



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

SKILLS DEVELOP PROSPER 2026 LEARN COURSE DIRECTORY EDUCATE DREAM PROGRESS

Moving forward

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Introduction

Welcome

Welcome to the Coventry & Warwickshire Chamber of Commerce Training Course Directory 2026

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's success. As an organisation, we remain committed to designing learning around the latest market intelligence and industry trends that meet 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 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-oriented
- Targeted and focussed
- Confidential and specific

Tailored programmes include:

- Communicating Assertively
- Leadership & Management Training
- Professional Writing Techniques
- Team Leader Toolkit
- Promoting Equality, Diversity & Inclusion in the Workplace
- ILM Level 5 Certificate in Effective Coaching & Mentoring
- Microsoft Excel - Basic, Intermediate and Advanced
- ILM Level 2 Award in Leadership & Team Skills

Companies who have benefited from this service include:

- IPP UK & I
- Millboard
- Triton Showers
- Viezu Technologies Limited
- Medherant Limited
- Acutec Limited
- CJS Safety Systems Limited
- D & S Engineering (Coventry) Limited

"Excellent support as always from our friends at Chamber Training. Always on hand to not only provide training, but to give good advice on what training will suit our needs as a business. We have a great relationship with the Chamber, which resulted in Millboard winning an Award from Skills West Midlands and Warwickshire."

- Sean McFarlane, Millboard

"Working with Coventry & Warwickshire Chamber of Commerce Training has been a seamless and highly valuable experience. The courses delivered - from Mental Health First Aid to Appraising People and Digital Marketing - have had a real impact on our workforce. It's clear that Chamber Training understands the needs of local businesses and delivers training that is relevant, engaging, and effective. We're grateful for their guidance throughout the process and look forward to building on this success in the future."

- Louise Castledine, Safe Gate

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	
Chamber Member	£175
Non-Member	£195

Available Dates
14 th January 2026
3 rd June 2026
7 th October 2026

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	
Chamber Member	£175
Non-Member	£195

Available Dates
14 th January 2026
3 rd June 2026
7 th October 2026

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	
Chamber Member	£175
Non-Member	£195

Available Dates
21 st January 2026
10 th June 2026
14 th October 2026

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	
Chamber Member	£175
Non-Member	£195

Available Dates
21 st January 2026
10 th June 2026
14 th October 2026



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	£175
Non-Member	£195

Available Dates

10th March 2026

14th July 2026

11th November 2026

Building Resilience in a Customer Facing Role

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	£175
Non-Member	£195

Available Dates

10th March 2026

14th July 2026

11th November 2026

"Broadened my horizon towards how we handle certain customer relations better maintaining good communication and reputation"

- Kamilla Szabo, Orschelneurope

"We use Chamber Training for all our training needs, the most recent was delivered to our team leaders in professional communication and writing techniques, which led to further training through level 4 Apprenticeships"

- Robert Kimani, Gettalife

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

Sales & Marketing

Business Development Toolkit

This Business Development Toolkit is designed for those moving into business development roles, and established Business Development Managers who want to refine their skills to add value to the sales process and their organisation. The training includes brief reviews of AI tools which can help develop your business approach.

This course includes a live classroom session to work on interpersonal skills, plus two optional online 3-hour sessions to further develop your abilities, enabling you to implement learning between sessions and see how your business can develop through the application of your new skills.

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	£295
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Non-Member	£325
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Available Dates

12th March 2026

17th September 2026

Full Package

Chamber Member	£550
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Non-Member	£595
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Half Day Online Dates

19 / 26 March 2026

24 Sept / 1 Oct 2026

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 in 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	£295
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Non-Member	£325
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Available Dates

15th January 2026

16th April 2026

16th July 2026



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05

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 and social listening
- Hashtag research
- Interpreting data analysis

1 Day	
Chamber Member	£295
Non-Member	£325

Available Dates
12 th February 2026
21 st May 2026
19 th November 2026

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	£295
Non-Member	£325

Available Dates
13 th March 2026
11 th June 2026
9 th October 2026

"Great course for collecting ideas for improving our marketing strategy and listening to how others approach this."

