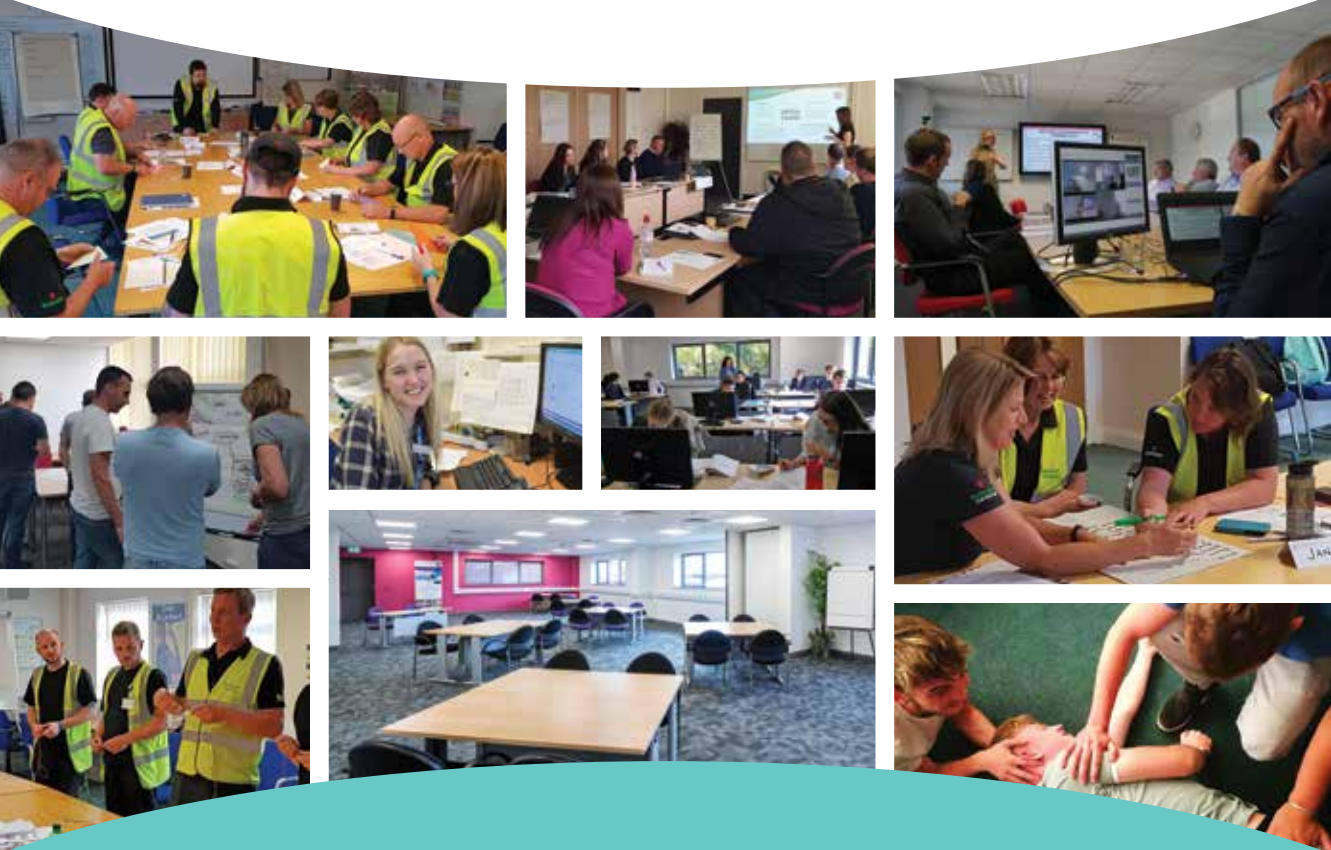




Herefordshire and Worcestershire  
Group Training Association



# Training Courses

A GUIDE TO  
HEREFORDSHIRE AND WORCESTERSHIRE  
GROUP TRAINING ASSOCIATION  
SHORT COURSES



# introduction



## ABOUT HEREFORDSHIRE & WORCESTERSHIRE GROUP TRAINING ASSOCIATION

Are you an individual or an employer looking for training solutions? Herefordshire and Worcestershire Group Training Association is foremost in providing training and workplace qualifications across Herefordshire, Worcestershire and the surrounding counties. We have a positive and dynamic approach to working with companies from the manufacturing, engineering, finance, legal and service sectors, together with Charities and Local Authorities. Our customers range from small family businesses to major employers who are part of multi national groups.

### WHAT WE DO?

*We work in partnership with organisations to identify their training requirements both to develop existing employees and to support their recruitment of new personnel.*

You can either refer employees to the huge variety of public courses already available or contact us to design something bespoke at your premises to meet your needs. We also welcome private individuals looking to develop their skills and gain professional qualifications. In addition to our huge variety of in house training we offer a wide selection of other consultancy services, psychometric tests and assessments together with team day facilitation, coaching and mentoring for your workforce too.

### WHAT MAKES US SPECIAL?

*As a charity we are not for profit. Every penny raised in profit is ploughed back into the organisation for the benefit of the Association.*

We are also employer led, financed and controlled by local companies. This means that our member companies decide how they want their training organisation to be run for maximum benefit to businesses, employees and the local community. It means that we design our training provision in direct consultation with our customers. Your company does not need to be a HWGTA member to take up our services. We have over fifty years experience of working in the local community and so fully understand the regional market and its challenges. With our expert staff and top class facilities, we can provide 'off site' training and 'on site' support, brought together seamlessly into an effective training solution.

Our aim is to deliver outstanding training that offers a significant return on investment for your business.



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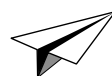
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*aim higher...*

# Ilm qualifications explained



ILM are the UK's top leadership and management qualifications specialist. They help to develop more talented leaders than anyone else, giving them the skills to make a real difference in their organisation and beyond. HWGTA is just one of 2500 approved ILM centres that delivered qualifications to 93,000 leaders last year.

## WHAT DO THE ILM QUALIFICATION LEVELS MEAN?

ILM qualifications start at Level 2 (which HWGTA do NOT deliver) and go up to Level 7 (suited to senior managers, such as a CEO). Each level can be achieved at Award, Certificate or Diploma status depending on the amount of credits gained at that level.

As you go up the levels, the qualifications demand more complex, comprehensive skills and knowledge.

## EDUCATIONAL QUALIFICATIONS VERSUS VOCATIONAL QUALIFICATIONS

Most of ILM's qualifications are vocational. We deliver the skills, knowledge and experience you need to do a job in the real world.

The level you reached in your academic career might be above or below the right level of vocational qualification for you. You might have an economics degree, but if you are new to managing a project or leading a team, then you will need a lower level vocational qualification. You may have left school after your GCSEs (or equivalents) and yet because of your level of real-world management experience be ready to take an ILM qualification at Level 3 or above.

*For more information on ILM see:*  
[www.i-l-m.com/learning-and-development/leadership-and-management-qualifications](http://www.i-l-m.com/learning-and-development/leadership-and-management-qualifications)

*“This ILM 4 course has, by far, been the best training experience of my career. Your ability to teach new principles and theory mixed with a powerful ability to help us land all that back at work is remarkable. Thanks so much for this impacting training. I'll be back!”* Neil W



# ILM qualifications explained

## QUALIFICATION LEVELS COMPARED TO OTHER QUALIFICATIONS

*This table will give you a rough idea of how the qualifications we offer compare to other qualifications.*

Qualification level	Roughly equates to
2	GCSE grades A*-C; NVQs at level 2; BTEC at Level 2
3	A-Levels; GCE in applied subjects; International Baccalaureate; NVQs at Level 3; BTEC at Level 3
4	The first year of an under-graduate degree; Certificate of Higher Education; HNCs; BTEC Professional Diplomas, Certificates and Awards; NVQs at level 4
5	The second year of an under-graduate degree; Diploma of Higher Education; HNDs; BTEC Professional Diplomas, Certificates and Awards
6	The third year of an under-graduate degree; BTEC Advanced Professional Diplomas, Certificates and Awards
7	Post-graduate certificates, diplomas and Masters degrees; BTEC Advanced Professional Diplomas, Certificates and Awards

## QUALIFICATION LEVELS AND MANAGEMENT EXPERIENCE

ILM's qualifications are designed to reflect the different needs of managers at different levels. As you work towards new responsibilities, and climb the career ladder, you will find the right qualification to consolidate your experience and give you the skills, knowledge and confidence you need to perform effectively and really make a difference in your role.

*The table below gives a brief overview of how qualification levels are matched to management levels.*

Qualification level	Management level (practising or aspiring to practise at this level)	Example qualification
2	Team leader; Team supervisor	Level 2 Certificate in Team Leading Level 2 Award and Certificate in Leadership and Team Skills
3	Junior manager; First-line manager; Supervisor	Level 3 Award, Certificate, and Diploma in Leadership and Management Level 3 Certificate in Coaching and Mentoring
4/5	Middle manager	Level 4/5 Award Certificate and Diploma in Leadership and Management Level 5 Certificate and Diploma in Coaching and Mentoring
6	Senior manager; Director of smaller organisations	Level 6 Award in Management
7	Senior leader; CEO; Director of large divisions	Level 7 Award, Certificate and Diploma in Executive Management

# leadership & management

## COURSE: ILM Level 3 Award in Leadership & Management

### Who is this course aimed at?

It is ideal for individuals who have management responsibilities but have had no formal training and are serious about developing their abilities. The course particularly supports practising team leaders seeking to move up to the next level of management as well as those new to the role. This is a natural progression for those who have already attended our Preparing to Leave course (it is not a mandatory requirement that this has been completed).



### Do you need previous experience or qualifications to attend this course?

None required.

### Course Content

This is an entry level course which has a focus on self reflection but high levels of training room activity. Identifying areas for on-going continual professional development will form part of the course.

### Objectives

*Over the 4 days (1 day per week) the course covers:*

- ▶ Course introduction and induction including ILM membership
- ▶ Leadership and Management Styles
- ▶ Building the Team
- ▶ Communication in the Workplace
- ▶ Conflict Management
- ▶ Presentation Skills
- ▶ Motivation

### Assessment

- ▶ Assessment is via 4 mini assignments and a presentation.

### Certificate

- ▶ ILM Award



### Course Details

Venues:	Hereford / Worcester
Duration:	4 days
Certificate:	ILM 3 Award

### You may also like:

ILM Level 4 Certificate

ILM Level 5 Certificate

“*Every aspect of the course was excellent. The trainer was excellent.*” L Walker

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# leadership & management

## COURSE: ILM Level 4 Certificate in Leadership & Management Skills

### Who is this course aimed at?

This qualification has been designed to help participants develop a wide range of middle management and leadership skills. To meet the needs of today's busy managers the course is delivered via a very flexible mode incorporating attendance at monthly workshops along with assignments to complete outside of the training sessions.



