Service Management Technology

Mock exam and review of topics

■ Exam details

A one hour exam is taken on day three of the course. The exam consists of 40 multiple choice questions and the pass mark is 65%. This is a closed book exam i.e. entrants may not refer to any course materials or their own notes. It is necessary to pass this exam in order to proceed to the higher levels of ITIL.

BOOKING INFORMATION

DURATION

Three Days

FEES (+VAT)

Member £716

Non-Member £842

START DATES

2015 1 December

2016 8 June



Safety, Health and Environmental



PETA has helped me gain my NEBOSH General Certificate, the tutors delivered the course with great methods of teaching which was informative ensuring all delegates understood. The facilities at PETA are second to none and all their staff make you feel at ease. I would recommend PETA to anyone wishing to develop their knowledge and key skills set.

Fareham Shopping Centre

Health and Safety Accredited Courses

Health and Safety courses are offered on an open basis on specified dates, customised from one of the open courses or designed, developed and delivered with your involvement. The following includes a range of accredited courses such as NEBOSH, IOSH, First Aid and also a selection of short courses to meet the day-to-day requirements of running a safe workplace . . .

NEBOSH

National Examination Board in Occupational Safety and Health



CCNSG

Client Contractor National Safety Group



IOSH

Institution of Occupational Safety and Health



BSC

The British Safety Council



CIEH

The Chartered Institute of Environmental Health



IRCA

International Register of Certified Auditors



Safety, Health and Environmental Update Breakfast Briefings

Keep up to date with changes in legislation, updates to guidance and best practice, and network with your peers.

Attend our popular Breakfast Briefings and still be at work in time to get the most out of the day.

Breakfast rolls and hot drinks are served from 7.30am with the briefings starting at 8.15am.

Next confirmed dates are: 23 October 2015 and 8 April 2016.
Fees (+VAT): Members: £30, Non-Members: £35.



■ CIEH Level 3 Award in First Aid at Work

Every work situation holds the potential for an accident to happen. The critical difference is whether a business has the people with the skills and knowledge to respond quickly and calmly to an accident or incident where people are injured or unwell, and to control the situation until emergency services or medical personnel are available.

■ Objectives

This three day course is designed to:

- Teach the theory and practice of basic first aid
- Improve recognition of signs and symptoms in emergency situations
- Equip participants with the knowledge and skills to respond positively in emergency situations should they arise

■ Course Overview

The course comprises two mandatory units, with a total value of three credits.

- Understanding the role and responsibilities of a first aider
- Assessing an incident
- Managing an unresponsive casualty
- Recognising and assisting a casualty who is choking
- Managing a casualty with external bleeding
- Managing a casualty who is in shock
- Managing a casualty with a minor injury
- Conducting a secondary survey
- Administering first aid to a casualty with bone/muscle/joint injuries
- Administering first aid to a casualty with suspected head and spinal injuries
- Administering first aid to casualties with chest injuries, burns and scalds
- Administering first aid for eye injuries, sudden poisoning and anaphylaxis
- Providing first aid to a casualty with suspected major illness

■ Assessment

During and at the end of the course, delegates will complete theory assessments and various practical tests in first aid. Subject to satisfactory completion of these the resulting certificate is valid for three years, although delegates should attend an annual half-day update, and a re-qualification within 3 years of achieving the First Aid at Work Certificate.

■ Qualification Available

CIEH Level 3 Award in First Aid at Work

■ Please Note

A reasonable standard of written and spoken English is required in order to pass the assessments on this course; a minimum of Level 1 in literacy is recommended, and candidates must be physically able to carry out the first aid procedures. Please contact us for further details if you have any concerns.

BOOKING INFORMATION

DURATION

Three Days

FEES (+VAT)

Member £234

Non-Member £275

START DATES

2015 7 September
5 October
2 November
16 November
14 December

2016 4 January
18 January
8 February
7 March
21 March
11 April
9 May
23 May
13 June
4 July
18 July
15 August



■ CIEH Level 3 Award in First Aid at Work – Requalification

Individuals already holding a First Aid at Work Certificate are required to requalify within three years to maintain the validity of their qualification. This ensures their ability to respond effectively to emergency illness or injury situations in business, with up-to-date knowledge of changing approaches and techniques in delivering first aid.

■ Objectives

This two day course is designed to refresh existing knowledge and:

- Introduce new developments and techniques in delivering first aid
- Re-energise knowledge of how to deal with emergency situations
- Raise individuals' confidence in their ability to respond positively and calmly in an emergency

■ Course Overview

- Understanding the role and responsibilities of a first aider
- Assessing an incident
- Managing an unresponsive casualty
- Recognising and assisting a casualty who is choking
- Managing a casualty with external bleeding
- Managing a casualty who is in shock
- Managing a casualty with a minor injury

■ Qualification Available

CIEH Level 3 Award in First Aid at Work Requalification

■ Please Note

A reasonable standard of written and spoken English is required in order to pass the assessments on this course; a minimum of Level 1 in literacy is recommended, and candidates must be physically able to carry out the first aid procedures. Please contact us for further details if you have any concerns.

- Conducting a secondary survey
- Administering first aid to a casualty with bone/muscle/joint injuries
- Administering first aid to a casualty with suspected head and spinal injuries
- Administering first aid to casualties with chest injuries, burns and scalds
- Administering first aid for eye injuries, sudden poisoning and anaphylaxis
- Providing first aid to a casualty with suspected major illness

■ Assessment

During and at the end of the course, delegates will complete theory assessments and various practical tests in first aid. Subject to satisfactory completion of these the resulting certificate is valid for three years, although delegates should attend an annual half-day updates and a further requalification within 3 years of this course.

BOOKING INFORMATION

DURATION

Two Days

FEES (+VAT)

Member £167

Non-Member £196

START DATES

2015 14 September
12 October
9 November
7 December

2016 11 January
15 February
14 March
18 April
16 May
20 June
11 July
22 August



■ First Aid Skills Update Annual Refresher

Methods and techniques for dealing with emergency first aid situations are continually improving and evolving. The Health and Safety Executive (HSE) recommend that individuals holding the First Aid at Work or the Emergency First Aid at Work Certificate attend annual first aid skills update training. This short course will ensure that skills are refreshed and aligned to current best practice.

■ Objectives

On completion of this course, delegates will:

- Be introduced to new developments in first aid techniques
- Gain refreshed knowledge of core practice
- Learn through shared practice of real situations

■ Course Overview

- Assessing the situation
- Administering first aid to a casualty who is unconscious/in seizure
- Cardiopulmonary resuscitation (CPR)
- Administering first aid to a casualty in shock, wounded or bleeding

■ Assessment

This course is provided as an update where participants can benefit from tutor input and feedback on situations they have responded to alongside peer learning.

■ Qualification Available

First Aid Annual Skills Update Certificate

BOOKING INFORMATION

DURATION

Half Day (am)

FEES (+VAT)

Member £86

Non-Member £101

START DATES

2015 16 October

2016 15 January
8 April
15 July

■ CIEH Level 2 Award in Emergency First Aid at Work

This course is aimed at those in environments where there is a lower risk of emergency, either due to the nature of the work or number of employees, or where qualified medical assistance is close at hand. The course provides the basic knowledge required to respond quickly should an emergency occur.

■ Objectives

On completion of this course, delegates will:

- Understand the basic principles of first aid
- Understand the priorities of a response
- Know how to deal confidently with an emergency first aid situation

■ Course Overview

- The role and responsibilities of a first aider
- Assessing an incident
- Managing an unresponsive casualty
- Recognising and assisting a casualty who is choking
- Managing a casualty with external bleeding
- Managing a casualty who is in shock
- Managing a casualty with a minor injury

■ Assessment

Continual assessment is carried out by the approved tutor throughout the day, with feedback and guidance offered to increase confidence and awareness. Candidates must pass a written assessment and demonstrate competence in first aid procedures for the management of a casualty. The certificate is valid for three years during which annual half day 'updates' are recommended. At the end of three years this one day course is taken again.

■ Qualification Available

CIEH Level 2 Award in Emergency First Aid at Work

■ Please Note

A reasonable standard of written and spoken English is required in order to pass the assessments on this course; a minimum of Level 1 in literacy is recommended, and candidates must be physically able to carry out the first aid procedures. Please contact us for further details if you have any concerns.

BOOKING INFORMATION

DURATION

One Day

FEES (+VAT)

Member £117

Non-Member £138

START DATES

2015 1 September
11 November

2016 13 January
16 March
18 May
13 July



■ Automated External Defibrillator (AED) Responder

Rapid response is needed when a person's heart stops; the quicker the response, the better the chances of survival. In private businesses and in public venues, AED (defibrillator) equipment is becoming more widely available to enable those first moments to truly count. This course is designed for those already holding a First Aid at Work or Emergency First Aid Certificate, as the use of such equipment needs to be combined with a sound knowledge of the methods for dealing with cardiac arrest.

■ Objectives

This is a practical course based on learning how to:

- Use AED equipment
- Quickly assess the needs to use AED equipment
- Steps and checks prior to and during application

■ Course Overview

- Role of the First Aider and AED Responder
- Assessing and dealing with a suspected heart attack or cardiac arrest situation
- Understanding the workings of the heart and the effectiveness of defibrillation
- Guidelines on using an AED unit
- Practical experience of using an AED trainer unit
- Care and maintenance of the AED unit

■ Assessment

This course is assessed by the accredited tutor and based on observation of practical application in a safe situation on AED training units, in small group sizes.

BOOKING INFORMATION

DURATION

Half Day (pm)

FEES (+VAT)

Member £86

Non-Member £101

START DATES

2015 16 October

2016 15 January
8 April
15 July

■ NEBOSH National General Certificate in Occupational Health and Safety

The NEBOSH qualification is nationally recognised and suitable for all types of industry, hence its huge popularity and reputation with employers as the health and safety qualification of choice for those in a managerial or specialist role, tasked with health and safety advisory and management responsibilities. Combining risk assessment, control, auditing, analysis, accident prevention, reporting and practical application this course will equip delegates with the information they need to support workplace safety.

■ Objectives

To equip individuals with a solid foundation from which they can support the development and maintenance of health and safety systems and effective management of health and safety, the course will enable individuals to:

- Support development of systems, policy, organisation and planning
- Propose controls over workplace hazards, recognising where they exist and how to reduce them
- Conduct a practical assessment of a workplace situation

■ Course Overview

NGC1: Management of health and safety

- Foundations in health and safety
- Health and safety legal requirements and moral issues
- Health and safety management systems (policy, organising, planning, measuring, audit and review)

NGC2: Controlling workplace hazards

- Workplace hazards and risk controls
- Transport hazards and risk control
- Musculoskeletal hazards and risk control
- Work equipment hazards and risk control
- Electrical safety
- Fire safety
- Chemical and biological – health hazards and risk control
- Physical and psychological health hazards and control

NGC3: Health and safety practical application

- Practical project within the workplace

■ Assessment

Units NGC1 and GC2 are taught units, each assessed by a two-hour written examination. Unit GC3 is assessed by a practical project carried out in the candidate's own workplace.

■ Please Note

1. No previous health and safety knowledge is required, however the standard of English required by candidates studying for this programme must be such that they can both understand and articulate the concepts contained in the syllabus. NEBOSH recommends that candidates undertaking this qualification should reach a minimum standard of English equivalent to an International English Language Testing System (IELTS) score of 6.0 or higher. We therefore ask that all potential delegates for this programme undertake a short online BKSb literacy skills assessment, at no additional cost, before booking on to the course; further details will be provided to potential delegates.
2. NEBOSH suggest that at least 49 hours of private study time is allocated by delegates on the programme, in addition to the taught component.

■ Qualification Available

NEBOSH National General Certificate in Occupational Health and Safety

BOOKING INFORMATION

DURATION

Thirteen Days

Twelve days' tuition plus one day for exams
One day a week

FEES (+VAT)

Member £1,595

Non-Member £1,876

START DATES

2015 10 September
26 November *

2016 10 March
16 June

* There is a two week break for Christmas and New Year



■ NEBOSH National Certificate in Fire Safety and Risk Management

The risk of disruption, major damage, harm to people and costs caused by fire is a real one. That is why all business premises are required to hold a fire risk assessment that defines the controls and measures in place to safeguard and protect people from the risks associated with fire. The NEBOSH Fire and Risk Management Certificate is the ideal choice for Managers, Health and Safety or Fire Officers, or anyone taking responsibility for conducting and managing fire risk assessments in your business, as it sets out clearly the steps and methods for reducing the potential for an incident related to fire.

■ Objectives

Delegates will learn:

- How to ensure legal compliance with the Fire Regulatory Reform (Fire Safety) Order 2005
- How to conduct and complete fire risk assessments
- How to apply preventative measures, or control measures to reduce risks
- The principles and elements of fire risk assessment

■ Course Overview

NGC1: Management of health and safety

- Health and safety policy
- Organising for health and safety
- Promoting a health and safety culture
- Risk assessment
- Principles of control
- Monitoring, review and audit
- Incident investigation, recording and reporting

FC1: Fire safety and risk management

- Managing fire safety
- Principles of fire and explosion
- Causes and prevention of fires
- Fire protection in buildings
- Safety of people in the event of fire
- Fire safety risk assessment
- FC2: Fire safety practical application
- Risk Assessment in a work context

■ Assessment

Units NGC1 and FC1 are taught units, each assessed by a two-hour written examination. Unit FC2 is assessed by one two-hour practical project carried out in the candidate's own workplace.

■ Please note

1. If you hold an existing NEBOSH General Certificate that is less than five years old, you can take the FC1 and FC2 components over 5 days of training followed by the exam, without having to retake NGC1. Please contact us for more details and prices.
2. No previous health and safety knowledge is required, however the standard of English required by candidates studying for this programme must be such that they can both understand and articulate the concepts contained in the syllabus. NEBOSH recommends that candidates undertaking this qualification should reach a minimum standard of English equivalent to an International English Language Testing System (IELTS) score of 6.0 or higher. We therefore ask that all potential delegates for this programme undertake a short online BKSb literacy skills assessment, at no additional cost, before booking on to the course; further details will be provided to potential delegates.
3. NEBOSH suggest that at least 55 hours of private study time is allocated by delegates on the programme, in addition to the taught component.

■ Qualification Available

NEBOSH National Certificate in Fire Safety and Risk Management

BOOKING INFORMATION

DURATION

Twelve Days

One day a week

(Comprises eleven days' tuition plus exams)

FEES (+VAT)

Member £1,414

Non-Member £1,664

START DATES

2015 10 September

2016 10 March



■ NEBOSH National Certificate in Construction Health and Safety

The NEBOSH National Certificate in Construction Health and Safety is established as a leading health and safety award for the construction industry, with more than 12,000 candidates successfully completing the qualification to date. It is aimed at Managers and Supervisors within the construction industry who are required to ensure that activities under their control are undertaken safely. It is likely to prove useful for those concerned with the management of buildings who may need to ensure that contractors are working safely. The qualification is also appropriate for Supervisors and Managers working in other industries such as utilities and even broadcasting, where temporary workplaces are a feature of their activities.

