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Training delivered throughout East of England, London, Kent
& the South West

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CALL NOW TO DISCUSS YOUR TRAINING & DEVELOPMENT NEEDS...



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Proven, Flexible, Enjoyable. An enjoyable learning experience that is invaluable. Your people will return to work keen, enthused and highly motivated.

That's the formula for high performance and higher profits.

Choose us because ... we offer you one of the largest ranges of Institute of Leadership & Management courses in the UK in addition to management, leadership, soft skills, personal development, business skills, compliance, e-learning, security, health & social care and more...

Have our team of highly qualified professionals at your fingertips with a wide breadth of technical expertise and the appropriate personal qualities required to maximise the benefits of your learning and development experience, whether you opt for classroom, work place, distance learning or a blended learning combination.

You, your employees and your organisation are all unique and, therefore, we specialise in delivering training that works in the context of your business to bring you the results that you are looking for.

Your goals are vital and we aim to provide Management and Personal Development training that makes a difference to individuals, teams and businesses, dedicated to this aim we have made the Skills Pledge and we have Matrix accreditation to ensure quality in delivery and high standards at all levels.

You will benefit from high quality training, excellent working relationships and competitive pricing.

'Quality of provision is vital and we hold approved centre status for the ILM, OCR & EDI Awarding bodies'.
If your organisation is to be successful you need to compete, and to compete you need to train and develop your employees to do this with maximum effect.

Competitive Pricing & Funding Opportunities...

Many of our programmes are bespoke, we will provide you with a costing based on your individual requirements.

Funded Training Opportunities—The aim of funded training is to ensure that people in England are better skilled and more competitive by planning and funding high quality vocational education and training for everyone. All funding is subject to eligibility criteria based on both the employer and the employee, we are able to assess the best route for each individual circumstance. Funding cannot be guaranteed and is subject to a simple application process.

Corporate and Executive Coaching packages (Ref 015)

One-to-One Corporate and Executive Coaching is used to develop skills and competencies, to improve leadership abilities and increase confidence and motivation - all within a confidential environment. True productivity is achieved when every individual is working for the good of the organisation and when they understand and truly share the aims and objectives of the company. Interpersonal disputes can be resolved, round holes can accept square pegs, levels of personal responsibility can be enhanced and recruitment and retention costs can be slashed with positive cash savings.

Areas of Work

Academy of Learning Ltd. work with organisations on an individual or team basis, in the following areas of coaching development:-

Leadership and Management Skills
Persuasion and influencing Skills
Assertiveness

Communication skills
Improving Interpersonal skills



COMPLIANCE COURSES FOR GROUPS

CIEH Principles of Manual Handling (Ref cc5)

This half day seminar introduces candidates to the hazards and risks involved in manual handling and outlines what to expect from a manual handling assessment. It will enable employees to develop safer manual handling techniques in the workplace.

Manual Handling of People (ref cc6)

This half day seminar covers legislation, ergonomics, back care, principles of hoisting, statistics, duty of care, risk assessment and controversial techniques.

The CIEH Level 2 Award in Principles of Risk Assessment (Ref cc4)

This CIEH qualification designed to help improve the workplace culture for occupational health and safety.

Its main purpose is to enable learners to understand the basic principles of risk assessment. This qualification will therefore give all employees the ability to contribute to the process and act always to protect their own health and safety and that of others.



Award in Food Safety in the Workplace QCA Accredited (Ref cc2)

Designed for anyone working in a catering, manufacturing or retail setting where food is prepared, cooked and handled this one day programme covers:

The qualification covers the following topics over a full day programme:

Legislation, food safety hazards, temperature control, refrigeration, chilling and cold holding.

Cooking, hot holding and reheating, food handling, principles of safe food storage

Cleaning, Food premises and equipment.

AWARD IN HEALTH & SAFETY IN THE WORKPLACE CIEH accredited (Ref cc1)



The CIEH Level 2 Award in Health and Safety in the Workplace replaces the Foundation Certificate in Health and Safety in the Workplace. The qualification can be tailored to business and individual needs to make the learning experience relevant and fit for purpose. This is a full day course.

AWARD IN THE PRINCIPLES OF COSHH CIEH accredited (Ref cc7)

This qualification is designed for those who use substances hazardous to health at work. It introduces candidates to substances, the risks and controls available, and outlines what to expect from a control of substances hazardous to health (COSHH) assessment. The qualification will prepare employees to contribute to the safer use of hazardous substances in their workplaces.

FIRST AID AWARENESS (Ref cc3)

Suitable for anyone who may find themselves in a position that requires them to take charge of an incident that requires first aid assistance? This one day accredited programme will enable learners to administer Emergency First Aid.



E-LEARNING

Working in association with Yore Learning we are able to offer a wide range of E-Learning for Food Safety qualifications, these meet the requirements that all food handlers must receive appropriate supervision, instruction and/or training in food hygiene:

Qualification	Suitable for	Guide price for Individual Cost (significant reductions available for multiple bookings)
Level 2 Award in Food Safety in Catering (022)	All food handlers working in a catering environment. <i>Available with certification from OCN or without.</i>	£25 <i>add £12 if you wish to add certification</i>
Level 2 Award in Food Safety in Manufacturing (023)	All food handlers working in a food manufacturing environment. <i>Available with certification from OCN or without.</i>	£25 <i>add £12 if you wish to add certification</i>
Level 2 Award in Food Safety in Retail (24)	All food handlers working in a food retail environment. <i>Available with certification from OCN or without.</i>	£25 <i>add £12 if you wish to add certification</i>
Level 3 Award in Food Safety (025)	All supervisors working in a catering, food retail or manufacturing environment. <i>Available with certification from OCN or without.</i>	£195
Level 4 Award in Food Safety (026)	All managers working in a catering or manufacturing environment. <i>ONC Certified</i>	£350
Level 2 Award in Healthier Food & Special Diets (027)	Anyone involved in the preparation of food, or with a role in the promotion of healthy eating. <i>OCN Certified</i>	£35 <i>add £12 if you wish to add certification</i>
Level 2 Award in Health & Safety in the Workplace (028)	A general introduction to Health & Safety suitable for all employees <i>OCN Certified</i>	£35 <i>add £12 if you wish to add certification</i>



VRQs delivered by Academy of Learning Ltd.

