



GEM Partnership

**Apprenticeships
Commercial Training
Fundable Courses &
Pre-Employment**

Unlock the potential of your workforce

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GEM Partnership **Apprenticeships**

Level 2 Customer Service Practitioner 12 months

Programme Overview

The role of a customer service practitioner is to deliver high quality products and services to the customers of their organisation. Your core responsibility will be to provide a high-quality service to customers which will be delivered from the workplace, digitally or through going out into the customer's own locality. These may be one-off or routine contacts and include dealing with orders, payments, offering advice, guidance, support, meet and greet, sales, fixing problems after care, service recovery or gaining insight through measuring customer satisfaction. You may be the first point of contact and work in any sector or organisation type.

Your actions will influence the customer experience and their satisfaction with your organisation. You will demonstrate excellent customer service skills and behaviours as well as product and/or service knowledge when delivering to your customers. You provide service in line with the organisation's customer service standards and strategy and within appropriate regulatory requirements. Your customer interactions may cover a wide range of situations and can include face-to-face, telephone, post, email, text and social media.

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Level 2 Lean Manufacturing Operative 12 months

Programme Overview

A Lean Manufacturing Operative will be expected to carry out their work safely and meet the exacting equality standards demanded in a fast paced and efficient processing environment and develop into a multi-skilled operator through process ownership. A Lean Manufacturing Operative can be required to carry out manufacturing activities on multiple products with different specifications.

They will be required to prepare, control and contribute to and complete manufacturing operations and follow manufacturing processes and standard operating procedures, whilst adhering to specific safe working policies and procedures. A Lean Manufacturing Operative will be responsible for maintaining Health & Safety requirements at all times. The Operative will be required to contribute, develop and support improvement in the manufacturing operations using continuous improvement methods, kaizen tools, process visualisation using lean principles and problem solving tools and techniques.

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Level 2 Recruitment Resourcer 12 months

Programme Overview

A Recruitment Resourcer may be employed in any organisation that requires a recruitment function. Their role is to identify, attract and shortlist candidates for the recruitment process to fulfil the requirements of the business brief and provide resourcing support to the recruitment function.

A career in recruitment as a Recruitment Resourcer can appeal to those individuals who possess an entrepreneurial outlook. It provides the opportunity for reward and high earning potential. Many opportunities arise for professional and personal development within the recruitment sector with transferable skills being respected throughout the industry.

Typical responsibilities for a Recruitment Resourcer are:

- Research, identify, attract and shortlist candidates
- Identify new business opportunities through a variety of means
- Meet all procedures and carry out relevant processes to ensure industry codes of ethics and relevant legislation are adhered to

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Level 2 Supply Chain Warehouse Operative 12 months

Programme Overview

Warehouse Operatives work in a variety of warehouse environments.

Work activities include taking deliveries, checking for damaged/missing items, storing goods, moving stock by various methods, picking/packing orders, loading goods for dispatch, maintaining stock records and documentation and cleaning. They are required to safely use a range of equipment, machinery and vehicles, as relevant to their role and setting.

This could include mechanical racking systems, materials handling equipment (MHE) or forklift trucks.

Warehouse Operatives communicate with a wide range of people and customers.

They have a passion to meet customers' expectations by providing a quality service that encourages repeat business. Individuals in this role are highly competent in using industry-recognised systems and associated services

(e.g., Traffic/Warehouse Management Systems) and will be able to work under pressure to tight deadlines. A Warehouse Operative will often be required to be flexible and work shifts including 4-on-4-off, days, nights, evenings, and weekends.

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Level 3 Business Administrator 18 months

Programme Overview

Business Administrators have a highly transferable set of knowledge, skills and behaviours that can be applied in all sectors. This includes small and large businesses alike, from the public sector, private sector and charitable sector. The role may involve working independently or as part of a team and will involve developing, implementing, maintaining and improving administrative services. Business administrators develop key skills and behaviours to support their own progression towards management responsibilities.

The business administrator is expected to deliver their responsibilities efficiently and with integrity. The role involves demonstrating strong communication skills and adopting a proactive approach to developing skills. The business administrator is also expected to show initiative, managing priorities and own time, problem solving skills, decision making and the potential for people management responsibilities through mentoring or coaching others.

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Level 3 Customer Service Specialist 18 months

Programme Overview

The main purpose of a customer service specialist is to be a 'professional' for direct customer support within all sectors and organisation types.

You are an advocate of Customer Service who acts as a referral point for dealing with more complex or technical customer requests, complaints and queries.

You are often an escalation point for complicated or ongoing customer problems. As an expert in your organisations products and/or services you share knowledge with your wider team and colleagues.

You gather and analyse data and customer information that influences change and improvements in service. Utilising both organisational and generic IT systems to carry out your role with an awareness of other digital technologies. This could be in many types of environments including contact centres, retail, webchat, service industry or any customer service point.

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Level 3 Human Resources Support 12 months

Programme Overview

HR Professionals in this role are typically either working in a medium to large organisation as part of the HR function delivering front-line support to managers and employees or are a HR Manager in a small organisation.

Their work is likely to include handling day to day queries and providing HR advice, working on a range of HR processes, ranging from transactional to relatively complex, from recruitment through to retirement, using HR systems to keep records, providing relevant HR information to the business and working with the business on HR changes.

They will typically be taking ownership for providing advice to managers on a wide range of HR issues using company policy and current law, giving guidance that is compliant and where errors could expose the organisation to employment tribunals or legal risk.

