



**INTERNAL SUPPORT SERVICES**

All these workshops and more, can be run as internal training courses on your premises, maximising effectiveness and value

<p><b>Effective First Line Mgmt - An Introduction to</b></p> <p>Those new to first line Mgmt or due to take up post soon</p>	<p>This one day workshop enables those new to First Line Management to increase their understanding of the confidence, competences and approaches that underpin effective management and in so doing, demonstrates what attributes and actions they need to deliver high performance. This includes guidance and direction on how to plan and manage their personal development as well as the professional changes involved when taking on such a vital role.</p>	<p>Manchester City £279 14 May 2012 01 October 2012</p>	<p>London Euston £299 17 May 2012 04 October 2012</p>	<p>Leeds City Centre £279 15 May 2012 02 October 2012</p>	<p>Birmingham £279 16 May 2012 03 October 2012</p>
<p><b>The First Line Manager Improving Skills &amp; Effectiveness</b></p> <p>First Line Managers looking to improve their performance</p>	<p>The workshop aims to build confidence and competence. Participants will gain a deeper understanding of their role within their business. At the same time it will help them develop skills vital to ensuring their team delivers the organisation's standards, targets and expectations, which determine how others perceive them - and against which their individual performances are measured. This course is essential for those who want to become more effective in managing others and who want to increase their personal impact and effectiveness at work.</p>	<p>Manchester City £279 25 June 2012 10 December 2012</p>	<p>London Euston £299 28 October 2011 28 June 2012 13 December 2012</p>	<p>Leeds City Centre £279 02 November 2011 26 June 2012 11 December 2012</p>	<p>Birmingham £279 26 October 2011 27 June 2012 12 December 2012</p>
<p><b>Professional Sales Skills: Key Techniques For Beginners</b></p> <p>Sales &amp; Business Development</p>	<p>The reduction in budgets and funding has meant that, for many, the products and services that were once provided free of charge have now become chargeable. Developing effective sales teams and practice has become vital. In the sectors where education, training and support services have historically been "free" or heavily subsidised, most front-line teams are now being tasked with selling high cost products and services. Many are poorly equipped for the challenge. Few come from a professional sales background and even fewer have received professional sales training. If such front-line teams are to generate real sales income, new and repeat business, they will benefit hugely from being trained in knowing how to present their organisations' products and support solutions in a way that makes them highly desirable</p>		<p>London Euston £299 08 May 2012 18 Sept 2012</p>	<p>Leeds City Centre £279 10 May 2012 20 Sept 2012</p>	<p>Birmingham From £279 09 May 2012 19 Sept 2012</p>
<p><b>Professional Sales Skills: Refining and Extending Techniques</b></p> <p>Sales &amp; Business Development</p>	<p>The widespread move away from free of charge and/or heavily subsidised products and services across the learning sectors has meant sales teams now need to work far smarter if volumes and margins are to be grown or even maintained. This is as true for Colleges, Schools, Learning Providers and Universities selling to Employers as it is for Government Organisations and Local Authorities selling to Schools and Colleges. If the customer-facing teams are to maintain and grow income and margins then it is imperative that they give serious attention to meeting the new challenges. This workshop is designed to help those involved in business development be more successful.</p>		<p>London Euston £299 12 June 2012 16 October 2012</p>	<p>Leeds City Centre £279 14 June 2012 18 October 2012</p>	<p>Birmingham £279 13 June 2012 17 October 2012</p>
<p><b>The Schools Inspection Framework 2012 Maintained Schools</b></p> <p>Heads, senior Managers and Quality Staff from Maintained Schools</p>	<p>Self-Evaluating and delivering effective continuous improvement is one of the aims of the new framework for the inspection of maintained schools - effective from January 2012. The 2012 framework is designed to drive improvement, raise attainment and overcome underachievement. It will no longer be acceptable to cite pupils' background as a reason for such underachievement. All schools must ensure they understand what the 2012 framework means, how to self-evaluate against it and most importantly how to meet the challenges posed by effective continuous improvement. This workshop provides just such guidance.</p>	<p>Manchester City £279 07 March 2012</p>	<p>London Euston £299 05 March 2012</p>	<p>Leeds City Centre £279 06 March 2012</p>	<p>Birmingham £279 08 March 2012</p>