■ Course Overview

NGC1: Management of health and safety

- Foundations in health and safety
- Health and safety legal requirements and moral issues
- Health and safety management systems (policy, organising, planning, measuring, audit and review)

NCC1: Managing and controlling hazards in construction activities

- Construction law and management
- Construction activities and control
- Movement of people and vehicles – hazards and control
- Manual and mechanical handling – hazards and control
- Work equipment – hazards and control
- Electrical hazards and control
- Fire hazards and control
- Chemical and biological health hazards and control
- Physical and psychological health hazards and control
- Working at height – hazards and control
- Excavation work and confined spaces – hazards and control
- Demolition hazards and control

NCC2: Health and safety practical application

- Practical examination within the workplace

■ Assessment

Units NGC1 and NCC1 are taught units, each assessed by a two-hour written examination. Unit NCC2 is assessed by one two-hour practical project carried out in the candidate's own workplace.

■ Please note

1. If you hold an existing NEBOSH General Certificate that is less than five years old, you can take the NCC1 and NCC2 components over 12 days of training followed by the exam, without having to retake NGC1. Please contact us for more details and prices.

2. No previous health and safety knowledge is required, although some construction industry experience would be beneficial. The standard of English required by candidates studying for this programme must be such that they can both understand and articulate the concepts contained in the syllabus. NEBOSH recommends that candidates undertaking this qualification should reach a minimum standard of English equivalent to an International English Language Testing System (IELTS) score of 6.0 or higher. We therefore ask that all potential delegates for this programme undertake a short online BKSb literacy skills assessment, at no additional cost, before booking on to the course; further details will be provided to potential delegates.
3. NEBOSH suggest that at least 75 hours of private study time is allocated by delegates on the programme, in addition to the taught component.

■ Qualification Available

NEBOSH National Certificate in Construction Health and Safety

BOOKING INFORMATION

DURATION

Eighteen Days

Seventeen days' tuition plus one day for exams
One day a week

FEES (+VAT)

Member £1,902

Non-Member £2,238

START DATES

2015 **NGC1**
26 November

2016 **CC1 / CC2**
8 March



■ NEBOSH Certificate in Environmental Management

The NEBOSH National General Certificate in Occupational Health and Safety qualification has been recognised for many years as an excellent introduction to the fundamentals of occupational health and safety. The NEBOSH National Certificate in Environmental Management is designed to provide a similarly sound foundation in environmental management. The course is aimed at those within an organisation who have responsibility for managing environmental issues as part of their day-to-day duties, and focuses on UK law and environmental management systems.

■ Objectives

To equip individuals with a solid foundation from which they can support the development and maintenance of environmental management systems. The course will enable individuals to:

- Support development of systems, policy, organisation and planning
- Propose controls over environmental impacts, recognising where such impacts exist and how to reduce them
- Conduct a practical environmental review of a workplace

■ Course Overview

- Foundations in environmental management
- Environmental management systems
- Environmental impact assessments
- Control of emissions
- Control of contamination of water resources
- Control of waste and land use
- Sources and use of energy and energy efficiency
- Control of environmental noise
- Planning for and dealing with emergencies
- Environmental practical application
- Site visits to support the learning

■ Assessment

Unit EC1 is a taught unit, assessed by a two-hour written examination. Unit EC2 is assessed by completion of a three-hour practical project involving an environmental review and report carried out in the candidate's own workplace.

■ Please Note

1. No previous environmental knowledge is required, however the standard of English required by candidates studying for this programme must be such that they can both understand and articulate the concepts contained in the syllabus. NEBOSH recommends that candidates undertaking this qualification should reach a minimum standard of English equivalent to an International English Language Testing System (IELTS) score of 6.0 or higher. We therefore ask that all potential delegates for this programme undertake a short online BKSb literacy skills assessment, at no additional cost, before booking on to the course; further details will be provided to potential delegates.
2. NEBOSH suggest that at least 33 hours of private study time is allocated by delegates on the programme, in addition to the taught component.

■ Qualification Available

NEBOSH Certificate in Environmental Management

BOOKING INFORMATION

DURATION

Seven and a Half Days
One day a week
plus exam

FEES (+VAT)

Member	£1,003
Non-Member	£1,180

START DATES

2015	14 October
2016	13 April



■ NEBOSH National General Certificate in Occupational Health and Safety – Distance Learning Programme

Our NEBOSH General Certificate distance learning programme provides employers with a flexible alternative to employees attending our scheduled 12 week course. This open learning course requires between 80 and 100 hours of study, to be completed by delegates in their own time. Designed by the Rapid Results College working in conjunction with NEBOSH, the materials follow the National General Certificate syllabus, and cover hazard identification and control, safety management, occupational health and hygiene and the law.

■ Objectives

The syllabus and self-study materials cover three components:

- Management of health and safety (NGC1)
- Controlling workplace hazards (GC2)
- Health and safety practical application (GC3)

■ Course Overview

- Initial meeting with tutor
- Self study materials
- E-mail and telephone access to tutors
- Final exams and practical assessment

■ Assessment

Units GC1 and GC2 are each assessed by a two-hour written examination. Unit GC3 is assessed by one two-hour practical examination carried out in the candidate's own workplace. Exams are scheduled quarterly by NEBOSH but the papers do not have to be taken at the same time.

■ Qualification Available

NEBOSH National General Certificate in Occupational Safety and Health

Please note

No previous health and safety knowledge is required, although some construction industry experience would be beneficial. The standard of English required by candidates studying for this programme must be such that they can both understand and articulate the concepts contained in the syllabus. NEBOSH recommends that candidates undertaking this qualification should reach a minimum standard of English equivalent to an International English Language Testing System (IELTS) score of 6.0 or higher. We therefore ask that all potential delegates for this programme undertake a short online BKS literacy skills assessment, at no additional cost, before booking on to the course; further details will be provided to potential delegates.

BOOKING INFORMATION

DURATION

Flexible home study of 80 to 100 hours

Followed by one or more days at PETA to sit the exams, which are scheduled four times a year

FEES (+VAT)

Member	£736
Non-Member	£866

EXAM DATES

2015 Exams	2 September 2 December
2016 Exams	2 March 1 June



■ NEBOSH – Revision Workshop (NGC1, GC2, FC1, EC1 or NCC1)

This revision workshop is specifically designed to support individuals who have been unsuccessful in passing the NEBOSH paper(s) following a programme of study via our scheduled course or distance learning programme. This workshop is an excellent means of receiving more intensive tutorial support to revise core aspects of the syllabus in preparation for a re-sit of the papers.

■ Objectives

- This intensive one-day workshop is designed to refresh and prepare participants to re-sit the NEBOSH exams.

■ Course Overview

- Dependent upon which units of study are being revised



BOOKING INFORMATION

DURATION

One Day

FEES (+VAT)

Member	£257
Non-Member	£302

START DATES

This course is offered on demand and dates are available on application

■ IOSH Managing Safely

Designed for managers or supervisors who are required to take a lead role in promoting health and safety in business, this course will introduce delegates to their responsibilities in managing safely as an essential component to their management duties. Focusing on practical steps that are quickly transferrable to working practice, the course will equip delegates with the tools and techniques required to ensure staff are working in a safe and healthy working environment where safety is embedded and risks are reduced.

■ Objectives

On completion of this thorough and highly practical course, delegates will be able to;

- Promote compliance through training and guiding staff in the principles of health and safety practice
- Firmly implement proper measurement and monitoring procedures
- Strengthen their knowledge of the subject, from common workplace hazards and risks to accident investigation and risk control

■ Course Overview

- Introducing Managing Safely
- Assessing risks
- Controlling risks
- Understanding your responsibilities
- Identifying hazards
- Investigating accidents and incidents
- Measuring performance
- Protecting our environment

■ Qualification Available

IOSH Managing Safely Certificate



BOOKING INFORMATION

DURATION

Four Days

One day a week

Can be taken as a block course (see dates below)

FEES (+VAT)

Member £684

Non-Member £805

START DATES

2015 9 September
4 November

2016 9 March
4 May

BLOCK COURSE DATES

2016 4 January
4 July

■ IOSH Safety for Senior Executives

Senior Executives and Managers are pivotal to influencing and driving forward a culture of positive health and safety in their business. This course gives the legislative perspective, and presents the practical business case for good health and safety management, highlighting the potential outcomes of non-compliance with legislation. From policy setting to implementation, the course will navigate the legislation, and help to show how to balance financial considerations and resource implication. This will enable participants to understand how health and safety, when run properly, can become a highly effective and strategic business function.

■ Objectives

On completion of this course Senior Managers will understand:

- The steps in defining and developing a policy that drives effective health and safety management
- The regulations and implications inherent in current legislation, together with the documentation and financial considerations involved
- How to take a pro-active approach to health and safety through the risk assessment process

■ Course Overview

- Health and safety as a crucial management function
- Financial implications of accidents and ill-health
- Current legislation
- Health and Safety at Work Act
- Management of Health and Safety at Work Regulations
- Other relevant legislation
- Penalties for offences relating to health and safety, including corporate manslaughter
- Documentation and procedures to satisfy legislation
- Root causes of accidents
- The law's shift in emphasis to a non-prescriptive approach
- Basic principles of risk assessment
- The need to appoint competent people to advise on health and safety

■ Assessment

Assessment is through a short questionnaire at the close of the course

■ Qualification Available

IOSH Safety for Senior Executives Certificate

BOOKING INFORMATION

DURATION

One Day

FEES (+VAT)

Member £246

Non-Member £289

START DATES

2015 9 December

2016 9 March
8 June
10 August



IOSH Working Safely

Designed specifically for new employees, or members of staff with no previous formal health and safety training, this straight-talking, highly practical workshop covers all the skills and knowledge required in order to work safely and confidently. Delegates will learn how to make a significant contribution to the safety of their organisation, and how to help their managers by knowing how to assess risks and spot potential hazards.

Objectives

On completion of this highly practical course, delegates will:

- Learn the principles of safe working, and how to ensure that others are also following safety guidelines
- Learn about common workplace hazards and how to spot and prevent these
- Have practically applied their newly obtained skills in a safe environment

Course Overview

- The need to work safely
- The meaning of hazard, risk and risk control
- Basic risk assessment
- Identifying commonly occurring hazards and precautions
- Fire
- Electricity
- Work equipment
- Manual handling, vehicles and people movement
- Housekeeping

- Display screen equipment
- Noise
- Chemicals and substances
- Key health and safety legislation
- Active and re-active monitoring
- Violence
- Stress
- Environment

Qualification Available

IOSH Working Safely Certificate

BOOKING INFORMATION

DURATION

One Day

FEES (+VAT)

Member £136

Non-Member £160

START DATES

2015 15 September

2016 12 January
14 June



IOSH Supervising Safely

Good standards of health and safety can be promoted by those in a supervisory position. This course introduces the essential components of health and safety within the supervisory role. This is a thorough, highly practical course that covers a wide range of topics, from common workplace hazards and risks to accident investigation and risk control; essential knowledge for promoting a health and safety culture within business.

Objectives

Combining theory with practical application, delegates will learn how to translate policy into practice to promote a healthy, risk reduced environment and:

- Supervise others in the practical application of health and safety
- Assess and report on conditions influencing health and safety to improve safety performance
- Learn how legislation impacts health and safety policy and practice

Course Overview

Over the course of three days, Supervisors will explore the theory and practical aspects of:

- The Supervisor's role in health and safety
- Legal responsibilities
- Influencing behaviour
- Hazards, risks and controls
- Principles of risk assessment
- Pro-active monitoring
- Mentoring and discipline in the health and safety context
- Investigating incidents and reporting of incidents/accidents
- Communicating with and consulting employees
- Environmental perspective; control of waste, duty of care

Assessment

Assessment is via a short multi-format questionnaire and two hazard spotting exercises

Qualification Available

IOSH Certificate in Supervising Safely

BOOKING INFORMATION

DURATION

Three Days

FEES (+VAT)

Member £447

Non-Member £526

START DATES

2015 19 October

2016 15 February
20 June



■ IOSH Managing Safely in Construction

Managers and supervisors who work within the construction industry, or who are involved in managing construction work generally, need to have a sound understanding of the health and safety legal requirements that influence working practices in this type of environment. This intensive four-day course will focus on the practical as well as the theoretical elements, and will equip delegates with the tools and techniques needed to ensure staff are working in a healthy and safe environment where risks are reduced.

■ Objectives

By the close of this course, delegates will have learned how to implement a good health and safety strategy and:

- Manage risks within the workplace
- Recognise common hazards and risks within the construction sector
- Implement measurement and monitoring procedures

■ Course Overview

- The course is presented as eight modules delivered over four days and covers topics:
- Introduction to Managing Safely in Construction
- Managers' responsibilities
- Assessing risks in construction
- Controlling risks in construction
- Understanding the law
- Health and safety management systems
- Hazard identification
- Investigating incidents and accidents
- Measuring performance
- Protecting the environment

■ Assessment

Assessment is via a short multi-format questionnaire and a risk assessment project.

■ Qualification Available

IOSH Managing Safely in Construction Certificate

BOOKING INFORMATION

DURATION

Four Days
One day a week

FEES (+VAT)

Member	£352
Non-Member	£414

START DATES

2016 3 February



■ IOSH Health and Safety for Work Placement Personnel

This course will give anyone who works in Education, or for Education Bodies or Business Partnerships, a very valuable insight into the regulations and measures relating to health and safety for work experience and apprenticeship placements. Our expert tutors will help participants understand their roles and responsibilities for assessing work placements for students, learners and apprentices, and the precautionary measures that should be taken to protect them against accidents in the workplace.

■ Objectives

Work Placement Personnel will be equipped with the knowledge and skills to practically assess work placements, including:

- Recognising the main causes of hazards and accidents, how to identify and eliminate these
- Questioning employers and securing the correct information to inform decisions on suitability of placements
- Confirming the outcomes and actions required prior to placing young people in the employer's undertaking

■ Course Overview

- Introduction
- Health and safety law
- The role of the placement officer
- The role of the employer
- Common hazards
- Fire
- Electricity
- Work equipment
- Movement of people
- Vehicles
- Housekeeping
- Manual handling/mechanical handling
- Display screen equipment
- Noise
- Chemicals

■ Qualification Available

IOSH Certificate in Health and Safety for Work Placement Personnel

BOOKING INFORMATION

DURATION

Two Days

FEES (+VAT)

Member	£341
Non-Member	£401

START DATES

2015 2 November
2016 9 May



■ CIEH Level 2 Award in Health and Safety in the Workplace

Employers have a responsibility to support a positive health and safety culture in business. This course, accredited by the Chartered Institute of Environmental Health (CIEH), provides a great introduction for those in industry as it introduces a broad range of safety topics, including accident prevention, risk assessment and control, welfare, working environments, transportation, noise and workplace equipment.

