



Coventry & Warwickshire
Chamber of Commerce
Training
Training | Skills | Growth

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Introduction

Welcome

Welcome to the Coventry & Warwickshire Chamber of Commerce Training Course Directory 2025

Coventry & Warwickshire Chamber of Commerce Training continues to maintain an excellent reputation for delivering high quality training. Our courses are designed to provide you and your workforce with the latest skills and knowledge to contribute to your business' success. As an organisation, we remain committed to designing learning around the latest market intelligence and industry trends that meets customers' needs and the demands of today's business world.

Key Content

- Tailored, flexible and practical solutions that make a difference
- Professional, qualified trainers with a wealth of expertise and business acumen
- Competitively priced, offering value for money with your budget in mind
- Interactive workshop style delivery with comprehensive course notes
- After-care service with online tutorial support
- Conveniently located and highly accessible

Short Courses

A variety of short courses are available to all, typically one day in duration including:

- Customer Care & Communication
- Sales & Marketing
- Management Essentials
- Developing People & Improving Performance
- Digital Skills
- Health, Safety & Well-being

Accredited Courses

We offer nationally accredited courses for those preferring to gain recognition against a national standard including:

- First Aid
- ILM Accredited Management Qualifications
- Training & Education
- Mental Health Awareness
- Health & Safety

Apprenticeships

We remain one of the largest independent training providers offering Apprenticeships across Coventry and Warwickshire. Apprenticeships offer a great opportunity to develop existing staff, as well as develop fresh new talent to take the business forward. For more information on how to access funding to support Apprenticeships within your business, we have experts on hand to offer up to date advice and guidance.

We continue to provide a variety of courses and qualifications that range from one day seminars through to higher level qualifications. It is important to choose the right pathway, so if you are unsure we can provide the guidance you need to find the best solution.

For further details, contact our Business Development Team on 024 7623 1122 or email enquiries@cw-chambertraining.co.uk

Early Bird Discount - Book our one day and half day courses three months in advance for a 10% discount.

Bespoke Training Solutions

All courses from the brochure can be delivered to groups within your organisation at a time and place to suit your business needs.

We can also develop individual tailored programmes specific to the skills gaps within your workforce.

Qualified Advisers will support you in identifying your requirements, planning content and evaluating success.

Customer Support

To ensure that you make the right choice and use your budget effectively our Account Managers and Business Development Executives are here to advise you. They are available to objectively answer any questions that you may have about course content. Also available are qualified information, advice and guidance personnel who offer confidential advice on career and training development.

Call **024 7623 1122** for a discussion to ensure that you make the right choice.

How to Book

Book online at cw-chambertraining.co.uk or telephone **024 7623 1122**



024 7623 1122



enquiries@cw-chambertraining.co.uk



cw-chambertraining.co.uk

01

Bespoke Training Solutions

Coventry & Warwickshire Chamber of Commerce Training has extensive experience in customised training, specifically designed for companies, delivered at a time and location of your choice. In-house training is a highly cost effective method of making the most of your training budget and providing a unique course, designed to meet the needs of your employees and the business.

Prior to course delivery, one of our expert Business Advisers and Trainers will discuss your individual requirements and tailor a programme to meet your specific needs.

Training solutions can be selected from the main suite of seminars. Alternatively we research and design training and development programmes to help your workforce meet the challenges of today and tomorrow. Our training programmes range from one day seminars to higher level management qualifications including ILM levels 2, 3 & 5 for all tiers of management. Organisations have also benefited from tailored Microsoft courses including Word and Excel.

We offer team building events designing and running bespoke team building activities, exploring how people work together to achieve team goals or simply helping them to understand their colleagues better and develop shared organisational values.

Qualified Advisers will support you in identifying your requirements, planning content and evaluating success.

Key benefits:

- Cost effective
- Flexible delivery
- Comprehensive after-care service
- Improved return on investment
- Personalised design
- Results orientated
- Targeted and focussed
- Confidential and specific

Tailored programmes include:

- ILM Level 2 Award in Team Leading
- Appraising People and Performance
- Problem Solving and Decision Making
- Microsoft Sharepoint
- ILM Level 3 Award in Education and Training
- Microsoft Excel – Basic, Intermediate & Advanced
- ILM Level 3 Award in Leadership and Team Skills
- Emergency First Aid in the Workplace

Companies who have benefited from this service include:

- Midland Group Training Services
- Johnsons Quality Coach Travel
- SFB Group
- Tallon International
- Individual Support Solutions
- CJS Safety Systems
- IPP UK
- Millboard

Bespoke Appraising People and Performance feedback from Beechwood Trees and Landscapes

"We would definitely recommend Coventry and Warwickshire Chamber of Commerce Training for any training requirements. The communication was excellent from the start, everything ran smoothly on the day - not sure what else you could ask for!"

"The tutor was very good, she put the team in some tricky role-plays, which tested a few of us."

"The day was very informative and helpful, not only was the information good, it was beneficial to get the management team away from the day to day business and look at how we develop our teams."

Bespoke Customer Expectations & Complaint Handling feedback from Feeding Coventry

"Feedback was great from the team. Many members of the team need extra support and have never attended any training before, the trainer managed the sessions beautifully."

Customer Care & Communications

Customer Service Essentials

Effective customer service is fundamental to every thriving business. This course empowers participants to understand and meet customers' needs and expectations. Participants will also enhance their customer engagement skills, learn to handle challenges, resolve problems and develop the crucial interpersonal skills that underpin outstanding customer care.

Key Content

- Inspiring excellent customer care in today's competitive market place
- Developing effective customer communications
- Understanding the role of support services in delivering good service
- Creating and maintaining positive customer relationships

Half-Day: am		Available Dates
Chamber Member	£150	15 th January 2025
Non-Member	£175	4 th June 2025
		8 th October 2025

Managing Customer Excellence

According to the Chartered Institute of Marketing, acquiring a new customer can be four to ten times more expensive than retaining an existing one. Prioritising customer retention and fostering repeat business is crucial for maximising business success. This half-day course will explore how effective customer engagement can help develop and nurture your company's most valuable asset: its customers.