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Level 3 Improvement Technician 18 months

Programme Overview

There are a number of job titles associated with this occupation, these include, but are not limited to: Business Improvement Practitioner, Continuous Improvement Manager, Process Excellence Manager, Lean Six Sigma Green Belt and Quality Control Senior Analyst.

Practitioners typically lead smaller projects and or play a key supporting role in a larger programme - tackling issues that may require swift problem solving or re-occurring challenges that require in-depth analysis and the implementation of a range of effective and sustainable countermeasures.

Typical activities include:

- Identifying potential opportunities, diagnosing issues, proposing solutions and implementing changes and controls
- Coaching teams and sharing best practice
- When leading projects they may manage small teams ensuring motivation and momentum and be responsible for the successful projects.

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Level 3 Learning & Development Practitioner 18 months

Programme Overview

Learning and Development (L&D) Practitioners are typically involved with identifying learning/training needs, designing/sourcing training and learning solutions, delivering and evaluating training and working with stakeholder/business area managers.

The role focus is often on the practical delivery of training. The L&D Practitioner will typically have expertise and competence in their specific field whether it be technical, vocational or behavioural. They link the learning within their area of responsibility to business objectives and performance, understanding the learning cycle and working by it.

The L&D Practitioner role typically exists in a wide range of organisations. The role supports the learning and development function to contribute to and influence improved performance in the workplace at an individual level.

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Level 3 Recruitment Consultant 18 months

Programme Overview

Predominantly employed within the recruitment sector, the recruitment consultant's role is to identify and secure job opportunities within client organisations. They attract candidates and successfully place them in those jobs in return for a fee. A recruitment consultant may focus on the supply of flexible workers, permanent placements or a combination of both.

Typical responsibilities for a recruitment consultant are:

- Identifying, qualifying and securing client recruitment opportunities
- Identifying, qualifying and placing suitable candidates to meet client requirements
- Developing and manage client/candidate relationships
- Meeting all procedures and carrying out relevant process to ensure industry codes of ethics and relevant legislation are adhered to.

A career as a recruitment consultant can appeal to those individuals who possess an entrepreneurial outlook. Many opportunities arise in the recruitment sector for personal and professional development.

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Level 3 Safety, Health and Environment Technician 18 months

Programme Overview

The SHE Technician will be able to work in organisations of varying size and industry; the role could be based in one location or may involve travel across a range of contracts. The role will be partly office based and partly at work front providing advice to others on how to work without harming themselves or others.

The technician will work with the management and delivery team of the organisation to advise on the statutory health, safety and environmental requirements as they affect the company's operations.

They will assist the management team in ensuring that the legal and company SHE requirements are implemented. On a daily basis the SHE technician will assist to develop, review and check on the implementation of safe systems of work, deliver training, investigate accidents, analyse data and present findings to the management team. The SHE technician will engage with all aspects of the organisation to support the embedment of a culture that ensures everyone is able to return to their family and friends unharmed every day whilst also protecting and enhancing the global land, air and water resources for future generations.

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Level 3 Team Leader / Supervisor 18 months

Programme Overview

A Team Leader or Supervisor is a first line management role, with operational and project responsibilities for managing a team to deliver a clearly defined outcome. They provide direction, instructions and guidance to ensure the achievement of set goals. Working in the private, public or third sector and in all sizes of organisation, specific responsibilities will vary, but the knowledge, skills and behaviours will be the same whatever the role.

Key responsibilities are likely to include supporting, managing and developing team members, managing projects, planning and monitoring workloads and resources, delivering operational plans, resolving problems and building relationships internally and externally.

Typical job titles - Supervisor, Team Leader, Project Officer, Shift Supervisor, Foreperson and Shift Manager.

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Level 4 Improvement Practitioner 18 months

Programme Overview

Improvement Practitioners use a blend of Lean and Six Sigma, project and change management principles to identify and lead the delivery of change across organisational functions and processes.

Typically practitioners lead smaller project and/or play a key supporting role in a larger programme - tackling issues that may require swift problem solving or re-occurring challenges that require in-depth analysis and the implementation of a range of effective and sustainable countermeasures. They are a focal point for all stakeholders and responsible for communication throughout a project.

Typical activities include:

- Identifying potential opportunities, diagnosing issues, proposing solutions and implementing changes and controls
- Coaching teams and sharing best practice
- When leading projects they may manage small teams ensuring motivation and momentum and be responsible for the successful projects.

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Level 4 Junior Management Consultant 24 months

Programme Overview

Management consultants provide business advice to public, private and not for profit organisations. This usually involves helping them solve a challenge of some kind, such as how to grow their business, how to make it more efficient or how to organise and structure itself in a different way. Some specialist consultancies have a particular focus – for example, how to write proposals for new work, or how to change an organisation or how to develop their workforce.

Tasks can be varied. You might be involved in conducting research, analysing and interpreting data or be responsible for organising the logistics of the project. As you develop and progress, you might be involved in contributing to report writing which uses statistical evidence to support recommendations and conclusions or support the creation of slide decks to deliver key messages to clients.

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Level 5 HR Consultant & Partner 24 months

Programme Overview

Individuals in this role will use their HR expertise to provide and lead the delivery of HR solutions to business and organisational challenges, together with tailored advice to the business in a number of HR areas, typically aimed at mid-level and senior managers.

