

"WE HAVE WORKED WITH SBS FOR A NUMBER OF YEARS NOW AND HAVE BEEN CONSISTENTLY PLEASED WITH THE TRAINING PROVIDED. OUR CONTACTS ARE ALWAYS HELPFUL AND WE GET GOOD FEEDBACK ABOUT OUR STUDENTS' PROGRESS."

- RACHEL, THREE WAYS HOTEL MICKLETON

## management

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### THE SECTION WILL COVER:

- NVQ Level 2 in Team Leading
- NVQ Level 3 in Learning & Development
- NVQ Level 4 in Learning & Development
- NVQ Level 3 in Management
- NVQ Level 4 in Management
- Health & Safety of Safety Committees & Work Groups
- CIEH Professional Trainer Certificate - Comply Training
- Effective Leadership Skills - Trudie Donnelly
- Team Building & Motivational Skills - Harry Yale
- Staff Supervision & Appraisal Training - Harry Yale

one step ahead in  
**management**

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## NVQ LEVEL 2 IN TEAM LEADING

### Who Should Participate:

Level 2 is for anyone in a Team Leader role whose work involves the application of knowledge and skills in a significant range of varied work activities. Some of these will be complex or non-routine. They will have some degree of personal autonomy and responsibility, and will collaborate with others through membership of a team.

### Key Objectives:

The course is aimed at recognising the existing skills and competence of a Team Leader.

### Course content:

#### Four mandatory units:

- Manage Your Own Resources
- Promote Leadership for Your Team
- Develop Productive Working Relationships with Colleagues
- Ensure Your Own Actions Reduce Risk to Health and Safety

#### Two optional units e.g.:

- Encourage Innovation in Your Team
- Allocate and Check Work in Your Team
- Provide Learning Opportunities for Colleagues
- Resolve Customer Service Problems

### Course outcome:

Participants will have developed their team leading skills and knowledge.

**DURATION:** 9 months to 1 year

**COST:** Cost depends on funding options

**PROGRESSION ROUTE:** NVQ Level 3 in Management

## NVQ LEVEL 3 IN LEARNING AND DEVELOPMENT

### Who Should Participate:

Anyone with direct contact with learners in a learning environment. Work situations must provide the opportunity to be involved in a range of learning support and facilitation.

### Key Objectives:

To develop skills and understanding required to support learners and provide service and resources to facilitate learning.

### Course content:

#### Seven mandatory units:

- Agree Learning Programmes with Learners
- Identify Individual Learning Aims and Programmes
- Create a Climate That Promotes Learning
- Develop Training Sessions
- Monitor and Review Progress with Learners
- Evaluate and Develop Own Practice
- Respond to Changes in Learning and Development

#### Four optional units e.g.:

- Enable Learning Through Presentations
- Support Competence Achieved in the Workplace
- Design Learning Programmes
- Enable Group Learning

### Course outcome:

Development of skills and understanding required by trainers in the workplace.

**DURATION:** 9 months to 1 year

**COST:** Cost depends on funding options

**PROGRESSION ROUTE:** NVQ Level 4 in Learning and Development



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## NVQ LEVEL 4 IN LEARNING AND DEVELOPMENT

### Who Should Participate:

Anyone with direct contact with learners in a learning environment. Participants must also have the opportunity to design, evaluate and improve learning programmes, manage the contributions of others and contribute to learning within an organisation.

### Key Objectives:

To recognise existing skills and competence in the workplace.

### Course content:

#### Eight mandatory units:

- Identify the Learning and Development Needs of the Organisation
- Design Learning Programmes
- Agree Learning Programmes with Learners
- Manage the Contribution of Other People to the Learning Process
- Create a Climate That Promotes Learning
- Evaluate and Improve Learning and Development Programmes
- Contribute to the Development of Learning Within the Organisation
- Evaluate and Develop Own Practice

#### Four optional units e.g.:

- Assess Candidates Using a Range of Methods
- Support Learners by Mentoring in the Workplace
- Monitor and Review Progress with the Learners
- Introduce Training for Basic Skills in the Workplace

### Course outcome:

Recognition of existing skills and competence and development of knowledge and understanding.

**DURATION:** 1 to 2 years

**COST:** Cost depends on funding options

**PROGRESSION ROUTE:** A1/V1 Award

## NVQ LEVEL 3 IN MANAGEMENT

### Who Should Participate:

Managers and Team Leaders in a variety of areas.

### Key Objectives:

To improve and develop management skills.

### Course content:

#### Four mandatory units:

- Manage Your Own Resources and Professional Developments
- Promote Leadership in Your Area of Responsibility
- Allocate and Monitor the Progress and Quality of Work in Your Area of Responsibility
- Ensure Health and Safety Requirements are Met in Your Area of Responsibility

#### Three optional units e.g.:

- Plan Change
- Implement Change
- Manage a Budget
- Manage a Project
- Monitor and Solve Customer Service Problems
- Recruit, Select and Keep Colleagues

### Course outcome:

Development of management skills.