<p><b>The School Representative at Ofsted Inspection: Maximising Effectiveness</b></p> <p>School Heads, Deputy Heads &amp; Those likely to interface with Ofsted Inspectors during Section 5 Inspections</p>	<p>Schools aspiring to the best inspection results cannot afford to compromise on their choice of Representative for the Inspection nor on the training that the representative receives in preparation. The KEY role of the representative is to ensure that the inspection outcomes accurately reflect the quality of provision. This often requires the representative to question and where appropriate, challenge inspector judgements and to present alternative or additional supporting evidence. Therefore because misplaced, unsubstantiated or aggressive challenges might cause more harm than good, it is imperative that School Representatives understand how to handle their role correctly.</p>	<p>Manchester City £279 14 March 2012 -</p>	<p>London Euston £299 13 March 2012 09 May 2012</p>	<p>Leeds City Centre £279 - 10 May 2012</p>	<p>Birmingham £279 15 March 2012 11 May 2012</p>

<p><b>Ofsted Inspection Nominee Training</b></p> <p>Those nominated as Nominees for Ofsted FE, Learning &amp; Skills Inspections</p>	<p>FE Learning &amp; Skills Providers aspiring to the best inspection results cannot afford to compromise on their choice of Inspection Nominee nor on the training that the Nominee receives in preparation. The KEY role of the Nominee is to ensure that the inspection outcomes accurately reflect the quality of provision. This often requires the representative to question and where appropriate, challenge inspector judgements and to present alternative or additional supporting evidence. Therefore because misplaced, unsubstantiated or aggressive challenges might cause more harm than good, it is imperative that Nominee understand how to handle their role correctly. With the 'short notice' inspection regime there is seldom time for nominees to obtain useful advice, additional information or arrange personal training once the inspection is announced, so it is imperative that nominees – including a "back up" nominee in case of sickness or holidays - attend suitable training well in advance of a possible inspection.</p>	<p>London Euston £299</p> <p>14 March 2012 02 May 2012 27 June 2012 15 August 2012 12 Sept 2012 07 November 2012</p>	<p>Leeds City Centre £279</p> <p>13 March 2012 01 May 2012 26 June 2012 14 August 2012 11 Sept 2012 06 November 2012</p>	<p>Birmingham £279</p> <p>15 March 2012 03 May 2012 28 June 2012 16 Aug 2012 13 Sept 2012 08 November 2012</p>
<p><b>Succeeding at Inspection 2009 CIF Learning &amp; Skills Sector</b></p> <p>Those responsible for FE Learning &amp; Skills Inspections</p>	<p>Inspections are scheduled according to risk, this coupled with the reduction in the predictability of when an inspection may take place and the reduced lead times means all providers need to ensure they are fully conversant with the current inspection arrangements as quickly as possible. Most inspections will be of shorter duration and with fewer inspectors, consequently providers will need to be far more efficient and effective in evidencing judgements/decisions and showcasing their provision, if they are to perform well.</p>	<p>London Euston £299</p> <p>29 February 2012</p>	<p>Leeds City Centre £279</p> <p>28 February 2012</p>	<p>Birmingham £279</p> <p>01 March 2012</p>
<p><b>Succeeding at Inspection 2012 CIF Learning &amp; Skills Sector</b></p> <p>Those responsible for FE Learning &amp; Skills Inspections</p>	<p>The new Common Inspection Framework for FE Learning and Skills is effective from September 2012. This workshop explores the key changes and the latest focus and provides clear guidance and direction on what FE Colleges and Learning Providers need to do if they are to be successful during inspection from September 2012. <b>Workshop content is not yet finalised</b></p>	<p>London Euston £299</p> <p>19 June 2012 22 August 2012 03 October 2012</p>	<p>Leeds City Centre £279</p> <p>20 June 2012 21 August 2012 02 October 2012</p>	<p>Birmingham £279</p> <p>21 June 2012 23 August 2012 04 October 2012</p>
<p><b>Robust Self Assessment 2009 CIF Learning &amp; Skills Sector</b></p> <p>Those responsible for FE Learning &amp; Skills Inspections</p>	<p>The emphasis in the 2009 CIF is on Self-Assessment and Action Planning which leads to "demonstrable improvement". The SAR is not just used during inspection, it also plays a significant part in the Ofsted risk assessment which determines when, how and by whom organisations should be inspected. This process is intended by Ofsted to make inspection timings less predictable - so it is imperative that all providers review their SAR submissions regularly and ensure that the requirements for self assessment are covered and the SAR is kept live on the provider gateway at all times.</p>	<p>London Euston £299</p> <p>08 February 2012</p>	<p>Leeds City Centre £279</p> <p>07 February 2012</p>	<p>Birmingham £279</p> <p>09 February 2012</p>
<p><b>Robust Self Assessment 2012 CIF Learning &amp; Skills Sector</b></p> <p>Those responsible for FE Learning &amp; Skills Inspections</p>	<p>The new Common Inspection Framework for FE Learning and Skills is effective from September 2012. This workshop explores the key changes and provides clear guidance and direction on how FE Colleges and Learning Providers can complete the Self Assessment process in a way that meets the latest requirements in a robust and effective manner.</p>	<p>London Euston £299</p> <p>18 July 2012 19 Sept 2012 14 November 2012</p>	<p>Leeds City Centre £279</p> <p>17 July 2012 18 Sept 2012 13 November 2012</p>	<p>Birmingham £279</p> <p>19 July 2012 20 Sept 2012 15 November 2012</p>