- Chris Cotton, Career Seekers Direct

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Management Essentials

Time Management

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	£295	8 th January 2026
Non-Member	£325	21 st October 2026

Project Management

Effective project management skills are crucial in business for achieving objectives, optimising resources and managing risks. This course will provide participants with essential project management skills and concepts. It is an interactive and practical session, giving delegates insight into the 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	£295	23 rd January 2026
Non-Member	£325	10 th July 2026

Performance Management **new**

This course will provide delegates with practical tools and techniques to effectively manage and improve employee performance. The course covers setting clear objectives, delivering constructive feedback, reviewing performance and aligning individual goals with organisational targets.

Key Content

- Exploring the purpose, principles, and benefits of effective performance management in the workplace
- Setting Specific, Measurable, Achievable, Relevant, and Time-bound objectives aligned with organisational goals
- Methods for tracking progress and assessing performance fairly and consistently
- Providing constructive feedback that motivates and guides

1 Day		Available Dates
Chamber Member	£295	29 th April 2026
Non-Member	£325	9 th September 2026

Finance for 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	£295	7 th May 2026
Non-Member	£325	22 nd October 2026



Management Essentials

Change Management new

Managing change is a key aspect of being a successful leader. This course will equip delegates with the knowledge and skills to effectively lead and support change within their organisation. Key concepts will include understanding the change process, identifying the impact on people, and overcoming resistance. Individuals will learn practical strategies for communicating change, engaging stakeholders, and building resilience.

Key Content

- Understanding the fundamentals and types of change
- Explore common models and the stages of change
- Identifying reasons for resistance
- The importance of clear, consistent messaging strategies
- Building trust, involving employees and support with emotional responses to change
- Methods for embedding change into culture and processes

1 Day		Available Dates
Chamber Member	£295	28 th January 2026
Non-Member	£325	15 th July 2026

Solving Problems and Decision Making new

This course will equip delegates with practical tools to approach challenges logically and confidently, encompassing structured problem-solving techniques, root cause analysis, creative thinking, and decision-making models. Individuals will learn how to gather and evaluate information, generate and assess options and make sound, informed choices.

Key Content

- Structured approaches to identifying, analyzing, and resolving problems
- Using tools to uncover underlying causes of issues
- Creative thinking techniques to generate innovative solutions
- Applying decision making frameworks
- Assessing information objectively
- Creating actionable plans

1 Day		Available Dates
Chamber Member	£295	22 nd April 2026
Non-Member	£325	25 th November 2026

Coaching Skills new

Coaching is a powerful management technique which involves guidance, support and feedback to improve performance and facilitate learning. Delegates will learn practical techniques to enhance their ability to coach and develop others in the workplace. The course covers the principles of effective coaching, including active listening, powerful questioning, and goal setting.

Key Content

- Understanding what coaching is (and isn't)
- Developing essential skills such as active listening, effective questioning and giving constructive feedback
- Structuring coaching conversations
- Exploring techniques for creating a safe, supportive, and respectful coaching environment
- Encouraging ownership and accountability

1 Day		Available Dates
Chamber Member	£295	17 th March 2026
Non-Member	£325	30 th September 2026

Team Leader Toolkit

Supervisory Super 6 Toolkit - Tools for Success

This series of courses is 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	£875
Non-Member	£1050

Topics are:

- Management communications
- Building an effective team
- Promoting resilience and well-being
- Managing workplace conflict
- Effective performance management
- Motivating the team

Management Communications

Key Content

- Understanding the importance of clear, concise and purposeful communication in leadership roles
- Tailoring communication based on audience needs
- Giving clear instructions and feedback
- Listening and questioning skills to enhance active listening
- Communicating in challenging situations, handling difficult conversations and resolving misunderstandings

