Coventry & Warwickshire Chamber of Commerce Training

Training | Skills | Growth

SKILLS DEVELOP PROSPER 2027 LEARN COURSE DIRECTORY EDUCATE DREAM PROGRESS

Moving forward Together

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Welcome

Welcome to the Coventry & Warwickshire Chamber of Commerce Training Course Directory 2027

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
- International Trade
- 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

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**

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
- Holy Cross Catholic MAC
- Westdale Midlands Ltd
- Getta Life
- Lawton Tube Co

"When we identified a skills need, we contacted Chamber Training who worked closely with us to put together bespoke Excel courses to meet the needs and skill sets across our team. The training was delivered on-site and the Trainer kept everyone engaged throughout with their excellent delivery. Staff feel much more confident and up-skilled in their roles."

- Debbie Hetherington, Deputy Chief Finance Officer, Holy Cross Catholic MAC

Customer Care & **Communication**

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	£195
Non-Member	£225

Available Dates
13th January 2027
2nd June 2027
6th October 2027

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	£195
Non-Member	£225

Available Dates
13th January 2027
2nd June 2027
6th October 2027

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	£195
Non-Member	£225

Available Dates
20th January 2027
9th June 2027
13th October 2027

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	£195
Non-Member	£225

Available Dates
20th January 2027
9th June 2027
13th October 2027

Customer Care & **Communication**

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.

Half-Day: am	
Chamber Member	£195
Non-Member	£225

Available Dates
9th March 2027
14th July 2027
10th November 2027

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

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.

Half-Day: pm	
Chamber Member	£195
Non-Member	£225

Available Dates
9th March 2027
14th July 2027
10th November 2027

Key Content

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

"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

Turn more conversations into contracts - learn how to use the toolkit which gives individuals the mindset, methods and modern tools to win the right opportunities. This learning experience is designed for those who want to extend their skills and add more value to the sales process and their organisation, reflecting how business development is practised today - from targeting the right opportunities and managing a healthy pipeline, through to using AI tools as part of your day-to-day 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.

1 Day	
Chamber Member	£315
Non-Member	£345

Available Dates
11th March 2027
16th September 2027

Full Package	
Chamber Member	£575
Non-Member	£625

Half-Day Online Dates
18th/25th March 2027
23rd/30th Sep 2027

Key Content

Programme - in the classroom

- The Business Development Mindset - defining business development for your organisation
- Finding the right opportunities - market and account research, segmentation and prioritising
- Where to spend time
- Which KASH will help you most?
- What is your business model?
- Planning for success – products or markets?
- Putting yourself across – perfecting your pitch
- Essential negotiation tips for improved outcomes
- Developing through feedback

Programme - growing and sustaining business 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

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.

1 Day	
Chamber Member	£315
Non-Member	£345

Available Dates
14th January 2027
15th April 2027
13th July 2027

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

"Since joining the Chamber a few years ago, we have been pleased to see the range of courses at Chamber Training expand. Courses are well run and delivered by knowledgeable trainers."

- Deighton Ridge, Head of Commercial, GfA ELEKTROMATEN UK Ltd

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.

1 Day	
Chamber Member	£315
Non-Member	£345

Available Dates
9th February 2027
18th May 2027
18th November 2027

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

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.

1 Day	
Chamber Member	£315
Non-Member	£345

Available Dates
12th March 2027
10th June 2027
15th October 2027

Key Content

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

"The training was professional, informative and well delivered, providing us with practical ideas to strengthen our digital marketing, social media and LinkedIn presence. Communication and support from Chamber Training are excellent and we would highly recommend them."

- Su Wood, Sales & Marketing Support Executive, Office Impressions Ltd

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

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	
Chamber Member	£315
Non-Member	£345

Available Dates
6th January 2027
20th October 2027

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	
Chamber Member	£315
Non-Member	£345

Available Dates
29th January 2027
24th September 2027

Performance Management

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	
Chamber Member	£315
Non-Member	£345

Available Dates
28th April 2027
8th September 2027

Finance for Non-Financial Managers

Financial management is a vital part of business management to support effective decision-making. This course builds your financial confidence from the outset - you don't need to become an accountant to understand what the numbers are telling you, and to use that understanding to make better decisions in your own role. No prior knowledge of accounting is required.