■ Objectives

This course will change perspectives and promote the application of:

- A positive attitude to health and safety
- Creating a positive health and safety culture in business
- Safe working practices, acting on hazards and reducing risks

■ Course Overview

- Topics will include:
- Principles of legislation
- Contributing to health, safety and welfare at work
- The workplace and work equipment
- Risk assessment
- Manual handling
- Hazardous substances
- Ergonomics and workstation design
- Transport and vehicles
- Noise and vibration

■ Assessment

The course involves a short paper-based assessment at the end of the course.

■ Qualification Available

CIEH Level 2 Award in Health and Safety in the Workplace

BOOKING INFORMATION

DURATION

One Day

FEES (+VAT)

Member £247

Non-Member £291

START DATES

2016 25 January
18 July



■ Accident and Incident Investigation and Reporting

Incidents and accidents are often preventable, subject to good systems of Health and Safety management. Despite the very best of systems, every business harbours the potential for an incident or accident to occur. This course is designed to support those who are tasked with investigating and reporting accidents, to ensure they apply practical and legally compliant approaches to the process, and identify improvements and preventative measures.

■ Objectives

Delegates will develop their ability to respond effectively to situations and:

- Appreciate the legislation surrounding the reporting of accidents
- Implement practical assessment and reporting techniques
- Understand how effective accident/incident investigation can inform risk management to reduce future accident potential

■ Course Overview

- Incident and accident definition
- Accident statistics
- Why investigate incidents and accidents?
- Legal requirements – Common and Statute Law
- Accident causation
- Accident investigation techniques
- Accident reporting – Company systems and RIDDOR 2013
- Cost of accidents
- Monitoring and reviewing performance

BOOKING INFORMATION

DURATION

One Day

FEES (+VAT)

Member £229

Non-Member £269

START DATES

2016 18 January
12 July

■ British Safety Council Level 2 Award in Risk Assessment

Every business, no matter how small, is required to conduct suitable and sufficient risk assessments. The British Safety Council (BSC) Level 2 Award in Risk Assessment is an industry-respected standard that provides practical guidance on conducting risk assessments to identify hazards or risks, so control measures can be defined to reduce the potential for accidents and incidents.

■ Objectives

On completion of this course, delegates will:

- Recognise the purpose of risk assessment as a preventative measure
- Be able to conduct practical risk assessments at work
- Be ready to complete the BSC Level 2 assessment (administered by the BSC)

■ Course Overview

- Why do we need risk assessments?
- Risk assessments and legislation
- What are the differences between a hazard and a risk?
- Conducting a risk assessment – five steps
- Risk rating- likelihood, severity, risk
- Hierarchy of controls
- Making recommendations for risk control

■ Assessment

To achieve the full certificate, delegates are emailed a risk assessment task by the British Safety Council who will mark completed work and issue a certificate to candidates who reach the required pass mark.

■ Qualification Available

British Safety Council Level 2 Award in Risk Assessment

BOOKING INFORMATION

DURATION

One Day

FEES (+VAT)

Member £240

Non-Member £282

START DATES

2015 8 December

2016 19 July



■ Safety Awareness for Employee Representatives

Safety Representatives provide a vital link in promoting the safety culture within business. They are the 'eyes and ears' of daily operations and can offer a real insight to health and safety practice, both good and bad. Designed for individuals holding the role of Safety Representative or members of a Safety, Health and Environment committee, this course will increase the understanding of the Safety Representative's role and the positive contribution they can make to a safe and healthy workplace.

■ Objectives

This course aims to develop an objective approach to supporting the development of good health and safety practice within business by looking at:

- The role, responsibility and influence of the Safety Representative
- Health and safety legislation and its relationship with business and employee wellbeing
- Delivering a positive impact on safety performance in business

■ Course Overview

- Introduction to relevant health and safety legislation
- Introduction to Health and Safety at Work etc. Act
- The company safety policy
- Consultation with employees
- Role of the Safety Representative
- Function of Safety Committees
- Purpose of safety inspections, surveys, audits
- Accident investigation
- Hazard identification exercise and report

BOOKING INFORMATION

DURATION

One Day

FEES (+VAT)

Member £229

Non-Member £269

START DATES

2015 29 September

2016 27 January
5 April

■ Managing Contractors

The use of contractors in all types of workplace is common. Many companies turn to contractors to supplement their own staff or for specialist tasks, which may involve hazardous activities, use of plant and equipment and/or carrying out non-routine activities where there is a greater potential for harm if their work is not properly managed. It is important to ensure that contractors are properly selected and briefed on any risks associated with your activities in order for them to be able to work safely and to safeguard the integrity of your plant and processes.

■ Objectives

This course will consider various types of contracted activities including construction, maintenance, cleaning, security etc. and will equip delegates with the skills to:

- Recognise the legal requirements and the responsibilities of the parties within the contract
- Contribute effectively to the selection of contractors and the planning and monitoring of work
- Measure and review contractor performance

■ Course Overview

- Types of contractors
- Health and safety law and statutory duties
- The costs of getting it wrong; enforcement and prosecution
- Managing contractors in practice
- Planning the work
- Selecting the right contractor
- What should be done before work starts?
- What should be done during the work?
- Reviewing work post-completion

BOOKING INFORMATION

DURATION

Half Day

FEES (+VAT)

Member £109

Non-Member £128

START DATES

2016 8 January
8 July

■ Managing Occupational Road Risk

An estimated one third of all road traffic accidents in the UK involve someone 'at work'. In 2009 an average of 14 people were killed each week and almost 160 seriously injured whilst driving during work. Many people drive as part of their work, either full or part-time. Employers have clear duties under the Health and Safety at Work etc. Act 1974 and the Management of Health and Safety at Work Regulations 1999 to manage work-related health and safety risks, which include occupational road risks.

■ Objectives

This course is designed to equip managers with the knowledge and skills to:

- Effectively manage those who drive for work on a regular basis
- Understand how they can influence and affect the safety culture and drivers' behaviour at work
- Understand the legal requirements relating to 'at work' driving

■ Course Overview

- Relevant legislation
- The importance of effective leadership in creating a positive safety culture
- Why collisions occur
- Human behaviour and its relevance to driving risks
- Costs of non-compliance
- Effective time management and route planning for drivers
- Reducing risks and costs

BOOKING INFORMATION

DURATION

Half Day

FEES (+VAT)

Member £109

Non-Member £128

START DATES

2015 4 December

2016 10 June

■ CCNSG Safety Passport

If your staff work on engineering construction sites then this is the national standard to enable access to on-site working. The Engineering Construction Industry Training Board (ECITB)'s CCNSG Safety Passport is designed for individuals working in the engineering construction industry. Subject to satisfactory completion of the relevant assessments, this course equips individuals with a 'passport' that most engineering construction sites will look for to demonstrate an appropriate level of health and safety knowledge.

■ Objectives

On completion of this course, delegates will:

- Be able to apply the vital principles of health and safety in engineering construction to their working practices
- Know their obligations and the procedures to follow to promote safety
- Learn about higher risk issues including hazardous substance control, heavy and noisy equipment and emergency procedures

■ Course Overview

- Safe behaviours at work
- Safe place at work
- Confined space entry
- Excavations
- Permit to work systems
- Safe use of access equipment
- Working at heights
- Site transport
- Protecting the environment
- Personal hygiene
- Safe lifting and manual handling
- Safe systems of work
- Asbestos
- Hazardous substances
- Work equipment and lifting operations
- Electricity and isolation
- Hand-arm vibration
- Noise

■ Assessment

Successful completion of the assessments over the two days provides individuals with a CCNSG Safety Passport valid for three years. A one day renewal course must be taken at the close of three years and within three months of the passport expiry date. If not taken in that time, a full two day course will need to be taken again.

■ Qualification Available

CCNSG Safety Passport



BOOKING INFORMATION

DURATION

Two Days

FEES (+VAT)

Member £159

Non-Member £187

START DATES

2015 21 September
26 October
23 November
7 December

2016 18 January
22 February
21 March
25 April
16 May
27 June
25 July
22 August

■ CCNSG Safety Passport Renewal

The Engineering Construction Industry (ECITB)'s CCNSG Safety Passport is valid for three years, and within three months of the expiry date a one day renewal course must be attended to retain the safety passport. This course is essential to ensure that passport holders have current knowledge in health and safety legislation and practice in respect of high risk environments, particularly engineering construction sites.

■ Objectives

This course is an essential refresher to ensure that individuals are:

- Fully apprised of safety responsibilities and how to continue to work safely on site
- Updated on changes to legislation and associated working practices
- Reminded of practical hazard spotting techniques to reduce potential hazards

■ Course Overview

- Update on legislative requirements
- Group discussions on each module of the two day CCNSG Safety Passport course
- Syndicate exercise: hazard spotting and job safety analysis
- Multiple choice question papers

■ Assessment

This course is assessed by multiple choice question papers and syndicate exercises

■ Qualification Available

CCNSG Safety Passport Renewal



BOOKING INFORMATION

DURATION

One Day

FEES (+VAT)

Member £89

Non-Member £105

START DATES

2015 14 September
16 November

2016 11 January
7 March
9 May
11 July

■ Fire Risk Assessment

All business premises are subject to the requirements of The Regulatory Reforms (Fire Safety) Order 2005. There are moral, economic and legal reasons for conducting fire risk assessments to manage the welfare and safety of your business and your employees. This course is aimed at individuals tasked with conducting fire risk assessments to ensure that organisations are compliant.

■ Objectives

On completion of this course, delegates will be able to:

- Identify the causes and contributors to fire in the workplace
- Conduct fire risks assessments to reduce risks and increase safety

■ Course Overview

- Introduction – 5 steps to risk assessment
- Legal and moral issues; Fire Safety Order, Building Regulations, guidance documents
- Chemistry of fire; chemical reactions, triangle of fire, causes and spread of fire
- Fire detection and warning (BS 5839); types of system
- Signage (BS 5499); types, location, size
- Means of escape; doors, linings, refuges, travel distances, exit widths
- Fire suppression system; sprinklers, fog systems, drenches, gas evacuation systems, positive pressure ventilation
- Portable fire fighting equipment (EN 3); types and location
- Emergency lighting (BS 5266); types of location
- Making an assessment; practical, carrying out the fire assessment, recording the findings, knowing your limitations

BOOKING INFORMATION

DURATION

One Day

FEES (+VAT)

Member £229

Non-Member £269

START DATES

2015 10 November

2016 10 May

■ Fire Wardens / Marshals

In the case of a fire emergency evacuation it is essential that there are designated people with the responsibility to help ensure your business premises are evacuated calmly and quickly. This course is designed for individuals tasked with that responsibility, to give them the knowledge and skills to support an effective fire evacuation if it is necessary.

■ Objectives

- Course participants will learn:
- The importance and responsibilities of the Fire Warden / Marshal role
- How to operate during routine evacuation exercises
- How to effectively manage their responsibility in the case of a real fire or emergency evacuation

■ Course Overview

- Characteristics of fire and smoke
- Methods of fire extinction
- Fixed installations
- Human behaviour in an emergency fire situation
- Emergency incident priorities
- Familiarity and training in the emergency fire routine
- Regular routine checks and tests
- Housekeeping essentials
- Information needs
- Training, use of fire fighting equipment, drills, exercises and tests
- Immediate and secondary emergency response actions
- Checks and control for compliance of workplace emergency evacuation

■ Practical Experience

Participants will be given the opportunity to use a fire extinguisher to appreciate its purpose and application in the case of an emergency

BOOKING INFORMATION

DURATION

Half Day

FEES (+VAT)

Member £124

Non-Member £146

START DATES

2015 27 November

2016 12 February
20 May
12 August

Manual Handling Awareness

Back injury can be debilitating and costly to business and often occurs when people apply unsafe techniques whilst moving loads as part of their work routine. To minimise the risk of costly absence caused through manual handling injury, this course provides your employees with clear guidance and instruction in the correct methods to assess a situation and move objects in order to protect themselves and others from injury and harm. It is suitable for anyone who carries out tasks involving lifting or moving, and is equally relevant for those supervising manual handling operations so that they can reduce the potential for incidents or accidents.

Objectives

This course is based on equipping those attending with the knowledge and understanding to apply best practice. By the end of the course, delegates will:

- Be able to apply the basic principles of good manual handling following safe systems at work
- Recognise equipment and its application in supporting good lifting and moving techniques
- Recognise hazards, the potential danger and consequences

Course Overview

- Introducing delegates to practical principles of manual handling in the work place:
- Manual Handling Operations Regulations 1992
- What constitutes 'manual handling'
- How the human body works in relation to manual handling
- Types of injuries and accident rates
- Assessing the situation
- Applying legislation and best practice

BOOKING INFORMATION

DURATION

Half Day

FEES (+VAT)

Member £109

Non-Member £128

START DATES

2015 20 November

2016 26 February
13 May
19 August

Manual Handling - Train the Trainer

Back pain resulting from manual handling injuries is one of the most common causes of occupational ill-health in the UK. Repetitive tasks such as pushing or pulling, together with moving and lifting objects, all contribute to the potential for injury if people do not apply safe working practices. This course is designed for staff tasked with delivering manual handling training, to small groups or on a one-on-one basis, and incorporates manual handling information and training in instructional techniques to enable delegates to deliver training with impact within their workplace.

Objectives

On completion of this course, delegates will be ready to:

- Deliver manual handling training to influence and improve others' manual handling techniques
- Assess situations and promote best practice
- Understanding current legislation and practice in manual handling

Course Overview

Day 1:

- Manual Handling Operations Regulations 1992
- What constitutes 'manual handling'
- How the human body works in relation to manual handling
- Types of injuries and accidents rates
- Assessing the situation
- Applying regulations and best practice

Days 2 and 3:

- Manual handling assessments
- Planning training delivery
- Training aids, communication and questioning
- Techniques to deliver confidentially and with impact
- Preparing to instruct
- Evaluating and assessing

Micro Training

This course also offers the opportunity to prepare and deliver a micro training session in a supportive environment.

BOOKING INFORMATION

DURATION

Three Days

FEES (+VAT)

Member £456

Non-Member £536

START DATES

2016 1 February
1 August

■ Safety Harness and Fall Arrest

The Work at Height Regulations stipulate that 'any person working at height must be trained and competent in the use of work at height equipment, including rescue procedures'.

Our safety harness training courses combine all the latest updates in relevant health and safety legislation, standards, and guidance together with hands-on practical awareness training. The course considers various types of harness and lanyards, and the correct selection, pre-use checks, practical assessment on fitting and anchorage, end of shift checks and correct storage.

Fall arrest is a vital part of understanding the risks involved in harness use. Your harness can become a tourniquet on falling and being able to react quickly can save lives. Delegates will be armed with the required knowledge to do their job in the safest possible manner.

