





















Administrative Staff

Business Manager




Course Title and Outline	Training Provider
<p>Accounting & Computerised Accounts OCR Level 1 & 2 Manual and computerised accounting using Sage programme Course Fee - According to qualification and length of course, please ask the Contact Centre or your local centre for details. Venues in Ashford, Canterbury, Dartford, Gravesend, Maidstone, Sittingbourne, Sevenoaks. Computer courses offered countywide.</p>	 Kent Adult Education Service Tel: 0845 606 5606 Website: www.apps.kent.gov.uk/e&l/adulted/
<p>European Computer Driving Licence and ITQ Also a range of computer courses from beginners to advanced. Course Fee - According to qualification and length of course, please ask the Contact Centre or your local centre for details. Venues - Ashford, Canterbury, Dartford, Gravesend, Maidstone, Sittingbourne, Sevenoaks. Computer courses offered countywide.</p>	 Kent Adult Education Service Tel: 0845 606 5606 Website: www.apps.kent.gov.uk/e&l/adulted/
<p>Health & Safety in the Workplace CIEH Level 2 One Day Course - £62 An introduction to health & safety issues in the workplace Venues – Ashford, Canterbury, Dover, Maidstone, Sittingbourne, Sheppey, Dartford, Gravesend and Swanscombe.</p>	 Kent Adult Education Service Tel: 0845 606 5606 Website: www.apps.kent.gov.uk/e&l/adulted/
<p>Principles of Manual Handling CIEH Level 1 Half Day Programme - £36 – Does not include lifting people Venues - Ashford, Canterbury, Dover, Maidstone, Sittingbourne, Sheppey, Dartford, Gravesend and Swanscombe.</p>	 Kent Adult Education Service Tel: 0845 606 5606 Website: www.apps.kent.gov.uk/e&l/adulted/
<p>Support Work in Schools OCR Level 2 & 3 TDA Funded A new qualification for anyone working in a support role in school. The course consists of a range of optional units to suit most work roles. Courses can be arranged for groups at any suitable location by arrangement.</p>	 Kent Adult Education Service Tel: 0845 606 5606 Website: www.apps.kent.gov.uk/e&l/adulted/





Course Title and Outline	Training Provider
<p>CIEH Level 3 Award in Risk Assessment Principles & Practices One Day Course + work based assignment Course Fee - £115 Contact details: janet.stein@kent.gov.uk Employers and the self employed have a legal duty to assess health & safety risks. Anyone carrying out a risk assessment needs to have the necessary knowledge and skills. This qualification ensures that supervisors and managers have the necessary depth of understanding to enable them to carry out risk assessments. Various dates and locations.</p>	 
<p>Nutrient-based Standards for School Food 2 Hour Course - £25 per delegate Contact details: janet.stein@kent.gov.uk The government's nutrient-based standards for school lunches will become law in September 08 for Primary schools and September 09 for Secondary schools, special schools and PRU's. Various dates and locations.</p>	 
<p>Support work in Schools Level 2 & Level 3 Fully funded Date – November 2008 – July 2009 – Timings and day to suit candidates – Based at Leigh Academy These qualifications aim to develop candidates skills and knowledge in a practical way that is relevant to work context.</p>	 <p>Kent & Medway Training Tel: 01322 620518 Website: www.kmtraining.org.uk Email: jwi@leighacademy.org.uk</p>





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<p>The New Manager 4 to 5 months – 8 workshops in total Attendance at all workshops required, approx 2 full days per month Course Fee - £1000 The course will widen their knowledge and skills in management theory and practice, gain a greater understanding of local government and update their management skills to meet best practice and national standards</p>	 <p>Learning & Development Contact: Helen Blackaby Tel: 01622 694 722 Email: helen.blackaby@kent.gov.uk Or contact: Dawn Foxwell Tel: 01622 221 269 Email: dawn.foxwell@kent.gov.uk</p>
<p>School Nutritional Action Group 2 Hour Course - £25 per delegate Contact details: janet.stein@kent.gov.uk To ensure the changes have a sustainable impact, the School Food Trust, suggests they are made within the context of the “whole-school approach”. A SNAG aims to develop an ethos that supports and promotes health and well being, though the participation of everyone within the school community. Various dates and locations.</p>	 
<p>CIEH Level 2 Award in Health and Safety in the Workplace One Day course - £100 per delegate Contact details – janet.stein@kent.gov.uk Employers are responsible for providing safe and healthy workplace conditions and the right systems and methods for safe activities. But employees also have a vital part to play in the equation. They need the right knowledge and the right attitude, which demands proper training in the basics of health and safety, as well as specific training for individual tasks.</p>	 
<p>Appraisee Training One Day Course Course Fee - £150 per delegate For further information or booking details contact Sue Watson. To provide staff with the necessary tools to ensure the effective delivery of appraisal. You will have gained a greater understanding of the importance of appraisal, and the benefits both to the individual and the organisation.</p>	 <p>Learning & Development Contact: Sue Watson Tel: 01622 221 271 Email: learning.development2@kent.gov.uk</p>