### Do you need previous experience or qualifications to attend this course?

Preferably ILM Level 3 Award or equivalent qualification will have been completed prior to attending this training. This is not always essential.

### Course Content

There is a significant degree of focus on evaluating and reflecting upon individual levels of expertise in each section and identifying areas for on-going continual professional development.

### Objectives

*Over the 6 days (1 day per week for 6 months)  
the course covers:*

- ▶ Evaluate own management and leadership skills
- ▶ Advanced motivation
- ▶ Managing and implementing change in the workplace
- ▶ Coaching and training
- ▶ Change management
- ▶ Stress management and presentations

### Assessment

- ▶ Assessment is via 3 written assignments and a presentation.

### Certificate

- ▶ Level 4 Certificate



### Course Details

Venue: Hereford / Worcester  
Duration: 6 days  
Certificate: ILM Level 4 Certificate

### You may also like:

ILM Level 5 Certificate

“*The course totally surpassed my expectations*” Gareth

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# leadership & management

## COURSE: ILM Level 5 Certificate in Leadership & Management

### Who is this course aimed at?

The Level 5 Certificate in Leadership and Management is designed for practising managers, helping them to develop their skills and experience, improve performance and prepare for senior management responsibilities. It is expected that learners are already managing or preparing to manage at a relatively senior level within an organisation.



### Do you need previous experience or qualifications to attend this course?

It is anticipated that applicants already have a management qualification at a lower level - potentially ILM Level 3 or 4. For those who have no previous leadership and management qualifications an interview with the course provider will be arranged to discuss suitability. This course requires the completion of academic assignments which require research and referencing. It is, therefore, an expectation that learners have the necessary levels of literacy skills.

### Course Content

The qualification is made up of a broad range of units covering skills in core areas - working with people, coaching and mentoring skills, providing strategic direction, facilitating innovation and change, achieving results and seeing changes in culture and ethics.

### Objectives

#### Over the 5 days the course covers:

- ▶ Becoming an effective leader & emotional intelligence
- ▶ Coaching and mentoring
- ▶ Culture and ethics
- ▶ Problem solving
- ▶ Equality & Diversity and presentations

### Assessment

- ▶ Assessment is via 3 written assignments and a presentation.

### Certificate

- ▶ ILM 5 Certificate



“*Had a great time on the course!  
A wonderful teacher - very  
engaging and accommodating -  
would recommend to anyone.*”

H Birch

### Course details

Venues:	Hereford / Worcester
Duration:	5 day programme
Certificate:	ILM 5 Certificate

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# leadership & management

## course: ILM Level 3 Coaching Award

### Who is this course aimed at?

The Level 3 Coaching Award is for Individuals whose role involves improving the performance of key individuals.

Coaching is an explosive method of improving performance in individuals, whether a rapidly advancing person to tap their potential correctly, or a person who is stuck or has lost motivation.



### Do you need previous experience or qualifications to attend this course?

None.

### Course Content

#### *Benefits for learners:*

#### *Over the 3 days the course covers:*

Coaching was once seen as a correction activity for those whose performance was falling short of required standards. Today coaching is focussed on those who have potential and those who are the high achievers. It is a source of empowerment, focus and belief for individuals to take giant steps forward in their aspirations and awareness of how to harness their latent abilities. In short coaching has the real possibility of changing lives. In the workplace this means transformation of expectation and results.

The return on investment from professional coaching is astonishing. The Economic Times reports "coaching resulted in a ROI of almost six times the cost of the programme as well as a 77% improvement in relationships, 67% improvement in teamwork, 61% improvement in job satisfaction and 48% improvement in quality."

This course is an introductory qualification which gives you the tools and insight into how to coach individuals, how to manage the process and how to achieve maximum results. Each of the three days will prioritise the practice of

coaching. It is the experiential nature of the course which will build confidence and hone the skills a coach needs to enable people to move forward powerfully.

### Objectives

#### *Over the 3 days the course covers:*

- ▶ Explain exactly what coaching is
- ▶ Coach various types of people with various methods
- ▶ Manage the coaching process in a professional and safe manner
- ▶ Put together a coaching strategy to improve business performance

### Assessment

- ▶ 3 short assignments and an observed coaching session

### Certificate

- ▶ ILM 3 Coaching Certificate



### Course details

Venues:	Hereford / Worcester
Duration:	3 day programme
Certificate:	ILM 3 Certificate

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# leadership & management

## COURSE: Preparing to be a Leader (Non accredited)

### Who is this course aimed at?

This three day course is aimed at preparing potential leaders that may be in positions of authority in the near future.

It would also benefit those new to the role who have had no formal training.



### Do you need previous experience or qualifications to attend this course?

None required.

### Course Content

The course gives a basic overview of management including all the essential factors of how to lead a team successfully, from setting an example of integrity to delegating the right tasks to the right people.

The course includes many practical leadership tasks to give the candidates a real taste of leadership and how to handle the various pressures that a modern-day manager faces. Also through course delivery and discussion the candidate will be made aware of the knowledge and wisdom which is essential to leading successfully.

### Objectives

*The training will cover the following areas:*

- ▶ DAY 1 Transition from team member to leader, team formation & composition and leadership styles
- ▶ DAY 2 Communication: One to one, team briefings, assertiveness
- ▶ DAY 3 Managing conflict and difficult people

### Assessment

- ▶ No formal assessment

### Certificate

- ▶ HWGTA Certificate

### Course details

Venue:	Hereford / Worcester
Duration:	3 days (Back to back)
Certificate:	HWGTA Certificate

### You may also like:

ILM Level 3 Award in Leadership & Management

ILM Level 4 Certificate in Leadership & Management

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# leadership & management

## COURSE: Leading with Strategic Advantage

### Who is this course aimed at?

This high level day course is intended for senior Managers/ Directors. It is aimed at helping leaders move from a solutions focus to high level strategic thinking. You will understand the core elements of a practical 'strategy toolkit' that will lead to your business having the competitive advantage you need.

The course is spread over 2 days with a 2-month gap in between to allow attendees to work on some of the strategic tools we will be looking at – focussing on the translation of theory into their business. Support from the trainer will be offered in between the 2 sessions.



### Do you need previous experience or qualifications to attend this course?

It is anticipated that applicants will already have a good level of management experience and be in a role that is linked to developing their business. For those who have no previous leadership and management experience, a conversation will be needed to discuss suitability. There are no academic assignments as the course is based on a blended mix of theory/learning and practical application to their business.

### Course Content

#### *Benefits for learners:*

- ▶ Understand the need for competitive advantage in a changing world
- ▶ Develop understanding of strategic analysis tools
- ▶ Re-run your companies SWOT analysis at a totally different level
- ▶ Develop strategic leadership abilities to underpin your day-to-day management

#### *Impact for employers:*

- ▶ Understand your business at a much deeper level
- ▶ Encourage strategic thinking at this level of management to develop the competitive edge
- ▶ Through the analysis tools develop plans that provide clear and measurable benefits to business

### Objectives

*The 2 day course is made up of a broad range of elements of strategic analysis theory/techniques that are then applied to your organisation. Whilst the course will be tailored to attendees needs, core component elements are as follows:*

- ▶ Understanding the need for change and strategic thinking in a competitive world
- ▶ The 4 key strategic questions
- ▶ External and Internal impacts (PEST analysis)
- ▶ Competitor analysis
- ▶ Understanding key stakeholders: Power and influence
- ▶ Understanding your key strategic assets and leveraging against them
- ▶ Analysing and developing culture
- ▶ All the above leading to a refreshed SWOT analysis for your business
- ▶ 'Leading the advantage'

### Assessment

- ▶ No formal assessment but participants will be expected to do some analysis work in between the 2 days.

### Certificate

- ▶ HWGTA Certificate

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## COURSE: EDI Pearsons Level 3 Award in Education and Training (formerly PTLLS)



### Who is this course aimed at?

This is an introductory teaching qualification which prepares learners for teaching and training in a wide range of contexts. Applicants may be teachers or trainers from the Further Education sector, work based learning sector, voluntary sector, adult community learning sector or those training in their place of work. It is likely that individuals are relatively new to a teaching role. Individuals working as assessors who wish to achieve a qualification that provides an introduction to teaching could also consider this route.



### Do you need previous experience or qualifications to attend this course?

In order to study at this level and complete the assessments it is anticipated that learners will be working to at least Level 2 literacy. This course has the same level of demand as that of studying for "A" Levels. There are no prerequisite experiences or qualifications required. Candidates who have already achieved Learning and Development units may be able to carry those forward into this qualification.

### Course Content

- ▶ Course content includes: Understanding roles, responsibilities and relationships in education and training. The other two units are: understanding and using inclusive teaching and learning approaches in education and understanding assessment in education and training.

### Objectives

#### Outline programme and course objectives:

- ▶ Identify your own role, responsibilities and boundaries of role in relation to teaching
- ▶ Understand appropriate teaching and learning approaches within a specialist area
- ▶ Demonstrate your session planning skills
- ▶ Understand how to deliver inclusive sessions that motivate learners

- ▶ Evaluate your own teaching practice and identify areas for future development

For full course objectives visit [www.hwgta.org](http://www.hwgta.org)

### Assessment

- ▶ Each learner will complete at least one micro teaching session to their peer group. Plus submit a portfolio of evidence against set criteria

### Certificate:

- ▶ EDI Pearsons Level 3 in Education & Training Certificate

### Course details

Venues:	Hereford/Worcester
Duration:	5 days
Certificate:	EDI Pearsons Certificate

### You may also like:

EDI Pearsons Level 4 Certificate in Education and Training

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## COURSE: Train the Trainer

### Who is this course aimed at?

This course is ideal for anyone new to a training position, who needs to understand the basics of training skills and practice. Alternatively, it suits those who have been training for some time and are looking to refresh and consolidate their techniques.



### Do you need previous experience or qualifications to attend this course?

None required

### Course Content

- ▶ This intensive, hands-on, one-day course equips delegates with essential training skills and promotes an understanding of how to train others in the most effective way.

### Objectives

#### Outline programme and course objectives:

- ▶ Skills and qualities of an effective trainer
- ▶ An outline of a trainer's responsibilities at each stage of the training cycle
- ▶ Effective communication between the trainer and the learner
- ▶ How people learn and their individual learning styles
- ▶ How to define training objectives that meet both business and learner needs
- ▶ Structuring training, delivering training and assessing the results

### Assessment:

- ▶ No formal assessment, but participants will be expected to deliver a short presentation at the end of the day.