**DURATION:** 9 months to 1 year

**COST:** Cost depends on funding options

**PROGRESSION ROUTE:** Higher Level NVQs, Foundation Degree

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## NVQ LEVEL 4 IN MANAGEMENT

### Who Should Participate:

Anyone who is a practising middle manager with responsibility for allocating work to others, achieving results by using resources effectively, carrying out policy, controlling limited financial budgets and contributing to broader activities such as change programmes and recruitment.

### Key Objectives:

To build on existing strengths and focus future training and development on areas in which the candidate needs to improve.

### Course content:

#### Five mandatory units:

- Develop and Implement Operational Plans for Your Area of Responsibility
- Encourage Innovation in Your Area of Responsibility
- Develop Productive Working Relationships with Colleagues and Stakeholders
- Ensure Health and Safety Requirements Are Met in Your Area of Responsibility
- Manage Business Processes

#### Three optional units e.g.:

- Develop Your Personal Networks
- Provide Leadership in Your Area of Responsibility
- Manage Resources and Your Own Professional Development
- Manage a Project

### Course outcome:

Participants will gain in confidence and will be recognised for their skills and competence and achieve NVQ Level 4 Management.

**DURATION:** 1 to 2 years

**COST:** Cost depends on funding options

**PROGRESSION ROUTE:** NVQ Level 5 in Management

## CIEH PROFESSIONAL TRAINER CERTIFICATE - COMPLY TRAINING

### Who Should Participate:

Anyone who wishes to become a CIEH registered trainer and develop their training delivery and presentation skills.

### Key Objectives:

To extend the content of basic training techniques, taking into account some of the recent advances in accelerated learning and Neurolinguistic Programming (NLP).

### Course content:

- Training Skills
- Identifying Training Needs and Objectives
- Adapting to Learning Styles and Preferences
- Responding to Environmental Factors
- Developing and Planning for Training
- Assessing the Effectiveness of Training
- Evaluating a Training Session

### Course outcome:

Successful participants will be able to structure, design and deliver interesting and stimulating training and will be awarded the CIEH Professional Trainer Certificate.

**DURATION:** 3 days

**COST:** Cost on application

**PROGRESSION ROUTE:** In conjunction with a Level 4 or equivalent qualification, successful participants may register as a CIEH trainer



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## EFFECTIVE LEADERSHIP SKILLS – TRUDIE DONNELLY

### Who Should Participate:

Both newly appointed managers and supervisors and existing managers who wish to acquire or brush up on some basic skills.

### Key Objectives:

Providing all leaders with a greater understanding of workplace dynamics and a toolkit to enhance their leadership skills.

### Course content:

- The Skills Required to be a Positive and Effective Leader
- Motivational Theories, Learning Types and Individual Differences in the Workplace
- Emotional Intelligence - What it is and How to Use it
- Coaching for Results
- Standard Setting and Giving Feedback
- Workplace Conflict
- Different Styles of Conflict Management
- The Nature of Bullying in the Workplace
- Self-Assessment - Personal Leadership Strengths and Weaknesses

### Course outcome:

#### Participants will:

- Have assessed their current style of leadership
- Understand what is required to be an effective leader
- Understand the different motivations to work and how to build on these to fully engage their employees
- Understand how to improve performance using coaching, standard setting and effective feedback
- Know how to identify and deal with conflict and bullying
- Have developed their own personal leadership action plan

**DURATION:** 3 days

**COST:** Cost on application

## TEAM BUILDING AND MOTIVATIONAL SKILLS – HARRY YALE

### Who Should Participate:

Any organisation that requires staff to work together as a team.

### Key Objectives:

- Outline the motivations that drive people on a day-to-day basis in their working environment
- Explain the role of a team leader in building the team and motivating individuals
- The differing types of leadership which may be adopted and their effect on the team
- Understand the reasoning behind team-work
- Explain the difference between groups of people and teams of people
- Be able to define and motivate 'difficult' people
- Explain the need for performance standards in a team relationship

### Course content:

- Defining leadership
- Why people work
- Encouraging team spirit
- Barriers to team building
- Managing changes in the workplace
- Understanding what makes people "tick" and exploring how they look at different tasks
- Motivation of staff

### Course outcome:

Certificate on course completion.

**DURATION:** 1 day

**COST:** Cost on application

**PROGRESSION ROUTE:** Accredited leadership and management courses

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## STAFF SUPERVISION AND APPRAISAL TRAINING – HARRY YALE

### Who Should Participate:

Organisations who have not yet carried out staff supervision & appraisals.

### Key Objectives:

- Understand and recognise the purpose of staff supervision
- Understand the role and responsibilities of the supervisor
- The frequency and duration of supervision timetable/venue
- Preparation and agenda
- Recording monitoring and evaluation
- Understanding the need for confidentiality
- Understanding the need for personal development and motivation

### Course content:

This course defines the procedures for staff supervision and staff appraisal development, thus ensuring the link between management and effective performance/productivity.

### Course outcome:

Certificate on course completion.

**DURATION:** 1 day

**COST:** Cost on application

**PROGRESSION ROUTE:** Can be linked as prior achievement to accredited management and supervision courses



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