Course Title and Outline	Training Provider
<p>Administrators Support Work in Schools Award Level 2 (SWiS) Course Fee - £200 – Duration 20 weeks consisting of 6 x 2 hour taught sessions 2 x 1 – 1 workplace assessments and self study/portfolio building. The programme aims to equip students with the knowledge and understanding of their roles and responsibilities within their school setting. Successful achievement will enable students to progress to Level 3 SWiS. Date – 3 October 2008 – 15 January 2009</p>	 <p>Professional Development centre at Thanet College Tel: 01843 605018 Email: PDC@thanet.ac.uk</p>
<p>Administrators Support Work in Schools Award Level 3 (SWiS) Course Fee – £200 – the course will be run over 1 year 1-3pm Consisting of 6 x 2 hour taught sessions 2 x 1-1 workplace assessment and self study/portfolio building. Aim of the course is to equip with the knowledge and understanding of their roles and responsibilities within their school setting. Date – 3rd October 2008</p>	 <p>Professional Development centre at Thanet College Tel: 01843 605018 Email: PDC@thanet.ac.uk</p>
<p>Bursar Development Programme Course Fee - £595 per delegate 9 x 1 day workshops over 8 months This course is designed to give Bursars the knowledge and skills to support effective leadership and management. These include getting the best value from funding, reducing bureaucracy and making the best use of staff time. Is suitable for either newly appointed or the more experienced Bursar. For further information or booking details please contact Angie Salem</p>	 <p>Learning & Development Contact: Angie Salem Email: angie.salem@kent.gov.uk Tel: 01622 694820</p>
<p>Communicate with Ease Course Fee - £150 per delegate 1 day Course The course offers you techniques to reclaim natural confidence and communicate effectively with others.</p>	 <p>Learning & Development Contact: Sue Watson Email: learning.development2@kent.gov.uk Tel: 01622 221271</p>




Course Title and Outline	Training Provider
<p>Conflict Resolution and Negotiation Skills Course Fee - £150 per delegate 1 Day Course This course teaches the practical skills, not just the theory. Learn the essential skills for a better working environment for everybody. If you have previously been afraid of conflict, you will come out of this course with a range of effective techniques for handling conflict in a positive way.</p>	<p style="text-align: right;"></p> <p>Learning & Development Contact: Sue Watson Email: learning.development2@kent.gov.uk Tel: 01622 221271</p>
<p>Creating an impact and Acting Assertively Course Fee - £150 per delegate 1 Day Course This course is for all staff who would find it beneficial to develop their assertiveness, confidence and communication skills in the workplace.</p>	<p style="text-align: right;"></p> <p>Learning & Development Contact: Sue Watson Email: learning.development2@kent.gov.uk Tel: 01622 221271</p>
<p>Disability Equality Training Course Fee - £115 per delegate – lunch included 1 Day Course This course will give participants a clear understanding of what Disability Equality means and how it can be achieved.</p>	<p style="text-align: right;"></p> <p>Learning & Development Contact: Angie Salem Email: angie.salem@kent.gov.uk Tel: 01622 694820</p>
<p>Improve your memory through Mind Maps Course Fee - £150 per delegate 1 Day Course This course has been designed to improve your memory using both mind mapping and other techniques. A mind map is an essential tool for creative and effective work performance. It condenses information to key words and visual images, enabling a large amount of information to be recorded on one sheet of paper. There are many uses of maps, including note-taking, problem-solving, prioritising, memory enhancement, presentation and report structure, project management, decision-making, analytical thinking and time management.</p>	<p style="text-align: right;"></p> <p>Learning & Development Contact: Sue Watson Email: learning.development2@kent.gov.uk Tel: 01622 221271</p>