### Certificate:

- ▶ HWGTA Certificate

### Course details

Venues:	Hereford/Worcester
Duration:	1 day
Certificate:	HWGTA Certificate

### You may also like:

EDI Pearsons Level 3 Certificate in Education and Training

For full course objectives visit [www.hwgta.org](http://www.hwgta.org)

“Blown away by what I learnt today. It's given me such a better understanding of how to move forward in training. Could not have been better!” D Greenway

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Course title	Who is this course aimed at?	Previous experience/ qualifications?	Course Content
Developing your companies Digital Presence through Social Media	Managers/staff responsible for promoting their organisations using social media	None	Having a coherent and vibrant digital strategy is a crucial part of any forward- thinking organisation's marketing mix. This course allows you to develop your company's digital presence by developing the knowledge required to leverage different forms of social media effectively and enable you to create an action plan to develop an engaging digital strategy which will also boost your website's search engine ranking.
Teambuilding	Managers / leaders	None	This course teaches leaders how to form, organise and motivate a high performance team. Teams often fail to reach their potential due to personality clashes, cynicism and selfishness – this course teaches the knowledge and skills of how to change such difficulties into opportunities for rapid advance.
Motivation	Managers / leaders	None	Motivation means "to move" people, and this course gives leaders the understanding and skills to make an impact in employee's performance by giving them the right level of challenge, encouragement and support.
Managing Conflict and Difficult People	All those who are responsible for difficult members of staff or clashes between staff members.	None	Conflict in the workplace is the major cause of people leaving companies. This course gives the tools to end conflicts and promote healthy relationships. The course also addresses the most common types of difficult people and the appropriate methods for handling their behaviour.
Problem Solving	All those who have problems which hinder their progress.	None	On the Fortune 500 list of top qualities required in staff, problem solving comes second after team-working. This course gives many methods from logical to creative to show how even the most difficult problems can be confronted, handled and solved.
Professional Boundaries including safe use of social media	Anyone who works with vulnerable people	None	This course explores the challenges of working with vulnerable people in the age of social media. It examines the difficulties of maintaining the separation between work and personal life and gives strategies for managing this successfully.
Lone working and/or personal safety	Anyone who works or supervises people who work alone	None	This course gives an overview of the challenges of lone working as well as assistance in identifying difficult situations and resulting in practical solutions for keeping you, your staff and clients/customers safe.
Change Management	All leaders	None	We are living in a constant state of change in our businesses and we can either understand and manage change or be overwhelmed and defeated by it. This course gives key skills to planning and implementing change as well as helping employees navigate successfully through periods of challenging change.
Advanced Motivation	All leaders	None	This course builds on the basic course but is particularly tailored to helping leaders who have employees who are in some way stuck in poor performance, or teams which simply cannot generate momentum to perform to their maximum potential.
Using Emotional Intelligence to Increase Performance	Leaders, and all staff	None	Emotional intelligence is believed to be eight times more important in the workplace than mental intelligence. This course explains what EI is, how to expand EI powers and how to use EI to maximise results in teams, individuals and in leaders themselves.

Course title	Who is this course aimed at?	Previous experience/ qualifications?	Course Content
Continuous Improvement including an Introduction to 'Lean'	All staff with some responsibility for continuous improvement in their companies	None	This introductory course gives an excellent foundation to understanding and using continuous improvement techniques. All the major methods are considered including, Kaizan, Kaikaku, Six Sigma, Five 'S', Seven Wastes, Pareto and Six Thinking Hats. This course has practical exercises throughout to firmly embed the CI mind-set.
Advanced 'Lean' master class:	Operations/team leaders with responsibility to consider or implement 'Lean' systems/Six Sigma approaches	None	This training is to fill the gap in many organisations around improvement skills and capabilities. We will share our 12 most effective tools and techniques we have refined over many years in performance management and business improvement. The 12 are: Quad of aims, y=f(x), SIRPORC, Elliott-Kemp matrix, process mapping, VOC/affinity/CTQ trees, pareto analysis, Ishikawa, 5 why's, Tim Woods waste identification, innovative problem solving and hassle boards.
Understanding Training and Coaching	All those with responsibility to train and coach others	None	Completely different approaches to development, but each incredibly potent if used in the correct way. Coaching and training are the two principal methods of seeing skills, behaviours and attitudes increase and excel.
How to Communicate Professionally	Leaders and all staff	None	This course teaches how to communicate in the right way to the right people. It also gives guidance on how to truly listen to people and thus motivate powerfully.
Giving Briefings and Making Presentations	All leaders	None	The boldness to stand up in front of a group of people and communicate in an authoritative, motivational and effective manner is the real evidence of leadership prowess. This course gives opportunities to practice speaking and presenting skills and gives many methods and tips on how to control nerves, boost confidence and powerfully impact listeners.
Advanced Public Speaking	Leaders with prior speaking experience	None	This course is for leaders/motivators with a certain amount of experience who now want to move from being good to being great. A highly challenging day where delegates will be given feedback and instruction from both the trainer and other delegates.
Appraisals & Feedback	Staff who need to undertake performance reviews or give feedback in other contexts	None	The central aim of the day is to guide delegates to use the skill of feedback continually in an environment where trust, consideration and mutual appreciation are cornerstones. Delegates will learn how to harness the awesome power of praise, making it specific and strategic. This will lead to a 'blossoming' of staff motivation. The course will also challenge leaders not to avoid giving difficult feedback but facing it honestly and forthrightly with safety tips for ensuring a positive and productive outcome. This training day is very much a 'hands on' practical day.
Recruitment and Selection	All those in recruitment roles	None	Recruitment and selection is a very expensive business and one which can so often go terribly wrong, either selecting the wrong candidate or simply having the entire process produce no satisfactory result. This course looks at good practice in these areas and offers hands-on experience in various recruitment scenarios.
Using Assertiveness to Increase Confidence	All those who would benefit from taking a stronger approach to working with others	None	This course always makes a huge difference to delegates by giving them clear techniques which they practice using in the training sessions. Encouragement, support and self-belief are imparted and a clear change in confidence is guaranteed.

Course title	Who is this course aimed at?	Previous experience/ qualifications?	Course Content
Enhancing Creativity and Innovation	Anyone involved in sales and purchasing. Any form of business which requires motivating and persuading	None	<p>This is a broader course than our Selling Skills course because it addresses not only people involved in sales, but also anyone who needs to inspire, enthuse and motivate; and anyone who needs to achieve goals and continue moving forward with sharpening skills and strategic insight.</p> <p>Do you need to sell products, ideas, objectives and business philosophy? Do you need to influence and persuade people for short term and long term growth and change of mentality? Do you need to negotiate in a manner which achieves your desires but still maintains a respectful and friendly relationship? If the answer to any of these questions is "Yes" then this is a course which will be both thought-provoking and skills-enhancing.</p>
Basic Finance Training	For all who wish to develop their knowledge and understanding of financial compliance and governance within an organisation and of delivering value for money within a finance managerial role.	No previous qualifications are required although it would be beneficial if delegates have experience in a finance and managerial role	<p>Understand finance related governance and compliance requirements have ensured effective budget controls throughout the process.</p> <p>Know how to deliver value for money and efficiency for their organisation.</p> <p>Prepare and monitor budgets to ensure costs are controlled.</p>
Leadership Styles	Managers / leaders	None	<p>Some leaders cannot understand why they are not getting the best results from their teams and simply try harder and harder to no avail. By changing to another style of leadership, or even being flexible enough to vary styles leaders frequently see huge advances in the performance of both teams and individuals.</p> <p>If you are tired of struggling with certain members of staff, being unable to motivate groups or simply wondering if there are different ways of leading which might make a change and bring refreshment to all concerned, then this is the course for you.</p>
Time Management	This one day course is for those who would benefit from managing their time more effectively	None	<p>Have you ever felt overwhelmed by how much you had to do, or felt you were allocating too much time to tasks that are simply not essential? Do you ever procrastinate, often run late, over schedule yourself, feel that you are forced to rush jobs and lack real control of your workload? This course lets you regain control by managing yourself and your time more effectively. You will learn to see time as an ally not an enemy, and therefore reduce your stress and maximise your performance.</p>
Organisational Culture and Ethics	Senior or more experienced managers who have the position to affect the culture of their companies. Culture plays a massive part in the success of every company, and a powerful, life-affirming culture creates staff who similarly are powerful and life affirming.	None	<p>The course examines what types of culture there are and how these create values and ethics within a company – values and ethics which drive the behaviour, speech and thinking of staff. How to change a failing culture will be discussed with solutions and points for change following.</p> <p>Ethical systems are compared to establish which are the more conducive to the delegates continuing success in the market-place.</p>



Course title	Who is this course aimed at?	Previous experience/ qualifications?	Course Content
Developing Resilience	This course is aimed at all staff	None	<p>This course is a highly interactive day of exploring your options for strengthening your resolve and finding how to increase your ability to recover quickly from difficulties, spring back into shape and become tough.</p> <p>Business and life can be wonderfully inspiring experiences when things are going well. But what happens when storms come. Negative situations and testing times come in many shapes and sizes and some people experience stress and anxiety very quickly and find the going tough or even impossible. Others however seem to be made of rock and are able to withstand just about any adversity without losing peace of mind. This one day course will give you all the keys needed to develop a stronger mentality and easier application of coping strategies.</p>
Positive Praise and Appreciation	This course is essential for any leader wishing to maximise the power of his/her team	None	<p>There is a lot of focus in the workplace on how to have difficult conversations or give negative feedback, but very little attention is given to the explosive power of giving positive feedback. In fact, recognition, praise and appreciation are in very short supply in most businesses. This course will help leaders understand how to keep their staff engaged by communicating their value and importance to the company through the strategic giving of positive feedback and appreciation. This course is essential for any leader wishing to maximise the power of his/her team.</p>
Disciplinarys, Grievance and the Law	This half day interactive course will give you a sound understanding allowing you to run a disciplinary or grievance procedure. The course is being delivered by an Employment Law expert and takes the form of a workshop with a number of interesting scenarios.	None	<p>By the end of the workshop delegates will be able to:</p> <ul style="list-style-type: none"> <li>▪ Examine up to date case law in relation to disciplinary and grievance procedures</li> <li>▪ Examine issues relating to cross grievances during a disciplinary</li> <li>▪ Clarify what you are able to do when employees take sick leave to delay matters</li> <li>▪ Consider The Equality Act for psychiatric conditions and implications</li> <li>▪ Review a number of unusual scenarios</li> </ul>