We are approved providers for ILM. ILM qualifications offer a flexible way to gain international recognition of your skills and to help develop your career. More than half a million leaders and managers have already been inspired through ILM qualifications. We provide portable qualifications which are recognised throughout industry sectors and that reflect every changing trends and developments in management practice to support team leaders and managers throughout their careers.

Please ask for our qualification specification sheets on any of the following, the courses are extremely **flexible** and learners choose from a diverse range of optional units to build their qualification to suit their needs. Each qualification has certain rules of combination that must be followed, the qualification specifications have full details.

TITLE OF QUALIFICATION	LEVELS
Team Leading—Level 2	Award & Certificate
Effective Team Leading—Level 2	Award & Certificate
First Line Management—Level 3	Award, Certificate and Diploma
First Line Management—Level 4	Award, Certificate and Diploma
First Line Management—Level 5	Award, Certificate and Diploma
Leadership Level 3	Award, Certificate
Leadership Level 4	Award
Leadership Level 5	Award, Certificate
Leadership & Management Level 3	Award, Certificate, Diploma
Leadership & Management Level 4	Certificate, Diploma
Leadership & Management Level 5	Award, Certificate, Diploma
Professional Workplace Coaching Levels 3 & 5	Award, Certificate (L3) Certificate (L5)
Facilities Management Level 3	Award, Certificate & Diploma
Managing Equality & Diversity Level 4	Award
Mentoring for Young Learners Level 2	
Sales Management Level 3	Certificate
Vocational Assessment Level 4	Award
Effective Management Level 3	Award, Certificate
Introduction to Business Improvement Level 2	Award
Business Awareness Level 3	Award
Personal Development Level 2	Award
Managing Operations Level 3	Award
Customer Awareness Level 2	Award
Service Improvements Levels 3 & 5	Award (L3) Certificate (L5)



VRQs TEAM LEADING LEVEL 2

ILM Award in Team Leading Level 2

are specially designed to give practising or aspiring team leaders a solid foundation in their formal development as a leader.

The Award in Team Leading is a concise qualification designed to give learners a basic knowledge of the various roles, functions and responsibilities of a team leader and the limits of their authority and accountability. The mandatory unit in 'Developing yourself as a team leader' is a good starting point for team/cell leaders who are new to their roles or for aspiring leaders who wish to gain a solid understanding of the principles and practicalities of team leading.

ILM Certificate in Team Leading Level 2

The Certificate in Team Leading builds and broadens the skills and knowledge gained in the Award. Here, practical techniques in motivating teams, plus planning and monitoring their work are explored within the additional mandatory units.

All learners are able to choose from a range of optional units to build their qualification; this high level of flexibility allows individuals or their employers to custom build a qualification that focuses on the key areas most relevant to their role, industry or organisation.

ILM Award in Effective Team Leading Level 2

This concise qualification covers functions and responsibilities within a team and the limits of their authority and accountability. The qualification is ideal for those who wish to gain a solid understanding of team dynamics and effective leadership.

ILM Certificate in Effective Team Leading Level 2

Develops knowledge and team skills that practicing and potential team members require to become effective in their workplace and to lead a successful team.

VRQs MANAGEMENT LEVEL 3

ILM Award in First Line Management Level 3

A concise qualification which gives an introduction to the basic skills, knowledge and understanding required by today's first line manager. The mandatory unit 'Solving Problems and Making Decisions' is designed to develop practical techniques for tackling managerial problems and making decisions from gathering and interpreting information through to effective communication of outcomes.

ILM Certificate in First Line Management Level 3

Provides a more comprehensive programme that builds and broadens the skills and knowledge gained in the Award. Here organisational change is explored, giving participants a deeper understanding of this critical workplace issue and providing them with the tools to plan for and deal with organisational upheaval. The crucial skill of time management is also explored in the fourth mandatory unit for the Certificate.

ILM Diploma in First Line Management Level 3

The Diploma develops a very comprehensive range of management skills, providing learners with the broad body of knowledge required by a first line manager.

VRQs MANAGEMENT LEVEL 4

ILM Level 4 Award in Management

This is a concise qualification made up of two mandatory units 'Understanding the management role' and 'Developing management skills'. Here learners cover the core research, analysis and group working skills essential to practising or potential middle managers.

ILM Level 4 Certificate in Management

Participants complete the same two mandatory units as in the Award but develop further by building up their qualification with a selection of optional units.

ILM Level 4 Diploma in Management

Develops a comprehensive range of middle management skills. Learners cover effective decision making and motivation in the workplace in two additional mandatory units and complete their Diploma with a selection of optional units.

VRQs in MANAGEMENT LEVEL 5

The **ILM Level 5 qualifications** in management have been specially designed to give practising or aspiring middle managers a solid foundation in their formal development in this role.

The **Award** in Management is a concise qualification aimed at developing basic middle management skills and knowledge. The mandatory unit, 'Understanding the management role', examines organisational structure and function, the roles and responsibilities of middle managers and the effect of communication and interpersonal skills on managerial performance.

