









# Specialist and Technical Staff




## Resource Manager




Course Title and Outline	Training Provider
<p><b>Support Work in Schools OCR Level 2 &amp; 3</b>            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: <a href="http://www.apps.kent.gov.uk/e&amp;l/adulted/">www.apps.kent.gov.uk/e&amp;l/adulted/</a></p>
<p><b>Support work in Schools Level 2 &amp; Level 3</b>            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 &amp; Medway Training            Tel: 01322 620518            Website: <a href="http://www.kmtraining.org.uk">www.kmtraining.org.uk</a>            Email: <a href="mailto:jwi@leighacademy.org.uk">jwi@leighacademy.org.uk</a></p>
<p><b>Communicate with Ease</b>            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 &amp; Development            Contact: Sue Watson            Email: <a href="mailto:learning.development2@kent.gov.uk">learning.development2@kent.gov.uk</a>            Tel: 01622 221271</p>




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<p><b>Conflict Resolution and Negotiation Skills</b>            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>Learning &amp; Development            Contact: Sue Watson            Email: <a href="mailto:learning.development2@kent.gov.uk">learning.development2@kent.gov.uk</a>            Tel: 01622 221271</p>
<p><b>Creating an impact and Acting Assertively</b>            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>Learning &amp; Development            Contact: Sue Watson            Email: <a href="mailto:learning.development2@kent.gov.uk">learning.development2@kent.gov.uk</a>            Tel: 01622 221271</p>
<p><b>Improve your memory through Mind Maps</b>            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>Learning &amp; Development            Contact: Sue Watson            Email: <a href="mailto:learning.development2@kent.gov.uk">learning.development2@kent.gov.uk</a>            Tel: 01622 221271</p>

Course Title and Outline	Training Provider
<p><b>Information Governance Workshops</b>            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>Learning &amp; Development            Contact: Sue Watson            Email: <a href="mailto:learning.development2@kent.gov.uk">learning.development2@kent.gov.uk</a>            Tel: 01622 221271</p>
<p><b>Making Behaviours Work For Staff</b>            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 &amp; Development            Contact: Sue Watson            Email: <a href="mailto:learning.development2@kent.gov.uk">learning.development2@kent.gov.uk</a>            Tel: 01622 221271</p>
<p><b>Positive Action in Recruitment</b>            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 &amp; Development            Contact: Angie Salem            Email: <a href="mailto:angie.salem@kent.gov.uk">angie.salem@kent.gov.uk</a>            Tel: 01622 696378</p>

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<p><b>Recruitment &amp; Selection</b>            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>	  Learning & Development Freecall: 7000 1271 Tel: 01622 221271 Email: <a href="mailto:learning.development@kent.gov.uk">learning.development@kent.gov.uk</a>
<p><b>Staff Development – Advanced (with accreditation)</b>            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>	  Learning & Development Contact: Angie Salem Email: <a href="mailto:angie.salem@kent.gov.uk">angie.salem@kent.gov.uk</a> Tel: 01622 696378
<p><b>Start Supervising!</b>            Course Fee - £150 per delegate – One Day Course            Bridge the gap between administration/support work, and supervision.            This one-day course is the perfect first step for delegates who wish to gain an awareness and confidence in people management.            It is the natural stepping stone to our popular and effective New manager programme.</p>	  Learning & Development Contact: Sue Watson Email: <a href="mailto:learning.development2@kent.gov.uk">learning.development2@kent.gov.uk</a> Tel: 01622 221271

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<p><b>Interviewing Skills</b>            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 - 26<sup>th</sup> September 2008 – The Holiday Inn, Chatham            10<sup>th</sup> October 2008 – Eastwell Manor            11<sup>th</sup> November 2008 – The Holiday Inn, Manston            3<sup>rd</sup> December 2008 – Hadlow Manor</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: <a href="mailto:Geraldine.hill@kent.gov.uk">Geraldine.hill@kent.gov.uk</a>            Tel: 01227 598763</p>
<p><b>Safer Recruitment</b>            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 - 2<sup>nd</sup> October 2008 – Ramada Hotel, Maidstone            7<sup>th</sup> November 2008 – Hadlow Manor            25<sup>th</sup> November 2008 – Eastwell Manor</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: <a href="mailto:Geraldine.hill@kent.gov.uk">Geraldine.hill@kent.gov.uk</a>            Tel: 01227 598763</p>
<p><b>PM Reviewer Skills, including Pay recommendations</b>            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 - 30<sup>th</sup> September 2008 – Eastwell Manor</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: <a href="mailto:Geraldine.hill@kent.gov.uk">Geraldine.hill@kent.gov.uk</a>            Tel: 01227 598763</p>

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<p><b>Managing Staff Absence</b>            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 - 21<sup>st</sup> October 2008 – Hadlow Manor            20<sup>th</sup> 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: <a href="mailto:Geraldine.hill@kent.gov.uk">Geraldine.hill@kent.gov.uk</a>            Tel: 01227 598763</p>
<p><b>Key Personnel Procedures and Potential Pitfalls</b>            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 – 5<sup>th</sup> 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: <a href="mailto:Geraldine.hill@kent.gov.uk">Geraldine.hill@kent.gov.uk</a>            Tel: 01227 598763</p>
<p><b>Managing Under-performing Staff</b>            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 - 7<sup>th</sup> October 2008 – The Holiday Inn, Manston            14<sup>th</sup> 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: <a href="mailto:Geraldine.hill@kent.gov.uk">Geraldine.hill@kent.gov.uk</a>            Tel: 01227 598763</p>

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<p><b>Employment Law Update for School Leaders</b>            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 - 15<sup>th</sup> 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: <a href="mailto:Geraldine.hill@kent.gov.uk">Geraldine.hill@kent.gov.uk</a>            Tel: 01227 598763</p>
<p><b>Dealing with Difficult Staffing Issues</b>            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 – 5<sup>th</sup> 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: <a href="mailto:Geraldine.hill@kent.gov.uk">Geraldine.hill@kent.gov.uk</a>            Tel: 01227 598763</p>
<p><b>Bespoke Session for Your School or Cluster</b>            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>