Key Content

- Why finance matters to you
- Slicing financial statements to demystify the P&L, balance sheet and cash flow statements
- Budgets, forecasts and cost management
- Cash is King – the difference between profit and cash
- From numbers to decisions
- Practice and application

1 Day	
Chamber Member	£315
Non-Member	£345

Available Dates
6th May 2027
21st October 2027

Management **Essentials**

Negotiation Skills new

You negotiate every day - but the biggest negotiations often have the furthest-reaching implications. This course gives you the mindset, structure and practical tools to prepare well, negotiate with confidence and reach outcomes that work for you and the other side. This highly interactive session is built around live practice and individual feedback - because negotiation is a skill that's learned by doing, not just by listening.

Key Content

- Preparing to negotiate
- Interests and positions
- Knowing your BATNA and the balance of power
- Building rapport and asking better questions
- Negotiating with impact
- Handling tough tactics
- Practice and feedback

1 Day	
Chamber Member	£315
Non-Member	£345

Available Dates
27th January 2027
15th July 2027

Solving Problems and Decision Making

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	
Chamber Member	£315
Non-Member	£345

Available Dates
21st April 2027
24th November 2027

Coaching Skills

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	
Chamber Member	£315
Non-Member	£345

Available Dates
17th March 2027
29th September 2027

"I have always found the training provided by the team to be of a very high standard. The trainers are subject matter experts, knowledgeable and approachable, ensuring that courses are informative and engaging. The training is well organised and professionally managed, with plenty of opportunity to ask questions and discuss real-world challenges."

- Charlie McKinnell, Business Development Manager, Premier Health Products Ltd

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	£895
Non-Member	£1075

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	£195
Non-Member	£225

Available Dates
24th February 2027
16th June 2027
2nd November 2027

"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, managing underperformance and maintaining a positive team environment

Half-Day: pm	
Chamber Member	£195
Non-Member	£225

Available Dates
24th February 2027
16th June 2027
2nd November 2027

"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	£195
Non-Member	£225

Available Dates
3rd March 2027
23rd June 2027
9th November 2027

"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	£195
Non-Member	£225

Available Dates
3rd March 2027
23rd June 2027
9th November 2027

"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 taking appropriate, solution-focused action

Half-Day: am	
Chamber Member	£195
Non-Member	£225

Available Dates
10th March 2027
30th June 2027
16th November 2027

"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	£195
Non-Member	£225

Available Dates
10th March 2027
30th June 2027
16th November 2027

"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.

L2 Award

4 Days*	£825

Available Dates

- 12th/19th/26th Jan & 2nd February 2027
- 8th/15th/22nd/29th June 2027
- 7th/14th/21st/28th October 2027

*Includes Induction and Tutorial days
Price subject to VAT

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

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.

L3 Diploma

15 Days*	£2650

Starting Date

April 2027

*Includes Induction and Tutorial days
Price subject to VAT

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

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.

L5 Certificate

16 Days*	£2750

Starting Date
September 2027

L5 Diploma

37 Days*	£3350

Starting Date
September 2027

*Includes Induction and Tutorial days
Price subject to VAT

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

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

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 3 teaching days as well as observed coaching sessions.

L5 Certificate

3 Days*	£1675

Starting Date
April 2027

*Includes Induction and Tutorial days
Price subject to VAT

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

"I have worked with Chamber Training for over four years, upskilling my team and myself. They have a plethora of training and can customise training to meet your needs. Trainers are of a high standard, professional and put people at ease. The team are a pleasure to deal with and very responsive. I would highly recommend working with Chamber Training to upskill your workforce."

- Sean McFarlane, Head of Production, Millboard

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

Digital Skills

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	
Chamber Member	£225
Non-Member	£245

Available Dates
20th January 2027
14th April 2027
14th July 2027
13th October 2027

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	
Chamber Member	£225
Non-Member	£245

Available Dates
3rd March 2027
23rd June 2027
15th September 2027
10th November 2027

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	
Chamber Member	£225
Non-Member	£245

Available Dates
19th May 2027
17th November 2027

An Introduction to Power BI Desktop

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	£195
Non-Member	£225

Available Dates
10th February 2027
5th May 2027
8th September 2027

Using AI in Business

This course combines essential AI literacy, choosing the right tool for your tasks and practical skills you can apply the same week. It focuses on common business AI tools – M365 Copilot, ChatGPT and Claude. It is designed for business leaders, AI leads or professionals looking to increase efficiency and improve quality using business AI tools.