<p><b>Quality Improvement Planning – Maximising Effectiveness</b></p> <p>Those responsible for FE Learning &amp; Skills Inspections</p>	<p>The common inspection framework places significant emphasis on providers to make "demonstrable improvement" as a result of self assessment. The "Capacity to Improve" judgement has also been significantly extended. Demonstrable Improvement does not happen on its own and effective quality improvement plans (QIPs) are an essential tool for all providers. This workshop examines both the barriers that frequently hinder and obstruct successful quality improvement and the possible solutions, including the techniques and approaches that have proved most effective in delivering significant quality improvement.</p>	<p>London Euston £299</p> <p>23 May 2012 05 December 2012</p>	<p>Leeds City Centre £279</p> <p>22 May 2012 04 December 2012</p>	<p>Birmingham £279</p> <p>24 May 2012 06 December 2012</p>
<p><b>Journey to Grade 1 – Excellence</b></p> <p>Managers from the FE Learning and Skills Sector</p>	<p>Research by Ofsted has shown that there are a number of consistent and particular performance areas on which high performing organisations have focused to achieve their success. Whilst approaches within the key areas have differed, focus on them nevertheless appears to be pivotal in achieving performance that is truly Excellent or Grade 1. There are no simple routes to success, this workshop helps managers develop greater clarity about what needs to be done</p>	<p>London Euston £25</p> <p>24 July 2012</p>	<p>Leeds City Centre £279</p> <p>26 July 2012</p>	<p>Birmingham £279</p> <p>25 July 2012</p>
<p><b>Quality Auditing the Learning Journey</b></p> <p>Managers and Staff responsible for quality assurance.</p>	<p>Most providers have procedures in place to help maintain quality, including quality audits, which help ensure the quality procedures are followed. Unfortunately, most quality audits focus on process compliance and are not as effective as they should be in supporting continuous improvement. Truly effective quality auditing of the learner journey needs to do far more than ensure process compliance. It needs to be the tool that ensures the quality assurance system is driving &amp; delivering real improvements in both the learners' experience and organisational efficiency.</p>	<p>London Euston £299</p> <p>21 February 2012</p>	<p>Leeds City Centre £279</p> <p>23 February 2012</p>	<p>Birmingham £279</p> <p>22 February 2012</p>

<p><b>Quality Assurance: Evaluating &amp; Developing Systems</b></p> <p>Managers and Staff responsible for quality assurance.</p>	<p>Under-performing QA arrangements are a continuing feature in Inspection Reports. QA systems should ensure that all aspects of programme delivery work effectively, giving the required results and continued improvement in performance - it is pivotal to success during Inspection. This workshop explores what an effective and robust QA system looks like, how it should operate and the results that it should achieve. Delegates will discuss common problems and issues, identifying specific actions that they can implement after the workshop to improve performance</p>	<p>London Euston £299</p> <p>24 January 2012 11 Sept 2012</p>	<p>Leeds City Centre £279</p> <p>26 January 2012 13 Sept 2012</p>	<p>Birmingham £279</p> <p>25 January 2012 12 Sept 2012</p>	
<p><b>Apprenticeship Success Rates – Understanding The Calculations</b></p> <p>Managers and Staff Responsible for Contract Performance &amp; Inspection</p>	<p>VITAL information - essential for effective interpretation, understanding, calculation &amp; use of success rates within work based learning. High level explanation of the calculations is straightforward and relatively simple but the actual way the measures work is, in reality, highly complicated. Understanding the logic and calculations is not easy but it is essential that all those involved with and/or responsible for Government-funded Vocational Learning programmes become familiar with how these measures work in practice.</p>	<p>Manchester City £279</p> <p>27 March 2012 30 October 2012</p>	<p>London Euston £299</p> <p>20 March 2012 23 October 2012</p>	<p>Leeds City Centre £279</p> <p>22 March 2012 25 October 2012</p>	<p>Birmingham £279</p> <p>21 March 2012 24 October 2012</p>
<p><b>Safeguarding – Meeting the Latest Legal and Inspection Requirements</b></p> <p>Senior/Departmental Managers from organisations involved with young/Vulnerable people.</p>	<p>This workshop focuses on exactly which safeguarding procedures education and learning providers - including youth and sports clubs - need in place to ensure that they are legal, robust, effective and to the standards expected required by Ofsted. Whilst many of those involved with young people <i>may</i> have robust policies and procedures in place, sadly far too many senior managers just assume that it “won’t happen to them” and ignore the issue. In the event of incident, organisations are likely to suffer significant adverse publicity and/or criminal/civil litigation where their safeguarding procedures are found to be lacking.</p>	<p>Manchester City £279</p> <p>20 February 2012 -</p>	<p>London Euston £299</p> <p>22 February 2012 04 July 2012</p>	<p>Leeds City Centre £279</p> <p>21 February 2012 03 July 2012</p>	<p>Birmingham £279</p> <p>23 February 2012 05 July 2012</p>