★ NEW COURSE

■ Objectives

This course has been designed to:

- Provide an introduction to global environmental issues and effects, and key environmental legal requirements
- Assist delegates to understand the benefits of effective environmental management

- Give delegates the background knowledge to support the implementation of environmental management measures within their own organisations

■ Course Overview

Introducing delegates to the following:

- Global environmental issues and the concept of sustainability
- Environmental legal requirements – an outline of key legislation

- Environmental management systems – the options available and the advantages and disadvantages of implementation
- What does an effective environmental policy look like?
- The aspects and impacts of the organisation
- Measurement of environmental performance
- Environmental reporting

BOOKING INFORMATION

DURATION

Half Day (am)

FEES (+VAT)

Member £195

Non-Member £234

START DATES

2015 30 October

2016 4 March

■ Racking Safety Awareness

The course takes an in-depth look at the need for racking safety inspections, how to conduct an assessment and what actions to take on completion. It references the SEMA codes of practice and industry standards and reviews current legislation. Recommended reference texts are also given on the course.

■ Objectives

On completion of this course, delegates will;

- Understand the requirements for inspecting racking
- Understand the responsibilities for the safety of racking
- Be equipped with the knowledge and skills to managing racking-related risks within the workplace

■ Course Overview

- Racking Inspections
- The need for racking inspections
- Legislative requirements
- Types of inspection
- Frequency – how often should you inspect racking?
- Records to be kept
- Responsibilities
- Who is responsible for what?
- Requirements of different types of storage systems
- Use of ancillary equipment
- Particular end user responsibilities
- Responsibilities of the original equipment supplier

- Risk Assessments
- Different levels of risk and how to manage the risk
- What to look for during the inspection
- Loading configurations
- Action points and corrective measures

BOOKING INFORMATION

DURATION

Half Day

FEES (+VAT)

Member £109

Non-Member £128

START DATES

2015 28 October

2016 21 April

■ Environmental Awareness for Senior Managers

Managers and Senior Managers within an organisation have the ability to manage the impact that the organisation has on the environment, and to use this to the benefit of the company when working with stakeholders and others. This course is designed to give delegates the information they need to understand their environmental obligations

★ NEW COURSE

■ Objectives

This course has been designed to:

- Provide an introduction to global environmental issues and effects, and key environmental legal requirements
- Assist delegates to understand the benefits of effective environmental management
- Give delegates the background knowledge to support the implementation of environmental management measures within their own organisations

■ Course Overview

Introducing delegates to the following:

- Global environmental issues and the concept of sustainability
- Environmental legal requirements – an outline of key legislation
- Environmental management systems – the options available and the advantages and disadvantages of implementation
- What does an effective environmental policy look like?
- The aspects and impacts of the organisation
- Measurement of environmental performance
- Environmental reporting

BOOKING INFORMATION

DURATION

One Day

FEES (+VAT)

Member £229

Non-Member £269

START DATES

2015 12 October

2016 12 April

■ ISO 14001 – An Introduction

Increasing supply chain pressure, combined with incentives and government targets, are driving businesses towards achieving recognition against the ISO 14001 Environmental Management standard. Before taking that first step on the road to recognition, this course will provide a positive basis to evaluate the impact and resource implications that businesses should consider prior to making a firm commitment.

■ Objectives

On completion of this course, those attending this introduction will have:

- Developed an increased knowledge of the practical implications of ISO 14001
- Increased their knowledge of environmental legislation and the business case/ context for ISO 14001
- Gained sufficient insight to determine the next steps in gaining ISO 14001 recognition

■ Course Overview

- The environmental context – how legislation has evolved and from where/why
- Environmental impact and evaluation
- Understanding standards and legislative compliance
- Example case study: conducting an ISO 14001 systems audit
- Review of the case study; categorising non compliance
- The assessment process
- Sources of support and information

BOOKING INFORMATION

DURATION

One Day

FEES (+VAT)

Member £229

Non-Member £269

START DATES

2015 13 October

2016 13 April

Waste Management

Every business has a duty to ensure that waste produced on its site is managed in accordance with legal requirements, and that the business has appropriate measures in place to comply with the waste hierarchy. This course will equip delegates with the knowledge to ensure that their organisation complies with their duty of care.

Objectives

On completion of this course, delegates will:

- Understand why there is a duty of care and the important role that the producer plays
- Understand the legal requirements and relevant Codes of Practice
- Be able to implement measures to comply with the waste hierarchy

Course Overview

- Why is there a duty of care?
- What does the legislation really require?
- What is the role of the producer?
- Obligations of the duty of care
- Waste transfer notes
- Hierarchy of waste – practical ideas

Assessment

Assessment is by group discussion and group work. A PETA certificate will be issued.

BOOKING INFORMATION

DURATION

Half Day

FEES (+VAT)

Member £109

Non-Member £128

START DATES

2015 13 October

2016 9 February
13 June

Asbestos Awareness

Employers have a legal responsibility to ensure their employees do not place themselves or others at risk, where there is a potential for exposure to asbestos. Whilst there is an obvious need to train those in trades such as building, general maintenance and systems installations (e.g. telecoms/alarms/IT), key people who act as facilities managers or who employ contractors should also be aware of the dangers and their legal responsibilities.

Objectives

This course is designed to educate people as to the dangers of asbestos, and methods of protecting themselves and others from exposure to asbestos:

- How to identify where asbestos may exist – risks of exposure
- The legal element – the Control of Asbestos Regulations
- Adopting safe principles and practice

Course Overview

- Regulations controlling working with asbestos
- What is asbestos?
- Health effects of exposure
- Likely occurrences
- Difference between licensed and unlicensed work with asbestos
- Action to take if you discover asbestos

BOOKING INFORMATION

DURATION

Half Day

FEES (+VAT)

Member £109

Non-Member £128

START DATES

2015 13 November

2016 6 May

■ COSHH Assessment (Incorporating CIEH Level 2 Award Understanding the Principles of COSHH)

All businesses are faced with the challenge of ensuring that their employees are protected from harm. Chemicals and substances form part of everyday working environments and it is essential that the risks these present are assessed, and that appropriate control measures are implemented. This course will benefit anyone who is responsible for, or who needs a more comprehensive understanding of, managing and conducting risk assessments under the Control of Substances Hazardous to Health Regulations 2002 (COSHH).

■ Objectives

This highly practical course will equip delegates with the skills to:

- Recognise the legal perspective and implications of COSHH
- Identify hazards and dangers with chemicals and substances
- Conduct COSHH risk assessments to reduce the potential for incidents or accidents

■ Course Overview

- Introduction to COSHH
- COSHH Regulations
- Responsibilities of employers, employees and the self-employed
- Routes of entry and effects of exposure
- Classification and labelling of substances
- Sources of information
- Introduction to Material Safety Data Sheets (MSDS)
- Emergency procedures
- The COSHH assessment process
- Control measures and strategies (to include 'Hierarchy of Controls')
- Practical COSHH assessment

■ Qualification Available

This course incorporates the syllabus of the Level 2 Understanding the Principles of COSHH course, and subject to satisfactory completion of the assessment, delegates will receive a certificate demonstrating achievement of this Level 2 qualification.

BOOKING INFORMATION

DURATION

One Day

FEES (+VAT)

Member £237

Non-Member £279

START DATES

2015 8 September

2016 13 January
22 April



■ Portable Appliance Testing (PAT)

Employers have a duty and responsibility to ensure that work equipment is safe. Portable Appliance Testing (PAT) is an essential part of this and there are a number of regulations that apply. Whilst the frequency of testing is not cast in stone, it makes good business sense to have a scheduled approach to inspection and testing of work equipment. This course is designed to provide the background knowledge and practical skills for those who are tasked with conducting Portable Appliance Testing.

■ Objectives

In attending and completing this course, delegates will be equipped to:

- Carry out testing and assessments as defined by legislation
- Use equipment safely and maintain effective records of testing
- Support preventative measures to reduce the risk posed by work equipment

■ Course Overview

- Introduction to the Electricity at Work Regulations and the IET Code of Practice
- Responsibilities of the duty holder
- The Portable Electrical Appliance Guidance Note HSG107
- Introduction to the test equipment
- Practical exercises in the use of testing equipment
- Record keeping and logs

BOOKING INFORMATION

DURATION

Half Day

FEES (+VAT)

Member £109

Non-Member £128

START DATES

2015 25 September
11 December

2016 4 March
24 June

OHSAS 18001:2007 Auditor Courses

■ Level 2 OHSAS 18001:2007 Internal Auditor

Creating a healthy, safe and supportive health and safety environment helps a business and its employees to flourish. Stakeholders look for recognised standards when developing their supply chain and OHSAS 18001 was developed in response to a growing demand for business to be able to demonstrate good health and safety systems and management. This course is delivered by SGS UK Ltd, and is designed for those tasked with internal auditing responsibilities.



■ Level 3 OHSAS 18001:2007 Lead Auditor

Any business moving towards OHSAS 18001:2007 recognition will need to consider how to support the vital function of internal auditing within the business, to maintain and continually improve against the standard. This course, delivered by SGS UK Ltd, is certified by IRCA (A17324) and is designed for those new to internal auditing responsibilities, although delegates should have good knowledge and experience of health and safety.

■ Auditor Conversion to OHSAS 18001:2007

This course is aimed at existing auditors of other management systems and standards with the knowledge and skills to perform audits of Occupational Health and Safety (OH&S) management systems against the national and international standards, statutory requirements and principles of OHSAS 18001. Participants should hold an IRCA Lead Auditor qualification in quality or environmental systems and have experience of health and safety systems.

■ OHSAS 18001:2007 Understanding Audit Compliance

OHSAS 18001 is the internationally recognised assessment specification for occupational health and safety management systems. This standard can be adopted by any organisation seeking to demonstrate its commitment to reduce the risks associated with health and safety in the working environment, to stakeholders and customers.

This course aims to present the context for OHSAS 18001:2007 and the integral nature of the auditing process in achieving and maintaining recognition, and will be suitable for those responsible for leading or presenting the business case for formal recognition.

■ Objectives

Individuals attending this awareness course will gain an appreciation of:

- Relevant safety management issues to consider within their organisation
- OHSAS18001 standards, introduction and context
- Audit compliance and key legislative features

■ Course Overview

- Background to the evolution of safety management systems
- Introduction to HSG 65
- Overview of OHSAS 18001
- Understanding of the standard and legislative compliance
- The audit process
- Self assessment through the audit approach

BOOKING INFORMATION

DURATION

One Day

FEES (+VAT)

Member £229

Non-Member £269

START DATES

2015 9 November

2016 12 May

■ Display Screen Equipment Assessor

Most people in business use either a desktop or laptop computer and poor posture or use of equipment can lead to injury and illness, including back problems, one of the major causes of absence from the workplace. This course is for individuals designated with the responsibility for setting up work stations and/or conducting Display Screen Equipment (DSE) risk assessments and it will support your business to promote employee wellbeing when using computers desktop or laptop computers.

■ Objectives

This course aims to provide participants with practical techniques they can apply immediately on their return to the work environment:

- Identify hazards and risks associated with the use of display screens
- Assess users and their workstations, and guide and advise in best practice
- Promote compliance with legislation and contribute to a healthy work place

■ Course Overview

- Understanding legislation; Management of Health and Safety at Work Regulations 1999, Display Screen Equipment Regulations 1992
- Practical application of the legislation
- Ergonomics; posture and breaks
- Equipment; mouse, keyboard, screen
- Environment; lighting, position
- DSE risk assessment procedure
- Video and discussion

■ Assessment

Assessment will be undertaken via a practical exercise to conduct a DSE assessment

BOOKING INFORMATION	
DURATION	
Half Day	
FEES (+VAT)	
Member	£109
Non-Member	£128
START DATES	
2015	4 December
2016	15 April 5 August



More Safety, Health and Environmental training options

The list provided here is an overview of what we can assist with.

If you do not see what you are looking for then please do get in touch.

- Level 2 Fundamentals of Food Hygiene
- Bespoke risk assessment training tailored to your business needs/risks
- Dangerous Substances and Explosive Atmospheres
- Bespoke Senior Manager training for Safety, Health and Environmental topics
- Confined Space
- Work at Height
- Noise Awareness
- Radiation Safety
- Chemical Spills Training
- OHSAS 18001 and ISO 14001 auditor training
- Waste Electrical and Electronic Equipment (WEEE)



Lift Truck and Mechanical Handling



It has been very reassuring to know that we have access to fast, efficient and local help and support for those things we don't have expertise in.

Building Monitoring Services Ltd

Lift Truck Training delivered at our dedicated centre or at your premises



We provide a wide range of training where the course is delivered on your premises with your equipment. Training on-site offers you complete control over what is delivered, when and where, so please see our list of options on the next page.



The Independent Training Standards Scheme and Register (ITSSAR) offers accreditation to training instructors and organisations supplying industrial truck and construction training services to industry. ITSSAR is approved and listed as an accrediting organisation by the Health & Safety Commission (HSC) in the Approved Code of Practice (ACoP) for Lift Truck Operator Training.



The Health and Safety Executive (HSE) recognise National Plant Operators Registration Scheme (NPORS) as a competent organisation to accredit, monitor and train Instructors/Training Providers to deliver Operator training and testing.

■ Instructional Techniques for Mechanical Handling Equipment

Larger organisations may have a number of lift truck operators and, at times, it makes sense to consider having the in-house capability to train lift truck operators and to manage lift truck operations. This five day, cost-effective PETA course is designed to instil solid principles of practical and theory based training. This course complies with the recommendations of the Health & Safety Executive (HSE)'s Approved Code of Practice and Guidance for rider-operated lift trucks, operator training and safe use (L117).

■ Objectives

On completion of this course, instructors will:

- Demonstrate their ability to plan and prepare practical instruction to a minimum standard
- Construct, conduct and objectively mark a practical test of operators' ability to the HSE standard

■ Course Overview

- Corrective tuition and driver safety test
- Practical test
- Legislation
- Basic Principles and role of the instructor
- Principles of instruction
- Simple skills analysis
- Classroom demonstration and administration
- Daily safety checks and operating practice
- Truck familiarisation
- Operating and corrective tuition
- Guided preparation for a practical lesson plan
- Deliver practical lesson plan to a trainee
- Feedback on strengths and weaknesses
- Introduction to the practical test
- Guidance throughout on all aspects of practical lesson preparation, use of marking sheets, practical test and certification of operators

■ Assessment

Participants will be required to conduct a role playing scenario as the instructor/examiner, practising both practical and theory lesson formats, examining operators to a pre-determined level of competence. In addition they will have undergone appropriate theoretical and practical tests of basic skills and knowledge as both operator and instructor/examiner.

■ Qualification available

Successful candidates will be certificated by PETA, with certification valid for three years.