Key Content

- Appreciating the synergies and differences between sales and account management
- Better management of customer relationships
- Understanding the differences between customer needs and wants
- Planning a customer engagement schedule
- Determining what constitutes a key account

Half-Day: pm		Available Dates
Chamber Member	£150	15 th January 2025
Non-Member	£175	4 th June 2025
		8 th October 2025

Communicating Assertively

Establishing your personal communication style and identifying how it impacts on others will have a positive effect on you and those around you. Delegates will learn the essentials of communication and how to use their style to influence others, remain in control and develop greater self-confidence when managing personal interaction.

Key Content

- Understanding the different types of communication
- Overcoming barriers to effective communication
- Being assertive without demonstrating aggressive behaviour
- Understanding the use of feedback to check effectiveness of communication

Half-Day: am		Available Dates
Chamber Member	£150	22 nd January 2025
Non-Member	£175	11 th June 2025
		15 th October 2025

Effective Complaints Handling

This course is specifically designed for staff who interact with customers. It aims to equip delegates with essential skills for managing customer dissatisfaction, building rapport, and effective problem-solving. Delegates will learn how to enhance customer relationships by turning complaints into opportunities to show customers how much you value their business, how to demonstrate professionalism and support the development of solutions based approaches.

Key Content

- Creating and maintaining positive customer relationships
- Establishing facts and identifying solutions
- Handling complaints positively to improve service delivery
- Turning complaints into positives

Half-Day: pm		Available Dates
Chamber Member	£150	22 nd January 2025
Non-Member	£175	11 th June 2025
		15 th October 2025



Customer Care & Communications

Communicating and Working with Others

First impressions count, especially in roles that involve frequent internal and external communications. This course is designed to help individuals operate professionally and courteously, equipping them with the skills to break down communication barriers and respond appropriately to requests and enquiries. The course emphasises the importance of effective communication, a fundamental aspect of everyday life that not everyone masters. Professional communications are crucial for organisations and individuals to develop relationships and establish credibility. By focusing on plain English, appropriate grammar, tone and style, delegates will enhance their skills and gain the confidence to improve their communications.

Key Content

- Recognising the impact of voice and tone
- Using listening skills and questioning techniques
- Increasing confidence to deal with calls competently
- Delivering messages promptly and accurately
- Effectively handling emails
- Making the right impression and delivering the correct message
- Understanding email etiquette
- Understanding presentation and formatting
- Using plain English

Half-Day: am	
Chamber Member	£150
Non-Member	£175

Available Dates

11th March 2025

15th July 2025

12th November 2025

"It taught me how to deal with customers over the phone more efficiently."

Building Resilience in a Customer Facing Role **new**

Resilience is vital in customer-facing roles as it helps individuals manage stress, maintain performance under pressure, and regulate emotions effectively. It enhances problem-solving abilities, boosts job satisfaction, reduces absenteeism and turnover. Resilient employees build stronger customer relationships, contribute to a positive work environment, support career growth and adapt better to industry changes.

This course aims to provide individuals in customer-facing roles with essential skills and strategies to build and maintain resilience. Participants will learn how to handle stress, manage difficult interactions and maintain a positive outlook to ensure their well-being and effectiveness in their roles.

Key Content

- Understanding resilience
- Managing stress and emotional regulation
- Building emotional intelligence
- Developing long term resilience
- Maintaining mental well-being

Half-Day: pm	
Chamber Member	£150
Non-Member	£175

Available Dates

11th March 2025

15th July 2025

12th November 2025

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Sales & Marketing

Business Development Toolkit **new**

This Business Development Toolkit is designed for those moving into business development roles and established Business Development Managers who want to extend their skills to add value to the sales process and their organisation.

This course includes a full day live classroom session to work on interpersonal skills, plus two online 3-hour sessions to further develop your skills and knowledge, enabling you to implement learning between sessions and see how you can apply your new ideas. You can opt for just the classroom session or the full programme combining the day with two follow-up online sessions.

Key Content

Programme - in the classroom

- The toolkit approach
- Defining business development
- What KASH will help you most?
- What is your business model?
- Planning for success – products or market?
- Putting yourself across – perfecting your pitch
- Essential negotiation tips for improved outcomes
- Developing through feedback

Programme - online sessions

- Using the five levers to generate more profit
- Pricing and volume
- SWOT – but so what?
- The vision thing
- Developing an overall approach – the Balanced Scorecard
- Continuing Professional Development

1 Day	
Chamber Member	£275
Non-Member	£315

Available Dates

13th March 2025

18th September 2025

Full Package	
Chamber Member	£525
Non-Member	£560

Half Day Online Dates

20 / 27 March 2025

25 Sept / 2 Oct 2025

Digital Marketing Strategy

Digital marketing is an ever-growing need, and is the primary outlet for many businesses to promote and grow their products and services. This course is all about how to create an effective digital marketing strategy that uses all the main marketing outputs – such as Google, websites, email marketing, blogs, social media, and advertising – to find and engage your ideal clients, to grow your company brand and make it sustainable for the long-term.

Key Content

- The elements of marketing strategy
- Defining your ideal clients and market
- Google fundamentals
- Website/SEO
- The purpose and structure of blogs
- Email marketing
- Overview of social media
- Output and engagement analysis

1 Day	
Chamber Member	£275
Non-Member	£315

Available Dates

16th January 2025

10th April 2025

17th July 2025



Sales & Marketing

Grow Your Business Through Social Media

The growth of social media is prevalent in business marketing and continues to grow at a fast rate. Social media can be leveraged by businesses to gain a competitive advantage. This course focuses on the range of channels, their individuality, and how they can become a part of your business growth. Delegates will learn about the various platforms, how to improve your presence and output on them, and how to reach your ideal clients and grow an audience to support your business's long-term growth.