<p><b>Safeguarding – Embedding Practical Support</b></p> <p>Senior/Departmental Managers from organisations involved with young/Vulnerable people.</p>	<p>This highly practical and pragmatic workshop builds on the foundations laid by related our workshop on “understanding and meeting the latest legal and Inspection requirements for Safeguarding”. This workshop focuses on pragmatic and effective ways to improve practical implementation; - with an increasing number of partnerships and the need to work collaboratively, this is no mean feat. The workshop does <b>not</b> cover the more compliance-orientated aspects such as policies and procedures or associated legislation.</p>	<p>Manchester City £279</p> <p>12 June 2012</p>	<p>London Euston £299</p> <p>19 June 2012</p>	<p>Leeds City Centre £279</p> <p>13 June 2012</p>	<p>Birmingham £279</p> <p>14 June 2012</p>
<p><b>Moving from NVQ Assessor to QCF Assessor</b></p> <p>All those involved with delivery of functional skills</p>	<p>With the move to QCF qualifications it is probable that most NVQ assessors will be expected to assess qualifications that fall outside their traditional “NVQ assessment” experience. For such an approach to be effective NVQ assessors will need to extend their skills and develop additional tools, techniques and approaches, especially for the QCF units where competence needs to be demonstrated outside the work environment or in non-accredited learning. This workshop explores the additional approaches and techniques required.</p>		<p>London Euston £299</p> <p>21 March 2012</p>	<p>Leeds City Centre £279</p> <p>20 March 2012</p>	<p>Birmingham £279</p> <p>22 March 2012</p>
<p><b>Differentiation - Developing Activities that Work</b></p> <p>Teachers Trainers Learning Support Staff and Managers</p>	<p>The need to differentiate and develop a differentiated learning environment or classroom is widely preached - and with good reason too, but what does the term differentiation actually mean? This highly practical and interactive one-day workshop provides clarity on what differentiation actually means and how it can be best achieved by looking at current practice, identifying where it often goes wrong, understanding what effective differentiation looks like and what Ofsted Inspectors are expecting from the best educators.</p>	<p>Manchester City £279</p> <p>- 13 November 2012</p>	<p>London Euston £299</p> <p>17 May 2012 15 November 2012</p>	<p>Leeds City Centre £279</p> <p>15 May 2012 12 November 2012</p>	<p>Birmingham £279</p> <p>16 May 2012 14 November 2012</p>
<p><b>Making Functional Skills – Functional</b></p> <p>All those responsible or involved with the operational delivery of functional skills</p>	<p>Despite the move from Key Skills to Functional Skills qualifications, many providers still find it difficult to deliver these core skills in a way which enables the fundamental philosophy of Functional Skills – functionality! These qualifications are a pivotal component of the Government’s drive to reform education and address the skills gap. Many learning providers have struggled with the change and some are still resisting but with Skills for Life (and Basic Skills) awards having operational end dates in August 2012, it is imperative that providers get to grips with effective, functional and innovative ways for delivering and assessing Functional Skills.</p>		<p>London Euston £299</p> <p>12 July 2012 11 October 2012</p>	<p>Leeds City Centre £279</p> <p>10 July 2012 09 October 2012</p>	<p>Birmingham £279</p> <p>11 July 2012 10 October 2012</p>
<p><b>Making Learner Induction Fun and Effective</b></p> <p>Managers and Staff responsible for Learner Inductions</p>	<p>Induction is usually the first real learning experience that new learners will undertake with your organisation. Inductions are not just hoops to jump through; with the right structure and presentation the induction phase can help motivate and enthuse learners, encouraging them to continue with their programme in a positive way. This workshop demonstrates how to introduce learners to the key underpinning knowledge in a way that helps them both understand and retain the information.</p>		<p>London Euston £299</p> <p>22 May 2012</p>	<p>Leeds City Centre £245</p> <p>24 May 2012</p>	<p>Birmingham £245</p> <p>23 May 2012</p>