The delegates will have a good grounding across the whole range of HR disciplines as this is contained in both qualification options included in this standard. They will often be required to make decisions and recommendations on what the organisation can/should do in a specific situation. They will be influencing key stakeholders to question their thinking and support the introduction of best practice into the organisation. They are also likely to lead the people-related elements of business wide or specific HR projects. Whatever the particular role or scope of responsibility, they will need to link the work they do to the context and priorities of the organisation. In a larger organisation they may be one of a team supporting the business and they may also have responsibility for managing people.

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Level 5 Learning & Development Consultant 24 months

Programme Overview

A Learning & Development (L&D) Consultant/Business Partner is accountable for ensuring L&D contributes to and influences improved performance in the workplace at an individual, team and organisational level. They also have commercial responsibility aligning learning needs with the strategic ambitions and objectives of the business. They are agents for change, influencing key stakeholders, making decisions and recommendations on what businesses can/should do in an L&D context. They are also likely to lead on any L&D related elements of business projects.

The L&D consultant/partner will often have expertise and competence in a specific field whether it be technical, vocational or behavioural. The role can be a generalist L&D Consultant or more specialist, where focus and in-depth expertise is in a specific area such as organisation development, digital/blended learning, resourcing, or talent management. Whichever the area of focus, the role requires a good grounding across all areas of L&D and is business and future focused.

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Level 5 Operational/ Departmental Manager 24 months

Programme Overview

An Operations/Departmental Manager is someone who manages teams and/or projects and achieving operational or departmental goals and objectives, as part of the delivery of the organisation's strategy.

They are accountable to a more senior manager or business owner. Working in the private, public or third sector and in all sizes of organisation, specific responsibilities and job titles will vary, but knowledge, skills and behaviours needed will be the same.

Key responsibilities may include creating and delivering operational plans, managing projects, leading and managing teams, managing change, financial and resource management, talent management, coaching and mentoring.

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GEM Partnership

Fundable Courses

Cost dependant on Eligibility

Level 2 Award in

Intro to First Aid for Mental Health

Two Days

Min. 5 Learners

Programme Overview

This is a knowledge-only qualification that provides underpinning knowledge and understanding of the principles of first aid for mental health. This includes recognising mental ill health in self and others, supporting mental wellbeing in the workplace, understanding how to promote a wellness culture in the workplace and the importance of resilience and self-care for first aiders for mental health.

The qualification introduces learners to concepts of mental health, mental ill health and wellbeing, other related terminology and subjects and the principles of first aid for mental health. It aims to provide a learner with an understanding that all individuals have mental health and that all individuals have mental health and that an individual's experience of mental health can fluctuate on a spectrum.

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Cost dependant on Eligibility

Level 2 Award in

Intro to Mental Health Awareness

One Day

Min. 5 Learners

Programme Overview

The qualification introduces learners to the concepts of mental health, mental ill health and wellbeing, other related terminology and subjects. It aims to provide a learner with an understanding that all individuals have mental health and that an individual's experience of mental health can fluctuate on a spectrum. The qualification also provides learners with an understanding of how to self-manage their own mental health and wellbeing.

The objective of this qualification is to prepare learners to progress to a qualification in another subject area and/or give learners personal growth and engagement in learning, especially in relation to mental health, mentally ill health and wellbeing.

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Highfield Level 2 Certificate in Team Leading Four Days

Programme Overview

The aim of our Highfield Level 2 Certificate in Team Leading is aimed at learners who are new to team leading or looking to progress into this type of job role. The qualification allows learners to develop their knowledge and understanding of the team leading role, resulting in the achievement of a nationally recognised qualification.

What you will learn:

- Team Leading responsibilities
- Managing yourself and providing direction to your team
- Communicating information and knowledge in the workplace

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Cost dependant on Eligibility

Level 2 Diploma

in Business Improvement Techniques

12 Weeks

Min. 5 Learners

Programme Overview

This qualification is designed for those learners wishing to understand and use business improvement techniques. These techniques can be applied to a variety of sectors from manufacturing through to office and aims to reduce waste and improve efficiency within organisations.

What you will learn:

- Complying with statutory regulations and organisational safety requirements
- Contributing to effective team working
- Contributing to the development of visual management systems
- Contributing to the application of workplace organisation techniques
- Contributing to the application of continuous improvement techniques (Kaizen)
- Contributing to the creation of standard operating procedures

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EAL Level 2 Diploma in Manufacturing Four Days

Programme Overview

The aim of our EAL Level 2 Diploma in Manufacturing provides learners with the core knowledge, understanding and behaviours required for a range of manufacturing related occupational roles. It takes a hands-on approach to training by providing learners with:

- Core knowledge and understanding of a range of occupational roles from across the manufacturing sector
- Core behaviours that will ensure success in their role and help them to achieve their potential

What you will learn:

- Health & Safety within a manufacturing environment
- Communication and working effectively within a manufacturing environment
- Working relationships and individual rights and responsibilities within a manufacturing environment
- Application of workplace organisation and more...

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Cost dependant on Eligibility

Level 2

Lean Organisation Management

3 Sessions

Min. 5 Learners

Programme Overview

Understand Lean management techniques with this specialist qualification.

Lean is an increasingly popular approach to business management that emphasises improved processes in order to reduce waste, improve efficiency and add value to the customer.

This qualification is designed for those learners wishing to understand and use business improvement techniques, commonly known as Lean. These techniques can be applied to a variety of sectors from manufacturing through to offices and aims to reduce waste and improve efficiency within organisations.