Course Title and Outline	Training Provider
<p>Information Governance Workshops Course Fee - £40 per delegate – 1 Day only (09.00 – 15.30) This course includes current legislation, Data Protection Act and the Freedom of Information Act, will present major challenges for all public sector agencies in the next few years. As an organisation which works with very sensitive information about people's personal lives. Dates and venues – 17 September 2008 – Ashford North Holiday Inn 19 November 2008 – East Malling Research Centre 14 January 2009 – Aylesham Community Project 16 March 2009 – Ashford North Holiday Inn Delegates should not have attended this workshop previously. Places will be on a first-come-first-served basis up to a maximum of 35 delegates per workshop.</p>	<p style="text-align: right;"></p> <p>Learning & Development Contact: Sue Watson Email: learning.development2@kent.gov.uk Tel: 01622 221271</p>
<p>Equality Impact Assessments Course Fee- £150 – One Day Course This course is to provide knowledge, understanding, core skills and framework to carry out Equality Impact Assessments as a tool for effective implementation of the Equalities policies in KCC.</p>	<p style="text-align: right;"></p> <p>Learning & Development Contact: Angie Salem Email: angie.salem@kent.gov.uk Tel: 01622 694820</p>
<p>ITQ (Incorporating ECDL) Course Fee – £480 per delegate – Duration – up to one year Candidates will achieve an ECDL qualification (7 modules) and submit one further mandatory unit to achieve the full ITQ level 2. the mandatory unit demonstrates how the candidate uses IT effectively in the workplace</p>	<p style="text-align: right;"></p> <p>Learning & Development Contact: Debbie Johnson Email: Debbie.johnson@kent.gov.uk Tel: 01622 696242</p>

Course Title and Outline	Training Provider
<p>ITQ (Incorporating ECDL) – Fully Funded One year Course – 7 one day workshops for training and tests This IT qualification is accredited by the British Computer Society. Candidates will achieve an ECDL qualification (7 modules) and submit one further mandatory unit to achieve the full ITQ level 2. The mandatory unit demonstrates how the candidate uses IT effectively in the workplaces. Note:- You cannot already hold a Level 2 or higher qualification (e.g. 5 GCSE's/O-Levels grade A-C, Level 2 NVQ in any subject, A Levels, Degree)</p>	 <p>Learning & Development Contact: Debbie Johnson Email: Debbie.johnson@kent.gov.uk Tel: 01622 696242</p>
<p>Legislation Training Course Fee - £150 – One Day Course A wave of new legislation and an avalanche of case law are transforming discrimination law in the UK. The pace of change can be dizzying, making it next to impossible for busy managers and supervisors to keep up to date. Participants will be encouraged to look at their own practice in the light of the topics discussed and consider practical ways in which they can be more responsive to and inclusive of the needs of employees and customers.</p>	 <p>Learning & Development Contact: Angie Salem Email: angie.salem@kent.gov.uk Tel: 01622 694820</p>
<p>Making Behaviours Work For Staff Course Fee - £75 per delegate – ½ day Course This half day workshop for staff puts the behaviours into a work place context. Through the use of practical examples you will be able to apply all the above objectives in your day to day role.</p>	 <p>Learning & Development Contact: Sue Watson Email: learning.development2@kent.gov.uk Tel: 01622 221271</p>
<p>Positive Action in Recruitment Course Fee - £80 – ½ day session 09.30-12.30 – 1.30-4.30pm To provide KCC recruiters with an understanding of the key fundamentals of Positive Action in recruitment and the benefits to the organisation, community and KCC expectations and facilities. The course is designed to ensure that Managers are confident about the process and their obligations as required by legislation and the organisation.</p>	 <p>Learning & Development Contact: Angie Salem Email: angie.salem@kent.gov.uk Tel: 01622 696378</p>