BOOKING INFORMATION

DURATION

Five Days

FEES (+VAT)

Member £813

Non-Member £955

START DATES

Due to the nature of this course, dates are available upon request

More lift truck and related training options for your business

The list provided here is an overview of what we can assist with - if you do not see what you are looking for, then please do get in touch.

- Narrow Aisle Truck (VNA - Man Up and Man Down)
- Pedestrian Trucks and Ride On Trucks
- Side Loader
- Telescopic Handler from Industrial to Rough Terrain
- Rough Terrain Counterbalance
- Mobile Elevated Work Platforms (MEWPs, e.g. Cherry Picker and Scissor Lift)
- Overhead Gantry Crane / Slinger / Signaller
- Various Attachment Training e.g. Man Up Cage, Fork Extensions, Jib Extensions
- Management and Supervisor Lift Truck Awareness as recommended by PUWER Regulation 9
- Lorry Loader (HIAB)
- Slings and Lifting
- Vehicle Banksman / Reversing Assistant
- 360° Excavators from Mini Digger upwards
- Forward Tipper Dumper
- Loading Shovel (including Skid Steer)
- Industrial Tug Units
- Mobile and Quayside Crane Assessments
- Container Handlers

■ Counterbalance
or Reach Lift Truck
(Accredited training for
Novice, Experienced
and Refresher)

The Health and Safety Executive (HSE) recommends that lift truck operators are trained to a nationally recognised standard by an accredited training provider. As an approved centre, PETA offers a range of courses suiting employees who are new to operating a lift truck through to those that are experienced and require a refresher on current standards. Our courses are accredited by ITSSAR and/or NPORS. Course options are:

■ Objectives

Our courses combine theory with practical assessment of operator’s competence to ensure that all lift truck operations are conducted safely and to the operating skill levels that are required by the HSE.

On successful completion of the course, delegates will be able to:

- Operate a lift truck in a safe and efficient manner and carry out loading, unloading, stacking and de-stacking procedures correctly
- Apply the operator’s safety code and be aware of their legal responsibilities under the Health and Safety at Work etc. Act
- Systematically carry out lift truck user checks
- Successfully complete a written and practical competence test

■ Course Overview

- Responsibilities in law
- Operators’ Safety Code
- Lift truck stability
- Operators’ user checks
- Introduction to the lift truck
- Recording the defects
- Basic driving skills - operator practice
- Stack and de-stack procedures
- Operating practice, including stacking and de-stacking of pallets in varying conditions
- Written test
- Practical competence test to a nationally recognised standard
- Test results

■ Please Note

The duration of the training is dependent on the numbers attending, to a maximum of three people per course.

The level of detail covered in each section will be dependent on the type of course being delivered, i.e. Novice, Experienced or Refresher.

■ Assessment

To achieve a full certificate, delegates must pass all theory papers and practical assessments.

Novice

For new lift truck operators with no prior experience

Novice
Counterbalance

BOOKING INFORMATION

DURATION

Three to Five Consecutive Days
Depending on delegate numbers

FEES (+VAT)

Member

£757

Non-Member

£889

START DATES

2015

14 September
5 October
2 November
14 December

2016

4 January
1 February
7 March
4 April
9 May
6 June
4 July
1 August

Novice
Reach

BOOKING INFORMATION

DURATION

Three to Five Consecutive Days
Depending on delegate numbers

FEES (+VAT)

Member

£757

Non-Member

£889

START DATES

2016

11 January
8 August



Experienced

For individuals with at least 6 months' experience of operating lift trucks

Refresher

For operators already holding a current certificate of competence and needing to refresh their skills within a 3-5 year period, in accordance with the HSE's Approved Code of Practice and Guidance L117.

Experienced Counterbalance

Experienced Reach

Refresher Counterbalance

Refresher Reach

BOOKING INFORMATION	
DURATION	
Two to Four Consecutive Days Depending on delegate numbers	
FEES (+VAT)	
Member	£545
Non-Member	£640
START DATES	
2015	12 October
2016	13 June

BOOKING INFORMATION	
DURATION	
Two to Four Consecutive Days Depending on delegate numbers	
FEES (+VAT)	
Member	£545
Non-Member	£640
START DATES	
2016	14 March

BOOKING INFORMATION	
DURATION	
One Day	
FEES (+VAT)	
Member	£280
Non-Member	£328
START DATES	
2015	10 September 21 October 23 October 13 November 27 November 4 December
2016	12 February 26 February 18 March 1 April 15 April 6 May 31 May 3 June 24 June 15 July 19 August

BOOKING INFORMATION	
DURATION	
One Day	
FEES (+VAT)	
Member	£280
Non-Member	£328
START DATES	
2015	16 October 20 November 11 December
2016	19 February 24 March 14 April 5 May 17 June 22 July

■

Counterbalance / Reach
Lift Truck Conversion

Having the flexibility to switch between reach or counterbalance trucks can be an invaluable asset and this course is designed for experienced operators who need to be confident to switch between counterbalance and reach trucks.



■ Objectives

The conversion course will cover the basic operating skills required by the HSE and makes the transition between the two types of truck a smooth and safe process.

On completion of this course, delegates will:

- Understand the key differences between the safe operation of counterbalance and reach trucks
- Operate either truck in a safe and efficient manner and carry out loading, unloading, stacking and de-stacking procedures correctly
- Apply the operator's safety code and be aware of their legal responsibilities under the Health and Safety at Work etc. Act
- Systematically carry out lift truck user checks

■ Course Overview

- Introduction to the lift truck
- Operator's user checks
- Recording the defects
- Lift truck stability
- Operator's safety code
- Basic driving skills - operator practice
- Operating practice, including stacking and de-stacking in varying conditions
- Written test
- Practical competence test to a nationally recognised standard

■ Assessment

To achieve a full certificate, delegates must pass all theory papers and practical assessments.

Counterbalance
to Reach

BOOKING INFORMATION	
DURATION	
Two Days	
FEES (+VAT)	
Member	£545
Non-Member	£640
START DATES	
2015	19 October
2016	11 July

Reach to
Counterbalance

BOOKING INFORMATION	
DURATION	
Two Days	
FEES (+VAT)	
Member	£545
Non-Member	£640
START DATES	
2016	11 April



■ Lift Truck Instructor - ITSSAR Accredited (Novice or Requalification)



Larger organisations may have a number of lift truck operators and, at times, it makes sense to consider having an in house capability to train lift truck operators and to help your business maintain good systems of lift truck operations. This ITSSAR accredited course is designed to install solid principles of practical and theory based training and is offered at two levels; a full Instructors course (10 days), for those new to instructing others, and a Re-qualification course (3-5 days dependent on the number of participants) for existing Instructors who must demonstrate they remain competent to instruct to current standards.

This course complies with the recommendations of the Health & Safety Commission Approved Code of Practice and Supplementary Guidance for Rider Operated Lift Truck Operator Training (L117).

■ Objectives

On completion of this course, Instructors will:

- Be able to demonstrate their ability to plan and prepare practical instruction to a minimum standard
- Construct, conduct and objectively mark a practical test of operator's ability to the HSE standard

■ Course Overview

- Corrective tuition and driver safety test
- Practical test
- Legislation
- Basic principles and role of the Instructor
- Principles of instruction
- Simple skills analysis
- Classroom demonstration and administration
- Daily safety checks and operating practice
- Truck familiarisation
- Operating and corrective tuition
- Guided preparation for a practical lesson plan
- Deliver practical lesson plan to a trainee
- Feedback on strengths and weaknesses
- Introduction to the ITSSAR test
- Guidance throughout on all aspects of practical lesson preparation, use of marking sheets, practical test and certification of operators

■ Assessment

Participants will be required to conduct a role playing scenario as the instructor/examiner, practising both practical and theoretical lesson formats, examining operators to a pre-determined level of competence. In addition, they will have undergone appropriate theoretical and practical tests of basic skills and knowledge as both operator and instructor/examiner, as endorsed by the appropriate accrediting bodies.

■ Qualification available

Successful candidates will be certificated and their details placed on the ITSSAR National Register of Lift Truck Instructor/Examiners.

Full Instructors' course

BOOKING INFORMATION

DURATION

Full Instructors' course
Ten Days

FEES (+VAT)

Member £1,744

Non-Member £2,050

START DATES

2015 9 October

2016 18 January
16 May
15 August

Requalification course

BOOKING INFORMATION

DURATION

Re-qualification course
Three to Five Days
(depending on level of requalification)

FEES (+VAT)

Member £866

Non-Member £1,017

START DATES

2015 16 October

2016 25 January
23 May
22 August



Engineering Skills



We regularly use PETA for employee training due as they deliver training packages that are consistently of a high standard, delivered in a concise format that not only provides the information required, but also made interesting and relevant to our working practices here. We would definately recommend using PETA training courses to any other companies that are looking to invest in training for their employees.

Straightpoint UK Ltd

The PETA Engineering Training Centre





The PETA Engineering Training Centre is located near to local industry and transport in Havant and offers employers and young people access to a well equipped Training Centre for the provision of engineering skills and Apprenticeship training.

Within the centre, skills such as Machining/CNC, Mechanical, Electrical, Electronics, Fabrication and Welding can be delivered from introductory to advanced level.

Our qualifications are mainly registered through EAL who is the specialist, employer-recognised awarding organisation for the engineering, manufacturing, building services and related sectors.

You are welcome to visit the centre and see what and how we do things and talk to our experienced staff about how we can assist in your skills development. Please call us on 023 9245 4445 or e-mail enquire@peta.co.uk to make an appointment.



■ Level 3 Award In Requirements for Electrical Installation BS7671 (17th Edition) : June 2008 (2015)

This qualification is aimed at personnel involved in the electrotechnical sector such as electricians, designers, inspectors who wish to update their knowledge to the IET Wiring Regulations Seventeenth Edition incorporating amendment Three (2015).

■ Objectives

Completion of this qualification provides evidence that you are working to the latest wiring regulations.

■ Course Overview

- The course is a four day delivery with an assessment exam on a fifth day.
- The Course covers the full content of BS7671: IET Wiring Regulations Seventeenth Edition incorporating amendment Three (2015). The Regulations apply to the design, erection and verification of electrical installations, and also additions and alterations to existing installations.

■ About this Qualification

Is a QCF qualification and his accredited by EAL awarding body at level three.

Is recognised by industry, and was developed in conjunction with the NICEIC, ECA and Summitskills; the sector skills council for building service engineering.

■ The Assessment

Is a 60 question, multiple-choice, 2 hour online exam.

■ Please note

You will require your own copy of the Wiring Regulations 17th Edition.

BOOKING INFORMATION

DURATION

Four Days
plus half day
assessment exam

FEES (+VAT)

Member	£415
Non-Member	£490

START DATES

Due to the nature of this training, we offer this course on demand and dates are available on application.

■ Introduction to Electrical Principles

This course will give you a basic working knowledge of the principles of electrical engineering and will also cover safe working practices.

■ Objectives

On completion of this course, delegates will be able to;

- understand the basic electrical principles and how they apply in electrical circuits
- additionally, delegates will be shown how to work safely and competently with electrical equipment, including operating techniques and the various symbols and icons which are important to understand

■ Course Overview

- Practical application- wire an intermediate lighting circuit, a ring main circuit, a motor control circuit and wiring of junction boxes and terminals
- Electricity at Work Regulations 1989
- Introduction to 17th Edition
- Electrical safety, safe system of work and permit to work
- Ohms law, relationship between voltage, current and resistance and basic electrical calculations
- AC Generation and Transformer Principles
- AC Starters- theory of operation
- Protection devices including fuses, MCBs, RCDs and RCCBs
- Understanding simple electrical drawings and simple circuit diagrams
- Identification and use of a range of electrical cables
- Electrical systems testing – continuity, polarity, insulation resistance
- Measurement of voltage, current and resistance
- Basic electrical fault diagnosis
- Earthing, bonding, insulation of electrical circuits

BOOKING INFORMATION

DURATION

Four Days

FEES (+VAT)

Member	£649
Non-Member	£765

START DATES

Due to the nature of this training, we offer this course on demand and dates are available on application.

Basic Soldering

This short course focuses on the principles, safe practices, best-practice techniques and skills of soldering. After completing this course, you will have a broad basic knowledge of how to solder and will be able to work at a good level of competency.

Objectives

By the end of this course delegates will be able to understand the theory of soldering along with safe practices and techniques that will ensure their soldering work is of a high quality.

Course Overview

- Safe working practices
- Soldering tools and equipment
- Solders and the soldering process
- Component preparation
- Theory of Eutectic Materials
- Soldering Techniques
- Practical Exercises covering soldering of wires, soldering of Tag strips and THC PCB soldering
- Quality standards & Common faults
- Handling Static Sensitive components
- Desoldering techniques

Further soldering courses available

Intermediate

Identifying THC and SMDs; surface mounted device soldering techniques; introduction to SMD re-work; soldering and handling circuit boards; securing and fixing components; adhesives; quality requirements.

Advanced

(only available as an in-company sponsored course)

Benefits of surface mounting; SMD assembly techniques; oven profiling applications; inspection techniques; BGA soldering techniques; re-work of fine pitched SMDs.

Please call to discuss your requirements.

BOOKING INFORMATION

DURATION

One Day

FEES (+VAT)

Member £226

Non-Member £265

START DATES

Due to the nature of this training, we offer this course on demand and dates are available on application.

Competence Assessment for Changing Abrasive Wheels

If you are changing any abrasive grinding discs/wheels, it is in the interest of Health & Safety and the requirement of the PUWER Regulations 1998 that you are competent to undertake the changing of such wheels. This Assessment is designed for personnel responsible for the mounting of abrasive wheels.

Objectives

By the end of this course delegates will be able to select and change abrasive wheels which meet both their company requirements and those of the PUWER Regulations 1998 in a safe manner.

Course Overview

- Health & Safety Regulations including the selection of correct PPE.
- Theoretical knowledge and data for correct wheel selection and correct stowage of abrasive wheels.
- Appreciation of safe working procedures and practice related to changing abrasive wheels. (This varies depending upon type of machine).
- A check list will be used to assess the delegate for competence on changing abrasive wheels for each machine that the delegate is or will be designated as being responsible for changing such abrasive wheels.

Certificate

A Certificate of Competence will be issued on successful completion.

Please note

This course is delivered on customer premises.

Company sponsored event

Training/facilitation is available on a company sponsored basis and will be provided for your staff on a date which is mutually agreed.

BOOKING INFORMATION

DURATION, FEES AND START DATES

This is a company sponsored event.

Training/facilitation is available on a company sponsored basis and will be provided for your staff on a date which is mutually agreed.

Fees vary depending on location, number attending and level of training/facilitation required. This ensures the content is tailored to meet your organisation's very specific needs – please contact us on 023 9245 4445 or email enquire@peta.co.uk

■ Introduction to MIG Welding

This course focuses on safety and the best-practice techniques and skills of MIG welding. The course combines theory and practical instruction, and attendees will learn how to manage and assess MIG welding tasks as well as how to tackle a welding task yourself.