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Cost dependant on Eligibility Level 2

Performing Manufacturing Operations 12 Weeks Min. 5 Learners

Programme Overview

The Level 2 NVQ in Performing Manufacturing Operations is designed for those individuals working with a range of manufacturing industries and provides recognition of their skills. It will enable individuals to demonstrate competence in their job roles and to develop the essential work based skills required to work effectively in the manufacturing industry.

What you will learn:

- Complying with statutory regulations and organisational safety requirements
- Promoting effective working relationships
- Preparing for manufacturing operations
- Concluding manufacturing operations
- Producing products by processing
- Contributing to improving effectiveness in the workplace

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Pre-Employment

Pre-Employability Training for Manufacturing Four Days

Programme Overview

The aim of our Manufacturing Routeway Pre-Employability training is to provide candidates, with little or no manufacturing experience, transferable skills within manufacturing.

Available Courses:

- EAL Level 2 Diploma in Manufacturing
- Highfield Level 2 Diploma in Business Improvement Techniques
- Highfield Level 2 Lean Organisation Management Techniques

Bespoke Employer Induction:

- Introduction to GEM Partnership
- Conduct at work
- Health & Safety
- Manual Handling
- Risk Assessment
- Mental Health
- Quality Awareness

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GEM Partnership

Commercial Training

£65.00 per person

Abrasive Wheels

Training

Half Day

6 Learners

Programme Overview

This programme is suitable for those who use abrasive wheels or other grinding and cutting tools, including basic handheld or bench tools or people who need a complete introduction to the equipment.

The programme is designed to provide training that meets the requirements of the Provision and use of Work Equipment Regulations 1998 (PUWER 98).

By the end of the course, delegates will have a better understanding of the legal requirements of safely using an abrasive wheel. They will also be able to pinpoint possible hazards and prevent them. They will be able to select the correct PPE and safety equipment and check appropriately.

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£650.00 Accident Investigation Training One Day 10 Learners

Programme Overview

Our one day accident investigation training will give you a broad understanding of the accident investigation process, looking at the benefits of accident prevention and putting the emphasis on practical training exercises and real life case studies.

Our accident investigation training course will help to ensure that your organisation complies with relevant legislation, including Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR).

Businesses should monitor and review any measures you have put in place to help control risk and prevent accidents and incidents from happening. Findings from your investigations can form the basis of action to prevent the accident or incident from happening again and to improve your overall risk management. This will also point to areas of your risk assessments that need to be reviewed.

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£450.00 Building Resilience at Work Half Day 10 Learners

Programme Overview

This half day Building Resilience at Work programme is aimed at delegates who want to develop their skills in becoming more resilient and able to assess the circumstances that undermine their resilience in the workplace. Resilience is the ability to cope well under pressure, to keep going even when things get tough, and to learn from our mistakes and setbacks.

Resilience isn't something we are born with, it's a skill you can learn. With the right, tools, techniques and mindset you can learn to thrive under pressure.

The programme will explore patterns, default behaviour, emotional reactions, expectation and offer practical tools and techniques that will help to build resilience for yourself and others. It will support you to stay calm and be focused even when things around you are changing rapidly.

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£650.00 Change Management One Day 10 Learners

Programme Overview

This one-day programme will support leaders who are involved in change management to:

- Assess and understand the need and the impact of change
- Align resources within the business to support change
- Manage the diverse cost of change
- Reduce the time needed to implement change
- Support staff and help them understand the change process

What you will learn:

- Stakeholder identification, how do you identify the different stakeholders required to successfully implement change
- Identify what RACI is and how this is used in change management
- Identify different models of change management, compare and contrast 2 identified models.
and more....

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£650.00

Coaching Skills For Managers

One Day

10 Learners

Programme Overview

The best managers can motivate people and hold them to account. Coaching is a powerful way to develop people to their full potential, hold people to account and continuously improve performance whilst engaging and motivating them.

The most important attribute of any coach is that they want to help the person or people they are coaching to learn. A good coach doesn't see themselves as an expert able to fix all problems and having all the answers. Instead, they are able to see themselves as supporting the process of learning.

What you will learn:

- Coaching tools and techniques; including how to ask the right coaching questions
- Building rapport
- Empathy
- Developing effective communication skills and more...

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£450.00

Communication Skills Training

Half Day

10 Learners

Programme Overview

The ability to share information by communication effectively with superiors, colleagues and other staff is essential, no matter what industry you work in. Employees must know how to effectively convey and receive messages in person as well as via the phone, email, conversation and social media.

Communication skills are needed to speak appropriately with a wide variety of people whilst maintaining good eye contact, demonstrate a varied vocabulary and tailor your language to your audience, listen effectively, present your ideas appropriately, write clearly and concisely and work well in a group.

Good communication skills help employees to be successful throughout their career.

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£650.00 Conflict Management Training One Day 10 Learners

Programme Overview

The programme raises participants' understanding of the background to conflict and the contribution they can make to either calming or de-escalating a confrontation.

During the training day participants will learn and practice key skills to build their confidence and to maintain composure whilst de-escalating customer conflict.

The skills used in conflict management are communication skills. Much unnecessary conflict can be avoided simply with clear, accurate written and verbal communication; a single lost email could lead to failed plans and pointing fingers, emotional intelligence, the use of empathy and the use of creative problem solving.

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£650.00

Conflict Management & Resolution Training

One Day

10 Learners

Programme Overview

The programme raises participants' understanding of the background to conflict and the contribution they can make to either calming or de-escalating a confrontation.