Key Content

- An overview of all the main social media channels
- Variations/nuances of the channels
- How businesses can leverage each platform
- Content marketing planning and strategy
- How to be efficient and effective
- Social media scheduling & social listening
- Hashtag research
- Interpreting data analysis

1 Day

Chamber Member £275

Non-Member £315

Available Dates

6th February 2025

6th May 2025

20th November 2025

Leverage the Power of LinkedIn for Business Growth

This course will help delegates maximise and leverage the power of LinkedIn, the world's biggest business-focussed platform. Reach the right people and create consistent business growth through efficient and effective social media engagement.

Key Content

- Profile optimisation
- Keyword placement
- Personal and company brand management
- New connections
- Collaboration
- Content marketing strategy

1 Day

Chamber Member £275

Non-Member £315

Available Dates

13th March 2025

12th June 2025

9th October 2025

"I have heard nothing but wonderful feedback from the team regarding the training that has been attended. They are all eager to do more!"

- Sarah Hayward, Operations Manager, Sort-It Biz

Bespoke training solutions can be explored for any subject not listed in our scheduled courses. To discuss, contact our Business Development Team on 024 7623 1122 or email enquiries@cw-chambertraining.co.uk

Management Essentials

Time Management & Delegation

Not enough hours in the day to get through the mounting workload? Take charge, effectively prioritise tasks, plan time, establish realistic goals and delegate to enhance your efficiency. Learn how to manage yourself and your time, delegate tasks and develop techniques which make each day productive and rewarding.

Key Content

- Adopting a strategy to plan your time effectively
- Recognising the consequences of poor time management
- Developing SMART objectives
- Understanding the principles of effective delegation
- Recognising the importance of developing staff to achieve business objectives
- Identifying the benefits and barriers to successful delegation

1 Day		Available Dates
Chamber Member	£275	5 th February 2025
Non-Member	£315	19 th June 2025
		22 nd October 2025

Project Management **new**

Effective project management skills are crucial in business for achieving objectives, optimising resources and managing risks. This course provides participants with essential project management skills and concepts. This interactive and practical session will provide delegates with insights into fundamental principles and best practice in project management.

Key Content

- Defining project objectives
- Creating comprehensive project plans
- Effectively managing resources
- Stakeholder management
- Risk assessment
- Quality assurance practices

1 Day		Available Dates
Chamber Member	£275	24 th January 2025
Non-Member	£315	18 th July 2025

Appraising People and Performance

This course has been designed for anyone involved in appraising people and their performance. Performance reviews are a proven and effective way to motivate staff to achieve business objectives. Effective performance management will ensure staff performance supports the achievement of organisational goals.

Key Content

- Understanding the role of managing and monitoring performance to meet objectives
- Planning and preparing effective assessments
- Determining key performance indicators
- Identifying performance and the approaches to effective management
- Selecting appropriate methods to improve performance
- Leading a performance review with confidence and structure

1 Day		Available Dates
Chamber Member	£275	1 st May 2025
Non-Member	£315	10 th September 2025

Finance for Definitely Non-Finance Managers

Financial management is a vital part of business management to support effective decision making. Financial information needs to be accurately understood and interpreted. After attending this course, delegates will be able to interpret financial statements and determine how an organisation is performing financially. No prior knowledge of accounting is required.

Key Content

- Appreciating cost management
- Understanding forecasts, budgets, profits and loss accounts and balance sheets
- Recognising the value of financial information
- Understanding the legal requirements
- Identifying relevant financial information to inform decision making

1 Day		Available Dates
Chamber Member	£275	8 th May 2025
Non-Member	£315	1 st October 2025

"The course was insightful and concise. I will use the information when building and forecasting budgets."



Team Leader Toolkit

Supervisory Super 6 Toolkit - Tools for Success

This series of courses are designed to equip delegates with the essential skills to be an effective Supervisor or Team Leader. New and existing personnel will benefit from developing skills and confidence in managing teams, people and processes. Whatever your industry, this toolkit will provide you with ideas and practical approaches to everyday management, enabling you to get the best out of your people to achieve business goals. You can choose to undertake all six half day courses or simply select the ones which best meet your needs. However, if you book the full suite, you save money. The topic delivered in the morning is complementary to the topic following in the afternoon.

Full Suite of 6 courses - Half Day x 6

Chamber Member	£825
Non-Member	£990

Topics are:

- Communication skills for team leaders
- Building an effective team
- Promoting resilience and well-being
- Managing workplace conflict
- Effective performance management
- Motivating the team

Communication Skills for Team Leaders

Key Content

- Understanding the communication cycle
- Recognising and overcoming barriers to communication
- Considering the most effective means of communication
- Understanding the importance of listening

Half-Day: am

Chamber Member	£150
Non-Member	£175

Available Dates

26 th February 2025
3 rd June 2025
4 th November 2025

"The course is interactive and fun, we learned how to communicate through group activities/tasks."

Building an Effective Team

Key Content

- Assessing job roles and skill requirements
- Understanding team formation stages
- Identifying practical training opportunities and coaching
- Understanding the importance of managing behaviour

Half-Day: pm

Chamber Member	£150
Non-Member	£175

Available Dates

26 th February 2025
3 rd June 2025
4 th November 2025

"I learnt practical skills and specific tailored examples that I can easily start using in my job role."

Promoting Resilience and Well-Being

Key Content

- Identifying causes and impact of stress
- Recognising the symptoms of stress
- Fulfilling management responsibilities in relation to work-related stress
- Producing an action plan and reviewing progress

Half-Day: am	
Chamber Member	£150
Non-Member	£175

Available Dates
5 th March 2025
10 th June 2025
11 th November 2025

"I found the course fun and interactive plus it helped me to identify stress and how to deal with it effectively."