Course title	Who is this course aimed at?	Previous experience/ qualifications?	Course Content
Introduction to Selling Skills	Anyone in a sales or customer-facing role	None	This course is not only geared towards making a sale, but rather getting a customer who will give repeat and consolidated sales. What is it that makes a sales-person irresistible? This course will discuss how to magically charm your customers.
Advanced Selling Techniques	Sales staff who need a refresher course on techniques or who want to learn new skills	None	The course is designed for existing frontline sales people looking to enhance their skills in practical and natural selling techniques while steering and influencing the outcomes.
Introduction to Marketing	Staff who are taking on responsibility for marketing for their organisations or want to be more effective in marketing their business	None	This course demonstrates how different marketing mixes achieve certain results, the psychology and relationship between businesses and consumers through marketing, its value and how it links with sales.
Developing a Marketing Strategy	Staff with responsibility for developing a marketing strategy	None	This course demonstrates how to create a marketing strategy document and how to select different elements of marketing to deliver certain outcomes
Influence, Negotiation and Persuasion	All people, but especially those in leadership, sales and customer service roles	None	Three of the key skills to any business situation, be it leadership, communication, sales or customer service are the powers of influence, persuasion and negotiation. Influence has its roots in integrity, persuasion in strategic communication and negotiation in creating a win-win situation for all parties involved. This fascinating course will challenge you to develop your skills.
Luxury Customer Service	All who are not satisfied with good or even adequate customer service in their organisation	None	On this course we will speak of taking customers up the ladder of rapport reaching a point where the customer feels "adopted" by the company – at this point the customer will actively campaign for the success of your company whilst giving a constant flow of repeat custom.
Project Management	Those who have projects to manage or significant tasks with a definite beginning and end	None	This course examines the key theories and techniques needed to authoritatively take charge of a project and see key performance indicators satisfied and surpassed.
Managing Stress in the Workplace	Particularly those who manage teams, but also anyone wanting to see a healthier work environment	None	Stress is known as "the silent killer" and to ignore its symptoms often will lead to a breakdown and possibly a long-term absence from the workplace. The course explains how to spot stress, how to control it, and also gives many techniques on how to overcome stress and how to establish a stress-free working environment.
Stress Workshop	All those suffering from stress	None	The stress workshop is a practical session where delegates try out many tried and tested stress-management methods. It's fun, it's relaxing and delegates will leave with real solutions to handling stress in the future.

*“Highly satisfied with the services; fabulous unlimited refreshments; course administration fast and straight-forward; course materials well thought-out; great lunch, drinks and staff are friendly and the environment is perfect.”*

S O'Connell-West

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Course title	Who is this course aimed at?	Previous experience/ qualifications?	Course Content
Coaching Introduction	All involved in staff personal-development	None	Coaching is now established as having explosive power in helping people make great leaps forward in their performance, self-confidence and emotional intelligence. This course will teach what coaching is, what techniques to use and how to control the results. Coaching will be role-played to gain experience with the methods and gain feedback from the qualified instructor.
Meditation for Business Improvement	All people	None	The fact that Apple, Google, Yahoo, HBO, Nike, Proctor and Gamble... to name but a few, actively encourage employees to meditate, shows what a tool meditation is for improving performance. This course will give you the vital methods to focus your mind, break down stress and arrive at new solutions, visions and strategy. People who regularly meditate are more centred, more concentrated, more energised and more creative than those who don't.
Equality and Diversity Awareness	<b>HALF DAY COURSE</b> All staff	None	The Equality Act (2010) gives us vital guidance on how to promote positive inclusion in the workplace and put an end to prejudice. Because of the very expensive penalties for not abiding by the rules of this act, it is essential all staff are aware how to speak and behave towards the nine protected categories. This is a fast moving, workshop type course which gives all delegates a solid grounding in the subject they will not forget.
General Data Protection Regulations (GDPR)	<b>HALF DAY COURSE</b> It is ideal for new employees as well as existing employees who require a basic knowledge of Data Protection, especially to refresh or update in line with the GDPR which comes into practice May 2018.	None	The General Data Protection Regulations regulate how personal data is handled by organisations and gives individuals new rights including the right to access any personal information held about them. Every organisation in the UK who processes personal data must comply with the regulations. The Information Commissioner is now levying fines on organisations who have failed to comply and recent high profile cases are highlighting bad practice in this area. Good practice for companies is for the training of all who handle personal data, either as controller for the company or for those gathering or processing personal information. This half day workshop is designed to teach delegates the basics of the regulations including what is personal data, rights of individuals, responsibilities of data controllers, enforcement and penalties.
Data Security Best Practice	Managers/staff responsible for ensuring compliance with data security	None	How secure is data in your organisation? Do all of your staff adhere to best practice when they are collecting, managing, processing and transferring data? It's vital that all organisations have a robust data security policies and procedures for handling both paper-based and digital data. This course enables you to audit your current data management procedures against practical best practice examples and will allow you to plan the robust data security procedures essential to your organisation for the future.

“*Very engaging and caused me to enquire much more deeply into role of teacher and self. I've been hugely stretched and been encouraged to research teaching more deeply.*”

I Powell

Car Parking is available on site • Refreshments - Buffet Lunch and Teas / Coffees provided • No VAT

## course: First Aid at Work (3 day)

### Who is this course aimed at?

The Health & Safety (First Aid) Regulations 1981 places on employers a responsibility for ensuring that their employees are fully protected in case of illness or injury by an adequate number of First Aiders. This course is aimed at people who would like to become designated first aiders, or those who are outside the 3 year qualification period. This course is required for companies in higher risk categories or with a large workforce. The certificate is valid for three years. As recommended by the HSE, HWGTA are a fully approved centre with TQUK - an Ofqual recognised Awarding Organisation.



### Do you need previous experience or qualifications to attend this course?

No previous experience or qualifications required.

### Course Content

*On completion of training, successful candidates should be able to understand the role of the first aider including reference to:*

- ▶ the importance of preventing cross infection
- ▶ the need for recording incidents and actions
- ▶ use of available equipment assess the situation and circumstances in order to act safely, promptly and effectively in an emergency
- ▶ administer first aid to a casualty who is choking
- ▶ administer first aid to a casualty who is wounded and bleeding
- ▶ administer first aid to a casualty who is suffering from shock
- ▶ provide appropriate first aid for minor injuries (including small cuts, grazes and bruises, minor burns and scalds, small splinters)
- ▶ injuries to bones, muscles and joints, including suspected spinal injuries
- ▶ chest injuries
- ▶ burns and scalds
- ▶ eye injuries

- ▶ burns and scalds
- ▶ anaphylactic shock

For full course content visit [www.hwgta.org](http://www.hwgta.org)

### Assessment

- ▶ Written and practical throughout the 3 days

### Certificate

- ▶ A certificate, valid for 3 years, will be awarded to each delegate who completes the course to the standard required.



### Course details

Venues: Hereford / Worcester

Duration: 3 days

#### Certificate:

A certificate, valid for 3 years, will be awarded to each delegate who completes the course to the standard required.

### You may also like:

Emergency First Aid

First Aid Refresher

Epilepsy

Stroke Awareness

Car Parking is available on site • Refreshments - Buffet Lunch and Teas / Coffees provided • No VAT

## course: First Aid at Work - Refresher Course (2 days)

### Who is this course aimed at?

The course is aimed at delegates that have already gained a valid first aid at work certificate, that is about to expire. A copy of your current certificate will need to be provided. HWGTA held Health & Safety Executive approval until the HSE stopped regulating first aid in October 2013. As recommended by the HSE, HWGTA are a fully approved centre with TQUK - an Ofqual recognised Awarding Organisation.



### Do you need previous experience or qualifications to attend this course?

Previous experience within First Aid in the form of a current First Aid at Work certificate, that is still within its renewal time. We will require a copy of your current First Aid at Work certificate before you attend the course.

### Course Content

- ▶ The Health & Safety (First Aid) Regulations 1981 places on employers a responsibility for ensuring that their employees are fully protected in case of illness or injury by an adequate number of First Aiders.

### Objectives

*On completion of training, successful candidates should be able to understand the role of the first aider including reference to:*

- ▶ Principles of First Aid
- ▶ Resuscitation
- ▶ Control of bleeding
- ▶ Treatment of shock
- ▶ Recognition of illness
- ▶ Treatment of injury/ burns/ scalds
- ▶ First Aid boxes, contents and use
- ▶ Transport of sick and injured patients
- ▶ Poisons and substances capable of poisoning

- ▶ Simple record keeping
- ▶ Dressing/ immobilisation of injured parts
- ▶ Communication/delegation in an emergency

### Assessment

- ▶ Written and practical throughout the 2 days

### Certificate

- ▶ A certificate, valid for 3 years, will be awarded to each delegate who completes the course to the standard required.



### Course details

Venues: Hereford / Worcester

Duration: 2 days

#### Certificate:

A certificate, valid for 3 years, will be awarded to each delegate who completes the course to the standard required.

### You may also like:

First Aid at Work

Emergency first Aid

Epilepsy

Stroke Awareness

Car Parking is available on site • Refreshments - Buffet Lunch and Teas / Coffees provided • No VAT

## course: Emergency First Aid at Work (1 day)

### Who is this course aimed at?

The Health & Safety (First Aid) Regulations 1981 places on employers a responsibility for ensuring that their employees are fully protected in case of illness or injury by an adequate number of First Aiders. This course is aimed at people who would like to become designated first aiders, or those who are outside the 3 year qualification period. This course is required for companies in lower risk categories, for further details please contact HWGTA. HWGTA held Health & Safety Executive approval until the HSE stopped regulating first aid in October 2013. As recommended by the HSE, HWGTA are a fully approved centre with TQUK - an Ofqual recognised Awarding Organisation.



### Objectives

*On completion of training, successful candidates should be able to understand the role of the first aider including reference to:*

- ▶ the importance of preventing cross infection
- ▶ the need for recording incidents and actions
- ▶ use of available equipment assess the situation and circumstances in order to act safely, promptly and effectively in an emergency
- ▶ administer first aid to a casualty who is choking
- ▶ administer first aid to a casualty who is wounded and bleeding
- ▶ administer first aid to a casualty who is suffering from shock
- ▶ provide appropriate first aid for minor injuries (including small cuts, grazes and bruises, minor burns and scalds, small splinters)

### Certificate

- ▶ A certificate, valid for 3 years, will be awarded to each delegate who completes the course to the standard required.



### Course details

Venue: Hereford / Worcester

Duration: 1 day

#### Certificate:

A certificate, valid for 3 years, will be awarded to each delegate who completes the course to the standard required.