<p><b>Autistic Spectrum Disorders Understanding &amp; Supporting Learners and Pupils</b></p> <p>This workshop is suitable for all that come or may come into contact with people experiencing ASD</p>	<p>Autistic spectrum disorder sufferers are far too frequently left undiagnosed and spend much of their formative and educational life being bullied, misunderstood and underachieving, even though their actual intelligence and IQ levels may be considerably above average. The Autism Act 2009 prioritised the need for autism awareness training. The latest legislation places further responsibilities on schools, colleges and local authorities to identify and support this cohort of learners and pupils appropriately. Much more responsibility now rests with each organisation to ensure individual needs are accurately identified and supported.</p>	<p>Manchester City £279</p> <p>23 April 2012 08 October 2012</p>	<p>London Euston £299</p> <p>26 April 2012 11 October 2012</p>	<p>Leeds City Centre £279</p> <p>24 April 2012 09 October 2012</p>	<p>Birmingham £279</p> <p>25 April 2012 10 October 2012</p>
<p><b>Dyslexia – Understanding and Improving Support</b></p> <p>This workshop is suitable for all that come or may come into contact with people experiencing Dyslexia</p>	<p>Dyslexia affects about 10% of the population in the UK – that’s about 6 million people. This means that there is likely to be at least one person in every workplace, group of trainees, students or learners who is affected in some way. There are also several myths about dyslexia which confuse and mislead. This fast-paced intensive but fun workshop provides an understanding of dyslexia; including indicators and implications, but most importantly a range of easy to implement ideas, suggestions and strategies that organisations and individuals can adopt to enable those affected to maximise their potential and efficiency.</p>	<p>Manchester City £279</p> <p>02 May 2012 17 October 2012</p>	<p>London Euston £299</p> <p>30 April 2012 15 October 2012</p>	<p>Leeds City Centre £279</p> <p>03 May 2012 18 October 2012</p>	<p>Birmingham £279</p> <p>01 May 2012 16 October 2012</p>
<p><b>Developing Personal, Learning and Thinking Skills ( PLTS)</b></p> <p>Those delivering Diplomas. Managers and Lesson Observers</p>	<p>Personal, learning and thinking skills (PLTS) are now high on the teaching and learning agenda. They are integral not only to the applied Diplomas but also to the QCF-based qualifications and Apprenticeship frameworks. PLTS are core to teaching and assessment in QCF based qualifications, including Diplomas and Apprenticeship Frameworks. This workshop provides participants with an understanding of the components that make up the PLTS framework and aids relevancy in a variety of contexts. It provides opportunities to consider existing practice and identifies ways to introduce or extend techniques in which the development of PLTS are delivered and assessed</p>	<p>Manchester City £279</p> <p>21 March 2012 24 October 2012</p>	<p>London Euston £299</p> <p>29 March 2012 15 November 2012</p>	<p>Leeds City Centre £279</p> <p>27 March 2012 13 November 2012</p>	<p>Birmingham £279</p> <p>28 March 2012 14 November 2012</p>
<p><b>Effective Tracking and Management of Learner Progress</b></p> <p>Operational Managers and Team Leaders - NVQ based programmes</p>	<p>Most organisations now have systems in place to track learner progress - but how well do they work? The effectiveness of the process directly affects learner progress and achievement – in other words ‘provider performance, contract renewal and bottom line’ profit. Success Rates and Timely Success Rates are excellent measures of how well a programme has worked. They are however, measures of past performance. Effective progress tracking systems using appropriate milestones, ensure that the organisation knows precisely, on a month by month basis, where potential problems may lie. With this type of performance information, managers are in a position to take precise action to ensure that ‘at risk’ learners do not become early leavers and that those staff who need support are identified quickly.</p>		<p>London Euston £299</p> <p>27 March 2012</p>	<p>Leeds City Centre £279</p> <p>29 March 2012</p>	<p>Birmingham £279</p> <p>28 March 2012</p>
<p><b>Improving Subcontractor Quality and Success Rates.</b></p> <p>Managers responsible for increasing the performance of subcontractors</p>	<p>The poor or under-performance of subcontractors or partner organisations can indicate that the lead partner/contract holder is failing to support and develop the quality of the subcontracted provision. It may have implications for judgements on the effectiveness of overall quality assurance and improvement arrangements and, by inference, the effectiveness of leadership and management. This workshop explores and demonstrates the types of management systems and processes that lead providers need to adopt with their subcontractors if they are to manage performance effectively.</p>		<p>London Euston £299</p> <p>01 May 2012 25 Sept 2012</p>	<p>Leeds City Centre £279</p> <p>03 May 2012 27 Sept 2012</p>	<p>Birmingham £279</p> <p>02 May 2012 26 Sept 2012</p>