Managing Workplace Conflict

Key Content

- Recognising the value of group cohesion
- Understanding the causes of conflict
- Identifying short and long term effects of conflict on performance
- Understanding strategies for dealing with difficult people

Half-Day: pm	
Chamber Member	£150
Non-Member	£175

Available Dates
5 th March 2025
10 th June 2025
11 th November 2025

"Active discussions were engaging, tips, resources and group activities. Great for the team to generate ideas".

Effective Performance Management

Key Content

- Understanding the procedures to manage under performance
- Collecting evidence to inform decision making
- Applying capability and disciplinary procedures
- Appreciating the importance of record keeping

Half-Day: am	
Chamber Member	£150
Non-Member	£175

Available Dates
12 th March 2025
17 th June 2025
18 th November 2025

"The course gave me an understanding of the required procedures and ways of dealing with performance issues."

Motivating the Team

Key Content

- Understanding motivation and positive influences
- Creating a motivational environment
- Recognising and encouraging achievement
- Providing feedback to optimise team performance

Half-Day: pm	
Chamber Member	£150
Non-Member	£175

Available Dates
12 th March 2025
17 th June 2025
18 th November 2025

"I enjoyed discussions about different learning styles and ways of coaching people to get results."



ILM Accredited Qualifications

Well over half a million Managers have improved their own performance and brought real benefits to their organisations through ILM learning and development. ILM management qualifications are for those who are practising or aspiring managers. Topics include a range of management competencies and are suitable whatever organisation you work in.

Qualifications are designed to improve performance and are highly practical courses, equipping delegates with the skills needed to improve management and generate significant benefits to your organisation in terms of efficiency and effectiveness.

Coventry & Warwickshire Chamber of Commerce Training offers the level 2 Award, level 3 Diploma and level 5 Certificate and Diploma. The level studied is based upon an individual's job role and prior knowledge. The duration depends upon the route taken, ranging from 4 weeks up to 12 months. Courses include valuable off-the-job learning, exploring management strategies and practices as well as the exchange of ideas with others. Delegates are expected to complete work based assignments to demonstrate their understanding and application of management techniques.

Course	Duration	Price [†]
Level 2 Award in Leadership & Team Skills	4 days*	£750
Level 3 Diploma in Leadership & Management	15 days*	£2500
Level 5 Certificate in Leadership & Management	16 days*	£2100
Level 5 Diploma in Leadership & Management	37 days*	£3000

*Includes Induction and Tutorial days

†All prices are subject to VAT

ILM Level 2 Award in Leadership & Team Skills

The Level 2 Award is the perfect opportunity for Team Leaders and Supervisors to develop their management skills, enhance team performance and explore different leadership styles. This qualification is designed to help delegates improve their performance as team leaders. Delegates will learn how to use feedback and reflective practice to identify leadership style and develop a plan of action for continued growth in the workplace. By the end of the course, delegates will be equipped with the skills and knowledge needed to excel as a team leader or supervisor.

Key Content

- Developing the core skills to lead a team successfully
- Developing an understanding of effective planning and monitoring work
- Understanding the importance of effective communication in team leading
- Understanding the tools to develop yourself as a team leader

"The course allowed me to learn new communication methods and what effects the outcome of each. Going forward I feel more confident to communicate with my team and I will be able to deal with the situations accordingly."

L2 Award

4 Days*

£750

Available Dates

16/23/30 January
& 6 February 2025

18 / 25 June
& 2/9 July 2025

2/9/16/23 Oct 2025

*Includes Induction and
Tutorial days
Price subject to VAT

ILM Level 3 Diploma in Leadership & Management

This course is an ideal option for new and aspiring managers. It's particularly suited to practising team leaders seeking to move up to the next level of management and managers who need to lead people through organisational change, budget cuts or periods of growth.

The level 3 Diploma is designed to develop personal management skills, focusing on people, operational management principles and practices. It will enable managers to develop leadership skills, effective communication, motivational techniques and problem solving.

Key Content

- Developing abilities in effective delegation and empowering others
- Improving skills in managing workplace projects
- Principles of good practice in workplace coaching
- Identifying business improvement techniques
- An introduction to understanding financial management

L3 Diploma	
15 days*	£2500

Starting Date

April 2025

*Includes Induction and Tutorial days
Price subject to VAT

ILM Level 5 Certificate in Leadership & Management

The level 5 Certificate is designed for project managers, departmental heads and other practising middle/senior managers to develop skills and experience in core management techniques, including the ability to lead, motivate and inspire. Delegates will have better self awareness to lead and the practical skills to deliver results in your organisation. Following the Certificate delegates can progress to the level 5 Diploma by attending an additional 21 days.

Key Content

- Understanding specific responsibilities of the management role to achieve organisational goals
- Understanding the principles of project management in practice
- Developing leadership qualities and evaluating own practice
- Understanding business strategy to drive management performance

L5 Certificate	
16 Days*	£2100

Starting Date

January 2025

*Includes Induction and Tutorial days
Price subject to VAT

ILM Level 5 Diploma in Leadership & Management

The level 5 Diploma is aimed at middle/senior managers with substantial responsibility, seeking to develop leadership skills, improve organisational effectiveness and manage strategic change. Upon completion of the course delegates will have the skills to create strategic plans, design business processes, manage strategic change and provide expert leadership.