Half-Day: am

Chamber Member	£175
Non-Member	£195

Available Dates

25 th February 2026
2 nd June 2026
3 rd November 2026

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

Building an Effective Team

Key Content

- Understanding team roles and dynamics
- Establishing clear goals and expectations with shared objectives
- Fostering trust and collaboration
- Motivating and engaging team members, identifying techniques to boost morale
- Resolving conflict, manage underperformance and maintain a positive team environment

Half-Day: pm

Chamber Member	£175
Non-Member	£195

Available Dates

25 th February 2026
2 nd June 2026
3 rd November 2026

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



Team Leader Toolkit

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	£175
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Non-Member	£195
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Available Dates

4th March 2026

9th June 2026

10th November 2026

"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

- Understanding conflict in the workplace, common causes of conflict and early warning signs
- Communication strategies for conflict resolution, using active listening, empathy and clear communication to de-escalate tensions
- Exploring different approaches to handling conflict and when to apply them effectively
- Developing skills to address sensitive issues confidently and professionally
- Discover proactive strategies to prevent conflict and build a culture of respect and collaboration

Half-Day: pm

Chamber Member	£175
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Non-Member	£195
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Available Dates

4th March 2026

9th June 2026

10th November 2026

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

Effective Performance Management

Key Content

- Setting clear goals and expectations, establishing measurable, aligned objectives to drive performance
- Monitoring and measuring performance, exploring practical methods for tracking progress and providing timely feedback
- Developing techniques for giving regular, supportive feedback that promotes growth and accountability
- Conducting effective performance discussions
- Addressing underperformance, identifying performance issues early and take appropriate, solution-focused action

Half-Day: am

Chamber Member	£175
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Non-Member	£195
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Available Dates

11th March 2026

16th June 2026

17th November 2026

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

Motivating the Team

Key Content

- Exploring what drives individual and team motivation using key theories and practical insights
- Recognising what motivates different team members to tailor your approach
- Creating a positive work environment, building a culture of recognition, trust and engagement
- Understanding the power of praise, development opportunities and meaningful work
- Sustaining motivation through change and challenge

Half-Day: pm

Chamber Member	£175
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Non-Member	£195
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Available Dates

11th March 2026

16th June 2026

17th November 2026

"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.

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

"My new knowledge will be very useful in my new role and managing my own team."

- Amy Cotterell, Royal British Legion

L2 Award

4 Days*

£800

Available Dates

13/20/27 January
& 3 February 2026

17/24 June
& 1/8 July 2026

29 September &
6/13/20 October 2026

*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 is 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*

£2750

Starting Date

April 2026

*Includes Induction and
Tutorial days
Price subject to VAT



024 7623 1122



enquiries@cw-chambertraining.co.uk



cw-chambertraining.co.uk

ILM Accredited Qualifications

ILM Level 5 Certificate or Diploma in Leadership & Management

ILM Leadership and Management courses at level 5 will equip professionals with the technical knowledge, strategic insight and practical expertise needed to lead effectively. It encourages strategic thinking to drive business improvement and supports the development of key leadership capabilities. Delegates will learn to provide clear direction, lead teams toward achieving organisational goals and make informed management decisions with a focus on facilitating innovation and change. Emphasis is placed on achieving results through efficient management practices and successful project delivery, making it ideal for those aiming to enhance leadership performance with impact.

Key Content

- Applying core management techniques to drive better results
- Developing leadership skills to motivate and inspire others
- Providing strategic leadership and operational management
- Developing critical thinking skills to make business improvements
- Understanding change management

L5 Certificate

16 Days*

£2250

Starting Date

September 2026

L5 Diploma

37 Days*

£3250

Starting Date

September 2026

*Includes Induction and
Tutorial days
Price subject to VAT

ILM Level 5 Award, Certificate & Diploma in Effective Coaching & Mentoring **new**

ILM level 5 qualifications in coaching and mentoring are available as awards, certificates or diplomas which are designed for managers and professionals aiming to enhance their coaching and mentoring skills within an organisational context. It will support the development of a strong coaching and mentoring culture that drives individual performance and productivity. Delegates will learn the principles and practices of coaching and mentoring, helping them to support others more effectively and contribute to long-term organisational success. The course comprises of 3 teaching days as well as observed coaching sessions.