<p><b>Developing subcontractor performance – use of data</b></p> <p>Managers and data specialists Learning and Skills Sector</p>	<p>This workshop explores ways to maximise the use and effectiveness of data - one of the key resource tools available to Lead Providers. Using data both to monitor and develop the overall effectiveness of their provision is an essential tool for all wise providers. Historically, far too few lead providers have had effective processes in place to collate and share data with their subcontractors. This workshop explores the types of data that needs to be shared and the most effective formats for this data sharing.</p>		<p>London Euston £299</p> <p>13 June 2012</p>	<p>Leeds City Centre £279</p> <p>12 June 2012</p>	<p>Birmingham £279</p> <p>14 June 2012</p>
<p><b>Understanding Employment Law, Rights, Responsibilities</b></p> <p>This topic is suitable and applicable to all</p>	<p>There are now <b>14</b> rights and responsibilities shared between the employer and the employer! Many of them new! Equal Pay laws are about to get tougher with the prospect of rigorous audits for both the private and public sectors. Addressing the gap between “rich and poor” is also going to come into sharp focus over the next decade. Do you know and understand them all?</p>	<p>Manchester City £279</p> <p>26 July 2012 24 Sept 2012</p>	<p>London Euston £299</p> <p>23 July 2012 27 Sept 2012</p>	<p>Leeds City Centre £279</p> <p>25 July 2012 25 Sept 2012</p>	<p>Birmingham £279</p> <p>24 July 2012 26 Sept 2012</p>

<p><b>Health &amp; Safety: Understanding and Implementing the Latest Legislation</b></p> <p>This topic is suitable and applicable to all</p>	<p>Health and safety legislation does not stand still, so those with responsibilities for compliance in the workplace should ensure they remain up to date with the knowledge and sound understanding of any changes. One problem for those in the workplace is realising the full meaning and implications of new or amended legislation – exactly what it requires – how it differs from previous legislation, who might be affected by it, and who is responsible for its implementation? Typically, “what does it really mean for ME?” This workshop provides clarity for all.</p>	<p>Manchester City £279</p> <p>- 22 October 2012</p>	<p>London Euston £299</p> <p>08 March 2012 24 October 2012</p>	<p>Leeds City Centre £279</p> <p>06 March 2012 15 October 2012</p>	<p>Birmingham £279</p> <p>13 March 2012 17 October 2012</p>
<p><b>Equality &amp; Diversity Part 1: Understanding Legislation 2012</b></p> <p>All managers, teachers and trainers</p>	<p>This workshop updates participants on the latest and key legislation but more importantly, grasps the nettle of what effective implementation really looks like providing a rich fund of highly practical ideas. The workshop also explores the very real ways in which political correctness can go astray and demonstrates that many initiatives instigated in good faith are, far too often, fundamentally flawed because of a lack of real knowledge about good and effective practice.</p>	<p>Manchester City £279</p> <p>16 May 2012 24 October 2012</p>	<p>London Euston £299</p> <p>30 May 2012 10 Oct 2012</p>	<p>Leeds City Centre £279</p> <p>28 May 2012 08 October 2012</p>	<p>Birmingham £279</p> <p>22 May 2012 22 Oct 2012</p>
<p><b>Equality &amp; Diversity Part 2: Impact Assessment, Equality Analysis, Single Equality Schemes, Specific Duties</b></p> <p>Operational Managers, HR and Equality/Diversity Specialists</p>	<p>This workshop updates participants on the latest requirements of the Equality Act. It explores the implications for organisations and business and demonstrates how the requirements can be met efficiently and effectively without excess burden through the use of Equality Analysis and Single Equality Schemes. The day majors on Equality Analysis (Impact Assessment) and Single Equality Schemes (SES) but also provides insight into how the specific duties regulations can be best met</p>	<p>Manchester City £279</p> <p>17 May 2012 25 October 2012</p>	<p>London Euston £299</p> <p>31 May 2012 11 October 2012</p>	<p>Leeds City Centre £279</p> <p>29 May 2012 09 October 2012</p>	<p>Birmingham £279</p> <p>23 May 2012 23 October 2012</p>
<p><b>Equality &amp; Diversity 2 day Understanding &amp; Implementing Latest Legislation 2011/2</b></p> <p>Senior Operational Managers + HR &amp; E&amp;D Specialists</p>	<p>This workshop combines the above Part 1 and part 2 sessions to provide a comprehensive update on the latest in Equality and Diversity Legislation Implementation – booking this 2 day programme shows cost savings over booking the separate events</p>	<p>Manchester City £529</p> <p>16-17 May 2012 24-25 Oct 2012</p>	<p>London Euston £559</p> <p>30-31 May 2012 10-11 Oct 2012</p>	<p>Leeds City Centre £529</p> <p>28-29 May 2012 08-09 Oct 2012</p>	<p>Birmingham £529</p> <p>22-23 May 2012 22-23 Oct 2012</p>
<p><b>E&amp;D in Education. Understanding &amp; Meeting 2012 Inspection Requirements</b></p> <p>All those involved in delivery of funded education and training</p>	<p>Equality and Diversity (E&amp;D) is being embedded within the inspection frameworks, across all aspects rather than being concentrated in one part. All sectors are likely to see an increased focus on evidencing impact, taking account of socio-economic differences and narrowing performance gaps between different groups of learners. The latest E&amp;D legalisation places greater pressure on schools and colleges to publicise how they are promoting, embedding, monitoring, analysing and responding to E&amp;D at both strategic and operations level.</p>	<p>Manchester City £279</p> <p>08 February 2012</p>	<p>London Euston £299</p> <p>09 February 2012</p>	<p>Leeds City Centre £279</p> <p>01 February 2012</p>	<p>Birmingham £279</p> <p>02 February 2012</p>