The **Certificate** in Management builds and broadens on the areas covered in the Award. Here, 'managing improvement' is explored, both in terms of organisational and personal improvement. 'Developing the reflective manager' concentrates on the analysis of personal strengths and weakness and how to work through problems using creative techniques. The crucial skill of 'making a financial case' is also explored.

The **Diploma** in Management develops a comprehensive range of basic middle management skills, assisting participants in gaining the knowledge required at this level. All participants are able to choose from a range of optional units to build their qualification; this high level of flexibility allows individuals or their employers to custom build a qualification that focuses on the key areas most relevant to their role, industry or organisation.



VRQs LEADERSHIP AND MANAGEMENT LEVEL 3

ILM Level 3 Award in Leadership and Management

This qualification is a concise qualification consisting of three mandatory units. Learners are taken through problem solving and decision making techniques in the first unit, explore leadership styles in the second unit and finally in the third unit of this qualification learners look at motivating and development teams.

ILM Level 3 Certificate in Leadership and Management

Learners take the same three mandatory units as in the Award then complete three optional units from a wide selection. From 'Writing for business' to 'Working with costs and budgets' this qualification can be fully tailored to meet the varying needs of learners across all employment sectors.

ILM Level 3 Diploma in Leadership and Management

The ILM Level 3 Diploma in Leadership and Management has been specially designed for first line managers looking to develop a wide range of management and leadership skills suitable for their role. The qualification also develops both understanding and application of leadership skills through the use of action learning.

VRQs LEADERSHIP AND MANAGEMENT LEVEL 4

ILM Level 4 Certificate in Leadership and Management

The ILM Level 4 Certificate in Leadership and Management Skills has been designed to help participants develop a wide range of middle management and leadership skills.

ILM Level 4 Diploma in Leadership and Management

The ILM Level 4 Diploma in Leadership and Management has been designed to help participants develop a wide range of middle management and leadership skills.

VRQs LEADERSHIP AND MANAGEMENT LEVEL 5

ILM Level 5 Award in Leadership and Management

The ILM Level 5 Award in Leadership and Management Skills has been designed to give practising or aspiring middle managers a solid foundation for their formal development in this role.

ILM Level 5 Certificate in Leadership and Management

The ILM Level 5 Certificate in Leadership and Management Skills has been designed to give practising or aspiring middle managers a solid foundation for their formal development in this role.

ILM Level 5 Diploma in Leadership and Management

The ILM Level 5 Diploma in Leadership and Management has been specially designed to give practising managers a solid foundation for their formal development in this role, building up a wide range of basic middle management skills and gaining the comprehensive leadership and management knowledge required at this level.

VRQs LEADERSHIP

The ILM Level 3 qualifications in Leadership have been specially designed for aspiring or practising first line managers to develop essential leadership knowledge and skills.

The Award in Leadership is a short, single-unit, qualification examining leadership theories and how these theories can be used to improve leadership practice. The award is ideal for aspiring first line managers who want to learn about the nature and role of leadership but may not have the opportunity to practice it.

The Certificate in Leadership aims to develop the skills and knowledge needed to become an effective leader. The first unit covers the theory of leadership while the second is devoted to a unique 'leadership journey' - a programme using action learning and a reflective log to develop and practice the skills of leadership in the workplace.

The ILM Level 4

This qualification has been designed for practising or potential managers looking to develop an understanding of leadership using practical activities.

The ILM Level 5 qualifications in Leadership are specially designed for middle managers looking to increase their leadership knowledge and skills.

The Award in Leadership is a short, single-unit, qualification exploring leadership roles and theories, self-leadership, emotional intelligence, winning and maintaining commitment, setting and communicating direction. It is particularly useful for middle managers who lack the opportunity to engage actively in leadership but who are preparing to do so, or for managers employed in a leadership role who are keen to underpin their practice with a clearer knowledge of the principles of leadership.

The Certificate in Leadership expands on the award with a second unit focusing on the 'leadership journey' - a progressive programme using action learning plus a reflective log to develop leadership skills in the workplace. This qualification is designed for middle managers, particularly those preparing to move into a more senior leadership role, who are required to lead larger groups of people to achieve organisational goals.

VRQs SPECIALIST

ILM Award in Personal Development Level 2

Aims to allow practicing and potential team leaders to develop knowledge and skills that will be come more effective in their workplace.

ILM Award in Managing Operations Level 3

Teaches how to solve problems, plan work effectively, manage the effective use of equipment, delegate effectively and manage projects.

Level 3 Qualifications in Facilities Management

The ILM Level 3 qualifications in Facilities Management have been specially designed to help learners develop specific skills in facilities management alongside a wide range of leadership and management skills, we are able to deliver the Award, the Certificate and the Diploma.

Level 4 Award in Managing Equality and Diversity in an Organisation The ILM Level 4 Award in Managing Equality and Diversity in an Organisation has been designed to help practising or aspiring managers develop an understanding of the nature and origins of personal values, beliefs, attitudes and prejudices, and the impact these can have on workplace behaviour.

Level 2 Award in Introduction to Business Improvement The ILM Level 2 Award in Introduction to business improvement aims to give practising team leaders a solid foundation for their formal development, and in particular to gain basic knowledge of business improvement techniques and business improvement skills.
Level 3 Award in Business Awareness is also available.

Level 4 Award in Vocational Assessment of Leadership and Management In the first of two mandatory units, participants study unit design within the Qualifications and Credit Framework and learn how to plan vocational assessment. In the second unit participants devise fit for purpose vocational assessments, prepare appropriate assessment materials and then assess a learners' work. In the final element participants reflect on and evaluate their practical work and identify ways to improve their assessment knowledge, understanding and practise.