### You may also like:

First Aid at work

First Aid Refresher

Epilepsy

Stroke Awareness

“Your trainer was so lovely. Nothing was too much for her. I didn't realise how much I could learn in a day!”  
P Davies

Car Parking is available on site • Refreshments - Buffet Lunch and Teas / Coffees provided • No VAT

# other first aid courses

Course title	Who is this course aimed at?	Previous experience/ qualifications?	Course Content
First Aid at Work Annual Refresher with AED	<b>2-3 HOURS</b> All qualified first aiders <i>The course does not renew first aid certificates or extend the validity period of certificates.</i>	None	Annual refresher as strongly suggested by the HSE to make sure your first aiders are confident and competent to respond in an emergency. We include training in using an automated external defibrillator (AED).
Defibrillator user with Basic Life Support	<b>2-3 HOURS</b> Anyone wanting to learn to use an AED	None	Automated external defibrillators are increasingly being seen as part of the 21st century first aid kit. The course allows those who are/or are not currently first aiders to be able to confidently use an AED.
Emergency Paediatric First Aid TQUK Level 3	<b>1 DAY COURSE</b> Nannies, au pairs, foster carers, parents and grandparents	None	The course covers emergency first aid for babies & children; roles and responsibilities, recovery position, seizures, CPR, choking, blood loss, shock, and anaphylaxis.
Paediatric First Aid TQUK Level 3	<b>2 DAY COURSE</b> Nursery staff, registered childminders, nannies on OFSTED voluntary register, after school clubs	Yes	The course covers the emergency first aid for babies and children including roles and responsibilities, recovery position, seizures, CPR, choking, blood loss, shock, anaphylaxis, major injuries and illnesses.
First Aid Annual Refresher for Childcare	<b>3 HOURS</b> Childcare workers <i>The course does not renew first aid certificates or extend the validity period of certificates.</i>	None	Annual refresher to make sure paediatric first aiders are confident and competent to respond in an emergency.
Anaphylaxis Awareness	<b>3 HOURS</b> Those working with or responsible for the welfare and wellbeing of individuals with anaphylaxis	None	The course will enable learners to understand anaphylaxis triggers, symptoms, and emergency first aid including practice with Epipen & Jext trainers.
Epilepsy Awareness	<b>3 HOURS</b> Those working with/responsible for the welfare and wellbeing of individuals with epilepsy	None	Enabling learners to define epilepsy, types of epilepsy and seizures, recognise triggers, emergency first aid and drug therapy.
Alcohol & Substance Misuse Awareness	<b>3 HOURS</b> All people	None	The course looks at substance misuse, alcohol, drugs and the law, dealing with drugs (disposal kits) and emergency 1st aid.
Stroke Awareness	<b>3 HOURS</b> Healthcare workers	None	The course covers the risk factors, symptoms and effects of stroke. The course also explains how care workers can help with rehabilitation and daily living.
Emergency First Aid for Schools	<b>3 HOURS</b> This course is aimed at those who want to learn the fundamentals of emergency first aid for use in schools.	None	On completion of training, successful candidates should be able to understand the role of the school first aider assisting children (1 year – puberty) and adults (puberty upwards).

Car Parking is available on site • Refreshments - Buffet Lunch and Teas / Coffees provided • No VAT



## course: IOSH Managing Safely

### Who is this course aimed at?

This course is aimed at managers and supervisors in any sector and any organisation, who have a responsibility for Health and Safety at Work. It's designed to get managers up to speed on the practical actions they need to take to handle health and safety in their teams. What's included: Course manual, Examination fees, Certificate from IOSH, Support and guidance throughout, experienced and knowledgeable trainer.



### Course Content

- ▶ **Introducing Managing Safely** - The first module makes it clear that managers are accountable for their teams, and makes a persuasive case for managing safely.
- ▶ **Assessing risks** - This module defines and demystifies 'risk' and 'risk assessment'.
- ▶ **Controlling risks** - Here the session tackles cutting risks down, concentrating on the best techniques to control key risks, and how to choose the right method.
- ▶ **Understanding your responsibilities** - This module looks at the demands of the law and how the legal system works, and introduces a health and safety management system.
- ▶ **Identifying hazards** - All the main issues any operation has to deal with are covered in this module
  - entrances and exits, work traffic, fire, chemicals, electricity, physical and verbal abuse, bullying, stress, noise, housekeeping and the working environment, slips, trips and falls, working at height, computers and manual handling.
- ▶ **Investigating accidents and incidents** - The session starts with why accidents should be investigated, and goes on to cover why things go wrong, and how to carry out an investigation when they do.

- ▶ **Measuring performance** - This module explains how checking performance can help to improve health and safety.
- ▶ **Protecting our environment** - A short but effective introduction to waste and pollution leads into a look at how organisations and individual managers can get involved in cutting down environmental impacts.

### Assessment

- ▶ An objective short answer test, short written assignment and a practical assessment based on your workplace

### Certificate

- ▶ Institute of Safety and Health



### Course details

Venue: Hereford/Worcester  
Duration: 3 days  
Certificate: Institute of Safety and Health

### You may also like:

Health & Safety Level 2  
Health & Safety Level 3

Car Parking is available on site • Refreshments - Buffet lunch and Teas / coffees provided.

## course: IOSH Working Safely

### Who is this course aimed at?

Working Safely is for people at any level, in any sector worldwide, who need a grounding in the essentials of safety and health. It gives everyone at work an understanding of why they must 'work safely' – and does it in an enjoyable way



### Course Content

- ▶ An outline of occupational safety and health
- ▶ Defining hazard and risk
- ▶ Identifying common hazards
- ▶ Improving safety performance
- ▶ The environmental effects of Industry
- ▶ A written multi format exam

### Objectives

By the end of the session delegates will be able to:

- ▶ Understand their responsibilities and those of their employer
- ▶ Identify common Hazards
- ▶ Define Hazard and Risk
- ▶ Identify and use the hierarchy of controls
- ▶ Understand how a basic risk assessment is conducted
- ▶ Understand how we affect the environment

### Assessment

- ▶ Written, multi format test

### Certificate

- ▶ Institute of Safety and Health



### Course details

Venue: Hereford/Worcester  
Duration: 1 day  
Certificate:  
Institute of Safety and Health

### You may also like:

IOSH Managing Safely  
Health & Safety Level 2  
Health & Safety Level 3

“All my expectations were met  
plus a lot more.” P Kemp

Car Parking is available on site • Refreshments - Buffet lunch and Teas / coffees provided.

For further information contact us on: [info@hgta.org](mailto:info@hgta.org) or call: 01432 377027

# other health & safety courses



Course title	Who is this course aimed at?	Previous experience/ qualifications?	Course Content
Health and Safety in the Workplace Highfield Level 2	<b>1 DAY COURSE</b> Anyone in a work environment	None	Enabling employers and employees to provide safe and healthy workplace conditions as well as the right systems and methods for safe activities. Giving the right knowledge and the right attitude demands proper training in the basics of health and safety.
Health and Safety in Health & Social Care Highfield Level 2	<b>1 DAY COURSE</b> Employees working in hospitals, care homes and home carers.	None	Appreciate the nature of health and safety in a health and social care context. Understand the scope of legislative requirements including employees' and employers' health and safety responsibilities. Understand the main risks and hazards for patients, clients and carers.
COSHH Highfield Level 2	<b>HALF DAY COURSE</b> This qualification is designed for those who use substances hazardous to health at work.	None	The qualification will prepare employees to contribute to the safer use of hazardous substances in their workplaces.
Manual Handling Highfield Level 2	<b>1 DAY COURSE</b> This course is ideal for anyone who carries out manual handling activities at work and can be tailored to your workplace.	None	Over 36% of all work related injuries are from manual handling. In fact back injuries are the biggest cause of staff absence in the UK and yet most are preventable! This course gives employees the skills and knowledge, how to improve manual handling techniques, move and handle loads safely and be able to conduct a personal manual handling risk assessment. Can be tailored to the workplace/job
Highfield Level 3 Award in HACCP for Catering/ Manufacturing	<b>2 DAY COURSE</b> Managers and Supervisors of all food manufacturing or catering businesses responsible for the development of an approach to Food Safety in their organisations.	None	This two day Level 3 Award in HACCP covers Food Manufacturing and covers Codex principles of HACCP in a food manufacturing setting. This qualification may also be beneficial for those responsible for implementing, contributing or reviewing HACCP systems.

“*The trainer is one of the best trainers I have come across in my career.  
Great pace, knowledgeable, approachable, positive and supportive.*”

Jo Midgely

# other health & safety courses

Course title	Who is this course aimed at?	Previous experience/ qualifications?	Course Content
Highfield Level 3 Award in Risk Assessment Principles and Practice	<b>2 DAY COURSE</b> This course is designed for anyone with a responsibility to conduct risk assessments. Candidates should have a basic knowledge of general health and safety matters prior to taking this course.	None	The objective of the qualification is to support a role in the workplace as a risk assessor. This qualification is designed for learners with a responsibility to conduct risk assessments at low risk premises. It covers the principles of risk assessment, the relationship between hazard and risk and requires learners use the knowledge learned on the course by undertaking a risk assessment. Therefore, laying a foundation for further development as a risk assessor.
Manual Handling Non-accredited	<b>HALF DAY COURSE</b> This course is ideal for anyone who carries out manual handling activities at work and can be tailored to your workplace	None	Over 36% of all work related injuries are from manual handling. In fact back injuries are the biggest cause of staff absence in the UK and yet most are preventable! This course gives employees the skills and knowledge, how to improve manual handling techniques, move and handle loads safely and be able to conduct a personal manual handling risk assessment. Can be tailored to the workplace/job.
Display Screen Equipment (DSE) Risk Assessment	<b>HALF DAY COURSE</b> Anyone working with computers as part of their normal work routine. DSE in the 21st century can include the use of desktop computers, tablets, notebooks, laptops and mobile phones.  This training will enable attendees to go back into company and complete DSE Risk Assessments on all work stations and provide suggestions for improvement.  Recommendation for good practice that this training is carried out every 2 years or if the workstation/layout is changed/or user is pregnant or user has been diagnosed with a musculoskeletal disorder.	None	This half day Display Screen Equipment Training Course is designed to give workers the skills and knowledge associated with the use of DSE, explaining specifically how to use workstations correctly in order to reduce the health and safety risks and avoid health problems. If display screen equipment is not used correctly it can contribute towards back problems, neck ache, headaches, wrist and arm pain and sight problems. Every employer must ensure that each user at work is provided with adequate training.  Anyone who works regularly with display screen equipment and workstations (including computers, laptops and handheld devices) must ensure that they have received sufficient health and safety training. This includes employees who do not habitually use display screen equipment as part of their normal work but will be required to use a workstation at some point.
Working at Heights and Ladder Safety	<b>HALF DAY COURSE</b> This course is suitable for any person involved with working at height and use of ladders in the workplace. The working at height training course will aim to provide the trainee with a working knowledge of how to remain safe in exposed areas of the workplace when working at height, and how to use ladders safely	None	Working at height and ladder safety training is essential to ensuring workers are competent to work in any environment that entails any activity at height. Under the working at height regulations 2005, you must (as far as it is reasonably practicable to do so) as an employer train any worker who is working at height on; <ul style="list-style-type: none"><li>▪ How to avoid falling,</li><li>▪ And how to minimise injury to themselves in the event of a fall</li></ul>

“Enjoyable and helpful trainers from start to finish.” Paul



# Highfield Level 2 Award in Food Safety in Catering or Manufacturing

## Who is this course aimed at?

Anyone working in a catering, manufacturing or retail setting where food is prepared cooked and handled

## Do you need previous experience or qualifications to attend this course?

None required.