Key Content

- Selecting the right AI tools (Copilot v ChatGPT v Claude)
- Prompting essentials and building your bank of prompts
- Five core AI uses and their applications across different teams
- AI risks and limitations, protecting your business data and reputation

1 Day	
Chamber Member	£315
Non-Member	£345

Available Dates
4th February 2027
20th May 2027
7th October 2027

Introduction to M365 Copilot new

Copilot is Microsoft's AI assistant and is included with selected Microsoft 365 licence subscriptions. This course focuses on how you can get started with the basic version, with practical applications that are popular with businesses. It is designed for individuals who want to use Copilot as a practical assistant in their work.

Key Content

- Introduction to Copilot and where your data goes
- Personalising Copilot to your way of working
- Prompting principles and setting up your prompt library
- Using Copilot in Outlook, Word and Excel
- Limitations, common mistakes and what you need to check

Half-Day	
Chamber Member	£195
Non-Member	£225

Available Dates
4rd March 2027
16th September 2027
4th November 2027

AI Academy new

Don't get left behind. AI is transforming every industry, and in just a few years, everyone will be using it as naturally as email. The British Chambers of Commerce AI Academy, powered by PAIR, gives your team the practical skills to stay ahead – so you're not playing catch-up while competitors surge forward. The Academy is an online licence where individuals can develop their skills and knowledge of the application of AI in a highly practical, personalised context.

Licence Prices	
Chamber Member	£169
Non-Member	£199

How it works: three stages to AI skills

AI Fundamentals Masterclass

Build a strong foundation in AI's everyday capabilities. Focus: writing, research, and communication

AI Proficiency Masterclass

Learn to apply AI across core business functions - idea generation, data analysis, project support

AI Mastery Masterclass

Develop strategic AI skills. Dive into advanced reasoning, agents, and personalisation

International **Trade**

Export Procedures and Documentation

This half-day course provides a practical overview of the export process, following goods from customer order through to delivery. Delegates will learn the roles of key parties involved, understand the essential documents used in international trade, and explore the customs, VAT and compliance requirements needed to keep export shipments moving efficiently.

Key Content

- The export process from order receipt through to delivery
- Roles and responsibilities of exporters, freight forwarders, customs agents and carriers
- Key shipping procedures and export documentation for road, sea and air freight
- Understanding Incoterms and their impact on transport, insurance and customs responsibilities
- Export declarations, VAT zero-rating requirements and export licensing controls
- Common documentation errors, shipment delays and compliance risks

Half-Day Online	
Chamber Member	£210
Non-Member	£245

Available Dates
10th February 2027
15th September 2027

Import Procedures and Documentation

This half-day course provides a practical overview of the import process, following goods from order placement through to customs clearance and release. Delegates will learn the roles of key parties involved, understand the documents and declarations required, explore how duty and VAT are calculated and gain awareness of customs reliefs, compliance responsibilities and the impact of UK CBAM requirements.

Key Content

- The import process from purchase order through to customs clearance and release
- Roles and responsibilities of importers, suppliers, freight forwarders and customs agents
- Key import documents, shipping procedures and customs requirements
- Understanding Incoterms and their impact on transport, insurance and customs obligations
- Duty and VAT calculations, including classification, valuation, origin and postponed VAT accounting
- Customs reliefs, compliance record keeping and UK CBAM requirements for affected imports from 2027

Half-Day Online	
Chamber Member	£210
Non-Member	£245

Available Dates
10th March 2027
6th October 2027

Commodity Codes and Classification

Correct commodity classification is essential for determining duty rates, preferential origin eligibility, licensing requirements and wider trade measures. This half-day course provides a practical guide to classifying goods using the UK Trade Tariff, applying the General Interpretative Rules, managing complex classification scenarios, evidencing decisions and preparing product data for the significant HS 2028 changes.