Key Content

- Understanding marketing concepts, importance and ability to review its effectiveness
- Understanding the principles of change management in a business context
- Managing financial performance in line with business objectives
- Developing critical thinking

L5 Diploma	
37 Days*	£3000

Starting Date

January 2025

*Includes Induction and Tutorial days
Price subject to VAT

"I walked into that classroom as an Operations Manager accountable for a £4.7m turnover business and 10 months later I walked out as an Operations Director and stakeholder of a forecasted £6m turnover business. That was a huge achievement in itself but it wouldn't have been possible without attending the ILM 5 course."

Steve Boulton, Operations Director, Godiva Limited



Microsoft Excel – Basic to Intermediate

Excel is a comprehensive tool to help businesses create, analyse and share information using spreadsheets. This course is designed for those who have a basic knowledge of Excel but wish to learn some of the more intermediate functions in order to make better use of spreadsheets to manage information.

Key Content

- Understanding toolbar command functions
- Using shortcut menus and keystrokes
- Creating formulae
- Efficient file management and housekeeping
- Understanding and managing formulae
- Creating charts and graphs
- Working with multiple worksheets

1 Day		Available Dates
Chamber Member	£180	15 th January 2025
Non-Member	£210	9 th April 2025
		16 th July 2025
		15 th October 2025

Microsoft Excel – Intermediate to Advanced

By getting the most from your software, you can save time, improve business efficiency and produce professionally presented data at advanced levels to inform decision making. This course is designed to give users an understanding of some of the more advanced features and functions within Excel. Being entirely 'hands on', delegates will use Excel to manage, automate and customise workbooks.

Key Content

- Working with advanced functions
- Understanding automating procedures with basic macros
- Using multiple worksheets and linking data
- Understanding nesting and mixing functions
- Understanding workbook and worksheet protection

1 Day		Available Dates
Chamber Member	£180	5 th March 2025
Non-Member	£210	25 th June 2025
		17 th September 2025
		12 th November 2025

Microsoft Excel - Advanced Plus

This course explores in-depth features and functions of Excel. It is designed to give users a detailed understanding of some of the most advanced features and functions, along with the opportunity to practice functions with "hands on" practical exercises and face to face tuition. Delegates will practice using advanced Excel to include nesting, dashboard reporting techniques and conditional formatting.

Key Content

- Working with more advanced functions
- Understanding advanced nesting functions
- Using dashboard reporting techniques
- Understanding how to use database functions and data tools

1 Day		Available Dates
Chamber Member	£180	21 st May 2025
Non-Member	£210	19 th November 2025

"The tutor was very welcoming and friendly. It was excellently and expertly presented at a pace that suited varying levels of knowledge – providing both reassurance and more detailed guidance to some, whilst others were able to use the time to explore further on their own.

The course has given me the confidence to take a fresh look at how I manage and present some of my day-to-day data responsibilities and my recent excel learning experience will help me look at ways to improve."

Bespoke training solutions can be explored for any subject not listed in our scheduled courses. To discuss, contact our Business Development Team on 024 7623 1122 or email enquiries@cw-chambertraining.co.uk

An Introduction to Microsoft 365 **new**

This half day course will cover a number of different applications within Microsoft 365. It will enhance delegates understanding of the functionality and how this can be used in the workplace to improve productivity and efficiency.

Key Content

- OneNote (notebooks for organising information)
- Forms (for online forms and data collection)
- Planner (to create and share plans)
- Sway (storytelling, presenting, newsletters)
- Whiteboard (sharing ideas in interactive meetings)

Half Day	
Chamber Member	£150
Non-Member	£175

Available Dates

12th February 2025

7th May 2025

3rd September 2025

3rd December 2025

An Introduction to SharePoint Microsoft 365 **new**

This half day course is designed for all users of Microsoft 365. This course aims to enhance delegates proficiency in Microsoft 365, increasing productivity through integrated tools for communication, collaboration and document creation. It enables seamless teamwork with cloud-based storage and real-time collaboration on projects.

Key Content

- Team sites and communication sites
- Pages, libraries and lists
- Document libraries, folders, subfolders and documents
- Navigating SharePoint, crumbtrails
- SharePoint search
- Open in App / open in browser
- Uploading
- Alerts
- Working with versions
- Moving files
- Deleting – recycle bin
- Pinning documents
- Co-authoring
- Viewing document history
- View edits to document

Half Day	
Chamber Member	£150
Non-Member	£175

Available Dates

12th February 2025

7th May 2025

3rd September 2025

3rd December 2025

Using AI in Business **new**

AI for business enables you to leverage data-driven insights and automation to enhance productivity and operational efficiency. It also equips you to personalise customer experiences and innovate, giving you a competitive edge in the evolving market landscape. This course is designed for business owners, team leaders and marketers to leverage the power of artificial intelligence (AI) to streamline your processes and improve your business marketing. This workshop will delve into the variety of tools available which can help create content and business outputs.

Key Content

- The power of Chat GPT
- Creating your own custom GPTs
- A comparison of the Large Language Models
- An overview of the major tools and how to choose the right one
- How to create a bank of perfect prompts
- Use-case scenarios across your business
- Using AI to analyse business data
- How everyday platforms are using AI
- The pitfalls of using AI

1 Day	
Chamber Member	£275
Non-Member	£315

Available Dates

23rd January 2025

26th June 2025

18th September 2025

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Health, Safety & Wellbeing

Promoting Equality, Diversity & Inclusion in the Workplace **new**

Equality, diversity, and inclusion (EDI) training is vital in business to ensure legal compliance and promote fairness. It enhances creativity and innovation by leveraging diverse perspectives and experiences. Additionally, it improves employee engagement and retention by fostering an inclusive environment where everyone feels valued.

This one-day course introduces fundamental concepts relating to EDI and its relevance to your organisation. You'll learn key EDI terminology, roles and responsibilities and the practical steps to create inclusivity in your organisation.