Course Title and Outline	Training Provider
<p>Positive Management of Mental Health Course Fee - £100 per delegate – One Day Workshop This course is designed to inform managers about the different medical and psychological challenges that employees may have to learn to live with. Moreover, its designed to help managers not only identify employees who may be in need of professional assistance but also to help determine, realistically, what they should not be doing for their staff in order to improve well being and efficiency.</p>	 <p>Learning & Development Contact: Angie Salem Email: angie.salem@kent.gov.uk Tel: 01622 696378</p>
<p>Business Administration KEY aims to ensure that we find the most cost-effective solution. One of our Marketing & Development Advisors will discuss the best option for you. Courses are run regularly throughout the year, they do not depend on term-times so have flexible start dates. The location can be chosen from one of our five training centres across Kent. Employers recognise this, rating skilled business administrators as some of the most difficult staff to recruit. KEY offers work-based business administration qualifications.</p>	 <p>Key Training Services Freephone: 0800 731 4297 Email: keytrainingservices@kent.gov.uk Website: www.keytrainingservices.org.uk</p>
<p>Customer Service KEY aims to ensure that we find the most cost-effective solution. One of our Marketing & Development Advisors will discuss the best option for you. Courses are run regularly throughout the year, they do not depend on term-times so have flexible start dates. The location can be chosen from one of our five training centres across Kent. KEY offers work-based qualifications for those wishing to pursue or advance a career in Customer Services.</p>	 <p>Key Training Services Freephone: 0800 731 4297 Email: keytrainingservices@kent.gov.uk Website: www.keytrainingservices.org.uk</p>
<p>Recruitment & Selection Course Fee - £250 per delegate 2 Day Course This course has been designed for managers and supervisors involved in recruiting and selecting staff. It will cover the knowledge and skills to manage the selection process from agreement to recruiting through to final selection. It will cover legislation and how this links to the process as well as interviewing skills.</p>	 <p>Learning & Development Freecall: 7000 1271 Tel: 01622 221271 Email: learning.development@kent.gov.uk</p>

Course Title and Outline	Training Provider
<p>Staff Development – Advanced (with accreditation) Course Fee - £775 per delegate plus option of OCN Level 4 accreditation at extra charge of £50 5 Day Course This generic programme has been designed in order to meet the professional development needs of senior support staff. Job roles are becoming increasingly varied and complex and the advanced programme will widen your skills, encourage career development, retention and consolidate competence.</p>	 <p>Learning & Development Contact: Angie Salem Email: angie.salem@kent.gov.uk Tel: 01622 696378</p>
<p>Staff Development – Intermediate Course Fee - £750 per delegate 5 ½ days Course This generic programme has been designed in order to meet the professional development needs of all staff in KCC. Job roles in local government are becoming increasingly varied and complex and the new personal development programmes will widen your skills, encourage career development, retention and consolidate competence.</p>	 <p>Learning & Development Contact: Angie Salem Email: angie.salem@kent.gov.uk Tel: 01622 696378</p>
<p>Interviewing Skills Course Fee - £150 – includes course materials, lunch and refreshments. One Day Course – 09.00 – 15.00 The course focuses on the selection interview part of the recruitment process. The session deals with the preparation involved, drafting good, incisive questions linked directly to the person specification for the post and skills required for a successful selection interview. The course also deals with children safeguarding and builds on the understanding gained from the Safer Recruitment training. Essential for all staff involved in selection interviews. Dates - 26th September 2008 – The Holiday Inn, Chatham 10th October 2008 – Eastwell Manor 11th November 2008 – The Holiday Inn, Manston 3rd December 2008 – Hadlow Manor</p>	 <p>Schools' Personnel Service Contact: Geraldine Hill Email: Geraldine.hill@kent.gov.uk Tel: 01227 598763</p>

Course Title and Outline	Training Provider
<p>Safer Recruitment Course Fee - £150 – includes course materials, lunch and refreshments. One Day Course – 09.00 – 15.00 Run jointly with the Children’s Safeguard Team, is nationally accredited alternative to the on-line training. The DSCF have stated that it will be a requirement for recruitment panels in schools to have at least one person trained in safe recruitment. Dates - 2nd October 2008 – Ramada Hotel, Maidstone 7th November 2008 – Hadlow Manor 25th November 2008 – Eastwell Manor</p>	<div style="text-align: right;">  </div> <p>Schools' Personnel Service Contact: Geraldine Hill Email: Geraldine.hill@kent.gov.uk Tel: 01227 598763</p>
<p>PM Reviewer Skills, including Pay recommendations Course Fee - £150 – includes course materials, lunch and refreshments. One Day Course – 09.00 – 15.00 This course will prepare PM reviewers with the skills, information and management approach to ensure a successful end of year review. The course covers all aspects of the PM process with particular emphasis on the Reviewer’s role in monitoring and assessing performance, including making recommendations on pay progression. The session deals with the new regulations for teachers and the TCP requirement for support staff. Date - 30th September 2008 – Eastwell Manor</p>	<div style="text-align: right;">  </div> <p>Schools' Personnel Service Contact: Geraldine Hill Email: Geraldine.hill@kent.gov.uk Tel: 01227 598763</p>
<p>Managing Staff Absence Course Fee - £110 – 09.00 – 12.30 – includes course materials, light buffet lunch and refreshments. ½ Day Course This course will give school leaders and managers the techniques, tools and processes to support staff to attain high standards of attendance. The course covers return to work interviews, data monitoring and how to progress individual cases as speedily as possible towards a satisfactory conclusion. Dates - 21st October 2008 – Hadlow Manor 20th November 2008 – The Holiday Inn, Manston</p>	<div style="text-align: right;">  </div> <p>Schools' Personnel Service Contact: Geraldine Hill Email: Geraldine.hill@kent.gov.uk Tel: 01227 598763</p>