Level 2 Certificate in Sales Management Learners complete three mandatory units which focus on understanding sales and the customer. In 'Effectively selling to customers', learners identify customer requirements and describe how to match these needs with the relevant business solution/s) of their organisation. In the second mandatory unit, 'Managing Customer Care', learners examine good and bad customer care and explain how to deal with customer complaints in their own area of responsibility. In the final mandatory unit, 'Understanding Sales in the Workplace', learners study different sales strategies and the links between sales and marketing within the workplace. All learners are able to choose from a diverse range of optional units to build their qualification.

Level 2 Award in Customer Awareness Allows practicing and potential team leaders to develop knowledge and skills that will enable them to have a greater customer awareness and knowledge of fulfilling customer requirements.

Level 3 Certificate in Effective Management Enables both new and experienced first line managers to become more confident and effective in their roles by developing their management skills and knowledge.

Level 2 Award in Mentoring for Young Learners The ILM Level 2 Award in Mentoring aims to help young learners gain basic mentoring skills and knowledge in a supervised environment. This qualification will aid their personal development and support them in any later career moves into a management position.

Level 3 Award in Workplace Coaching for Team Leaders and Managers Covers understanding good practice in workplace coaching, organising workplace coaching and undertaking supervised coaching in the workplace.

Level 3 Certificate for Professional Workplace Coaches This qualification aims to provide practising and potential team leaders and first line managers with the knowledge, skills and confidence to perform effectively as workplace coaches as part of their normal work role. In addition the Certificate aims to equip participants seeking to move into a development role within their organisations.

Level 5 Certificate in Coaching & Mentoring in Management Made up of three mandatory units this qualification enables participants to understand, develop and demonstrate knowledge and skills in workplace coaching and mentoring . In the first mandatory unit participants explore the characteristics of effective coaches and mentors, going on to present a business case for using coaching or mentoring in the organisation. In the second unit participants review their own ability as a management coach or mentor, exploring their ethical and moral views as well as communication skills. During the final mandatory unit participants plan and deliver a short coaching or mentoring programme in line with their organisational, divisional or team goals.

Level 3 Award in Service Improvements Covers preparing to apply lean production and improvement methodologies to small scale service delivery problems and undertaking a small scale service delivery improvement project using lean production methodologies.

Level 5 Certificate in Service Improvement The Certificate is a more comprehensive programme which enables the learner to lead a service improvement process using the techniques of lean production.

How long does an NVQ take? This is dependent upon the individual learner and the qualification being undertaken, as a rough guide a level 2 NVQ usually takes about six months to complete, a Level 3 NVQ approximately 9 months, dependent upon the individual, the qualifications are flexible and take the form of discussion, guidance, observation and portfolio development, a guideline time commitment is 1 to 2 hours per week. Times and dates for delivery are by mutual agreement and are maintained on Action Plans.



BUSINESS ADMINISTRATION NVQs AT LEVELS 2 & 3

Level 2 Award in Business and Administration

This qualification is a bite-size competence based qualification aimed at people who are in a supportive office-based role. Optional units include a focus on producing business documents, supporting meetings and events and effective communication.

Level 2 Certificate in Business and Administration

This qualification provides evidence of competence of being in a supporting role in an office environment. Optional units provide opportunity to show understanding and skills in a variety of areas, including basic finance, IT and contributing to events.

Level 2 Diploma in Business and Administration

This qualification is a competence based qualification aimed at people who wish to specialise in business and administration functions in a supporting role. Learners can choose from a large bank of optional units, allowing them to show understanding and skills in a variety of areas, including human resources, document production, finance and managing information.

Level 3 Certificate in Business and Administration

This qualification is aimed at people who already have experience of office-based skills; perhaps in, or preparing for a line management role. Learners can choose from a bank of optional units which show their ability to negotiate, supervise, manage and contribute to the running of an office.

Level 3 Diploma in Business and Administration

Learners can choose from a bank of optional units which show their ability to negotiate, supervise, manage and contribute to the running of an office.

CUSTOMER SERVICE NVQs AT LEVELS 2 & 3

The OCR Level 2 NVQ in Customer Service is primarily aimed at candidates who undertake a customer service role and recognises that employment in the customer service sector involves a diverse range of functions, tasks and activities that are constantly developing and changing.

It is suitable for candidates:

- who have particular customer service and administrative job roles
- who are working in a customer service environment
- whose role is to provide service to customers

The OCR Level 3 NVQ in Customer Service is aimed at candidates who will be delivering and managing service and will be accountable in the area of practice. Candidates will be working without direct supervisions or on their own, such as in a commercial customer service environment. It is suitable for candidates who:

- can influence what happens at work
- uses the organisation's rules and systems flexibly to deliver good service
- question the way things are done and suggest improvements
- have good communication skills and a wide knowledge of what to do, who to see and where to go to get things done for the customer
- are aware of the commercial or other pressures facing the organisation/business





NVQ Level 3 Management (Ref 007)

NVQ Level 5 Management (Ref 008)

The Management level 3 qualification is broadly aimed at those who are responsible for the control of activities and work output of a team who have the ability and the opportunity to demonstrate recognisable management and leadership skills, for example, providing leadership, planning and implementing change, managing a budget, managing a project.

The Level 4 in Management has been specifically designed for middle managers with a wide span of control and accountability for performance, who are responsible for determining resource allocation and operational methods in their department or organisation.

NVQ Level 2 Team Leader (Ref 010)

This qualification is intended for individuals who have a responsibility for the work of others, as they lead a team. It is suitable for people who are entering management, or who have the ability and the opportunity to demonstrate recognisable management and leadership skills, for example, providing leadership for your team, encouraging innovation, allocating and checking work.