<p><b>E&amp;D in Education. Narrowing Gaps - Learner Achievement</b></p> <p>Core &amp; Classroom Techniques</p> <p>All those responsible for school, college or provider performance</p>	<p>Narrowing the Gaps in the Progression and Achievement Rates between differing groups of students is now a key requirement for the Inspection Frameworks for both Schools (2012) and the Learning and Skills Sector (2009). Even for the best performing schools, colleges and providers this is not an easy task. This workshop explores some highly effective ways for identifying many of the underlying problems our young people face, but never talk about. It then demonstrates tried and tested strategies to help overcome them. In so doing it explores the actions that can be taken to ensure individual students progress and achieve.</p>		<p>London Euston £299</p> <p>29 March 2012 27 Sept 2012</p>	<p>Leeds City Centre £279</p> <p>27 March 2012 25 Sept 2012</p>	<p>Birmingham £279</p> <p>28 March 2012 26 Sept 2012</p>
<p><b>E&amp;D in Education. Narrowing Gaps - Learner Achievement</b></p> <p>Advanced Techniques</p> <p>All those responsible for reducing gaps in student achievement – all sectors</p>	<p>Schools, Colleges and Private Providers, keen to take positive action to reduce the disparities in progression and achievement rates, must first pro-actively identify which groups are under-performing. For those that have the core classroom-based techniques, such as initial assessment, individualised learning and mentoring firmly in place, this workshop explores some of the more complex and sophisticated issues that impact on student progression and achievement. The workshop focuses on data analysis that actively searches for any gaps in learner progress, attainment, achievement, retention and success rates - it summarises research findings from a range of sources which identify the likely causes of continuing variations in across different groups of learners, together with strategies to reduce existing differentials.</p>		<p>London Euston £299</p> <p>19 April 2012 04 October 2012</p>	<p>Leeds City Centre £279</p> <p>17 April 2012 02 October 2012</p>	<p>Birmingham £279</p> <p>18 April 2012 03 October 2012</p>
<p><b>E&amp;D in Education.: Embedding Equality and Diversity at Curriculum Level</b></p> <p>All those responsible for E&amp;D &amp; programme design</p>	<p>The Inspection Frameworks require Learning Providers to demonstrate that they are working, in respect of Equality and Diversity, towards two key operating principles - narrowing gaps in achievement between groups of learners and actively promoting equality/reducing discrimination. Passive promotion of equality and diversity in isolation, no longer exists. A systematic approach is recommended – one that identifies and prioritises effective equality and diversity, embedding opportunities at curriculum level across the learner journey and measures and monitors the impact of such embedding. It is important also, that this is achieved without creating additional demands on time</p>		<p>London Euston £299</p> <p>10 May 2012 22 November 2012</p>	<p>Leeds City Centre £279</p> <p>08 May 2012 20 November 2012</p>	<p>Birmingham £279</p> <p>09 May 2012 21 November 2012</p>

<p><b>Graded OTL: Introduction to Graded Observation of Teaching</b></p> <p>Those new to OTL, with limited experience or no formal training</p>	<p>The quality, accuracy and robustness of internal observation of teaching and training, plays a pivotal role in developing the quality of teaching and informing provider self-assessment. Where teaching and training session grades and judgements are inaccurate or inconsistent, the SAR decisions and related improvement action are likely to be seriously flawed. The effectiveness of any OTL system is dependent on the skill of those carrying out the observations, consequently it is essential that all observers are well-trained and able to make robust, reliable and consistent judgments and grade sessions accurately.</p>	<p><b>Manchester City</b> £279</p> <p>26 April 2012 20 Sept 2012</p>	<p><b>London Euston</b> £299</p> <p>24 April 2012 18 Sept 2012</p>	<p><b>Leeds City Centre</b> £279</p> <p>27 April 2012 21 Sept 2012</p>	<p><b>Birmingham</b> £279</p> <p>25 April 2012 19 Sept 2012</p>
<p><b>Graded OTL: Development and Delivery of Observation Feedback</b></p> <p>Those new to OTL, with limited experience or no formal training</p>	<p>It is critical that all those involved in observing and giving feedback are trained to make robust, reliable and consistent judgments, grade sessions accurately and deliver feedback in an effective manner. This workshop builds on our introductory session, it revisits &amp; emphasises the key factors that underpin robust grading decisions. It majors on the highly complex and difficult task of delivering robust feedback, whilst engaging and motivating the observee to want to improve</p>	<p><b>London Euston</b> £299</p> <p>29 May 2012 23 October 2012</p>	<p><b>Leeds City Centre</b> £279</p> <p>31 May 2012 25 October 2012</p>	<p><b>Birmingham</b> £279</p> <p>30 May 2012 24 October 2012</p>	