During the training day participants will learn and practice key skills to build their confidence and to main composure whilst de-escalating a difficult situation, dealing with conflict or mediation in the workplace.

The skills used in conflict management and resolution are communication skills, much unnecessary conflict can be avoided simply with clear, accurate written and verbal communication; a single lost email could lead to failed plans and pointing fingers, emotional intelligence, the use of empathy and the use of creative problem solving.

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£650.00 Continuous Improvement Training One Day 10 Learners

Programme Overview

Business Improvement is synonymous with continuous improvement strategies (CI) in business and lies at the very heart of the manufacturing and engineering industries. More recently, businesses from all sectors recognise how the tools and techniques in CI fit perfectly within their own organisations as the principles are the same across all sectors and organisations.

Our Business Improvement team can support you on your continuous improvement journey supporting you with your own project based programmes, designed to support business growth, create an efficient workforce, drive up quality, drive down costs and increase profitability. Our improvement programmes concentrate on delivery, minimising costs and increasing quality to leave you with results which will directly impact on the bottom line.

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£450.00 Conversational Training Half Day 12 Learners

Programme Overview

This programme is suitable for Leaders and Managers who want to improve communication skills with their team.

Effective communication lets you create shared meaning and understanding between you and your team. These skills are must haves for any manager/leader looking to get their message heard and create a productive working environment where employees can thrive.

What you will learn:

- Setting the context
- It's not the way you say it, it's how you say it - tone, context and body language
- Why context is the key to employee alignment
- Alignment means getting on the same page and more...

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To Read More



£650.00 Disciplinary & Grievance Training One Day 10 Learners

Programme Overview

This training course will help you resolve conduct offences early, avoid matters escalating to a more formal level and reduce risk of a costly tribunal claim.

Disciplinary at work can be costly and stressful for both the employee and the business, particularly if handled incorrectly. To ensure a fair process, employment laws and legislation are in place to safeguard both the employee and the employer.

What you will learn:

- Handle difficult conversations confidently and effectively.
- Use SMART goals to manage improvements for conduct or capability
- Learn how to prepare for a disciplinary or grievance meeting
- Confidently be able to execute a disciplinary or grievance meeting
- Identify the difference between conduct and capability and more...

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£650.00

Effective Management & Leadership Styles

One Day 10 Learners

Programme Overview

Supervisors are at the sharp end of business. It's not exaggerating to say that without effective day to day supervision of teams, no company can hope to achieve it's potential.

The skills required to be a good supervisor are interactive communication skills, empathy and compassion, ability to delegate, flexibility, confidence, as positive can-do attitude, a dose of humility and passion for the business, organisation they work within.

What you will learn:

- The supervisors role
- Leadership skills
- Approaches to supervising and perceptions
- Identifying the needs of others
- Leadership styles and more...

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£450.00 Environmental Awareness Training Half Day 10 Learners

Programme Overview

This Environmental Awareness training course is designed for workers of all levels and employment sectors. The course outlines the negative impact our behaviours at work have on the environment and how to manage these risks.

Learners will understand what environmental legislation applies to them and what policies and procedures can or must be followed.

What you will learn:

Why environmental awareness and energy efficiency are important. You and your employer's responsibilities in regard to the environment and what environmental legislation needs to be followed.

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£450.00 Equality, Diversity & Inclusion Training Half Day 10 Learners

Programme Overview

Embracing equality, diversity and inclusion brings a wide range of experience, ideas and creativity, while giving the individual a feeling of being enabled to work to their full potential.

Putting equality, diversity and inclusion into practice inspires us to comply with anti-discrimination legislation and promotes the positive benefits of diversity. Benefits such as the ability to draw on a wider pool of talent and motivate all employees.

What you will learn:

- The main laws for workplace fire safety
- Your role as a Fire Warden
- Typical fire hazards and control measures to prevent or minimise fire risks
- Fire risk assessment and more...

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£350.00 Fire Warden Training Half Day 6 Learners

Programme Overview

This programme will help you understand the day to day responsibilities of a Fire Warden. It will also give you the opportunity to use a various type of fire extinguisher on a live fire situation.

The Regulatory Reform (Fire Safety) Order 2005 has made it a legal requirement that all staff members in a business environment have to receive at least some form of basic fire safety training.

What you will learn:

- The main laws for workplace fire safety
- Your role as a Fire Warden
- Typical fire hazards and control measures to prevent or minimise fire risks
- Fire risk assessment
- Fire detection, fire warning and fire equipment and more...

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£450.00

How to be more Assertive

Half Day

10 Learners

Programme Overview

Being assertive is not just about using a few stock responses to difficult situations it involves understanding and dealing with different behaviour types - including your own.

Assertiveness is a skill regularly referred to in social and communication skills training. Being assertive means being able to stand up for your own or other people's rights in a calm and positive way, without being either aggressive or passively accepting something you feel is wrong.

What you will learn:

- Different types of behaviour
- Body language and assertiveness
- The three-step approach to being assertive
- Proven assertiveness techniques
- Putting assertiveness into action.

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£450.00 per delegate

Improving Leadership Skills

Three & a Half Days

Programme Overview

Improving your leadership skills begins with a focus on what you're already good at. Effective leadership is to inspire, align and activate the key strengths within a team. This is accomplished by knowing your people and more importantly their strengths to get the job done.