■ Objectives

On completion of this course, delegates will be able to:

- check the equipment is set up safely
- explain potential dangers that can arise by the incorrect use of the equipment
- weld in the flat position
- adjust voltage/current to suit work
- recognise and rectify faults and causes

■ Course Overview

- Safe working practices (personal, electrical and equipment)
- Welding terminology and weld symbols
- Setting the weld conditions
- Care and use of gas cylinders, hoses and valves
- Appreciation of gas pressure and flow rates
- Setting up procedures and tack welding
- Selection and use of electrode wire
- Practical exercises in welding techniques of lap and butt joints
- Identification of welding defects and rectification requirements

BOOKING INFORMATION

DURATION

Five Days

FEES (+VAT)

Member	£811
Non-Member	£954

START DATES

Due to the nature of this training, we offer this course on demand and dates are available on application.

■ Introduction to TIG Welding

The course builds upon basic welding knowledge, and focuses on the principles, procedures, safety practices and dangers associated with TIG welding.

■ Objectives

On completion of this course, delegates will be able to:

- check the equipment is set up safely
- select the correct sizes of filler rods and electrodes and use a torch control safely
- identify and report faults

■ Course Overview

- Safety in the use of equipment
- Personal and Electrical safety
- Type of current and its effects
- Types of electrodes
- Cleaning procedures
- Correct set-up and tacking procedures
- Correct use of torch control
- Torch and filler rod angles
- Electrode sharpening technique
- Welding technique
- Single run technique
- Rectification of faults
- Fillet and lap joints in the flat position
- Practice to reach an acceptable standard

BOOKING INFORMATION

DURATION

Five Days

FEES (+VAT)

Member	£811
Non-Member	£954

START DATES

Due to the nature of this training, we offer this course on demand and dates are available on application.

■ Introduction to MMA Welding

The course focuses on giving you a practical understanding of basic Manual Metal ARC (MMA) welding skills and will enable you to understand how welding works, basic safety measures and the benefits and drawbacks of using different types of equipment and different welding styles on tasks.

■ Objectives

On completion of this course, delegates will be able to:

- check the equipment is set up safely
- weld in the flat position
- identify and correct faults

■ Course Overview

- Correct safety procedures- electrical and personal safety
- Type of current used: AC/DC
- Recognise type of joints
- Correct set-up and tacking procedures
- Types of electrodes
- Correct setting of machine
- Correct use of electrodes
- Correct use of electrode angle
- Fillet and lap joints in the flat position
- Rectification of faults
- Single run technique



BOOKING INFORMATION

DURATION

Five Days

FEES (+VAT)

Member £811

Non-Member £954

START DATES

Due to the nature of this training, we offer this course on demand and dates are available on application.

■ Introduction to Oxy-Acetylene Cutting

This is a very practical course that focuses on the basic theory, skills and safety procedures behind oxy-acetylene and gas cutting. After attending this course, you will be able to operate oxy-acetylene machinery safely and competently.

■ Objectives

On completion of this course, delegates will be able to:

- identify the potential dangers of using oxy-acetylene equipment
- recognise and circumvent faults
- select the correct cylinder pressure and choose the correct size of cutting nozzle

■ Course Overview

- Safety in the use of the equipment
- Safe handling of equipment
- Personal safety
- Distortion control
- Care and maintenance of equipment
- Faults and causes
- Rectification of faults

■ Please Note

This course is delivered on customer premises.



BOOKING INFORMATION

DURATION, FEES AND START DATES

This is a company sponsored event.

Training/facilitation is available on a company sponsored basis and will be provided for your staff on a date which is mutually agreed.

Fees vary depending on location, number attending and level of training/facilitation required. This ensures the content is tailored to meet your organisation's very specific needs – please contact us on 023 9245 4445 or email enquire@peta.co.uk

■ Introduction to Milling

Mills are highly technical and require specialist training. This course is extremely safety-focused and will enable you to operate to a high standard of safety.

■ Objectives

On completion of this course, delegates will be able to;

- set, test, control and adjust all the machine elements
- produce horizontal, vertical and angled faces, closed and open slots
- chamfer and drill to a competent standard

■ Course Overview

- Machine safety and guarding
- Understanding of machine controls
- Use of measuring equipment i.e.: verniers, micrometers and dial test indicators
- Work holding devices
- Basic cutting tool identification and setting
- Reading and interpretation of engineering drawings
- Understanding and calculation of speeds and feeds
- Clocking in of machine vices or other work holding devices
- Basic milling operations producing: horizontal, vertical and angled faces; closed and open slots; chamfering and drilling
- Drilling, reaming and threading
- Understanding and using digital readouts (DROs)

BOOKING INFORMATION

DURATION

Five Days

FEES (+VAT)

Member £823

Non-Member £970

START DATES

Due to the nature of this training, we offer this course on demand and dates are available on application.

■ Introduction to Turning

Lathes are highly technical and require specialist training. This course is extremely safety-focused and will enable you to operate to a high standard of safety. Attending this course will enable you to operate the machinery effectively and safely.

■ Objectives

On completion of this course, delegates will be able to;

- use digital readouts and dials
- calculate speeds and feeds
- use of automatic feeds
- understand machine axis
- use tailstock and compound slide
- use attachments and precision techniques

■ Course Overview

- Machine safety and guarding
- How to read and use measuring tools
- How to use feeds and speeds
- Tail-stock and running centre drilling, reaming & threading
- Precision techniques of turning diameters and boring holes
- Understanding drawings
- Facing/Parting off
- Machining shoulders and chamfers
- Basic cutting tool identification and setting
- Machining angles using compound slide
- Understanding and using digital readouts (DROs)

BOOKING INFORMATION

DURATION

Five Days

FEES (+VAT)

Member £823

Non-Member £970

START DATES

Due to the nature of this training, we offer this course on demand and dates are available on application.

■ EAL Level 3 Award In the In-Service Inspection and Testing Of Electrical Equipment (PAT)(QCF)

This qualification is aimed at those who wish to carry out formal visual inspection, and inspections and tests of electrical equipment, electricians who wish to enhance their knowledge skills and those who wish to pursue a career in the electrotechnical/building service sector.

★ NEW COURSE

■ Objectives

Inspect and test an item of class I and II electrical equipment to current industry standards. Interpret the test results and determine if the equipment is OK to use and determine your ability to complete appropriate documentation

■ Course Overview

The course is a four day delivery with a practical assessment and on-line exam on the fourth day.

The qualification covers, the skill and knowledge required to carry out the in-service inspection and testing of electrical equipment. This Award has one unit which covers: statutory and non-statutory requirements, electrical units, equipment construction; inspection and testing theory, practical inspection and testing of equipment and completion of documentation.

■ This Qualification

- Is a QCF qualification and is accredited by Ofqual at level three.
- Is recognised by industry, and was developed in conjunction with the NICEIC, ECA and Summitskills; the sector skills council for building service engineering

■ Objectives

- One on-line screen exam (open book).
- A Centre marked practical task.
- Must pass BOTH the assessments to achieve the qualification.

■ Please Note

You will require your own copy of the IET Code of Practice for In-service Inspection and Testing of Electrical Equipment.

BOOKING INFORMATION

DURATION

Four Days

FEES (+VAT)

Member £415

Non-Member £490

START DATES

Due to the nature of this training, we offer this course on demand and dates are available on application.



Engineering Apprenticeships are great for your business

An Apprenticeship is a nationally recognised training programme which is predominantly work-based and can be used to train both new and existing employees for which funding is available from the Skills Funding Agency.

We work extensively with employers to source, pre-select, mentor and train young adults entering the world of work via an Apprenticeship.

We have many employers who recruit year on year recognising the importance of keeping the skills levels fresh throughout their business for now and the future.

Whether you employ new staff or embark existing staff onto

an Apprenticeship programme, there are no changes to your usual employment conditions - they are the same as any other employee.

If recruiting new, PETA does all the work for you and you simply select the best candidates to suit you and then induct them as you would with any other employee.

So ask us how Apprenticeships can help your business . . .

Call 023 9245 4445 or email apprenticeships@peta.co.uk to get started!



PETA is an excellent organisation.
The facilities are first class. The
catering and staff are outstanding.

Eaton Aerospace

Advisory and Consultancy Services

Health, Safety & Environmental ... Managed Training Service ... HR service ... Quality systems ... Business Improvement ... Database Development ... Graduate Development ... a wide range of flexible support services tailored to your specific needs ...

We can offer a personalised level of support to enable you to move critical projects and work activities forward, particularly when you require the input of experts in their field, or purely when there are just not enough hours in the day to get things done!

From as little as one hour through to a regular schedule of visits, or an agreed project plan, our service is priced on clarity with no hidden extras. This means, you can decide how little or how much support you need. Our services cover a wide ranging scope of activities and the following provides a snapshot of the some of the areas where we can assist.

Safety, Health and Environmental

Our qualified and experienced team of safety, health and environmental professionals can deliver safety audits and inspections, policy development and revision, OHSAS 18001 implementation support, risk assessments, toolbox talks, lift truck operator assessment, accident/incident investigation, response to HSE visits, environmental audits (legislation compliance, waste management etc.), support with ISO 14001 implementation and more.

Training and HR

The Training and HR Advisory and Consultancy service can be tailored to cover a range of HR related activities to suit your needs and can be delivered either as a regular schedule of visits over a period of time or ad hoc to suit. This service is wide and varied and can be used, for example, in the implementation of HR policies and procedures, co-ordination of your training function or even the drafting of an employee handbook as a project, leaving your HR team free to concentrate on other priorities.

ICT Applications Support

Providing an ICT professional with a range of expertise in differing applications to offer database development, creating forms and templates, linking and rationalisation of spreadsheets, integrating new initiatives such as SharePoint, IT mentoring service (personalised one-to-one support), IT skills analysis and assessment, and setting up METRICS and Dashboards.

Continuous Improvement

Personalised consultancy support to enable you to move vital initiatives such as business efficiency, streamlining and quality systems management forward.

The benefits of our services are clear . . .

- Access to expertise with the latest information, legislative updates and best practice
- A dedicated resource focused on a specific task with no distractions
- Cost effective and flexible delivery – as little or as much as you like
- No direct delays to your business operation, saving you time so you can focus on your business
- Results driven, with clear objectives defined right from the start

Venue Hire at PETA

NUMBER OF ROOMS: 13 MAXIMUM ROOM CAPACITY: 120

Our outstanding conference and venue hire facilities are professional, organised and welcoming, perfect for hosting that all important event. From large conferences through to small meetings, we have a wide selection of rooms available that will perfectly meet your needs.



Free as standard to your venue hire

- ✓ A dedicated PETA event co-ordinator to plan your perfect venue hire with you
- ✓ Reception and hosting to greet your attendees
- ✓ WiFi connectivity
- ✓ Full audio and visual capability
- ✓ Interactive Whiteboards
- ✓ Refreshments (Tea/Coffee/Juice) on arrival, mid morning, at lunch and mid afternoon)
- ✓ Filtered water in all rooms
- ✓ Parking on site
- ✓ Shower facility
- ✓ Delegate packs, paper, pens and flip charts

Benefits of selecting PETA as your venue

- ✓ A professional environment and comfortable environment
- ✓ Rooms set up to your preference to facilitate your event
- ✓ Easy access from the M27 and public transport links
- ✓ Flexible hire options, morning, afternoon, evening or all day
- ✓ Catering options allowing you to select what suits your budget and eating preferences
- ✓ Air conditioned rooms
- ✓ Disabled access and hearing systems
- ✓ Photocopying service if required

Full catering options

- ✓ Breakfast, lunch and dinner available to suit your needs and served in our comfortable dining hall
- ✓ Our room hire also includes refreshments (tea, coffee, fruit juice and biscuits) as standard



Our prestigious large conference room

- ✓ Comfortable seating for up to 120 people
- ✓ Wide stage and lectern for professional presentations
- ✓ Large screen and projector with lighting options
- ✓ Audio system with choice of 3 microphone types

Seven specialist training suites

- ✓ Ideal for groups up to 30 people per room
- ✓ Interactive smartboards and flipcharts
- ✓ Wifi connectivity

Three spacious computer suites

- ✓ Ideal for up to 8-12 people per room
- ✓ Interactive smartboards and flipcharts
- ✓ Wifi connectivity and internet networks
- ✓ Additional tutor workstations

Two large relaxing break out areas

- ✓ Free to use with your booking

Two intimate meeting rooms

- ✓ Free to use with your booking

DISCOVER MORE

Your hire is personal to you and to ensure that we fully understand your requirements, please contact us for an informal discussion or a no-obligation visit to our facilities to see what we can offer you . . .

Experience our great value and personal service . . .



Great value venue

Conference Suites		Member	Non-member
Half Day 9.00 am - 12.30 pm 1.00 pm - 4.30 pm	Up to 6 people	£75	£93
	Up to 14 people	£131	£163
	Up to 30 people	£181	£225
	Up to 60 people	£318	£395
	Up to 120 people	£479	£595
Full Day 9.00 am - 4.30 pm	Up to 6 people	£109	£135
	Up to 14 people	£181	£225
	Up to 30 people	£280	£348
	Up to 60 people	£459	£570
	Up to 120 people	£685	£851
Evening Hire 6.00 pm - 10.00 pm	Up to 14 people	£158	£196
	Up to 30 people	£232	£289
	Up to 60 people	£397	£494
	Up to 120 people	£599	£745

Computer Suites		Member	Non-member
Full Day 9.00 am - 4.30 pm	Up to 12 people	£335	£418

Please note

For all fees, please remember to add VAT. Additional hourly charge outside of the above times will be charged at £15.50 per hour, per room.

Your catering choices

We offer a range of catering options and can be flexible to suit your budget or needs. We take pride in our famously delicious in-centre catering service that can provide anything from hearty three-course hot meals to fancy finger buffets and light snacks. Call us to speak with our Conference Co-ordinator to develop a menu just for you.

Tea, coffee, juice and biscuits are provided in our super Dining Hall on a self-service buffet arrangement.



Apprenticeships



What is an Apprenticeship?

An Apprenticeship is an achievement to be proud of; it's a predominantly work-based learning programme that will ensure your employee has the practical skills and qualifications your organisation needs now and in the future. The mixture of on and off the job learning ensures they develop the skills that work best for your business. The content of the Apprenticeship is designed by business representatives from the relevant industry sectors working with the Sector Skills Councils and because they genuinely understand business, the training will be relevant to you and will build your skills capacity.

Apprenticeships are not only a cost effective way to harness fresh new talent but also to train existing employees that are taking up a new role and developing those that will progress to a senior role within the organisation or achieve professional status. In the majority of cases funding is available from the National Apprenticeship Service.