Key Content

- Managing the coaching or mentoring process within an organisational context
- Understanding of how the organisational context can affect coaching or mentoring
- Planning, delivering and reviewing your coaching and mentoring
- Planning future development in coaching or mentoring

L5 Certificate

3 Days*

£1650

Starting Date

May 2026

*Includes Induction and
Tutorial days
Price subject to VAT

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	£195	21 st January 2026
Non-Member	£225	15 th April 2026
		15 th July 2026
		14 th October 2026

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	£195	4 th March 2026
Non-Member	£225	24 th June 2026
		16 th September 2026
		11 th November 2026

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	£195	20 th May 2026
Non-Member	£225	18 th November 2026

"My colleague and I recently attended a series of Excel training courses, we cannot recommend them highly enough. The sessions were incredibly informative, practical, and tailored to real workplace needs. We've already started implementing what we learned in our day-to-day roles, and it's made a noticeable difference in both efficiency and confidence of applying what we have learnt."

- Jo Glover, Coventry Bid

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 Power BI Desktop new

Power BI is a business intelligence platform developed by Microsoft which is designed to help analyse and visualise data. It allows users to connect to many different data sources, model and link the data and create interactive dashboards and reports. This half day session is intended as a light introduction to the capabilities of Power BI and would suit delegates with an intermediate level knowledge of Excel.

Key Content

- What is Power BI?
- Creating reports and dashboards
- Importing and transforming data in power query editor
- Navigating around the Power BI screen
- The data model view and table relationships
- Data types and formatting

Half Day: am	
Chamber Member	£175
Non-Member	£195

Available Dates

- 11th February 2026
- 6th May 2026
- 9th September 2026

An Introduction to SharePoint Microsoft 365

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, crumb trails
- 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: pm	
Chamber Member	£175
Non-Member	£195

Available Dates

- 11th February 2026
- 6th May 2026
- 9th September 2026

Using AI in Business

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 ChatGPT
- 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	£295
Non-Member	£325

Available Dates

- 22nd January 2026
- 25th June 2026
- 18th September 2026

"We've booked numerous training courses through the Chamber across various levels and topics and the experience has consistently exceeded expectations. The introduction of AI for business is well received, engaging, relevant, and forward-thinking. We're excited to see more in-depth courses like this in the future."

- Rose McDougall, Executive Assistant, Premier Health Products Ltd

Health, Safety & Well-being

Foundations of Inclusion and Equality at Work

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	£295
Non-Member	£325

Available Dates

29th January 2026
12th June 2026
4th November 2026

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 and Safety Executive course complies with current health and 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	£335
Non-Member	£375

Available Dates

13/20/27 March 2026
3/10/17 July 2026

"First impressions - plenty of parking, met at reception which was a nice touch, facilities were fantastic. The trainer was experienced and maintained a good level of interest with attendees, I would recommend Coventry and Warwickshire Chamber Training."

- James Graham, British Forces Resettlement Services



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Health, Safety & Well-being

Health and 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 and safety. This course will provide delegates with a good understanding of health and safety at work and their legal responsibilities and an awareness of hazards in the workplace. It offers an introduction to occupational health and 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 £245

Non-Member £265

Available Dates

13th February 2026

6th November 2026

"Full of interaction and very professional."

First Aid for Mental Health

The Mental Health First Aid course provides delegates with the knowledge and skills to support individuals experiencing mental health challenges. It raises awareness of common mental health conditions, reduces stigma and teaches practical strategies for early intervention and support. Individuals will learn how to recognise warning signs, provide reassurance and guide individuals towards appropriate professional help. Ideal for workplaces, this course empowers individuals to promote mental well-being and create a supportive, understanding environment for mental health.