Key Content

- Recognising common terms used in EDI and using language appropriately
- Understanding why EDI is relevant to your organisation and the business benefits
- Acknowledging the difference between compliance and creating an inclusive workplace
- Understanding unconscious bias and identifying common biases and their impact in the workplace
- Identifying examples of discriminatory behaviour in the workplace and micro-aggressions
- Explain why trust, allyship and psychological safety are necessary to create an inclusive workplace
- Acceptable and unacceptable behaviours in an inclusive workplace
- Factors to consider in creating inclusive workplaces, including trust, allyship and psychological safety
- EDI journey – best practice ways to progress

1 Day	
Chamber Member	£275
Non-Member	£315

Available Dates
28 th January 2025
13 th June 2025
5 th November 2025

Emergency First Aid in the Workplace (HSE Recommended)

Every employer is recommended by the Health & Safety Executive (HSE) to have at least one Emergency First Aider in place to deal with accidents and emergency situations. This course will provide the nominated First Aider with the knowledge and techniques to administer First Aid assistance. This course is also ideal for individuals, lone workers or employees of smaller low risk organisations and provides a good basic insight into First Aid procedures and techniques. The certificate is valid for three years.

Key Content

- Controlling bleeding
- Managing basic fractures, sprains and burns
- Applying cardiopulmonary resuscitation
- Applying the recovery position
- Communicating and delegating responsibility in an emergency
- Managing an unconscious casualty
- Understanding the importance of record keeping

1 Day	
Chamber Member	£180
Non-Member	£215

Available Dates
15 th May 2025
25 th September 2025

"Informative and delivered well."

First Aid at Work (HSE Recommended)

First Aid trained personnel in the workplace ensure that organisations comprehensively fulfil their responsibilities towards the safety of customers and staff. First Aiders can act to prevent situations worsening and can reduce potential liability claims. This statutory Health & Safety Executive course complies with current health & safety first aid regulations and successful delegates will be awarded a certificate confirming that they are a qualified First Aider and are licensed for three years.

Key Content

- Using first aid equipment, including the contents of a first aid box
- Understanding the duties of employers and the legal framework
- Recognising the importance of personal hygiene in first aid procedures
- Acting safely, promptly and effectively with emergencies at work
- Understanding cardiopulmonary resuscitation
- Managing casualties who are unconscious
- Dealing with shocks, burns and scalds
- Controlling bleeding
- Maintaining appropriate records

3 Days	
Chamber Member	£300
Non-Member	£340

Available Dates

20/27 March
& 3 April 2025

3/10/17 July 2025

"I enjoyed it all; the practical work was very good with useful up to date changes".

Health & Safety in the Workplace

An appreciation of health & safety in the workplace is a pre-requisite for all staff and it is the duty of every employer to ensure that staff are sufficiently trained in workplace health & safety. This course will provide delegates with a good understanding of health & safety at work and their legal responsibilities and an awareness of hazards in the workplace. It offers an introduction to occupational health & safety and is ideal for all staff.

Key Content

- Understanding health, safety and welfare at work and legislation
- Understanding accident prevention
- Awareness of workplace hazards
- Understanding risk assessment, manual handling and hazardous substances
- Understanding ergonomics, work station design, working at height, transport, noise and vibration

1 Day	
Chamber Member	£220
Non-Member	£240

Available Dates

13th February 2025

6th November 2025

"Full of interaction and very professional."

Level 1 Awareness of First Aid for Mental Health

This is a valuable introductory course which raises awareness of mental health. It covers the recognition of a wide range of mental health issues and will provide the skills and confidence to start a conversation about mental health.

Key Content

- Awareness of what first aid for mental health is
- How to spot signs and symptoms of mental ill health
- Starting a conversation and supporting in a crisis
- Stress management
- Awareness of most common types of mental health issues

Half-Day: pm	
Chamber Member	£150
Non-Member	£175

Available Dates

21st January 2025

23rd September 2025

On completion you will receive a Level 1 Award in Awareness of First Aid for Mental Health.



Health, Safety & Wellbeing

Level 2 First Aid for Mental Health

This course has been designed to help employers to provide a positive mental health culture within the workplace and to provide you with comprehensive knowledge of a range of the most common mental health conditions and the skills to be able to act should a condition be suspected. Delegates undertaking this course will be considered first aiders for mental health and be a point of contact within the workplace to help and support those with mental health needs.

Building on the Level 1 Award in Awareness of First Aid for Mental Health this course introduces the First Aid for Mental Health Action Plan which allows you to provide your employees with comprehensive guidance and support for mental health issues. You will be able to provide signposting to professional help and support that person whilst they are receiving professional assistance.

Key Content

- What is First Aid for Mental Health
- Identifying mental health conditions
- Providing advice and starting a conversation
- Drugs and alcohol
- First Aid for Mental Health in the workplace
- First Aid for Mental Health action plan

On completion you will receive a Level 2 First Aid for Mental Health.

1 Day	
Chamber Member	£260
Non-Member	£300

Available Dates
18 th March 2025
24 th June 2025
25 th November 2025

Level 3 Supervising First Aid for Mental Health

This course builds on the Level 2 Award in First Aid for Mental Health and covers a wider range of mental health conditions and goes into detail on the range of therapy and professional support that a person may be given by professional bodies during treatment for a mental health condition. This course is suitable for anyone within a workplace but is aimed at those who hold a supervisory/managerial level position and who have responsibility for implementing a positive mental health culture and responsibility for First Aid for Mental Health within an organisation.

Key Content

- What is First Aid Mental Health
- Identifying mental health conditions
- Providing advice and starting a conversation
- Drugs and alcohol
- First Aid for Mental Health action plan
- First Aid for Mental Health in the workplace
- A large range of Mental Health conditions covered in detail

On completion you will receive a Level 3 in Supervising First Aid for Mental Health.