## Course Content

- ▶ Highfield Level 2 Award in Food Safety Awareness in Catering is the main focus of delivery.

*However, flexibility can be provided for those working in a Retail or Manufacturing environment:*

- ▶ Highfield Level 2 Award in Induction into Food Safety for Manufacturing
- ▶ Highfield Level 2 Award in Food Safety Awareness for Retail

These qualifications have been developed to address the growing need to make learning more relevant to specific business environments and meet the National Occupational Standards. The Highfield Level 2 Awards in Food Safety provide a flexible syllabus which enables training to be tailored to meet specific needs.

## Objectives

*By the end of the session delegates will be able to:-*

- ▶ Firm grasp of the importance of food safety and knowledge of the systems, techniques and procedures involved
- ▶ Understanding of how to control food safety risks (personal hygiene, food storage, cooking and handling)
- ▶ Confidence and expertise to safely deliver quality food to customers
- ▶ Complete standardisation activities

## Assessment

- ▶ Multiple choice assessment



## Course details

Venues: Hereford/Worcester

Duration: 1 Day

Certificate: Highfield Level 2 Certificate

# Fire Warden/Fire Awareness

## Who is this course aimed at?

This qualification has been developed to benefit anyone wishing to become a fire warden in the workplace

## Do you need previous experience or qualifications to attend this course?

None required.

## Course Content

The course covers basic risk assessment of your work environment, what to do in the event of a fire and what precautions to take now to make your workplace safer.

## Objectives

*At the end of the workshop delegates will have covered:-*

### THEORY

- ▶ Fire Law (in Brief)
- ▶ The Threat and Chemistry of Fire
- ▶ Fire Behaviour
- ▶ Fire Action Routines
- ▶ Fire Extinguisher (Types / classifications / colour coding standards / application of media / capabilities & Limitations)
- ▶ FPA (DVD) 'The Role of a Fire Warden'
- ▶ Assessing Fire Risks and Spotting and Reporting Hazards
- ▶ Taking the appropriate action in the event of a fire
- ▶ First Aid Fire Fighting
- ▶ Ensuring Full and Safe Evacuation

### PRACTICAL

- ▶ Fire Action Routines
- ▶ Use of Water & Co<sub>2</sub> Fire Extinguishers on real fires
- ▶ Demonstration of foam Fire Extinguisher & Fire Blanket
- ▶ Demonstration of Powder Fire Extinguisher if location permits

## Assessment

- ▶ No formal assessment

## Course details

Venues: Hereford/Worcester

Duration: 1/2 Day

Certificate: HWGTA Certificate



## Working at Heights and Ladder Safety - Non accredited

### Who is this course aimed at?

This course is suitable for any person involved with Working at Height and use of ladders in the workplace. The working at height training course will aim to provide the trainee with a working knowledge of how to remain safe in exposed areas of the workplace when working at height, and how to use ladders safely.

### Do you need previous experience or qualifications to attend this course?

None required.

### Course Content

Working at height and ladder safety training is essential to ensuring workers are competent to work in any environment that entails any activity at height. Under the working at height regulations 2005, you must (as far as it is reasonably practicable to do so) as an employer train any worker who is working at height on;

- ▶ How to avoid falling,
- ▶ And how to minimise injury to themselves in the event fall

### Objectives

*By the end of the course, the candidate will be able to:*

- ▶ Identify the factors involved in the assessment and control of the risks associated with working at heights.
- ▶ Understand how to apply the hierarchy of control measures to work at height.
- ▶ Understand employer and employee duties in ensuring safe work at height procedures.
- ▶ Identify suitable equipment to minimise or eliminate the risk of falls from height.
- ▶ Identify when a ladder can be used and is it suitable for the job.
- ▶ Know how to conduct a pre use ladder check.

### Assessment

- ▶ No formal assessment - theory only

### Course details

Venues:	Hereford/Worcester
Duration:	1/2 Day
Certificate:	HWGTA Certificate

## Manual Handling - Non accredited

### Who is this course aimed at?

This course is ideal for anyone who carries out manual handling activities at work and can be tailored to your workplace

### Do you need previous experience or qualifications to attend this course?

None required.

### Course Content

Over 36% of all work related injuries are from manual handling. In fact back injuries are the biggest cause of staff absence in the UK and yet most are preventable! This course gives employees the skills and knowledge, how to improve manual handling techniques, move and handle loads safely and be able to conduct a personal manual handling risk assessment. Can be tailored to the workplace/job

### Objectives

*By the end of the course the candidates will:*

- ▶ Understand the anatomy of the spine and the causes of back pain, how to prevent this.
- ▶ Know how to carry out basic Manual Handling Assessments.
- ▶ Understand current Manual Handling and associated Legislation.
- ▶ Demonstrate the Principles of safer Manual Handling.
- ▶ Identify unsafe systems of work.
- ▶ Select and use the right work equipment for their job.

### Assessment

- ▶ Practical and Theory Assessment

“I didn't want the course to end!”

Alisha Metcalf

### Course details

Venue:	On your site
Duration:	3 hours
Certificate:	HWGTA Certificate

## Highfield Level 2 Award in Manual Handling

### Who is this course aimed at?

This qualification 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.

### Do you need previous experience or qualifications to attend this course?

None required. Highfield (our awarding body) requires that each candidate produces photographic identity and so a passport, driving licence or other form of photo ID is required. Delegates will be unable to sit the exam without this evidence.

### Objectives

*At the end of the workshop delegates will be able to understand:*

- ▶ The process of manual handling in the workplace
- ▶ Manual handling injuries and the activities which cause them
- ▶ Manual handling assessment and control options
- ▶ Responsibilities imposed by the Manual Handling Operations Regulations

### Assessment

- ▶ Multiple choice assessment



“The trainer had a warm, pleasant and highly professional delivery style. Great skills and knowledge”

Tony Coggins

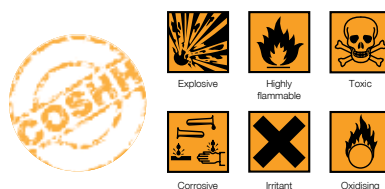
### Course details

Venue: Hereford/Worcester

Duration: 1 Day

Certificate: Highfield Certificate

## Highfield Level 2 Award in the Principles of COSHH



### Who is this course aimed at?

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

### Do you need previous experience or qualifications to attend this course?

None required.

Highfield (the awarding body) requires that each candidate produces photographic identity and so a passport, driving licence or other form of photo ID is required. Delegates will be unable to sit the exam without this evidence.

### Objectives

*At the end of the course delegates will be able to identify:*

- ▶ Definition and types of substances hazardous to health in the workplace
- ▶ Health effects of hazardous substances and their causes
- ▶ COSHH assessments and control options
- ▶ Responsibilities imposed by the Control of Substances Hazardous to Health Regulations 2002 if location permits

### Assessment

- ▶ Multiple choice assessment

### Course details

Venue: Hereford/Worcester

Duration: 1 Day

Certificate: Highfield Certificate

# quality management courses

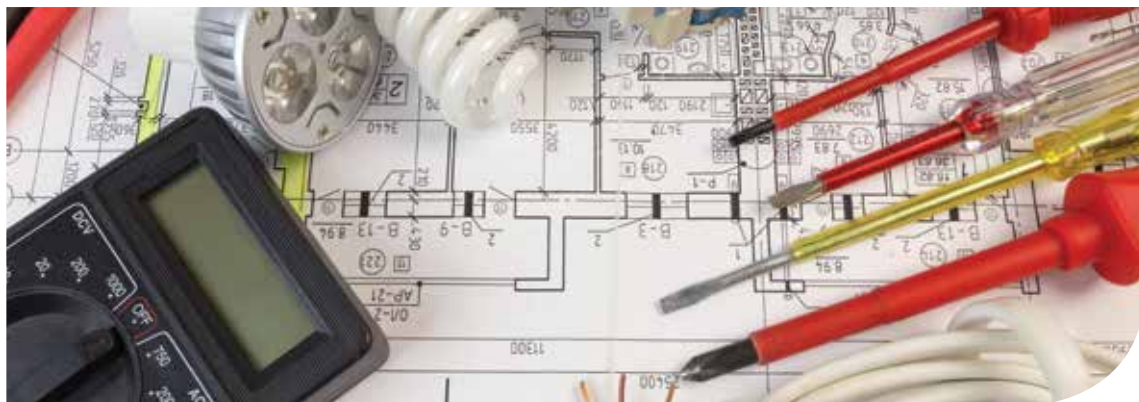


Course title	Who is this course aimed at?	Previous experience/ qualifications?	Course Content
Introduction to ISO 9001 Quality Management Systems	<b>1 DAY COURSE</b> People at all levels who have responsibility for decision-making, implementation and maintenance of Quality Management Systems.	No	This course provides a foundation for understanding the requirements of ISO 9001 Quality Management Systems and will also help employees that are new to Quality Management Systems understand the requirements of maintaining the standard along with the needs of the business.
Internal Auditors Course ISO 9001 Quality Management Systems	<b>1 DAY COURSE</b> People who are required to carry out internal quality audits and those who will be required to plan and manage the quality internal audit schedule.	No	This course will enable delegates to plan, conduct and report internal quality audits effectively. The organisation will benefit from internal auditing as a continual improvement process and is a mandatory part of the ISO 9001 Quality Management System requirements.
Introduction ISO 14001 Environmental Management Systems	<b>1 DAY COURSE</b> People at all levels who have responsibility for decision-making, implementation and maintenance of Environmental Management Systems.	No	This course provides a foundation for understanding the requirements of ISO 14001 Environmental Management Systems and implementing and maintaining the standard, along with the needs of the business. This course also looks at how organisations can reduce both cost and impact to the environment.
Internal Auditors Course ISO 14001 Environmental Management Systems	<b>1 DAY COURSE</b> People who are required to carry out internal environmental audits and those who will be required to plan and manage the environmental internal audit schedule.	No	This course will enable delegates to plan, conduct and report internal environmental audits effectively. The organisation will benefit from internal environmental auditing of risk management and continual improvement processes, as well as meeting the mandatory clause of the ISO 14001 Environmental Management Systems.

“*The trainer was always willing to help and this course has helped me to connect more with my staff.*” S Lancett

Car Parking is available on site • Refreshments - Buffet lunch and Teas / coffees provided.

