





















Site Team

Premises Manager





Course Title and Outline	Training Provider
<p>Emergency First Aid 4 hour course - £48 Venues in Ashford, Dover, Dartford, Maidstone, Canterbury, Gravesend, Sittingbourne, and Tunbridge Wells by arrangement.</p>	 <p>Kent Adult Education Service Tel: 0845 606 5606 Website: www.apps.kent.gov.uk/e&l/adulted/</p>
<p>First Aid – Babies & Children 12 hour course - £74 Those who work with children leading to a Paediatric First Aid certificate. Venues in Ashford, Dover, Dartford, Maidstone, Canterbury, Gravesend, Sittingbourne, and Tunbridge Wells by arrangement.</p>	 <p>Kent Adult Education Service Tel: 0845 606 5606 Website: www.apps.kent.gov.uk/e&l/adulted/</p>
<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>	 <p>Kent Adult Education Service Tel: 0845 606 5606 Website: www.apps.kent.gov.uk/e&l/adulted/</p>
<p>Principles of Manual Handling CIEH Level 1 Half Day Programme - Course Fee £36 Does not include lifting people. Venues - Ashford, Canterbury, Dover, Maidstone, Sittingbourne, Sheppey, Dartford, Gravesend and Swanscombe.</p>	 <p>Kent Adult Education Service Tel: 0845 606 5606 Website: www.apps.kent.gov.uk/e&l/adulted/</p>




<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>	 <p>Kent Adult Education Service Tel: 0845 606 5606 Website: www.apps.kent.gov.uk/e&l/adulted/</p>
<p>CIEH Level 2 Award in Principles of COSHH Half Day Course - £55 per delegate Contact details: janet.stein@kent.gov.uk This qualification will benefit anyone working with hazardous substances in a workplace. The programme focuses on the information employees need to know regarding substance hazards and their control. Various dates and locations</p>	 
<p>CIEH Level 2 Award in Principles of Risk Assessment One Day Course - £100 per delegate Contact details: janet.stein@kent.gov.uk This qualification is designed to raise awareness of risk assessment, and thereby, improve occupational health and safety in the workplace. The course is suitable for any employee. Various dates and locations.</p>	 
<p>CIEH Level 3 Award in Risk Assessment Principles & Practices One Day Course + work based assignment Course Fee - £115 per delegate 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>	 




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<p>NVQ Level 2 Award in Cleaning & Support Service Work based training An application will be made for Government funding Contact details: janet.stein@kent.gov.uk The course is suitable for anyone involved in school cleaning, caretaking or site management. This NQV is delivered in the workplace, giving school support staff the opportunity to gain a nationally recognised qualification.</p>	 
<p>CIEH Level 1 Award in Principles of Manual Handling Half Day Course - £55 per delegate Contact details: janet.stein@kent.gov.uk 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. 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>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 style="text-align: right;"></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>Appraiser 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 style="text-align: right;"></p> <p>Learning & Development Contact: Sue Watson Tel: 01622 221 271 Email: learning.development2@kent.gov.uk</p>
<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>




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<p>Creating an impact and Acting Assertively Course Fee - £150 per delegate ! 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>Learning & Development Contact: Sue Watson Email: learning.development2@kent.gov.uk Tel: 01622 221271</p>
<p>NVQ Level 2 or 3 Award in Support Work in School Work based training. An application will be made for Government funding Contact: janet.stein@kent.gov.uk Everyone who works in a school has a part to play in raising standards and giving children a better start in life. If you are one of the 20,000+ school support staff in Kent. The SWiS qualification could help you do your job more effectively and gives you a nationally recognised award, certificate or diploma.</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>




Course Title and Outline	Training Provider
<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>
<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>

Course Title and Outline	Training Provider
<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>
<p>Cleaning – NVQ – Distance Learning Course Fee - £550 – including registration and certification Cleaners do a vital job removing everyday dirt and grime from a wide variety of buildings, making them safer, healthier and more pleasant to work or live in. A City and Guilds NVQ in Cleaning and Support Services can help staff move up the career ladder and demonstrate their skills to employers and customers. Dates – Flexible to suit the candidate.</p>	 <p>Contact Business Services at Thanet College Tel: 01843 605032 Email: wfdt@thanet.ac.uk</p>
<p>NCFE Level 2 Certificate in Nutrition & Health Course Fee – £25 Date – Flexible – Expected to take 16-18 weeks to complete the programme This is a short self-study programme suitable for staff who wish to extend their knowledge of health and safety issues within the workplace. It is a self-study programme, consisting of 4 units: Introduction to the Health & Safety at Work Act (1974), Hazards, risks and risk assessment, Electricity, hazardous substances (COSHH) and fire and safety, Work equipment)PUWER), personal protective equipment)PPE) and first aid.</p>	 <p>Contact Central Admissions Office at Thanet College Tel: 01843 605049 Email: student_admissions@thanet.ac.uk</p>

Course Title and Outline	Training Provider
<p>Support Work in Schools Award Level 2 (SWiS) Course Fee - £195 – Funding may be available to cover the full cost of this course – please enquire. 20 weeks consisting of 6 x 2 hour taught sessions 2 x 1-1 workplace assessments and self study/portfolio building Start Date – to follow This nationally recognised qualification is suitable for school support staff. The award is designed to develop an awareness of school values, policies and procedures in relation to the pupils' needs. Participants will have the opportunity to explore their own role in this area in order to provide effective support</p>	 <p>Professional Development centre at Thanet College Tel: 01843 605018 Email: PDC@thanet.ac.uk</p>
<p>Support Work in Schools Award Level 3 (SWiS) Course Fee - £200 – Funding may be available to cover the full cost of this course – please enquire. One year course consisting of 6 x 2 hour taught sessions 2 x 1-1 workplace assessment and self study/portfolio building. Start Date- 3rd October 2008. The award is designed to develop an awareness of school values, policies and procedures in relation to the pupils' needs. Participants will have the opportunity to explore their own role in this area in order to provide effective support</p>	 <p>Professional Development centre at Thanet College Tel: 01843 605018 Email: PDC@thanet.ac.uk</p>
<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>

Course Title and Outline	Training Provider
<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>
<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>	 <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>	 <p>Schools' Personnel Service Contact: Geraldine Hill Email: Geraldine.hill@kent.gov.uk Tel: 01227 598763</p>

Course Title and Outline	Training Provider
<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;">  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>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>

Course Title and Outline	Training Provider
<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>
<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 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>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 style="text-align: right;">  Schools' Personnel Service <small>Specialist advice and support for schools</small> </div> <p>Schools' Personnel Service Contact: Gary Edwards Tel: 01227 598751</p>