NVQ Level 2 & Level 3 Health and Social Care (Refs 005 & 006)

This qualification at Level 2 is aimed at Care Workers. It gives the learner a clearer understanding of their responsibilities within their company. It gives basic knowledge of the skills they need and use.

This qualification at Level 3 is aimed at the Team Leader/Senior Carer role. It gives a deeper knowledge and insight into existing skills and performance and the role of supporting other team members.



Our Training and Assessment Approach—To gain an NVQ, learners must successfully demonstrate competence in a number of units and produce a portfolio of evidence. We adhere to the ‘Assess—Train—Assess’ approach; we will assess what they can do, train in what they need to develop, and then assess again for the qualification. All this takes place on your premises.

Level 2 NVQ ITQ (Ref 020)

The key purposes of this qualification is to recognise individual learners' skills and knowledge across a range of IT and their application in the workplace. Recognise achievement of individuals' skills of specific IT components (units) at the required level relevant to their jobs. The qualification covers competence in a wide range of software applications.

A1 Assessors Award (Ref 017)

Achievement of the A1 Assessors Award will enable you to assess candidates against agreed standards of competence using a range of assessment methods in job roles in which you have occupational competence. You will be able to give candidates feedback on your assessment decisions and contribute to internal quality assurance processes.

Academy of Learning Ltd. have a comprehensive range of security training and qualifications

EDI NVQ Level 2 Providing Security Services (Ref 021)

The EDI Level 2 NVQ in Providing Security Services is based on the standards developed by Skills for Security and are intended for people who are employed in the security industry, involved in security and loss prevention.

VRQ EDI Level 2 Award or Certificate for Door Supervision (Ref 18)

The EDI Level 2 Certificate for Door Supervisors is a programme designed to meet the needs of learners who require a qualification which will enable them to apply for a Security Industry Authority (SIA) license for door supervising.

The qualification is based on the SIA specification for core competency training for Door Supervisors, which covers the necessary understanding and skills required by individuals who work to provide a more secure leisure environment.



- ↳ EDI Level 3 Certificate for the Delivery of Conflict Management Training (Ref 030)
- ↳ EDI Level 2 Award in Security Guarding (Ref 031)
- ↳ EDI Level 2 Award in Understanding Stewarding at Spectator Events (Ref 032)
- ↳ EDI Level 2 Award in CCTV Operations (Public Space Surveillance) (Ref 033)



Understand what you say and what is heard (Ref SC01)

Breaking down Communication Barriers

- Identify key processes to successful communication – different communication methods
- Define how good your listening skills are
- Understand what elements contribute to good written communication
- Identify how good communication can motivate and enhance performance.



Lead, work and motivate teams (Ref SC02)

Don't be the Weakest Link!

- Identify motivation theories and other motivation strategies
- Identify how these theories can help to establish & maintain constructive relationships
- Understand how to encourage staff to offer ideas
- Understand how to provide feedback to staff and use these methods to motivate and gain improved performance
- Understand what makes you and others tick!
- Identify how appraisal processes can aid motivation and be used as a motivational tool to aid performance.
- Understand how good leadership produces motivated staff.
- Best practice communication skills.

Getting results you want from others

(Ref SC03)

Understand what you Want & How to get It

- Understand what is meant by assertive behaviour
- Define how assertive behaviour can be used to influence different situations
- Identify whether you are assertive, aggressive or submissive by nature
- Understand the steps to successful negotiation
- Define some tactics for negotiating
- Understand the difference between win/win & win/lose situations

Effective Time Management (Ref SC04)

- Managing yourself and your time effectively
- How do you currently manage your time and that of others?
- What is the importance of good time management?
- Understand how to balance work and personal commitments.



Meeting customer expectations

(Ref SC05) *Delighting your Customer*

- Define the customer requirements of you and your organisation
- Identify who your internal/external customers are
- Define what constitutes good customer service and whether your organisation is supplying this
- Identify a Code of Practice for customers within your organisation
- Define current practices from your policies and procedures for customer service
- Understand how you can obtain customer satisfaction feedback and what do with the information
- Understand how you can deal with customer complaints effectively
- Understand how to communicate customer service standards within the organisation and why it is important
- Best practice communication skills.

More short courses delivered by Academy of Learning Ltd...

The following can be delivered as short courses or as self-study workbooks.

People Management Topics

Dealing with Workplace Stress

Keeping the enemy at bay... (Ref: SC06)

- Understand what is stress and the key causes of it
- Identify the physical and emotional signs of stress
- Identify how stressed you are
- Understand how stress affects the workplace
- Define some tactics to prevent or reduce stress.

Presentation Skills (Ref SC12)

- Recognise the main aims of presentations
- Overcome your nerves & build up your confidence
- Use your voice more effectively & realise the skills of non-verbal communication.
- Get the structure and content spot on.



Effective Writing & Report Writing (Ref SC13)

- Write skilful letters
- Find e-mailing easy
- Write readable reports.

Equal Opportunities (Ref SC20)

- To help you understand in simple language what equal opportunities are all about
- To help you know-how to apply equal opportunities
- To give you an insight into the law and what constitutes harassment.

Leadership and Teams *(Ref SC15)*

- To create an awareness of the advantages and disadvantages of teams
- To examine how to develop a team
- To look at team relationships
- Your role in a team
- To discuss challenges faced by working in a team
- To remind you that everyone has individual needs within a team
- To help you not to lose sight of objectives
- The importance of action planning.

Developing Yourself and the Managers in your Business *(Ref SC19)*

- Understand the function of Personnel or Human Resources departments
- How you identify and assess the skills you require in your staff
- How to develop Action Plans.