Day 1 - Leadership Styles

Day 2 - Mentoring

Day 3 - Conflict Management and Resolution

Day 4 (Half Day) - Client specific Processes and Procedures

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£650.00 Leading People One Day 10 Learners

Programme Overview

Here's a reality of leadership: the vast majority of people are promoted into leadership positions without having demonstrated even a slight ability to actually lead. Many are promoted into leadership positions because they have demonstrated some ability to manage but leading and managing are two entirely different things.

Training on leadership, helps participants to consider how the needs of their team members can be addressed and how their skills can be best used. Training often involves time spent on reflection and sharing best practice.

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£75.00 per delegate

Level 2

Risk Assessment

One Day

10 Learners

Programme Overview

This programme can be delivered stand alone or as part of a larger programme of development. The qualifications provides learners with an understanding of the responsibilities of employers; the main causes and costs of work-related fatalities, injuries and ill-health; the role of risk assessment in the prevention of accidents and ill-health; the requirements of a risk assessment; a process for understanding a risk assessment and a method to evaluate risk.

The aim of the risk assessment process is to evaluate hazards, then remove that hazard or minimise the level of its risk by adding control measures, as necessary. By doing so, you have created a safer and healthier workplace.

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£50.00 per delegate

Level 2 Award

in COSHH (the control of substances hazardous to health)

Half Day

10 Learners

Programme Overview

The importance of the Control of Substances Hazardous to Health (COSHH) regulations cannot be overlooked, nor the importance of an employee holding a COSHH qualification. For instance, thousands of individuals are made ill each year as a direct result of substances that are hazardous to health.

Sectors where employees may be required to conduct COSHH training include manufacturing, cleaning, healthcare, transport and utilities. GEM Partnership offers a regulated qualification that learners can achieve after undertaking COSHH training, which provides them with the knowledge and skills to be able to recognise the risks associated with hazardous substances and how to control them.

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£65.00 per delegate **Level 2 Award** in Food Safety for Manufacturing One Day 10 Learners

Programme Overview

This accredited qualification is ideal for anyone working in the food manufacturing industry or for those who are about to start work in the industry.

Those gaining this qualification will learn that food safety is the responsibility of everyone involved in the storage, preparation, processing, packing and handling of food.

It is important for people to understand how their behaviour and activity contribute to the safety of food and how they can decrease the risk of foodborne illness. From processes on the farm to practices in the kitchen, human activities play an important role in food safety.

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£70.00 per delegate Level 2 Award in The Principles of Fire Safety One Day 10 Learners

Programme Overview

This qualification is aimed at anyone involved in the management of fire safety in any workplace. This includes managers, supervisors, team leaders, fire wardens (marshals) and staff working in any area where there is a potential risk of fire.

Learners gaining this qualification will know that fire safety is the responsibility of everyone in the workplace and will recognise the consequences of fire in any premises.

What you will learn:

- How fires are caused in the workplace
- The components of the fire triangle
- The hazards during and after a fire
- The characteristics of fire and smoke spread and more...

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£200.00 per delegate

Level 3

Risk Assessment

Two Days

10 Learners

Programme Overview

The objective of the qualification is to support a role in the workplace as a risk assessor. This qualification is designed for learners with a responsibility to conduct risk assessments at low-risk premises.

It covers the principles of risk assessment, the relationship between hazard and risk and requires learners use the knowledge learned on the course by undertaking a risk assessment. Therefore, laying a foundation for further development as a risk assessor.

What you will learn:

- Ensuring that workers and the public are properly protected
- Enabling innovation and learning not stifling them
- Ensuring that those who create risks manage them responsibly and understand that failure to manage significant risks responsibly is likely to lead to robust action and more...

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£350.00 per delegate

Level 3 Award

in Delivering Training

Two Days

12 Learners

Programme Overview

The objective of this qualification is to support a role in the workplace. It is a practical qualification suitable for new and experienced trainers (external and internal) who wish to improve their classroom skills and obtain a training qualification that will also enable them to deliver regulated qualifications.

This qualification provides a good basis to help learners get a 'foot-first' into training. The focus is on the effective delivery of training, allowing learners to develop planning, preparation and delivery skills, including delivery methods, questioning techniques and time management.

It's mainly aimed at those who will use pre-prepared training materials to deliver training within the workplace, for example in-house training, as opposed to a training qualification that is more focused on procedures, protocol and regulatory requirements, such as education and training.

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£70.00 per delegate **Level 3 Award** **in Emergency First Aid at Work** One Day 8 Learners

Programme Overview

HABC Level 3 Award in Emergency First Aid at Work (QCF) qualification is for those learners already working or preparing to work in industry and that have been identified within the company's risk assessment of First Aid and supports the role in the workplace as a first aider.

The qualification covers knowledge such as the roles and responsibilities of the first aider and how to assess an incident. The qualification also covers first aid skills in cardiopulmonary resuscitation (CPR) and use of an automated external defibrillator (AED), providing first aid to a casualty who is choking and dealing with external bleeding and hypovolemic shock and also how to provide first aid for minor injuries.

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£195.00 per delegate **Level 3 Award** **in Emergency First Aid at Work** Three Days 8 Learners

Programme Overview

The objective of this qualification is to support learners in becoming emergency first aiders in the workplace. The content of the qualification meets the HSE requirements for training emergency first aiders in those organisations that have identified that staff need to be trained to this level within their first-aid needs assessment.