For further information contact us on: [info@hgta.org](mailto:info@hgta.org) or call: 01432 377027



Course title	Who is this course aimed at?	Previous experience/ qualifications?	Course Content
Building Regulations for Electrical Installations Course <b>City and Guilds 2393</b>	<b>1 DAY COURSE</b> To enable practicing electricians, operating in the domestic environment, to gain an understanding of how electrical installations in dwellings must comply with all relevant Building Regulations	Yes	This course is to enable practicing electricians and registered domestic installers operating within the domestic environment, to gain an understanding of how electrical installation in dwellings must comply with all relevant Building Regulations.
Inspection and Testing <b>City and Guilds 2392</b>	<b>4 DAY COURSE</b> This qualification was developed in conjunction with the electrical industry (including NICEIC and ECA) and covers how to inspect and test electrical installations in accordance with BS7671:2008(2011).	Yes	Following successful completion of this course, candidates will have the ability to inspect and test single phase new installations up to 100 Amps and will have the knowledge to complete the relevant documentation for initial verification.
Mechanical	<b>1 DAY COURSE</b> Aimed at operators who carry out front line maintenance	No	This course covers safety, alignment and lubrication.
Electrical	<b>3 DAY COURSE</b> Aimed at anyone working in an industrial environment looking to carry out electrical work	No experience or as a refresher	This course covers isolation, regulations, ohms law, single phase, 3 phase, fault finding and preventative maintenance including plenty of practical sessions.
Programmable Logic Controllers (PLC)	<b>3 DAY COURSE</b> Aimed at Maintenance/installation Engineers to expand multi skills, trainee designers and project engineers	A basic electrical knowledge is essential for this course.	This course covers computer simulation and practical wiring & running of circuits.

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Course title	Who is this course aimed at?	Previous experience/ qualifications?	Course Content
Turning	<b>3 DAY COURSE</b> Aimed at personnel with no previous training or candidates such as technicians, designers & supervisors wishing to gain an appreciation in the subject	It would be an advantage if candidates had either attended the Measuring Equipment Course or are fully conversant with their use.	<b>Turning</b> The course covers performing basic machining operations on a Centre Lathe
Milling			<b>Milling</b> The course covers performing basic machining operations on a Turret Mill
Mig/Mag Welding	<b>2 DAY COURSE</b> Aimed at individuals throughout the engineering industry who require basic practice and knowledge of these processes.	No	Weld specimens will be assessed by visual examination. The instructor will provide feedback and any corrective action that might be necessary.
Tig welding			
Oxy-Fuel Gas & Equipment Safety Course	<b>1/2 DAY COURSE</b> Aimed at individuals throughout industry who use this type of equipment	Experience of the equipment and its use is an advantage but not essential.	This course covers the safe use of gas equipment for carrying out the specified welding process.
18th Edition Wiring Regulations Plus one day update	<b>3 DAY COURSE</b> We offer the City and Guilds 2382-18 18th Edition training courses. This course is targeted towards practising electricians, designers, surveyors and anyone who needs to have an understanding of the IEE Wiring Regulations.	You don't need to have any formal qualifications prior to this City and Guilds course, although electrical experience/ knowledge is helpful.	The 18th Edition course content is broken into easy to digest units and the syllabus is built around the BS7671:2015: Scope principals. <b>The units are as follows:</b> ■ Definitions ■ Assessment of the general characteristics ■ Protection ■ How to select and erect equipment ■ Inspection and testing ■ Special installations and special locations ■ Appendices. Once the course has been completed successfully candidates will have the skills and knowledge they required to understand and comply with the 17th Edition Requirements for Electrical Installations.
PAT testing - Certificate in Portable Appliance Testing City & Guilds 2377-22 Level 3	<b>2 DAY COURSE</b> A two day 'practical' workshop aimed at anyone involved in the inspection and testing of portable electrical equipment.	This course is aimed at new starters to the testing of portable electrical equipment with minimal electrical knowledge.	<b>The Legal Requirement to Test:</b> ■ Class 1, II and III appliances ■ Safety Risks & Typical Faults ■ Frequency of Testing ■ Earth Bond Resistance Tests ■ Insulation Resistance Tests ■ Earth Leakage & Touch Current ■ Load / Run Testing ■ HV Flash Testing ■ Testing Office PC's & IT Equipment
Abrasive wheels	The course is aimed at all people who may need to mount wheels or maintain grinding machinery eg operator/craftsman or those who are responsible for grinding operations and grinding machinery	There are no formal qualifications required to attend the course. Experience of manufacturing operations that involves the use of abrasives is an advantage.	<b>After attending the course, participants should be able to:</b> ■ Demonstrate an awareness of safe systems of work in grinding operations ■ Assess grinding wheel condition ■ Carry out grinding wheel removal and fitting ■ Carry out dressing and truing of wheels ■ Carry out balancing of precision grinding wheels
Bespoke courses	Aimed at companies wishing to train 4 or more candidates in one session		Bespoke courses in all engineering disciplines are available. Tailored to your individual needs. <b>Contact Emma Codd for further information on 01432 377027</b>

# Information technology

## COURSE: IT Courses for Microsoft Office 2007 to 2016

### Who are these courses aimed at?

These courses are aimed at organisations and individuals who wish to use the Microsoft Office suite to create professional documents and presentations or to perform efficient processing and analysis of data.

The Office suite courses are available at Introductory and Intermediate levels.



### Do you need previous experience or qualifications to attend this course?

We suggest that you complete the Introductory version of each IT course before moving on to the Intermediate level. Alternatively, you may wish to have a bespoke course created for your organisational needs, if so, see the 'You may also like...' section below

### Course Content and Benefits for Learners:

The training covers versions 2007, 2010, 2013 and 2016 of Microsoft Office, highlighting the differences between them to allow delegates to work confidently between different versions. A workbook is provided to all delegates for future reference.

Training is provided in an enjoyable, informative and friendly environment, with an emphasis on allowing all delegates to explore and understand each Office application. It is practical, jargon free and paced to suit delegates' needs.

*“This is one of the best IT courses I have ever been too. The trainer was highly knowledgeable and answered all my questions”* Rob T

### Course details

Venue: Hereford / Worcester

Duration: 1 day

Certificate: HWGTA Certificate

### You may also like:

We are also able to offer bespoke IT courses covering specific skills such as using Windows 10 or VBA for Access, tailored to suit your team's needs.

Contact Emma on: 01432 377027 or email: [emma@hgwta.org](mailto:emma@hgwta.org) to discuss a tailored course.

Introductory and Intermediate level courses are available for:

Microsoft Access

Microsoft Excel + Advanced

Microsoft Outlook

Microsoft PowerPoint

Microsoft Word

Visit: [www.hwgta.org/courses](http://www.hwgta.org/courses) to see more detailed descriptions of each of the above courses and a schedule showing when each one is running.



# psychometric testing



## Psychometric testing

Herefordshire and Worcestershire Group Training have recently partnered with Thomas International to offer a range of Psychometric tests/assessments to our customers in Herefordshire and Worcestershire and beyond.

The following describes the tools we use:



In just 8 minutes, the Personal Profile Analysis (PPA) provides an accurate insight into how people behave at work, answering questions such as: What are their strengths and limitations? How do they communicate? Are they self starters? What motivates them? The PPA will provide you with:

- ▶ insight into the behavioural preference of an individual
- ▶ awareness of personal work strengths and limitations and their potential impact on others
- ▶ understanding of how to recognise behavioural styles
- ▶ 'Behavioural Agility' – through self-awareness and an understanding of the behaviours of others, the PPA can empower people to modify their behaviours to achieve optimal working relationships
- ▶ insight into the benefits of using a job profile; interpreting the demands of a job to help consider the efficiency and comfort each PPA would find in the role



The General Intelligence Assessment (GIA) provides an accurate prediction of the time it will take someone to

get to grips with a new role/regime. By gauging their capabilities, you will be able to keep your people engaged in their work and your organisation with appropriate challenges suited to their strengths. The GIA will also enable you to identify potential leaders, those that can think on their feet and the people better suited to methodical problem solving. The GIA assessment will provide you with:

- ▶ an understanding of the learning potential of an individual
- ▶ insight into their strengths and limitations and an

ability to address these in tangible business scenarios

- ▶ awareness of the difference between 'crystalised' and 'fluid' intelligence
- ▶ the ability to analyse the intellectual demands of a specific role or job and to use this information to make informed recruitment, development, training and promotion decisions
- ▶ knowledge of uses for aptitude testing and how to apply the results to real-life scenarios



Trait Emotional Intelligence Questionnaire (TEIQue) tells you how well your people understand

and manage their emotions, how well they interpret and deal with the emotions of others and how they use this knowledge to manage relationships. The TEIQue assessment will provide you with:

- ▶ insight into the foundations of attitudes and behaviours - Emotional Intelligence
- ▶ details around how Emotional Intelligence is rated higher as an indicator of success than other academic intelligences
- ▶ a deeper analysis of an individual's personality, beliefs, values and attitudes that can help to unlock the potential of your workforce
- ▶ Example reports can be viewed at [www.thomasinternational.net](http://www.thomasinternational.net)

All assessments include a full personal report which interpreted via a 30 minute debrief session from a trained Thomas International practitioner based at HWGTA.

Car Parking is available on site • Refreshments - Buffet Lunch and Teas / Coffees provided • No VAT

For further information contact us on: [info@hgta.org](mailto:info@hgta.org) or call: 01432 377027

## HWGTA Coaching services

HWGTA is ready to assist you and your business to deliver cutting-edge performance through a brand new coaching offer to you and your company. Our coaching sessions can be informed through our range of Psychometric tests or stand alone. Our HWGTA team of coaches are all highly qualified and experienced and years of experience in unlocking potential in individuals or groups, high performers or those struggling with performance issues.



## The value of Coaching

Our experience of coaching is that it can facilitate profound change, both business and personal. The return on investment from professional coaching is astonishing. The Economic Times reports "coaching resulted in a ROI of almost six times the cost of the programme as well as a 77% improvement in relationships, 67% improvement in teamwork, 61% improvement in job satisfaction and 48% improvement in quality."

## What is Coaching?

We coach leaders and individuals of all levels and across a range of sectors. The coaching process is framed around a series of scheduled 'conversations' facilitated by our coaches. The coach, through their skill and the effective use of a range of coaching concepts or techniques, helps the client to reach their objectives and creates new awareness, perspective and insight. This insight is then applied into action.

## What areas do we coach in?



*“HWGTA coaching came along just at the right time for me. I had a range of changes that were happening with me personally and professionally and coaching enabled me to reflect on where I was at and start to plan for the future. HWGTA coaching gave me a sounding board and a space to reflect on my leadership style and management practices. I was able to test plans with my coach and develop strategic thinking for the future. I would highly recommend HWGTA Coaching.”*

Mike E

Car Parking is available on site • Refreshments - Buffet Lunch and Teas / Coffees provided • No VAT



Want to run a course or hold a meeting in easily accessible, professional surroundings, with catering available and plenty of car-parking?

We provide well-equipped meeting or training rooms for hire in both Hereford and Worcester. We have a range of rooms sizes on offer for large or small groups. Rooms can be arranged to suit your requirements. We can supply data projectors, flip charts, food and other refreshments.