An Apprenticeship is not just about gaining nationally recognised qualifications but also ensuring the knowledge and skills learnt are developed through significant time on the job. Depending on the sector and job role an Apprenticeship can take anything between one and four years to complete.

Apprenticeships really work for your business

Why? Because they can and really do make a difference to business and deliver real returns to the bottom line. They can make your organisation more efficient, productive and competitive by addressing your skills gaps directly and can be more cost effective than hiring skilled staff, leading to lower overall training and recruitment costs. They are designed to help those involved reach a high level of competence and performance.

When you take on an Apprentice the whole organisation can benefit with existing employees acting as mentors to the Apprentices and enjoying looking at learning from the new perspective of the Apprentice.

With a ready made labour pool to select candidates, and a proven way to train young people there's bound to be a business case where your organisation would benefit from employing an Apprentice.

PETA has extensive experience of delivering Apprenticeships and is recognised as one of the South's leading providers of vocational skills training. So, working together, we can train your future workforce and equip them with the skills, competencies and expertise your business needs now and in the future.

PETA specialises in:

- ✓ Business Administration
- ✓ Customer Service
- ✓ Information Technology
- ✓ Management and Team Leading
- ✓ Engineering:
 - Machining and CNC
 - Fabrication and Welding
 - Maintenance Engineering
 - Electrical / Electronic Engineering

PETA offers Apprenticeships at:

- ✓ Intermediate Level
- ✓ Advanced Level
- ✓ Higher Level

Apprenticeship levels

There are three levels of Apprenticeship available which allow people to study at the right level commensurate with the occupation for which they are being trained.

Intermediate Apprenticeships

Intermediate level Apprentices work towards work-based learning qualifications at Level 2 including a competence and knowledge based qualification such as Certificate or Diploma and Functional Skills. The Intermediate Apprenticeship is equivalent to 5 GCSEs at grade A* to C.

Advanced Apprenticeships

Advanced level Apprentices will be employed in more technical and complex roles and work towards work-based learning qualifications at Level 3 including a competence and knowledge based qualification such as a National Certificate and Functional Skills. The Advanced Apprenticeship is equivalent to 2 A Level passes.

Higher Apprenticeships

Higher level Apprentices will be employed in technical or complex roles and on a route to professional status or a senior role within the organisation. They will work towards work-based learning qualifications at Level 4 including a competence-based qualification, Functional Skills and, in some cases, a knowledge-based qualification such as a Higher National Certificate or Foundation Degree.



DISCOVER MORE

Please call us on
023 9253 8724 or e-mail
apprenticeships@peta.co.uk

Traineeships



What is a Traineeship?

A Traineeship is an education and training programme with work experience that is focused on giving young people the skills and experience that employers are looking for.

At its core are work preparation training, English and maths for those who need it, and a high quality work experience placement.

Traineeships can last from six weeks to a maximum of six months.

What are the benefits of offering Traineeships?

With Traineeships, businesses can help develop the next generation of employees, equipping young people with the personal and practical skills required in the labour market.

- Employers can design a high quality Traineeship in partnership with PETA – ensuring it suits both the needs of your business and the needs of the learner.
- Employers can get ahead of the competition by bringing enthusiastic young people with their fresh ideas into their business before they get on to the job ladder.
- Traineeships will allow the employer to shape the skills and experience of young people from the local community, helping businesses to develop a loyal and talented workforce.
- Working with learners will give established staff the chance to develop their skills in mentoring and coaching young people.
- Employers can be eligible for an Apprenticeship Grant worth £1,500, if they transfer an individual from a Traineeship to an Apprenticeship.

What will my business need to provide?

It is essential that the work experience placement is linked to the job the individual is looking to move into, PETA specialises in Business, ICT and Engineering. A PETA representative will discuss this with you at your first meeting and the work experience placement can last up to 6 months.

■ Work experience placements should be

- Substantial and meaningful, providing a real workplace experience.
- A structured opportunity for the young person, matched to their areas of interest and aspiration, where they engage in purposeful work related learning activities rather than observation.
- Long enough to allow for the development and thorough embedding of new skills and behaviours.

■ Employers should be able to

- Pre-agree content prior to the start of a Traineeship.
- Identify a mentor to support the trainee and give them regular constructive feedback throughout the programme.
- If a position exists within your business that you commit to giving the learner an interview opportunity.
- If no Apprenticeship or job opportunity exists within your business at the end of the Traineeship, you provide a meaningful exit interview
- Provide a reference, where an opportunity does not exist, to help the learner secure an Apprenticeship or other employment with another employer.

Is it a rigid training programme?

No, Traineeships are very flexible, a programme can be designed which suits your needs and those of the learner. PETA will assess the needs of the trainee and depending on the individual they will start the pre-employment elements including local business and sector information.

The work experience placement is core to the Traineeship – however it does not have to start on day one of a learner's Traineeship, but at the most appropriate time. A plan for when the trainee should start, the days they come in for work experience and how the programme is delivered will be agreed in advance. The process can be changed and finessed during the Traineeship so that both you and your learner get the best out of the programme.

Are there any financial costs to offering Traineeships?

All training costs are met by Government funding. Employers are not required to pay young people taking part in Traineeships but are encouraged to support trainees with expenses such as transport and meals.

How do I get started with Traineeships?

If you would like to consider offering a Traineeship, then do get in touch with our employer engagement team who will be pleased to walk you through the entire process.

Only providers such as PETA, who are rated 'Outstanding' or 'Good' by Ofsted at the start of the academic year are eligible to offer Traineeships.

Traineeships are a stepping stone to future success for young people, businesses and the wider economy.



DISCOVER MORE

Please call us on
023 9253 8700 or e-mail
enquire@peta.co.uk

PETA Membership

What is PETA Membership?

Membership of PETA is open to any organisation wishing to benefit from the extensive range of services we provide. There are currently over 300 members (see pages 143- 144) – many of which join PETA to access our expertise, courses and advisory services – but also to be part of a non-profit making organisation that is there for the sole benefit of its Members. Members also like the idea of being able to influence how PETA is run and, above all, have the security of knowing that there is always someone on hand to support them with training-related concerns or problems encountered during everyday business. Upon joining PETA your company becomes a part owner of the business and as a key stakeholder you will be invited to attend twice yearly Members’ meetings which enables you to:

- ✓ Keep up to date with the performance of PETA Ltd
- ✓ Be the first to hear of new training developments, initiatives and funding opportunities
- ✓ Network with other Member companies
- ✓ Tell us what you think about the services we provide
- ✓ Raise any issues you may have direct to the Council
- ✓ Influence and vote on PETA policy

Membership benefits

The benefits offered by Membership rapidly recoup both the initial joining fee and annual subscription. Most organisations join because they trust us with their training and wish to take advantage of our quality training services and discounts.

■ Substantial discounts

- ✓ 15% off Apprentice Monitoring and Assessment
- ✓ 15% off Professional Advisory Service
- ✓ 15% off Consultancy Support Projects
- ✓ 15% off Courses, Seminars and Workshops
- ✓ 20% off Training Room Hire

■ Priority status

- ✓ Last minute booking offers and discounts
- ✓ Payment 28 days after commencement of service
- ✓ Eligibility to be elected to the PETA Board
- ✓ Priority response to calls for assistance

■ Free services

- ✓ FREE Initial training health check
- ✓ FREE Telephone help-line – limited over the phone assistance
- ✓ FREE Places on topical seminars and events
- ✓ FREE Web link from our list of Members to your website
- ✓ FREE Place per year on our Apprentice Mentoring Course for those companies employing PETA Apprentices

Membership fees

Organisations wishing to take up Membership of PETA are required to pay both a joining fee and an annual fee at the rate commensurate with the number of permanent staff employed within their business at the time of joining and as detailed in the table below. All fees are subject to VAT at the prevailing rate.

Any organisation recruiting a PETA Apprentice and taking out Membership at the same time will receive two years’ Membership for the price of one and a free place on our Apprentice mentoring course.

Membership Fees (1 September 2015 - 31 August 2016)				
Employees	Joining Fee	Annual Fee	Total Fee (excl. VAT) Charities **	Total Fee (excl. VAT)
1 - 10	£100	£58	£142.20	£158
11 - 60	£100	£197	£267.30	£297
61 and over	£100	£374	£426.60	£474
Group *	£100	£572	£604.80	£672

Please remember to add VAT at the prevailing rate.

* *Group Membership is only available to those organisations who are registered as a parent company with legal subsidiaries. This does not include Associates.*

** *A 10% discount is applied to registered charities for the joining fee and annual fee for the first year of Membership. All subsequent years are charged at full price. Membership resignation and re-application will not warrant a further discount.*

How to apply for PETA Membership

- Complete and sign a Membership application form. The form can be obtained from our website (www.peta.co.uk/membership) or ask us for your copy
- If applying for Group Membership, be sure to complete the subsidiary application form for each subsidiary business
- Include a cheque payable to ‘PETA Ltd’ covering both the joining and annual fee plus VAT at the prevailing rate
- Send original application with fees to “Membership, PETA Ltd, One Access Point, Northarbour Road, Portsmouth, Hants PO6 3TE

You'll be in good company . . .

The background to PETA

PETA Ltd (formerly known as Portsmouth Engineering Training Association) was founded in 1970 by Alex Zemenides when he was Managing Director of Sealectro Ltd. Together with five other companies he based the Association in Southsea. The combined vision of this group of companies was to establish an organisation, controlled by local business, that would be free from external influences to concentrate on the training and development of people employed in local industry and commerce.

*The motto of the company is still:
"set-up by companies for companies"*

PETA Ltd is a registered charity, directed by an executive council, elected from the Membership. It operates on a self-financing basis and is non-profit making, with funds reinvested to expand services and training.

PETA Ltd is now one of the largest and most respected training organisations on the south coast, and continues to build on this reputation.

DISCOVER MORE

Membership is the best way to make huge savings on your training with PETA. You will find a special discounted Member's price in the booking information of each course. Turn the page to discover which companies are already saving with PETA Membership . . .

If you would like more information or wish to receive a visit to discuss how you could benefit from Membership, call us to arrange a no obligation meeting at your convenience.

The PETA Council

The Councillors who run PETA are elected from Member Companies and are the strategic planners of the organisation, guiding the business to the benefit of its Member companies.

■ PETA Council Officers

Nick Loader - Chair

Financial Director - DP World Southampton

Ann New - Vice Chair

HR Director - H+S Aviation Ltd

Bob Hiskey - Chief Executive Officer

PETA Ltd

Judith Joslyn - Company Secretary

PETA Ltd - Company Accountant

■ PETA Councillors

Alex Zemenides

Owner - A D Zemenides Associates (and Founder of PETA Ltd)

Mark Waring

Managing Director - Mimtec Ltd

Kevin Rough

Managing Director and Chief Operations Officer - Daniamant Ltd

Phil Deer

Senior Learning and Development Manager - Whitman Laboratories Ltd

Simon Escott

Managing Director - Portsmouth Aviation Ltd

Nick Iacobucci

Managing Director - DKW Engineering Ltd



PETA Members List

PETA Ltd is proud to list the many organisations who have seen benefit in joining and would like to thank each and everyone for their support and involvement in making PETA one of the largest and most respected training providers on the south coast.

- ABP Marine Environmental Research Ltd
- ABP Southampton
- Absolute Calibration Ltd
- Accuracy International Ltd
- Action Pumps Ltd
- AD Zemenides Associates
- Adler and Allan Ltd
- Advanced Maintenance Services Ltd
- AFFED
- Affinion International
- Airbus Defence and Space Limited
- Alitex Ltd
- Allclean Contract Cleaning Services Ltd
- Allen Fencing Ltd
- Alresford Salads
- Apollo Fire Detectors Ltd
- Aquadition Ltd
- Aquila Nuclear Engineering Ltd
- Arrk Europe Ltd
- Ashford Colour Press Ltd
- Atlantic Refrigeration Ltd
- Atmosphere Control International Ltd
- Austin Divall Fabrications Ltd
- AVS Fencing Supplies Ltd
- B & M Clark (Builders) Ltd
- BAE Systems Maritime Services
- Bartholomews Agri Food Ltd
- Basepoint Limited
- BF Engineering Services Ltd
- Bigneat Ltd
- Bio Pure Technology Ltd
- Blake Morgan
- Blendworth International
- BMT Reliability Consultants Ltd
- Boeing Defence UK
- Bouygues UK
- Box-it UK Ltd
- Brymor Construction Ltd
- Building Monitoring Services Ltd
- C & G Building Contractors
- Cameron Flow Control Technology (UK) Ltd
- Capita Communications and Control Solutions
- Capital Fabrication Ltd
- Carillion Health
- CDS Group Services Ltd
- Chemring Countermeasures
- Christopher Fairweather Ltd
- Chromalytic Limited
- Ciret Limited
- City Technology Ltd
- Citymain Administrators Ltd
- Clip Interiors Ltd
- Cobham TCS Ltd
- Colt International Ltd
- Commercial & Domestic Aluminium Ltd
- Commercial Lighting Systems Ltd
- Compact Lighting Ltd
- Compass Contract Hire Ltd
- Compassion in World Farming
- Swegon Cooling Ltd
- Coopervision Manufacturing Ltd (Hamble)
- Cougar Automation Ltd
- Country Fare
- Covidien (UK) Commercial Ltd
- CPI Card Group - Petersfield Ltd
- Credfeld Ltd
- Custom Audio Designs Ltd
- D & R Structures Ltd
- Dack Property Management Company
- Dando Drilling International Ltd
- Daniamant Ltd
- Daktronics Ltd
- DataCard (UK) Ltd
- DC White & Partners
- Deltair Airmotive Ltd
- Denholm Wilhelmsen Ltd
- Dennison Doors Ltd
- Digits Industries Ltd
- Di-Spark Ltd
- DKW Engineering Ltd
- Doncasters Trucast Ltd
- Dorelbury Ltd
- Douglas Stafford Ltd
- DP World Southampton
- Drew Marine Signal & Safety UK Limited
- Driver Hire Portsmouth
- Dryad Maritime Intelligence Service
- Dunham-Bush Ltd
- Eaton Limited
- Eaton Ltd (Titchfield)
- Elta Fans Ltd
- ENL Ltd
- ENSINGER Ltd
- ESL Defence Ltd
- Esprit Electronics Ltd
- Essentra Packaging
- Exosect Ltd
- Fareham Shopping Centre
- FCC Paragon
- Fern-Howard Ltd
- First Chapter Consultancy Ltd
- First Wessex Ltd
- Fischer Connectors Ltd
- Flowers Glazing Ltd
- Formaplex Limited
- Fresenius Kabi Oncology
- Garmin (Europe) Ltd
- GB Agencies Ltd
- GEA Process Engineering Ltd
- GEA Searle Heat Exchangers Ltd
- Gemalto UK Ltd
- Gigatronix Ltd
- GMT CNC Machining
- Gosport Ferry Ltd
- Grand Lodge of Mark Master Masons
- Graytone Ltd
- H&S Aviation Ltd
- HAEE Ltd
- Halyard (M&I) Ltd
- Hambrook Holdings Ltd
- Hampshire Cosmetics Ltd
- Hampshire Fire & Rescue Service (HQ)
- Hampshire Flag Company
- Hand Made Places
- Harwin Plc
- HASTE Ltd
- Hayling Island Sailing Club
- Hendy Group Ltd
- Hi-Tech Precision Engineering (UK) Ltd
- HiTek Power Ltd
- HN Butler Farms Ltd
- Holbrooks Printers Ltd
- Honeywell Analytics Limited
- Hornet Sailing Club
- HS Butyl Ltd
- Huhtamaki (UK) Ltd
- Hyde Housing T/A Martlet Homes
- Hydroid Inc
- IAC Ltd
- IDS UK
- Ikiwi UK Ltd T/A Phone Repair Doctor
- IMS Technology Solutions UK Limited
- Incentive Facilities Management Ltd
- Inchcape Fleet Solutions
- Industrial Rubber Ltd
- InTandem Systems Ltd
- Itchenor Sailing Club
- ITT Industries
- ITW Delfast
- ITW Switches
- James Hardie Building Products Ltd
- James Walker Keaflex
- James Walker Keaflex
- JB Corrie & Co Ltd
- Jim Stokes Workshops Ltd
- Johnson Controls Ltd
- K & N Finishers (Southern) Ltd
- Kayospruce Ltd
- KB Salon Supplies
- Kenwood Ltd
- Kern Ltd
- Key Systems UK Ltd