Motivation *(Ref SC22)*

- What motivates staff
- The symptoms of poor motivation
- What some of the theorists say about motivation
- Self-awareness and motivation
- The use of appraisal for motivation
- Delegation
- Giving good feedback.



Performance Management *(Ref SC23)*

- Understanding Performance Management and the Performance Management process
- Recognising and identifying key result areas to be measured in line with your company's' and your department's objectives
- Consider and understand performance measurement both in isolated and jointly accountable situations
- Evaluate how Performance Management can, and does relate to improved bottom line results.

Training the Trainer (Ref SC24)

There are basically 4 key areas to consider when developing training programmes

- Identification of the training need
- Preparation for training
- Implementing the training/ Methods of delivery
- Evaluating the training.

Effective Delegation (Ref SC28)

Effective delegation is an important cornerstone of managing a small business

- Decide what type of work you can delegate
- Understand the authority needed to get the job done
- Maintain sufficient control to be confident that it is being done properly.



Create Effective Working Relationships (Ref SC32)

- Working relationships
- How people work in groups
- Strategies and styles of working which encourage effective working relationships
- The importance of honouring commitments to colleagues
- The importance of respect for colleagues and how to apply this.

Business Counselling (Ref SC35)

- Establish and maintain business counselling relationships, remain impartial, provide empathy and develop the skills to listen and question effectively.
- Establish, maintain and utilise personal networks
- Monitor and develop business counselling practice
- Contribute to the improvement of client opportunities

Training and Development (Ref SC36)

- Identify organisational training and development needs
- Identify individual learning needs, plan and implement, put in place processes to monitor and review
- Devise a plan for implementing an organisation's training and development objectives future progress.

Developing Managers (Ref SC33)

- Identifying, defining and assessing the competence of individuals
- Identifying competence requirements in relation to work demands
- Informing and consulting others about problems and proposals and encouraging them to participate with views and ideas.

Managing Part Time and Mature Staff (Ref SC29)

This programme has been designed to help small business owners to better manage mature and part time staff. It will be particularly relevant to those managers who:

- Are younger than their staff
- Are from a different discipline
- Are of a different sex
- Are from a different ethnic background.

Respond to Poor Performance in Your Team (Ref SC37)

Communicate effectively with your team and provide opportunities for team members to discuss problems. Build the skills to lead the work of teams and individuals to achieve their objectives.

Effective Appraisal (Ref SC43)

Looks at the benefits to the organisation as a whole and equally important, the benefits for the individual.

Developing Teams (Ref SC44)

How to develop and improve teams through planning and activities

How to identify, review and improve the development activities for individuals within your team.



Interpersonal Skills (Ref SC45)

Looking at a range of skills to help you make an impression in life.

Personal Effectiveness (Ref SC47)

This programme has been created to help you realise your potential - as an employee and as an individual.

In order for you to really function well at work - you need to adopt the idea of becoming:

Aware, Attentive, and Alert.

Contributing to Training (Ref SC50)

Understand the supervisors' role in contributing to the training and development of people. Understand the use of the training cycle. Evaluate the effect of training and development.

Assertiveness (Ref SC48)

Assertiveness not aggressive, understand the difference and communicate more effectively and build better relationships with others.

Planning your Career (Ref SC49)

This Open Learning workbook is designed to help you to decide 'where you are now' and 'where you would like to be'.



Managing Professional & Personal Commitments (Ref SC38)

Looking at how you spend your personal time, how your home life affects your ability to work, your professional responsibilities, your work aspirations and your leisure interests.

Supervisory Management Skills (Ref SC11)

About the legislation you need to know about at work
Then about organising your resources and getting your systems right

Bullying and Harassment (Ref SC51)

The primary aim of this training is to raise awareness, to help those involved to step back from what is happening and deal with the problem with a measure of detachment and objectivity.

Counselling Skills (Ref SC52)

A set of techniques, or skills, designed to help another individual take responsibility for others and to manage their own decision making, whether it is work related or personal.

Managing Finance Topics

Understand the role finance plays *Here Come the Numbers (SC10)*

- Understand the jargon of accounting
- Recognise accounting systems and why they are used
- Dealing with cash and cash payments
- Understanding sales and purchase ledgers
- Keep good records and use them to steer your business.



Finance for Non-financial Managers (Ref SC21)

- You will learn about business finance and business planning
- You will actually produce a Business Plan.

Managing Operations Topics

Project Management (Ref SC42)

Project Management is simply an area that has evolved to co-ordinate and control complex activities of modern commerce and industry contribute to Project Planning and preparation, ensure that the project is fully co-ordinated and successful, plan and execute the project closure.

Using project management to get results

Make it happen (Ref: SC08)

- Setting objectives and performance measures
- Allocating resources
- Project planning methodologies
- Motivating yourself and colleagues to complete tasks.

Business Planning (Ref SC17)

- Discuss the operation of the business
- Understand how it is controlled and monitored
- It needs to be constantly updated and revised
- Adapting your activities and objectives.

Carry Out Quality Audits (Ref SC41)

Understand how to plan audits, communicate your intentions and achieve the most comprehensive results.

Manage Information for Change (Ref SC40)

Analytical techniques. How to assess the effectiveness of current methods of gathering and storing information.

Information handling, the importance of gathering, validating and analysing information, types of qualitative and quantitative information which are essential to your roles and responsibilities, how to record and store the information you need.

Planning and Organising Work (Ref SC46)

How to set and update work objectives for teams and individuals, plan activities and determine work methods to achieve objectives and allocate work and evaluate teams, individuals and self against objectives.