Key Content

- Recognising signs and symptoms of common mental health conditions
- Effective communication skills, including active listening and non-judgemental support
- Seeking professional help, including when and how to refer someone to appropriate services
- Promoting mental well-being and reducing stigma in the workplace
- Starting a conversation and supporting in a crisis

Accredited courses in First Aid for Mental Health are available upon request at levels 1, 2 and 3.

1 Day

Chamber Member £295

Non-Member £325

Available Dates

4th February 2026

23rd September 2026

"Clear, interactive and well-led."

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	£625*	AVAILABLE ON REQUEST
Non-Member	£650*	

*Plus registration

"Course was interactive and engaging, was made to feel comfortable and encouraged by everyone, making learning easier."

- Emma Burgess, JBC Skills Training

Level 3 Award and Certificate in Assessing Vocational Achievement

The Level 3 Award focuses on assessing vocational skills, knowledge, and understanding in settings such as classrooms and workshops. It is suitable for individuals assessing learners in training environments. The Level 3 Certificate, often known as CAVA, covers both vocational skills and occupational competence in the workplace and is suitable for individuals who assess in both workplace and vocational settings.

Key Content

- Understanding the principles and practices of assessment
- Assessing occupational competence in the work environment
- Assessing vocational skills, knowledge and understanding

L3 Award - 6 months		Dates
Chamber Member	£575*	AVAILABLE ON REQUEST
Non-Member	£625*	

*Plus registration

L3 Certificate - 9 months		Dates
Chamber Member	£695*	AVAILABLE ON REQUEST
Non-Member	£735*	

*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.

Key Content

- Understanding the principles and practices of internal quality assurance
- Planning and monitoring internal quality assurance activities
- Evaluating the effectiveness of assessment processes
- Providing constructive feedback and support to assessors
- Maintaining accurate records and contributing to standardisation activities

Duration of 6 months		Dates
Chamber Member	£695*	AVAILABLE ON REQUEST
Non-Member	£735*	

*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 shortlist 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 | ■ Early Years Care | ■ Health & Social Care (Adult Care) |
| ■ Customer Service | ■ Teaching Assistant | ■ Team Leading |
| ■ Hairdressing | ■ Business Administration | ■ 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

"For myself as an employer and also as one who had completed an apprenticeship myself at the start of my accountancy career, I see great value in apprenticeships. They offer the tools to train the apprentice through practical experience in the workplace as well as being taught the theory behind what they are doing, on their day at Chamber Training."

- James Rose, McGlone Wardzynski

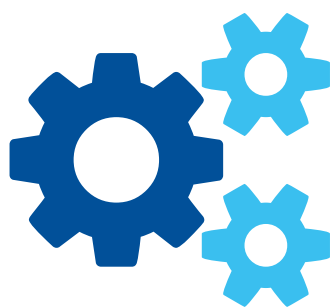


We will work with you to:

- 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

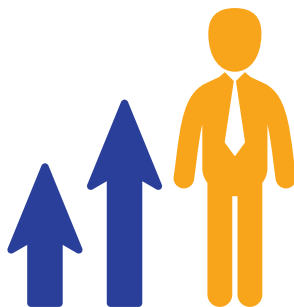
Our team will advise on how Apprenticeships are funded, source available grants (subject to availability) and help you to navigate Apprenticeships in simple steps whether your organisation is an Apprenticeship levy contributor or small business.

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



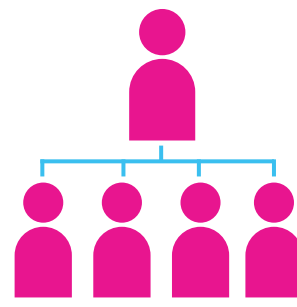
70%

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



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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 it 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 helped 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**

W: **www.cw-chambertraining.co.uk**

Training & Development

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    cw-chambertraining.co.uk



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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 >>