3 Days	
Chamber Member	£495
Non-Member	£550

Available Dates
6/13/20 May 2025
7/14/21 October 2025

Managing Menopause at Work

Each year 900,000 women leave the workplace through lack of support around the menopause. Whilst recently the media in particular has raised awareness of the challenges for women in this demographic, much more needs to be done to raise awareness in the workplace to support women through this stage in their lives. This half a day course aims to increase your understanding of the symptoms of perimenopause and menopause and provides you with practical tools you can take into the workplace to create and implement a menopause supportive workplace culture.

Key Content

- Understanding of perimenopause and menopause
- Recognising menopause signs and symptoms (physical and mental)
- Common misdiagnosis
- Understanding what HRT and alternative medicines or therapies are available
- Living well through the perimenopause and menopause
- Getting support/supporting employees in the workplace
- Creating a menopause policy

Half-Day: am	
Chamber Member	£150
Non-Member	£175

Available Dates
21 st January 2025
23 rd September 2025

Training & Education

Level 3 Award in Education and Training

On successful completion of this introduction to education and training, you will have a good understanding of the roles and responsibilities of a trainer, identifying training and learning needs, planning and preparing effective training sessions, delivering engaging learning, using appropriate resources, methods and assessment strategies.

Key Content

- Roles, responsibilities and relationships in education and training
- Approaches of using inclusive teaching practices
- Understanding the principles of assessment in education and training
- Facilitating learning and development for individuals and groups

Variable Days		Dates
Chamber Member	£595*	AVAILABLE ON REQUEST
Non-Member	£620*	

*Plus registration

Level 3 Award in Assessing Vocational Achievement

This course will introduce the principles and practices of assessing occupational competence in the workplace. It includes knowledge about assessment practice as well as the practical application, assessing through observation, examination of work products, oral questioning and discussion, witness testimonies as well as recognition of prior learning and encompasses two units which qualify individuals to become assessors.

Duration of 6 months		Dates
Chamber Member	£550*	AVAILABLE ON REQUEST
Non-Member	£595*	

*Plus registration

Level 3 Certificate in Assessing Vocational Achievement

This course is aimed at individuals who assess occupational competence in the workplace and knowledge and understanding in environments such as a workshop or other training environment. The certificate contains three units, encompassing understanding of the principles and practices of assessment, the assessment of occupational competence in the work environment and the assessment of vocational skills, knowledge and understanding. Individuals will need to identify four candidates to be assessed. For anyone holding the award, a top up to the certificate is available (price available upon enquiry).

Duration of 9 months		Dates
Chamber Member	£675*	AVAILABLE ON REQUEST
Non-Member	£715*	

*Plus registration

Level 4 Award in Internal Quality Assurance of Assessment

This course will provide individuals with an understanding of internal quality assurance of assessment as well as the practical application through sample planning, monitoring of assessment and advising on practice of assessors. Individuals will develop a portfolio of evidence demonstrating their knowledge and practice in internal quality assurance. Two units are required to achieve this qualification.

Duration of 6 months		Dates
Chamber Member	£675*	AVAILABLE ON REQUEST
Non-Member	£715*	

*Plus registration



Apprenticeships

Apprenticeships

Apprenticeships help businesses harness fresh new talent and support the development of a high performing motivated team. Offering a valuable pathway to rewarding careers, Apprenticeships are a great way for businesses to shape their workforce of the future.

Apprenticeships are designed around the needs of employers, leading to nationally recognised qualifications which will not only benefit the individual, but the business as well. Apprenticeships can be used to train both new and existing employees. A dedicated recruitment service is available to assist you in expanding your team with junior staff who can grow with the organisation. Alternatively our Advisors will guide you in accessing Apprenticeships to up-skill your existing staff, subject to eligibility.

The facts:

There has never been a better time to employ an Apprentice or start an Apprenticeship

- 93% of employers would recommend Coventry & Warwickshire Chamber of Commerce Training, putting us in the top quartile nationally
- High success rates, well above the national average
- 93% of Apprentices would recommend us to others, putting us above the national average
- Highly flexible programmes to meet our employers' needs

Apprenticeships ensure that your workforce has the practical skills and qualifications the organisation needs now and in the future. The mixture of on and off the job learning ensures they learn the skills that work best for your business. Apprenticeships deliver real returns to your bottom line.

Coventry & Warwickshire Chamber of Commerce Training is rated 'Good' by Ofsted and with over 30 years experience we will work with you to identify your needs, scope a job role and recommend an appropriate Apprenticeship. If you are looking to recruit an Apprentice, we will source suitable applicants and short list them for your consideration. You employ the Apprentice, pay their salary and apply your usual terms and conditions. We work in partnership with you to design and deliver a plan of learning that meets the needs of your business. Apprenticeships offer an easy and effective way of recruiting young people interested in working in your business, a great way of succession planning. For existing members of staff, learning through Apprenticeships can be a real motivator and provide cost effective personal development.

Listed below is an example of the areas where Apprenticeships are available but it is by no means exhaustive:

- Accountancy
- Customer Service
- Hairdressing
- Early Years Care
- Teaching Assistant
- Business Administration
- Health & Social Care (Adult Care)
- Team Leading
- Management

Coventry & Warwickshire Chamber Training will provide:

- High quality advice and information concerning the training of staff
- Job matching service to link your vacancy with suitable people
- Guidance in development of a company specific learning and development plan
- Support to develop a well-trained, well-motivated workforce

"I am so grateful to Coventry & Warwickshire Chamber of Commerce Training for supporting me into the world of early years care as an apprentice. The training has enabled me to develop a rewarding career and set up my own business."

- Emma Miller, Play Over The Rainbow.