Both locations easily accessible from all directions

Room hire charges per day range from £40 for a small syndicate room to £150 for a large conference room (no VAT). The larger rooms are air conditioned and equipped with data projector/TV and video, flip charts and pens.

Prices for rooms vary so please call us on 01432 274310 or visit or see [www.hwgta.org/room-hire](http://www.hwgta.org/room-hire) to ensure we can meet your specific needs.

Hereford and Worcester locations

A variety of room styles

A variety of room sizes

Data projectors and laptops

DVD players/screen

Flipchart, pens and stationery

Great lunches

Teas and coffees/refreshments

Free parking

Great service

Refreshments (including lunch and breakfast) are available on request.

## management

### Level 3 & 5 Management Apprenticeship



#### Factsheet

- Depending on level, apprenticeship will last from 1 to 3 years
- Training is completed largely in the workplace and through dedicated training days. Apprentices must complete 20% off job training.
- As well as an ILM qualification, this apprenticeship also includes other qualifications such as functional skills and Thomas International Assessments
- Eligibility for 2 years free membership with the Institute of Leadership & Management



#### Entry requirements

- Good GCSE grades or equivalent are desirable \*
- Commitment, determination and enthusiasm

*\*Note – English & Maths qualification will need to be achieved if no prior achievement to complete the programme.*

#### Off the Job Training

Dedicated training in subjects such as;

- Coaching & Mentoring
- Developing Teams
- Leadership Styles
- Project Management
- Change Management
- Communication Skills
- Dealing with Conflict

#### Recruitment

- Apply to HGTA/WGTA by carefully completing our application form
- All applicants undergo assessment and interviews
- We offer a rolling programme enabling starts all year round

#### Level 3 Management Apprenticeship

##### Main Components

- ILM Diploma in Management
- Functional Skills in English & Maths (as required)
- Thomas International Assessment
- End Point Assessment of Apprenticeship Standards from ILM professionals -  
*Professional Discussions & Assessment*
- 14 dedicated off the job training days
- 1:1 support and Mentoring

#### Level 5 Management Apprenticeship

##### Main Components

- ILM Diploma in Leadership & Management
- Functional Skills in English & Maths (as required)
- Thomas International Assessment
- End Point Assessment of Apprenticeship Standards from ILM professionals -  
*Professional Discussions & Assessment*  
*Presentation of a work based project*
- 22 dedicated off the job training days
- 1:1 support and Mentoring

*Build Your life, not just Your career*

# business administration apprenticeship

## business administration apprenticeships



### General Information

- Apprenticeship lasts 1-2 years
- Training is completed largely in the workplace and through day-release at HGTA/WGTA. Apprentices must complete 20% off job training.
- As well as a vocational qualification, this apprenticeship may include other qualifications such as first aid and a residential course. Functional skills may be mandatory.
- Most successful applicants will start their training at level 2 and progress through to levels 3 and 4.

### Career Options

- Receptionist
- Office Manager
- Personal Assistant
- Sales Executive
- Administrator
- Marketing Assistant
- Personnel Assistant Administrator
- Any vocation could benefit from this qualification

### Entry requirements

- Good GCSE grades are desirable
- Commitment, determination and enthusiasm!
- Level 3 Apprentices must have prior experience in administration and an appropriate job role

### Recruitment

- Apply to HGTA/WGTA by carefully completing in full our application form
- All applicants undergo assessment and interviews
- Main recruitment is between February and July, however we take on apprentices throughout the year
- Companies make final recruitment decision and all apprenticeship places are employed positions

#### Level 2 Apprenticeship Business Administration

##### Main Components

- A Level 2 Vocational qualification in Business Administration\* (*\*This includes both theory and practice assessments*)
- Relevant English, Maths and ICT recognised awards
- Employment Rights & Responsibilities (ERR)
- Personal Learning & Thinking Skills (PLTS)

#### Level 3 Apprenticeship Business Administration

##### Main Components

- A Level 3 Vocational qualification in Business Administration\* (*\*This includes both theory and practice assessments*)
- Relevant English, Maths and ICT recognised awards
- Employment Rights & Responsibilities (ERR)
- Personal Learning & Thinking Skills (PLTS)

#### Level 4 Apprenticeship Business and Professionalism Administration

##### Main Components

- A Level 4 vocational qualification in Business Administration
- Technical certificate knowledge based qualification
- Relevant English and Maths recognised awards

# customer service apprenticeship

## customer service apprenticeships



### General Information

- Apprenticeship lasts 1 - 2 years
- Training is completed largely in the workplace and through day-release at HGTA/WGTA. Apprentices must complete 20% off job training.
- As well as vocational qualifications, this apprenticeship may include other qualifications such as first aid at work and attending a residential course. Functional skills maybe mandatory.
- Most successful applicants will start their training at Level 2 and progress to level 3 or other subject qualifications.

### Career Options

- Receptionist
- Office Manager
- Personal Assistant
- Sales Executive
- Administrator
- Account Manager
- Marketing Assistant
- Customer Services Advisor
- Any vocation could benefit from this qualification

### Entry requirements

- Good GCSE grades are desirable
- Commitment, determination and enthusiasm!
- Successful applicants must enjoy working with people
- Level 3 Apprentices must have prior experience in Customer Services and an appropriate job role

### Recruitment

- Apply to HGTA/WGTA by carefully completing in full our application form
- All applicants undergo assessment and interviews
- Main recruitment is between February and July, however we take on apprentices throughout the year
- Companies make final recruitment decision and all apprenticeship places are employed positions

### Level 2 Apprenticeship in Customer Service

#### Main Components

- Vocational recognised Qualification at level 2
- English & Maths functional skills
- Workplace skills and assessment on the job
- Independent End Point Assessment

### Level 3 Apprenticeship in Customer Service

#### Main Components

- Vocational recognised Qualification at level 3
- English & Maths functional skills
- Workplace skills and assessment on the job

*Build Your life, not just Your career*



## accountancy

### Level 2/3/4 accountancy apprenticeship



#### General Information

- Apprenticeship lasts 1-3 years
- Training is completed largely in the workplace and through day-release. Apprentices must complete 20% off job training.
- As well as an AAT qualification, this apprenticeship also includes other qualifications such as functional skills and the opportunity to attend a residential course.
- Most successful applicants will start their training at level 2 and are able to progress to levels 3 and 4 subject to job role and competency.

#### Career Options

- Finance Controller
- Auditor
- Trainee accountant
- Data analyst
- Credit controller

#### Entry requirements

- Good GCSE grades ( Grade C minimum for Maths and English ) or equivalent are required
- Commitment, determination and enthusiasm!

#### Recruitment

- Apply to HGTA/WGTA by carefully completing our application form.
- All applicants undergo assessment and interviews
- Recruitment is between February and July, to start courses in September
- Companies make final recruitment decision and all apprenticeship places are employed positions

#### Level 2 Accountancy Apprenticeship

##### Main Components

- AAT accredited
- Foundation level to accounting
- Basic accounting principles and techniques
- Ideal if new to finance
- Units & Synoptic Assessments

#### Level 3 Accountancy Apprenticeship

##### Main Components

- AAT Accredited
- Technical training in accounting across a range of complex accounting tasks
- Ideal for progression from entry level or developing from existing workplace knowledge
- Units & Synoptic Assessments
- End Point Assessment

#### Level 4 Accountancy Apprenticeship

##### Main Components

- AAT Accredited
- Professional status qualification
- Specialisms in areas such as TAX, Credit Control and Auditing
- Units & Synoptic Assessments
- End Point Assessment

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## Factsheet

- Apprenticeships last between 2 and 4 years.
- Training takes place initially in our own well-equipped Training Centres - 42 weeks full time for Level 3 or 20 weeks in blocks for Level 2.
- Apprentices gain additional qualifications including First Aid and Functional Skills and attend regular physical activities including a one week residential course on the Gower coast.

## Career Options

- Computer Aided Design Engineer
- Project Engineer
- Quality or Test Engineer
- Electronics Engineer
- CNC Machinist programmer
- Toolmaker / Machinist
- Multi Skilled Maintenance Technician
- Welder / Fabricator

## Entry requirements

- Entry Requirements: Good GCSE grades (Grade 4 minimum for Maths & English) or equivalent are desirable
- Commitment, determination and enthusiasm!

## Recruitment

- Apply to HGTA/WGTA by carefully completing our application form
- All applicants undergo assessment and interviews
- Recruitment is between February and July, to start courses in September
- Companies make final recruitment decision and all apprenticeship places are employed positions

### Level 2 Intermediate Engineering Apprenticeship

#### Main Components

- 2 year program
- Potential to go on to Advanced Apprenticeship

### Level 3 Advanced Engineering Apprenticeship

#### Main Components

- 2-4 year program
- Professional status opportunities
- Great Career prospects
- Potential for Higher Education during apprenticeship

### Level 4 Higher Engineering Apprenticeship

#### Main Components

- Professional status
- Higher National, Foundation or First Degree
- Leadership & Management progression
- NVQ4 qualification through portfolio building

## warehousing apprenticeships



### General Information

- Apprenticeships lasts 1-2 years.
- Training is completed largely in the workplace. Apprentices must complete 20% off job training.
- As well as a vocational qualification this apprenticeship also includes other qualifications such as functional skills and the opportunity to attend a residential course and first aid.

### Career Options

- Forklift Truck Driver
- Warehouse Worker/Manager
- Stores Assistant
- Distribution Manager
- Stores Controller
- Customer Service Assistant
- Stock Controller
- Stock Control Replenishment Assistant

### Entry requirements

- Commitment, determination and enthusiasm!
- Good GCSE grades are desirable

### Recruitment

- Apply to HGTA/WGTA by carefully completing in full our application form.
- All applicants undergo assessment and interviews
- Main recruitment is between February and July, however we take on apprentices throughout the year
- Companies make final recruitment decision, and all apprenticeships etc.

### Warehousing – Level 2 Apprenticeship Framework

#### Main Components

- BTEC Level 2 Certificate in Warehousing
- Functional Skills
- Employment Rights and Responsibilities (ERR)
- Personal Learning & Thinking Skills (PLTS)





# Herefordshire and Worcestershire Group Training Association



## HWGTA - your future begins with us!

### WE COVER...

#### Apprenticeships:

Engineering  
Commerce (Business Admin  
Customer Service / Stores &  
Warehousing and Accountancy  
and Management

#### Courses:

First Aid  
Health & Safety Management  
Engineering Personal Development  
Education & Training  
I.T.

#### Did you know:

We also provide room hire at  
very competitive rates, in both  
Hereford and Worcester.  
*The parking is plentiful... and free!*

Herefordshire Group Training Association, Holmer Road, Hereford HR4 9SX ■ Tel: 01432 274310  
Worcestershire Group Training Association, McKenzie Way, Worcester WR4 9GN ■ Tel: 01905 729993

[www.hwgta.org](http://www.hwgta.org)