Thank you to all our Member Companies

Your support is very much appreciated

PETA's Member companies and organisations come in all shapes and sizes and work within a vast spread of sectors and industries, so you'll be in good company! Join our fantastic Members and receive training discounts and more! Call 023 9253 8700 or email enquire@peta.co.uk now

- Knowlton and Newman Ltd
- KraftPowercon UK Ltd
- Landguard Systems Limited
- Langstone Harbour Board
- Language Specialist International Ltd
- Latchmore Roofing
- Lee on the Solent Golf Club
- Marlin Environmental Services Ltd
- Lewmar Ltd
- Linet UK Ltd
- Lynq Limited
- Martin & Porter Co Ltd
- Matchtech Group
- McMurdo Group
- Meggitt Avionics
- Mercator Media Ltd
- Metal Polishing Supplies UK Ltd
- MG Duff International Ltd
- Mimtec Ltd
- MMP ElectroVibe UK Ltd
- MN Electrical Services Ltd
- Morgan IAT Ltd
- Morph PR & Marketing Ltd
- Moss Marine Construction Ltd
- Multi Packaging Solutions
- Natural Stone and Timber Ltd
- Natures Way Foods
- Neural Technologies Ltd
- Newhaven Port & Properties Ltd
- Nipro Diagnostics (UK) Limited
- Nolato Jaycare Limited
- Nordiko Technical Services Ltd
- North Harbour Unit Trust c/o Glidefern Property Mgt Ltd
- Novatech Limited
- Oil Spill Response Limited
- Optimus Flowers Ltd
- Outsource Electronics Ltd
- Oxford Innovation
- P & I Generators Ltd
- P & R Structural Glazing Ltd
- Pall Manufacturing UK Limited
- Paper Tech Europe Ltd
- Parish Council of Denmead
- Parkwood Leisure Ltd
- Parlex (Europe) Ltd
- PEI-Genesis UK Ltd
- Permabond Engineering Adhesives Ltd
- Pfeifer Ltd
- Pfizer Ltd
- Phillips Decorators Ltd
- PolarKold Distribution Ltd
- Polycast Ltd
- Portsdown Office Ltd
- Portsmouth Aviation Ltd
- Portsmouth Craft & Manufacturing Ind.
- Portsmouth Historic Dockyard
- Portsmouth International Port
- Portsmouth Publishing & Printing Ltd
- Portsmouth Water Ltd
- Porvair Filtration Group Ltd
- Power Technique Ltd
- Powertraveller
- PPG Design & Print
- Pratt & Witney Canada CSC Europe GmbH
- Precision Products (Portsmouth) Ltd
- Preformed Line Products (Great Britain) Ltd
- Pressco Precision Engineering
- PRS Machining Ltd
- Qioptiq Photonics Limited
- Radian Group Ltd
- Rawling & Sons Opticians
- Raymarine UK Ltd
- RD Decs Ltd
- Red Funnel Group
- Ricardo UK Ltd
- Rimor Ltd
- Rockayne (Jersey) Ltd T/A Channel Island Lines
- Rolls-Royce Motorcars Ltd
- Rowner Family Centre
- Saab Seaeye Ltd
- SAACKE Combustion Services Ltd
- Saith Limited
- Sanden International (Europe) Limited
- Scheidt & Bachmann (UK) Ltd Petrol Division
- Sea Talk Systems Ltd
- Sea-Fire Europe Ltd
- Seldén Mast Ltd
- Serco Project Solutions
- SERCO Space & Security Skynet 5
- SES Controls Ltd
- Smart CCTV Limited
- SMR Automotive Mirrors UK Ltd
- Solartron Metrology
- Solent Mould Tools Ltd
- Solent Scale Services Ltd
- Solent Stevedores
- South Coast Insulation Services Ltd
- South Downs National Park Authority
- South Hants Glass Ltd
- Southampton Football Club
- Southampton Grain Terminal Ltd
- Sovereign Housing Association
- Specsavers Optical Superstore
- SPI Lasers UK Ltd
- Spinnaker Contract Services Limited
- Spirit Circuits Ltd
- Spur Electron Ltd
- Stannah Stairlifts Ltd
- Straightpoint (UK) Ltd
- Sue Wassall Optometrist
- Sulzer Dowding & Mills
- Sumika Polymer Compounds (UK) Ltd
- Sumo Ltd
- Suunto OY T/As Suunto Diving UK
- Swan Retail Ltd
- Taxesense Accountants Ltd T/A Helpbox
- Taylor Made Computer Solutions
- Technology Means Business
- Teledyne Impulse-PDM
- Tews Engineering Ltd
- The Alarming Company Ltd
- The EC Roberts Centre
- The English Provender Company
- The Havant Sheet Metal Co Ltd
- The Injury Care Clinics Ltd
- The Lettuce Company Ltd
- The Royal Maritime Club
- TJ Transport Ltd
- Total Fire (UK) Ltd
- Town & Country Covers Ltd
- Transas Marine (UK) Ltd
- Trescal Ltd
- Trimline Ltd
- Triumph Structures-Farnborough Limited
- Turbocam International
- Turbomeca UK Ltd
- TwistedPair Ltd
- Ultimate Insurance Solutions
- Ultramag Inspection Services Limited
- Vector Aerospace Ltd
- Veolia ES Hampshire Ltd
- VES Andover Ltd
- Viking Test Ltd
- James Walker Keaflex
- Vitacress Salads Ltd
- Wallop Defence Systems Ltd
- Wärtsilä UK Ltd
- WASP Ltd
- Watermark Spas Ltd
- WES Ltd
- Wessex Interiors Ltd
- Whitman Laboratories Ltd
- Wiggle Limited
- Wightlink Ltd
- Wilton Carpets Ltd
- Winchester City Council
- Zehnder Group UK - Ltd

Booking Your Courses

When do the courses start and finish?

The majority of courses commence at 9.15 am and coffee and registration takes place from 8.45 am. Typically, courses finish between 4.30 pm and 5.00 pm. Lunch is provided for courses of one day or more and will be served within the Centre, usually between 12.30 pm and 1.30 pm. Refreshments are provided mid-morning, lunch time and mid-afternoon.

You will receive joining instructions approximately two weeks prior to course commencement which will provide full details regarding the course you are attending.

You should arrive so that you have some time to familiarise yourself with our Centre, have some refreshments before you start and take the opportunity to meet some of the people who are attending the same course.

How will the training be delivered?

Our courses offer a balanced mixture of case studies, practical exercises and formal learning. They are conducted in a friendly environment where you will be encouraged to participate in discussion, express opinions and share ideas with fellow delegates. Each course is limited in number to facilitate interaction and group debate of individual circumstances.

What do I need to bring with me?

In most cases you only need to bring yourself. There are occasions when the course will require you to bring information or prepare prior to the event and these requirements will be noted on your joining instructions.

What if I need to contact the office or my colleagues need to contact me?

During the training we do request that mobile phones are switched off, to ensure the group is not distracted and you all gain the most from the day. We are happy to take messages on your behalf and pass them to you during the break times throughout the day. We also provide e-mail access in our reception area as well as wifi throughout the centre.

What if I am disabled or have special needs?

It is essential that you contact us at the earliest possible opportunity so that we can make any necessary arrangements to accommodate your requirements. PETA Limited is committed to an equal opportunities policy which addresses the needs and rights of all applicants, learners and employees to be treated with respect and dignity, in an environment in which diversity of backgrounds and experience is valued. All reasonable adjustments will be made to ensure that disabled people are not disadvantaged and that they can attend our courses and take part in our training programmes secure in the knowledge that we will use every endeavour to meet their needs.

Fees

All fees listed in the Directory are subject to VAT at the prevailing rate and include, unless otherwise stated, coffee, tea, lunch (for courses of one day or more) and all training materials, registrations. Accommodation is not included. PETA Ltd endeavours to maintain the fees quoted. If a change does become unavoidable, the right is reserved to increase fees without prior notification. However, every effort will be made to give as much notice as possible. When booking your course, please be sure to familiarise yourself with our terms which are detailed on the reverse of the booking forms.

Do you provide services other than courses?

Yes, we have a wide range of support services which provide companies and individuals with assistance in many areas such as health and safety, computer software support, HR, training and development, quality systems and procedures and the provision of Apprenticeship training. Courses are one of many services offered and can be delivered either at our training centres, in-company or at an alternative venue.

How to make a course booking

Course bookings may be made several ways;

- ✓ Online: www.peta.co.uk
- ✓ Telephone: 023 9253 8700
- ✓ Email : enquire@peta.co.uk
- ✓ Fax: 023 9220 1331
- ✓ Completion of our registration form
- ✓ In person at our offices and facilities

Telephone and email bookings should be confirmed as soon as possible as a booking is regarded as definite only when a completed registration form has been received. On receipt of a registration form it will be acknowledged within three working days confirming the course booked, the date and number of places reserved.

How to pay

Members will be invoiced on commencement of training or delivery of a service unless otherwise agreed. Payment is to be made 28 days from date of the invoice.

Non-Members are required to pay at the time of booking and cash, cheque or credit card is acceptable. However, payment must be received PRIOR to course/service commencement. Should an invoice be required, this will be issued and payment will be required immediately. If a purchase order is required, quote the number on your booking forms.

Any questions you would still like to ask PETA?

Call us on 023 9253 8700 or e-mail enquire@peta.co.uk

Your PETA Course Booking Form

Registering for a course couldn't be easier - Simply fill out the form below and return it, or contact us and ask us to register for you.



PLEASE USE BLOCK CAPITAL LETTERS
WHEN FILLING OUT THIS FORM . . .

COURSE DETAILS

Please enrol the following delegate(s) on:

Course Title	
Date Commencing	Fee (+VAT)
Title, First Name, Last Name	£
Title, First Name, Last Name	£
Title, First Name, Last Name	£
Total (Excluding VAT) :	
	£

COMPANY DETAILS

Company Name

Address including Postcode

Telephone

INVOICE ADDRESS

Please invoice company and address as above: ☐

Invoice Company Name

Invoice Address including Postcode

AUTHORISATION

I confirm the course booking details are correct and agree to be bound by the booking conditions shown overleaf:

Name	Position
Signature	Date
To whom correspondence should be addressed	
E-mail	

I enclose a cheque made payable to PETA Ltd for £ (Total amount including VAT)

Purchase Order Number ☐ Or as a member of PETA, please invoice my organisation (please tick)

PLEASE COMPLETE AND RETURN TO . . .

PETA LIMITED, ONE ACCESS POINT, NORT HARBOUR ROAD, PORTSMOUTH, HAMPSHIRE PO6 3TE

Telephone: 023 9253 8700 Fax: 023 9220 1331 E-mail: enquire@peta.co.uk VAT Registration: 339 0927 39

PETA Course Booking Terms and Conditions

Our aim is to make your training experience with us as comfortable and pleasant as possible. Here is some key information you may need to know prior to training with us. Your booking form is overleaf . . .

*All courses are subject to the following terms and conditions:
If you require any further information, please contact us on
023 9253 8700 or e-mail enquire@peta.co.uk*

Course bookings

Course bookings may be made by either completing the registration form overleaf, telephone, e-mail or via our website. Telephone and e-mail bookings should be confirmed as soon as possible as a booking is regarded as definite only when a completed registration form has been received. On receipt of a registration form it will be acknowledged confirming the course booked, the date and number of places reserved. Provisional bookings can be accepted but when the numbers on a particular course are approaching the maximum, provisional bookings will be asked either to immediately confirm or agree to be transferred to the next course.

Course fees

Course fees for Member Companies are payable within 28 days of the date of invoice. For non-members, we require payment with booking. Fees also cover, unless otherwise specified, coffee, tea, lunch (for courses of one day or more) and all training materials, but not hotel accommodation. All fees are subject to VAT at the prevailing rate. PETA endeavours to maintain fees quoted. If a change does become unavoidable, the right is reserved to increase fees without prior notification. However, every effort will be made to give as much notice as possible.

Registration Fees

Registration fees for accredited programmes are not refundable or transferable.

Joining instructions

Joining Instructions are dispatched approximately two weeks before the course is due to commence. These give details of venue, start time, car parking facilities and any other relevant information for the course.

Transfers and cancellations

First transfer and cancellation fees
Substitutions may be made at any time up to the start of the course. Transfers and late cancellations will, however, incur the following charges based upon the time of receipt of written notification (a fax or e-mail is acceptable) prior to the course commencement date.

Working Days	Substitutions	Transfers	Cancellations
11-15	Free	Free	25 % Fee
6-10	Free	25 % Fee	50 % Fee
Less than 6	Free	50 % Fee	Full Fee

Delegates who fail to attend will be charged the full fee.

Second and subsequent transfers and cancellations
The following charges shall apply to second and subsequent transfers instigated by the customer.

Working Days	Substitutions	Transfers	Cancellations
Any time following first transfer	Free	50 %	Full fee

Any transfer instigated by PETA Ltd will not be charged to the client. However, where the client agrees to the transfer, and then subsequently cancels the booking or effects a further transfer then the above charges shall apply. Nominees who fail to attend will be charged the full fee.

PETA cancellation
In the event of cancellation for any reasons whatsoever or howsoever by PETA Ltd, the limit of PETA's liability shall be to use its best endeavours to give notice of such cancellation and no further.

Thank you for booking your training with PETA. We trust that you will enjoy the PETA experience.