Course Title and Outline	Training Provider
<p>Key Personnel Procedures and Potential Pitfalls Course Fee - £110 – 09.00 – 12.30 – includes course materials, light buffet lunch and refreshments. ½ Day Course This is a new course for recently appointed school leaders and managers. This course provides an overview of the important aspects of key Personnel procedures, including responsibilities, individual rights as well as potential pitfalls and how to avoid them. Date – 5th November 2008 – Ramada Hotel, Maidstone</p>	<div style="text-align: right;">  Schools' Personnel Service <small>Specialist advice and support for schools</small> </div> <p>Schools' Personnel Service Contact: Geraldine Hill Email: Geraldine.hill@kent.gov.uk Tel: 01227 598763</p>
<p>Managing Under-performing Staff Course Fee - £110 – 09.00 – 12.30 – includes course materials, light buffet lunch and refreshments. ½ Day Course This course is dealing with the process and skills involved in managing and supporting staff effectively to attain required standards of performance. The course focuses on the practical techniques and procedures, informal and formal to support school improvement and staff development in a way that is fair, lawful but effective. Dates - 7th October 2008 – The Holiday Inn, Manston 14th November 2008 – Ramada Hotel, Maidstone</p>	<div style="text-align: right;">  Schools' Personnel Service <small>Specialist advice and support for schools</small> </div> <p>Schools' Personnel Service Contact: Geraldine Hill Email: Geraldine.hill@kent.gov.uk Tel: 01227 598763</p>
<p>Employment Law Update for School Leaders Course Fee - £110 – 09.00 – 12.30 – includes course materials, , light buffet lunch and refreshments. ½ Day Course This course provides an essential update on recent development in employment legislation, relevant case law decisions, plus the implications that this has for schools. Date - 15th October 2008 – Ramada Hotel, Maidstone</p>	<div style="text-align: right;">  Schools' Personnel Service <small>Specialist advice and support for schools</small> </div> <p>Schools' Personnel Service Contact: Geraldine Hill Email: Geraldine.hill@kent.gov.uk Tel: 01227 598763</p>

Course Title and Outline	Training Provider
<p>Dealing with Difficult Staffing Issues Course Fee - £150 – includes course materials, lunch and refreshments. One Day Course – 09.00 – 15.00 This course deals with the full range of difficult staffing issues that may arise in key Personnel procedures. The course also deals with how you can change the terms of employment contracts and also how you can deal with awkward uncooperative staff fairly but firmly. The session uses case studies for analysis and there is scope for discussion and advice on individual cases. Date – 5th December 200 – Ramada Hotel, Maidstone</p>	<div data-bbox="1778 352 2024 483" data-label="Image"> </div> <p>Schools' Personnel Service Contact: Geraldine Hill Email: Geraldine.hill@kent.gov.uk Tel: 01227 598763</p>
<p>Bespoke Session for Your School or Cluster Training can be delivered specifically to meet the needs of your school or cluster at a date and location to suit. This typically could be a one-off session for a large staff group or as part of a development programme for managers or a particular level of staff. Invariably this is a more cost-effective and focussed way of delivering essential people management training. Please contact Gary Edwards to discuss your particular requirements.</p>	<div data-bbox="1778 676 2024 807" data-label="Image"> </div> <p>Schools' Personnel Service Contact: Gary Edwards Tel: 01227 598751</p>