Half-Day Online	
Chamber Member	£210
Non-Member	£245

Available Dates
16th June 2027
24th November 2027

Key Content

- Understanding the impact of commodity codes and the cost of misclassification
- Applying the General Interpretative Rules and classification methodology
- Using section, chapter and explanatory notes effectively
- Navigating the UK Trade Tariff and import/export code structures
- Managing complex classifications including parts, accessories, sets and composite goods
- Advance Tariff Rulings, audit-ready record keeping and preparation for HS 2028 changes

International **Trade**

Incoterms 2020

This half-day course provides a practical understanding of the 11 Incoterms® 2020 rules and how they allocate costs, risks and responsibilities between buyers and sellers. Delegates will learn how to select the most appropriate term, understand its impact on transport, insurance and customs processes and avoid common mistakes that can lead to delays, disputes and unexpected costs.

Key Content

- Understanding what Incoterms® 2020 do and do not cover
- The 11 Incoterms® rules and when risk transfers between buyer and seller
- The differences between E, F, C and D terms and their business implications
- The importance of the named place and its impact on responsibilities and costs
- Insurance, customs valuation and duty considerations under different Incoterms®
- Common misconceptions and risks of incorrect use
- Common Incoterms® mistakes and how to select the appropriate rule for your trade transaction

Half-Day Online	
Chamber Member	£210
Non-Member	£245

Available Dates
12th May 2027
10th November 2027

Rules of Origin

This half-day course provides a practical understanding of how origin is determined and how businesses can support preferential origin claims under international trade agreements. Delegates will learn the key origin rules, documentation requirements and verification processes needed to reduce duty costs, maintain compliance and successfully defend origin claims.

Key Content

- Understanding preferential and non-preferential origin and why origin matters
- Applying origin tests, including wholly obtained and sufficient processing rules
- Product-specific rules, tariff shift, value content and cumulation
- Origin documentation, including statements on origin and supplier declarations
- Applying origin requirements under key trade agreements, including UK-EU, UK-India and CPTPP
- Preparing for HMRC verification checks and maintaining audit-ready records

Half-Day Online	
Chamber Member	£210
Non-Member	£245

Available Dates
21st April 2027
20th October 2027

Preparing for an HMRC Customs Audit

HMRC does not usually open a customs compliance check at random. It starts from the importer's own declaration data, which shows patterns long before anyone visits. This half-day course explains how an audit works, provides practical guidance on HMRC customs compliance checks, enable businesses to understand why audits take place, what HMRC reviews and how to prepare effectively. Delegates will learn how to identify and correct compliance issues, manage HMRC enquiries confidently and reduce the risk of penalties, duty assessments and future compliance concerns.

Half-Day Online	
Chamber Member	£210
Non-Member	£245

Available Dates
14th July 2027
8th December 2027

Key Content

- Understanding why HMRC opens customs compliance checks and what they typically review
- HMRC powers, importer responsibilities and the audit process
- Key compliance risk areas including classification, valuation, origin and customs procedures
- Record-keeping requirements and preparing for an HMRC review
- Voluntary disclosures, post-clearance duty assessments and penalty mitigation
- Reclaiming overpaid duty and maintaining ongoing customs compliance after an audit

Health, Safety & **Well-being**

First Aid at Work

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.

3 Days	
Chamber Member	£355
Non-Member	£395

Available Dates
9th/16th/23rd Mar 2027
7th/14th/21st Sep 2027

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

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.

1 Day	
Chamber Member	£255
Non-Member	£275

Available Dates
12th February 2027
5th November 2027

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

"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.

1 Day	
Chamber Member	£315
Non-Member	£345

Available Dates
3rd February 2027
23rd September 2027

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.

"Clear, interactive and well-led."

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 40 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
- Customer Service
- Hairdressing
- Project Management
- Sales Executive
- Early Years Care
- Teaching Assistant
- Business Administration
- Regulatory Compliance
- HR Support
- Health & Social Care (Adult Care)
- Dental Nursing
- Warehousing
- Leadership in Care
- Learning and Development Practitioner

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

"Having worked closely with Chamber Training for over a decade, I have always found them to be very supportive, helpful and accommodating of our business needs."