Support the Efficient Use of Resources (Ref SC31)

- Resource management
- The principles underpinning the effective and efficient management of resources
- How to monitor and control the use of resources to maximise efficiency, whilst maintaining the quality of products and services
- The importance of keeping accurate records on the use of resources.

Succession Planning (Ref SC34)

Time to offload activities?

- Succession or exit planning?
- Matching resources to your vision / mission
- Selection of the “right” person/s
- Define possible skill gaps
- Coaching and / or training to fill identified skill gaps
- When will the “right” person/s be ready?

Sales & Marketing Topics

Winning ways to sell—Presenting your business to customers and clients *(Ref SC09)*

- Understanding what marketing is and how it can help your business and organisation
- Developing strategies to make people buy from you
- Defining and completing research requirements to aid decision making
- Make decisions about your product or services
- Understanding how to promote your business
- Understand how to write a Promotional Plan.

Marketing for Managers *(Ref SC14)*

- Carry out market research
- Identify your market
- Identify your competitors
- Produce a market profile
- Price and promote your product
- Produce a Marketing Plan.



Making a Sales Presentation *(Ref SC25)*

Plan the presentation

Structure the presentation

Use good presentation skills

Chair a discussion

Follow up the presentation

Marketing Methods *(Ref SC26)*

Carry out market research

Produce a market profile

Identify your market

Price & promote your product

Identify your competitors

Produce a marketing plan

Customer Service – Intermediate (Ref SC39)

Maintain reliable customer service, Communicate with customers, Develop positive working relationships with customers, Solve problems on behalf of customers.

Negotiation Skills (SC27)

Understand the steps used to negotiate successfully

Looking at some of the tactics you can use

Looking at how to use decision-making

Think about your own style of negotiation writing an Action Plan

A Client is for Life

Get them and keep them (Ref: SC07)

- What is client management?
- Identify who are your buyers?
- How to plan and identify your client management process using BENEFIT.



Managing Communication

Face to face communications—got the message (Ref: SC16)

The aims are to enable you to:

- Develop an understanding of the processes Identify the main barriers that prevent effective communication
- Improve your own face-to-face skills.

Communication Styles (Ref SC18)

- Creating a professional image everything you need to know about the way you look
- Assertiveness everything you need to know about what you say

Manage Your Communication (Ref SC30)

The importance of getting feedback from others on your performance and how to encourage, enable and use such feedback in a constructive manner

- Management competence

Support materials/workbooks available:

Moving into Management Food and Drink
Service for Sales
Book-keeping
Women into Business
Business Planning for Success
Core Skills – Information Technology (Adapted)
Equal Opportunities for Trainers and Development of Training Skills
A Guide for Trainers Supporting Trainees and Assessing their Ability at Core Skills I.T.
Equal Opportunities Index Test
Interactive CD to identify higher level I.T. aptitude in women
Health and Safety Legislation
Health and Safety Legislation Quiz
Tele-sales
Mentor Resource Packs
Mentor Resource Book
Retail Mentor Resource Book



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ENQUIRY FORM

Please fax back to 01279 877903 or scan and email to sally@academyoflearning.co.uk

ORGANISATION NAME _____

NAME OF CONTACT _____

POSITION _____

TELEPHONE NO. _____

FAX NUMBER: _____

EMAIL ADDRESS _____

FULL ADDRESS & POSTCODE _____

Notes/comments you would like to make....

HOW WOULD YOU PREFER THE INFORMATION?

VISIT EMAIL POST TELEPHONE FAX

PLEASE IDENTIFY THE TRAINING YOUR ARE INTERESTED IN ON THE TICK LIST OVERLEAF

Academy of Learning are an equal opportunities training provider, your information will be maintained in accordance with the Data Protection Act.

If you would like this information in another format please let us know your requirements.

Course title	Ref	Send me more information please
Short Courses		<i>Are you interested in half day/ full day or resource materials</i>
Breaking down Communication Barriers Don't be the Weakest Link! Understand what you want & How to get it Effective Time Management Delighting your Customer Dealing with Workplace Stress Presentation Skills Effective Writing & Report Writing Equal Opportunities Leadership and Teams Developing yourself and the Managers in your Business Motivation Performance Management Training the Trainer Effective Delegation Create Effective Working Relationships Business Counselling Training and Development Developing Managers Managing Part-Time and Mature Staff Respond to poor performance in your team Effective Appraisal Developing Teams Interpersonal Skills Personal Effectiveness Contributing to Training Assertiveness Planning your Career Managing Professional & Personal Commitments Supervisory Management Skills Bullying & Harassment Counselling Skills Understand the role finance plays - Here come the numbers Finance for Non-financial Managers Project Management Using Project Management results to get results - Make it happen Business Planning Carry out quality audits Manage Information for Change Planning and Organising Work Support the efficient use of resources Succession Planning Winning ways to sell - Presenting your business to customers and clients Marketing for Managers Making a sales Presentation Marketing methods Customer Service - Intermediate Negotiation Skills A client is for Life - Get them and keep them Face to face communications - got the message Communication Styles Manage your Communication	SC01 SC02 SC03 SC04 SC05 SC06 SC12 SC13 SC20 SC15 SC19 SC22 SC23 SC24 SC28 SC32 SC35 SC36 SC33 SC29 SC37 SC43 SC44 SC45 SC47 SC50 SC48 SC49 SC38 SC11 SC51 SC52 SC10 SC21 SC42 SC08 SC17 SC41 SC40 SC46 SC31 SC34 SC09 SC14 SC25 SC26 SC39 SC27 SC07 SC16 SC18 SC30	