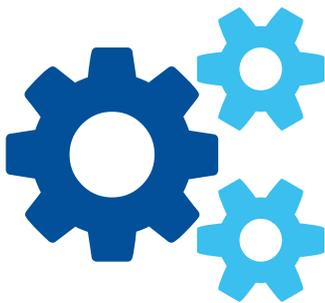
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We will work with you to:

- Identify suitable junior employees
- Identify existing employees who may benefit from training
- Plan and design training programmes to meet your needs and those of the individual
- Provide off-the-job training to support the learning which is taking place in the workplace
- Monitor progress and provision of help and support where necessary
- Assess competence in the workplace
- Provide on-going support and training to you and your staff in all aspects of the above
- Improve the skills of your workforce
- Maximise individual performance
- Improve staff motivation and retention

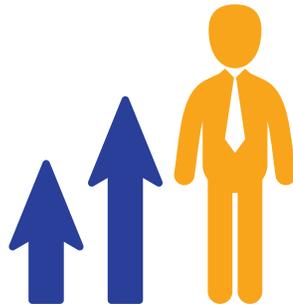
Our team will advise on how Apprenticeships are funded, source available grants (subject to availability) and help you to navigate Apprenticeships in simple steps whether your organisation is an Apprenticeship levy contributor or small business.

For more information on our recruitment service for new staff or how your existing staff can benefit from an Apprenticeship, contact our advisors on 024 7623 1122 or email enquiries@cw-chambertraining.co.uk



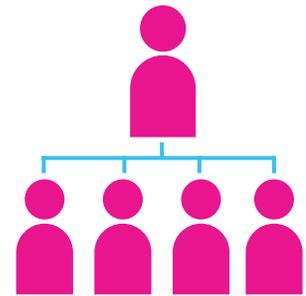
70%

of employers report that apprenticeships improved the quality of their product or service



72%

of businesses reporting improved productivity as a result of employing an apprentice



96%

of employers that take in an apprentice report benefits to their business

"Our Apprentices achieved a very high pass rate studying at Coventry & Warwickshire Chamber of Commerce Training. They have provided the pathway for our Apprentices to develop a career in accountancy. Stewart Fletcher & Barrett see well trained customer focused staff as key to our future success."

- Peter White, Partner, Stewart Fletcher & Barrett

Chamber Partnership

Welcome to Coventry & Warwickshire Chamber of Commerce

Our focus is local, our influence is national, our reach is global...

There's a Chamber of Commerce dedicated to every region of the UK. As a result, we're uniquely placed to help businesses of every size and sector. Meaning from micro-one-person businesses to our country's largest employers, we're all in together – locally, nationally and globally.

Together, our work focuses on creating real change and influencing the agenda to ensure that Coventry & Warwickshire remains a great place to locate, trade and grow a business. We help businesses fulfil their full potential.

For over 120 years, we've help you do business today and do better business tomorrow.

Whilst you do not have to be a member of the Chamber to access the training, learning and development of Coventry & Warwickshire Chamber Training, you may wish to talk to one of our team about the benefits Chamber membership can bring to your business.

Chamber Membership that's right for your business

Membership of your local Chamber of Commerce provides a wide range of benefits and services that you cannot do without and provides a strong voice of business to local, regional and national government. We're here to help you at every stage of your business journey, whether just starting out, looking to grow or aiming to continue to raise your company's profile.

Offering 5 membership options, we've got the membership which is right for your business. Explore the options below, find out more and get involved!

#02 Business Talent Membership: Developing the next generation of business leaders...

Business Talent Membership gives you the tools and the confidence to demonstrate your talent for business. We can help you realise your potential and start to climb the ladder as one of the next generations of business stars.

#04 Business Global Membership: Everything you need to trade internationally...

Business Global Membership can help you discover a whole new world of opportunity. If you haven't considered international markets for your products & services, we can help you identify new markets and take the hassle out of trading overseas.

#06 Business Influence Partnership: Advancing your strategic relationships...

Business Influence Members are seeking opportunities to champion for real change, seeing value in collaborating with other key Coventry & Warwickshire businesses for the collective benefit of the region.

#03 Business Connect Membership: Essential services for you and your business...

Business Connect Membership provides you with the essential tools for business success. We connect you to opportunities, expertise, know-how and networks - if we don't know, we'll know someone that does.

#05 Business Engage Membership: Engage your business with corporate connections, locally & regionally...

Business Engage Membership offers the chance to gain perspectives from, and collaborate with, other sectors and businesses, build long-lasting relationships and engage your organisation with the region's business community at an enhanced level.

To find out more about Chamber Membership, please contact the Membership Team on 024 7665 4321 or email info@cw-chamber.co.uk

Bookings & Enquiries

Enquiries

Our staff will be happy to answer any queries you may have regarding availability of places or further information on our courses. Contact them on **024 7623 1122**. Course information and dates can also be found online at **www.cw-chambertraining.co.uk**

Booking and Payments

Book and pay online at **www.cw-chambertraining.co.uk**. You can also book your place over the telephone on **024 7623 1122** and please ask for a member of our Business Development Team.

Confirmation will be issued on receipt of your booking. Our accounts department will issue an invoice under separate cover for the costs applicable. There is no need to include payment with your booking.

Early booking discounts are available of up to 10%, if booked three months in advance (excludes higher education).

Interest free credit may be available subject to approval for courses over £500 subject to status.

All courses are subject to VAT, and where applicable, certification and registration fees.

Cancellations

We regret that refunds will only be issued on receipt of written notification 14 days prior to course commencement.

Equal Opportunities

We are committed to equality of access for all clients & staff and do not discriminate on the basis of race, gender, disability or sexual orientation.

Funding

Funding is available on occasion towards the cost of certain courses. Check with our team as to whether support is available for your business.

Contact Details

T: **024 7623 1122**

E: **enquiries@cw-chambertraining.co.uk**

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Training & Development

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Business Representation

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Coventry & Warwickshire
Chamber of Commerce
Training
Training | Skills | Growth

High Quality Courses, Skilled Staff, Business Success

Training & Development

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Moving forward
Together >>