The qualification covers knowledge such as the roles and responsibilities of the first aider, how to assess an incident and recognising signs and symptoms of injury and illness. The qualification also covers first aid skills in CPR and use of an AED, providing first aid to a casualty who is suffering from major injury and illness such as chest injuries, spinal injuries, anaphylaxis and auto injectors.

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£340.00 per delegate

Level 3 Award

in Health & Safety in the Workplace

Three Days

10 Learners

Programme Overview

The objective of the qualification is to support a role in the workplace and is intended for learners already working as supervisors, managers, team leaders or those who are preparing to start work at this level and gives them knowledge of health and safety.

What you will learn:

- The requirements of health, safety and welfare
- The benefits of a health and safety management system
- The risks and control measures for common workplace hazards
- How to manage the effects of incidents and accidents
- The principles of risk assessment and more...

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£200.00 per delegate Level 3 Award

in Understanding Mental Health for Managers

Two Days 5 Learners

Programme Overview

The objective of this qualification is to support a role in the workplace and/or to give learners personal growth and engagement in learning, specifically in relation to understanding mental health in the workplace, how mental ill health may affect employees and how managers can support employees.

The manager's role is to lead, mentor and support an employee to proactively engage in their employment, contributing to the growth of an organisation and working in a way that supports the individual's own growth as well as the organisation's objectives and values.

What you will learn:

- The principles of mental health
- Recognising mental ill health in self and others
- Supporting mental wellbeing in the workplace and more....

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£650.00 per delegate Level 3 Certificate

in Assessing Vocational Achievement

12 Sessions

Min. 3 Learners

Programme Overview

The objective of this qualification is to support a role in the workplace. It is a practical qualification suitable for new and experienced trainers (external and internal) who wish to improve their classroom skills and obtain a training qualification which will also enable them to deliver regulated qualifications.

This qualification provides a good basis to help learners get a 'foot first' into training. The focus is on the effective delivery of training, allowing learners to develop planning, preparation and delivery skills, including delivery methods, questioning techniques and time management.

It's mainly aimed at those who will use pre-prepared training materials to deliver training within the workplace, as opposed to a training qualification that is more focused on procedures, protocol and regulatory requirements, such as education and training.

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£450.00

Making The Most of Your Time

Half Day

10 Learners

Programme Overview

This programme will give you the insight that you need to make the most of your time and be more efficient and effective with your time. You will find out which time management issues apply to you and put together an action plan designed to work for you.

Good time management allows you to accomplish more in a shorter period of time, which leads to more free time, which lets you take advantage of learning opportunities, lowers your stress and helps you focus, which leads to more career success. Each benefit of time management improves another aspect of your life.

Benefits to time management include less stress, getting more done, less rework, less life friction and problems, more free time, less wasted time, more opportunities, improves your reputation, less effort and more time where it matters.

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£650.00

Managing Performance to Increase Productivity

**One Day
10 Learners**

Programme Overview

Management is ultimately about getting things done through others. Without a structured and clear approach to managing performance, where employees know what is expected of them and how they should approach their role, a manager is unable to effectively meet the level of productivity that is required. This will reflect badly on them and can impact on their own development.

Therefore, managing performance can be one of the single most important things for a manager to get right. This requires a goal-focused, common-sense approach to working with employees that ensures they are motivated and focused on success.

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£300.00 per delegate

Manual Handling

Instructors Course

Two Days

6 Learners

Programme Overview

This programme is suitable for anyone who may deliver training or risk assess manual handling or have management responsibility for those who do.

The Manual Handling Operations Regulations 1992 (as amended) require that where an employer cannot eliminate manual handling that they make a suitable and sufficient assessment and take appropriate steps to reduce the risk of injury.

The manual handling instructor training course equips staff to carry out the assessment and provide in-house training.

What you will learn:

- Why good manual handling is important
- Common injuries
- The structure and function of the spine and more...

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£650.00

Mental Health in the Workplace

One Day

10 Learners

Programme Overview

Every year, one in four of us will experience a mental health problem. However; beyond the official numbers, hundreds of thousands of people are also struggling with their mental health wellbeing.

This programme raises awareness of mental health (particularly stress, depression and anxiety), provides tools and guidance for daily wellbeing management and aims to remove the stigma surrounding mental health.

What you will learn:

- Looking after your own wellbeing
- Line Managers role and responsibilities
- Understand what mental health is
- Mental health definitions and more...

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£650.00 Mentoring Awareness One Day 10 Learners

Programme Overview

This programme will help you get the most out of your mentoring relationship. Mentoring offers all involved the opportunity to share and develop your knowledge, experience and skills. It gives both Mentees and Mentors the opportunity to gain an understanding of the different viewpoints, interests and issues that exist for both newer and more experienced professionals.

What you will learn:

- How to communicate and how often
- Giving and receiving feedback
- Settings goals
- Some topics to get you talking and more...

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£650.00 Motivating Your Team to Perform One Day 10 Learners

Programme Overview

This programme explores different management styles and workplace behaviours allowing candidates to understand and appreciate their and their team's strengths and weaknesses.

Candidates will be upskilled to increase performance and productivity within their team to achieve greater utilisation and productivity moving forward.

The course will explore different management styles and workplace behaviours by building an understanding of personal and team strengths, weaknesses and how to improve performance.

Motivates employees can lead to increased productivity and allow an organisation to achieve higher levels of output.

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£650.00

Negotiating Skills Training

One Day

10 Learners

Programme Overview

This one day course teaches the basics of negotiating, looking to provide delegates with a fundamental understanding of the negotiation process, so they can enter negotiations with an idea of what to expect.