-Robert Hetherton, Credit Manager, City Electrical Factors Ltd

Ofsted Good Provider

ilm Approved Centre

City & Guilds

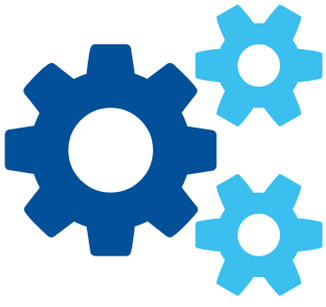
cw-chambertraining.co.uk

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

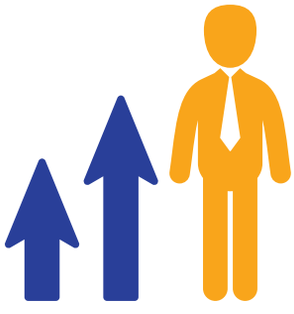
Our team will advise on how Apprenticeships are funded, source available grants (subject to availability) and help you to navigate Apprenticeships in simple steps whether your organisation is an Apprenticeship levy contributor or small business.

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



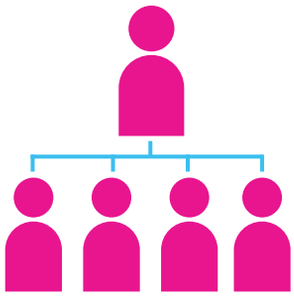
70%

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

"We have been working with Chamber Training for many years now and we find our apprentices really benefit from learning theoretical accounting principles alongside seeing real-world examples in the workplace. Chamber Training fully support our apprentices which has enabled them to achieve high pass rates and develop rewarding careers."

- Laura Morse, Head of Accounts Department, TGFP

Chamber **Partnership**

Coventry & Warwickshire Chamber of Commerce

Connecting Businesses. Creating Opportunities. Championing Growth.

For more than a century, Coventry & Warwickshire Chamber of Commerce has supported businesses across the region to start, grow, innovate and succeed. As one of the UK's leading accredited Chambers of Commerce, we provide practical support, expert advice, influential representation and valuable connections that help businesses of all sizes achieve their ambitions.

Membership Services

Our membership network brings together businesses from every sector, creating opportunities to build relationships, raise profile and access exclusive services. Members benefit from networking opportunities, promotional platforms, expert advice lines, business savings and representation at local, regional and national levels.

Networking & Events

We deliver a year-round programme of business events, workshops, conferences and networking opportunities designed to connect organisations, share knowledge and stimulate collaboration. Whether you are looking to develop new partnerships, generate leads or stay informed about the latest business trends, our events provide valuable opportunities to engage with the wider business community.

Business Growth Services

Our experienced advisers offer support at every stage of the business journey. From start-up guidance and business development to specialist growth programmes, we can help organisations overcome challenges and realise their potential. Over recent years, the Chamber has supported hundreds of businesses to develop, grow, and innovate.

International Trade

We help businesses trade confidently and compliantly across the world. Our team provides export documentation, customs support, international market advice, specialist training and access to global Chamber networks. Whether you are new to exporting or looking to expand into new markets, we provide the expertise and connections to support your business to go global.

Skills, Talent & Workforce Development

Through Chamber Training, we support employers to develop and upskill their workforce through apprenticeships, accredited training programmes, leadership development and professional qualifications. Training solutions are designed in partnership with employers to address current and future skills needs across the region.

Business Representation & Policy

As the leading voice of business across Coventry and Warwickshire, we represent member interests with local authorities, regional partners, central government and the British Chambers of Commerce network. Through economic surveys, business forums and direct engagement, we ensure that business views help shape policy and economic development priorities.

Why Choose the Chamber?

- Trusted business support from a respected local organisation
- Access to one of the region's largest business networks
- Practical advice, services and cost-saving benefits
- Local expertise with national influence and global reach
- Dedicated support for business growth, skills and international trade

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

Whether you are launching a new venture, growing an established organisation or developing your workforce, Coventry & Warwickshire Chamber of Commerce is here to help your business thrive.

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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Business Representation

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Coventry & Warwickshire Chamber of Commerce Training

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High Quality Courses, Skilled Staff, Business Success

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Moving forward Together