<p><b>Graded OTL – Moderation and Development Action</b></p> <p>Managers and Verifiers responsible for ensuring quality and consistency in OTL Practice</p>	<p>Moderation of the “Observation of Teaching/Training and Learning” ensures consistency, quality and is a vital element of an appropriate and effective quality assurance process. It is important for observers to identify weaknesses in tutor performance so that effective action plans can be produced and implemented. For organisations aiming for grade 1 at inspection, achieving and evidencing continued improvement is essential. This workshop increases the participant’s ability to moderate Observation of Teaching/Training reports &amp; ensure that the observation process generates real improvements in the quality of teaching.</p>	<p><b>London Euston</b> £299</p> <p>09 Nov 2012</p>	<p><b>Leeds City Centre</b> £279</p> <p>08 Nov 2012</p>	<p><b>Birmingham</b> £279</p> <p>07 Nov 2012</p>	
<p><b>Non-Graded OTL - Effective Peer Observation of Learning</b></p> <p>Those responsible for quality of teaching &amp; training, practitioners carrying out Peer Observations</p>	<p>Non-graded developmental observations, known as Peer Observations, are seen by many as the tool to deliver improvement, whereas graded observations are used for to measure progress and inform self - assessment. This less formal process is common in the HE sector where tutors use it regularly to enhance their practice. The effectiveness of non-graded peer observation process is however, as with graded observations, highly dependent on the skills and abilities of the staff undertaking such observations. Unfortunately, teachers and trainers do not necessarily automatically acquire this knowledge and skill through their normal teaching and training roles. This workshop helps them develop the skills needed.</p>	<p><b>London Euston</b> £299</p> <p>13 March 2012 27 November 2012</p>	<p><b>Leeds City Centre</b> £279</p> <p>14 March 2012 28 November 2012</p>	<p><b>Birmingham</b> £279</p> <p>15 March 2012 29 November 2012</p>	
<p><b>Effective Classroom and Group Control</b></p> <p>All those who have to lead classes and groups</p>	<p>There are some lucky teachers, trainers and group leaders who always appear to get the better behaved groups and classes. On the other hand there are many teachers, trainers, assessors and lecturers who regularly have to break off from their core teaching and training roles to deal with disruptive pupils and learners; hoping that the next group will be better behaved. This workshop explores and demonstrates simple but effective approaches that enable those at the front of a classroom training session or group activity to prevent disruption &amp; maintain control</p>	<p><b>London Euston</b> £299</p> <p>22 March 2012 10 Sept 2012</p>			
<p><b>Coping with Challenging Behaviour in the Library</b></p> <p>All those tasked with controlling pupils and learners</p>	<p>Student disruption in the Library is not a new phenomenon but, with the increase in courses delivered through resource-based learning and the introduction of more flexible learning programmes, it is an issue of increasing priority, especially for library support staff who may have had no formal teacher training. Common problems include overcrowding at lunch and break times, arrogance from students, 'pack' behaviour from groups of students, students who won't put away mobile phones or vacate computers when asked to act a little more quietly and those who decide it would be good fun to take out their frustrations on the library staff. This highly practical interactive course is for library, or other support staff, looking to develop their student management skills further.</p>	<p><b>London Euston</b> £299</p> <p>21 March 2012 11 Sept 2012</p>	<p><b>Leeds City Centre</b> £279</p> <p>- 13 Sept 2012</p>	<p><b>Birmingham</b> £279</p> <p>- 12 Sept 2012</p>	

<p><b>Key Terms, Conditions and</b></p> <ul style="list-style-type: none"> <li>The above costs exclude VAT.</li> <li><b>Early Bird Specials: £199+vat when Credit Card Payment is made more than 3 Months ahead</b></li> <li>Credit Card Payments are accepted</li> <li>Venues are usually mainstream City-centre hotels</li> <li>Lunch and Refreshments are included in the costs</li> <li>All Information is current at the date of document issue only</li> <li>Latest information on workshop dates, content, costs and availability is available on our web site</li> </ul>	<p><b>Cancellation and Transfer Options</b></p> <ul style="list-style-type: none"> <li>Cancellations/Transfer accepted up to 3 weeks prior to the event,</li> <li>Cancellations/Transfers where allowed incur a £25+vat admin charge</li> <li>Cancellation period can be extended by payment of an additional premium</li> <li>Full details are available on bookings forms and our web site</li> <li>Subsequent person discounts will be removed in the event of part group cancellations</li> </ul>
--	---