This will in turn allow them to start negotiating having planned sufficiently, knowing what they would like to achieve, and what fundamental mistakes they should be avoiding. They will then be confident that they can produce good outcomes.

What you will learn:

- The process of negotiation
- Possible outcomes from negotiations
- Working towards win win solutions
- Negotiation is not compromising
- Who has got the power?
- and more...

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£650.00 Personal Development Course One Day 10 Learners

Programme Overview

Personal development improves quality of life through the development of skills to help achieve personal and professional goals.

Investing in the personal development of your staff brings about many benefits including increased productivity, better quality of work, adherence to quality standards, improved staff retention and employee satisfaction. Employees who develop a wider range of skills are ultimately able to undertake a greater variety of work.

What you will learn:

- Self awareness and emotional intelligence
- Unconscious bias
- Stress management
- Efficiency and more...

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£450.00

Positivity & Productive Thinking Training

Half Day

10 Learners

Programme Overview

Anyone can learn to think creatively and productively and put this into practice. The Productive Thinking Model may seem to be a childishly simple approach, however; it is very effective and powerful. It is a structured approach to problem solving in the most creative way possible.

Each step within the framework consists of different parts and techniques. The different steps contain questions that can be answered in a creative manner.

It is this part of the process that encourages creative thinking. Productive thinking is especially functional when a problem is determined in advance or when there is a desire for improvement or when a sales or innovation problem must be described. Productive thinking enables more focused answers to each of the questions within the six-step framework. It creates a realistic, detailed idea or solution within a short period of time.

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£450.00

Presenting with Impact

Half Day

6 Learners

Programme Overview

Everyone within a business at some time may be called upon to present information to others and some may need to do this as part of their everyday role. In business, people are vust, and they need that transfer of information quickly and succinctly.

Whether you go to present with confidence or you dread the thought of it, presenting is a skill and you need to learn how to present with skill, passion and clarity if you want your message to be received and make a positive and memorable impact.

The group size is limited to six delegates to ensure that you feel safe to practice and learn within a small group. You will try out one of your own presentations and receive feedback from the trainer.

This dynamic, thought provoking and empowering course will give you the tools, skills and confidence to delivery dynamic presentations that engage your audience and move people to action through.

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£450.00 Problem Solving Half Day 10 Learners

Programme Overview

Problems are at the centre of what many people do at work every day. Whether you're solving a problem for a client (internal or external), supporting those who are solving problems, or discovering new problems to solve, the problems you face can be large or small, simple or complex and easy or difficult.

The aim of this programme is to give delegates an understanding of what problem solving is, the tools that can be used to resolve problems, different approaches to use and identifying the root cause, so the process can be improved.

What you will learn:

- What is problem solving?
- Problem solving skills
- Problem solving approaches
- Finding the root cause and more...

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£650.00 Project Management Training One Day 10 Learners

Programme Overview

Project Management is the application of processes, methods, knowledge, skills and experience to achieve the project objectives.

A key factor that distinguishes project management from just 'management' is that it has the final deliverable and finite timespan, unlike management which is an ongoing process. Because of this a project professional needs a wide range of skills; often technical skills and certainly people management skills and good business awareness.

What you will learn:

- Defining the reason why a project is necessary
- Capturing project requirements, specifying quality of the deliverables, estimating resources and timescales
- Preparing a business case to justify the investment and more,...

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£450.00 Root Cause Analysis Half Day 10 Learners

Programme Overview

The ability to solve complex problems is crucial as companies face the pressure of shifting standards, changing regulations and technological advances. Root cause analysis is a powerful method of problem solving that not only identifies the root cause of a problem but enables individuals to evaluate a process or system and implement solutions to address chronic problems and prevent recurrence.

Addressing the root causes of problems improves quality, process flow and productivity while also improving staff morale as people become engaged in the creative process of problem solving and process improvement.

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£650.00 Supervisory Skills One Day 10 Learners

Programme Overview

Supervisors are at the sharp end of business. It's not exaggerating to say that without effective day to day supervision of teams, no company can hope to achieve it's potential.

The skills required to be a good Supervisor are interactive communication skills, empathy and compassion, ability to delegate, flexibility, confidence, a positive can do attitude, a dose of humility and passion for the business, organisation they work within.

Some of the things that you need to remember as a supervisor are: don't try to be everyone's friend, fair and equal are not the same thing, as for feedback and input from your employees, learn how to run a good meeting, find some downtime, find someone you can trust to vent to about work, take every opportunity to improve your people skills and learn how to say "no" comfortably.

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£650.00 Team Building One Day 10 Learners

Programme Overview

At the end of this team building training day participants will be able to, appreciate team skills and dynamics, identify and develop personal skills to become a more effective team member, establish effective team processes, improve team communication and demonstrate skills that help you to implement effective changes in the workplace.

Through great team building organisations can benefit from improved productivity, increased motivation and increased collaboration. It encourages creativity, positive reinforcement and improved communication.

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£650.00 Train The Trainer One Day 6 Learners

Programme Overview

Train the Trainer is designed for learners who train others within their own organisation.

The main focus of this qualification is on excellence in delivery and the effective use of interactive visual aids to inspire and motivate learners. Trainers will be provided with professional and effective skills to use within the classroom.

What you will learn:

- How and why individuals learn
- Communication and listening
- Steps to effective delivery

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