Course title	Ref	Send me more information please
Security Specific (See also NVQ section)		
VRQ EDI Level 2 Award or Certificate for Door Supervision	018	
EDI Level 3 Certificate for the Delivery of Conflict Management Training	030	
EDI Level 2 Award in Security Guarding	031	
EDI Level 2 Award in Understanding Stewarding at Spectator Events	032	
EDI Level 2 Award in CCTV Operations (Public Space Surveillance)	033	
Compliance		
Award in health & Safety in the workplace Award in Food Safety First Aid Awareness Risk Assessments Manual Handling of Objects Manual Handling of People COSHH	CC1 CC2 CC3 CC4 CC5 CC6 CC7	
I.T		
We are able to deliver individual or small group training at your workplace WORD EXCEL DBASE POWERPOINT Website Optimisation SAGE	ITW ITE ITD ITP ITWEB ITS ITS	
E-LEARNING		
Level 2 Award in Food Safety in catering Level 2 Award in Food Safety in manufacturing Level 3 Award in Food Safety in retail Level 3 Award in Supervising Food Safety Level 4 Award in Managing Food Safety Level 2 Award in Healthier Food & Special Diets Level 2 Award in Health & Safety in the Workplace	022 023 024 025 026 027 028	
NVQs		
NVQ 2 Business Administration	001	
NVQ 3 Business Administration	002	
NVQ 2 Customer Service	003	
NVQ 3 Customer Service	004	
NVQ 2 Health & Social Care	005	
NVQ 3 Health & Social Care	006	
NVQ 3 Certificate in Management	007	
NVQ 5 Diploma Management	008	
NVQ 2 Certificate in Team Leading	010	
NVQ 2 Level ITQ	020	
NVQ 2 Providing Security Services	021	

Course title	Ref	Send me more information please
Other		
Management Coaching A1 Assessors Award	015 017	
Team Leading, Leadership & Management Skills VRQs		
ILM Award in Team Leading Level 2	011	
ILM Certificate in Team Leading Level 2	012	
ILM Award in Effective Team Leader Skills Level 2	066	
ILM Certificate In Effective Team Leader Skills Level 2	067	
ILM Award in First Line Management Level 3	013	
ILM Certificate in First Line Management Level 3	014	
ILM Diploma in First Line Management Level 3	034	
ILM Award in Management Level 4	035	
ILM Certificate in Management Level 4	036	
ILM Diploma in Management Level 4	037	
ILM Award in Management Level 5	038	
ILM Certificate in Management Level 5	039	
ILM Diploma in Management Level 5	040	
ILM Award in Leadership Level 3	041	
ILM Certificate in Leadership Level 3	042	
ILM Award in Leadership Level 4	043	
ILM Award in Leadership Level 5	044	
ILM Certificate in Leadership Level 5	045	
ILM Award in Leadership & Management Level 3	046	
ILM Certificate in Leadership & Management Level 3	047	
ILM Diploma in Leadership & Management Level 3	048	
ILM Certificate in Leadership & Management Level 4	049	
ILM Diploma in Leadership & Management Level 4	050	
ILM Award in Leadership & Management Level 5	051	
ILM Certificate in Leadership & Management Level 5	052	
ILM Diploma in Leadership & Management Level 5	053	
ILM Certificate for Professional Workplace Coaches Level 3	054	
ILM Award in Workplace Coaching for Team Leaders and Managers Level 3	072	
ILM Certificate in Coaching & Mentoring in Management Level 5	055	
ILM Award in Introduction to Business Improvement Level 2	056	
ILM Award in Business Awareness Level 3	069	
ILM Award in Facilities Management Level 3	057	
ILM Certificate in Facilities Management Level 3	063	
ILM Diploma in Facilities Management Level 3	064	
ILM Award in Managing Equality & Diversity in an Organisation Level 4	058	
ILM Award in Mentoring for Young Learners Level 2	059	

Course title	Ref	Send me more information please
ILM Certificate in Sales Management Level 2	060	
ILM Award in Vocational Assessment of Leadership & Management Level 4	061	
ILM Award in Effective Management Level 3	062	
ILM Certificate in Effective Management Level 3	065	
ILM Award in Personal Development Level 2	068	
ILM Award in Managing Operations Level 3	069	
ILM Award in Customer Awareness Level 2	070	
ILM Award in Service Improvements Level 3	071	
ILM Certificate in Service Improvement Level 5	073	

WHAT OUR CUSTOMERS SAY...

“Academy of Learning Ltd has provided several training courses for the hotel and it is a pleasure working together as Academy of Learning has proven to be efficient, reliable and extremely committed in continuing to assist to meet our training needs. All attendants were very positive about the delivering of the courses and have benefited from attending.”

- Radisson SAS Hotel



“The Academy of Learning quickly interfaced with the needs of our business for the purposes of personal development, succession planning and promotion development. They have had a very positive impact on our management development structure and formulate a permanent feature of our training and development strategy, as an external partner. The quality and efficiency of the programmes and supporting work as always met our expectations and that of our employees. Communication and response to localisation of any programme has always been completed with the utmost professionalism and business consideration.”

- Port of Tilbury London Ltd



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‘Your Learning, Our Passion’

NVQ Level 3 & 4 in Management - “The quality and efficiency of the programmes and supporting work as always met our expectations and that of our employees” - **Port of Tilbury London Ltd**

Short Course: Award in First Line Management - “Very informative course. Have learnt a great deal in which I will apply to my job role.” - **Stacey Hann, Bainscare**

Half day seminar: Negotiating, Influencing and Buying - “The best part was that everything related to every person in

Academy of Learning are committed to promoting equality and diversity, safeguarding our learners and providing a healthy and safe environment in which to grow and flourish.

