

Derbyshire Learning Programme 2018

Core Skills and Knowledge

Leadership and Management



Introduction

Welcome to the Derbyshire Learning Programme which offers learning opportunities to employees in all departments. This is to develop the skills and knowledge required by employees to provide high quality services.

The learning events in this programme are set out in two categories: 'Core Skills and Knowledge' and 'Leadership and Management'. For ease of reference the learning activities/workshops are also listed alphabetically.

Communicating the programme to employees:

Learning & Development contacts in Departments are requested to forward the programme on to managers and employees.

Managers should ensure that members of their team are aware of the learning programme and arrange for a copy of the programme to be printed out and displayed on notice boards for employees without internet access. Paper copies should be made available to employees who work out on site.

The programme is regularly updated to reflect new opportunities. The latest version can be accessed on DNet:

http://dnet/working_for_us/Learning_and_Development/courses/default.asp

For employees, without access to DNet, the programme is also published on the council's external web site:

http://www.derbyshire.gov.uk/working_for_us/workforce_development/learning_development/default.asp

Information on how to use the Learning Centre to check the availability of events and access e-learning courses via the Derbyshire Learning Platform (DLP) is provided in this programme (please refer to contents page).

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How to Book on to Events

Appropriate departmental forms must be completed and authorised, by your line manager, in order to apply for a place on any of the events in the programme.

The course code and locator numbers, that you will need to complete your Department's training application form, have been included in the programme. On your Department's application form please include the cost centre code that your training should be charged to. This will enable accurate and timely recharges to be made.

Your Department's learning and development application form can be accessed on DNet:

http://dnet/working_for_us/Learning_and_Development/dept_training_information/default.asp

Departmental Learning & Development Administration contacts

Departmental learning and development administrators are responsible for booking places on the Learning Programme. Your application should be sent to your administration contact identified below. If there are no places left on an event, that you need to attend, you may be 'wait-listed' in case a last minute place becomes available. If no space becomes available you may ask your Manager or training administrator to add the need for a learning activity into your learning plan. This supports planning future events to meet identified demand.

If you have any queries please contact your Departmental contact named below in the first instance.

Adult Care – Contact the Staff Education & Training Centre (SETC) at Ripley. Reception: 01629 531496.

Training application links for Adult Care are published on the external website:

http://www.derbyshire.gov.uk/social_health/staff_educ_train/apply/default.asp

Please e-mail approved and completed training applications to: SSDtraining@derbyshire.gov.uk

This is listed in the Microsoft Outlook Global Address List as SSD training (Adult Care).

Children's Services – Training application links are published on:

http://dnet/working_for_us/Learning_and_Development/dept_training_information/caya/default.asp

Please e-mail approved and completed learning & development application forms for Children's Services employees to:

LearningandDevelopment@derbyshire.gov.uk

This is listed in the Microsoft Outlook Global Address List as Learning and Development (Childrens Services).

Commissioning, Communities and Policy (CCP) – Please follow your Division’s agreed booking procedure which is published on:
http://dnet/working_for_us/Learning_and_Development/dept_training_information/corporate_resources/default.asp

Please **e-mail approved training application forms for CCP except for Property, ICT and Communities** to:
BusinessSupport.personnel@derbyshire.gov.uk

For training application queries for Finance, HR & Legal Divisions please contact: Charlie Greaves on Ext 39273.

For CCP Property Division employees please e-mail training applications to Sarah Wilde, Business Services Officer.
E-mail: sarah.wilde@derbyshire.gov.uk

For CCP ICT employees, please e-mail training applications to: projectsupportteam@derbyshire.gov.uk
For ICT training queries please contact: Joe Lynch or e-mail projectsupportteam@derbyshire.gov.uk

For Communities (Libraries, Trading Standards and Community Safety) please contact Debbie Higton on Ext 36598

Economy, Transport and Environment (ETE) –

For Learning & Development queries please contact Lisa Hardy e-mail: lisa.hardy@derbyshire.gov.uk Ext 38121

For training administration queries please contact Lynn Quinn on Ext 38622

Training application procedures are published on:

http://dnet/working_for_us/Learning_and_Development/dept_training_information/environmental_services/environmental_Services/default.asp

Important Information about Events Confirmation & Joining Instructions

Following enrolment, by your Department, you will receive an automated confirmation of your place from the e-mail address:
learning@derbyshire.gov.uk Joining instructions will be e-mailed approximately two weeks prior to your event taking place. Your Manager will be copied into these communications.

Late Cancellations

Cancellation of any booking **within a period of 15 working days before** the event date, or non-attendance, will result in a charge being made to your Department's learning and development budget.

The exception to this is for Microsoft Excel and Word 2013 courses when a late cancellation fee will be charged if your place is cancelled **within a period of 20 working days before the day of the course.**

The late cancellation charge will be for the advertised cost for a place on your event or course.

If there is no initial advertised cost for the event then we reserve the right to charge a late cancellation fee.

Event Duration

The events vary in length from a couple of hours to a full day. The dates and times for each event are included in the programme.

No Lunches or Refreshments:

No lunches or drinks will be provided on any learning events. We recommend that participants bring their own packed lunches and refreshments with them.

Alternative Booking Procedures

A few of the events in this programme have different booking procedures to those outlined above and do **not** go through Departmental training administrators. Details are provided below:

The link below takes you to the general course page, where all Community Safety courses can be accessed:
<http://www.saferderbyshire.gov.uk/training-and-resources/courses-and-bookings/default.asp> (on-line booking)

For Practical Project Management events please contact Aileen Hammerton e-mail: aileen.hammerton@derbyshire.gov.uk
Tel: 01629 536939 Ext 36939.



Learning Centre

The Learning Centre is accessible from your computer's desktop and displays information held in the Learning Development System (LDS). It allows you to search for internal events on the learning programme and view your own training record and learning plan. Managers can also manage their team's training activities to ensure an effective and pro-active approach is taken to learning and development across the council.

Accessing the Learning Centre is easy. All you need to do is double-click the 'T' for training icon on your computer's desktop. Click on the '*Welcome to the Learning Centre*' link on the DNET page that appears. Follow the instructions on this page to first create a temporary password and then a secure one. This will enable you to access the Learning Centre's dashboard. When you have logged into the Learning Centre you will be able to:

- Look at your own training record including any qualifications undertaken.
- Look at the training assigned to your Learning Plan.
- Search for internal events, the dates that they are running and how many places are available. It also confirms the venue, aims and objectives of the event and other relevant information to help you ensure that the training best meets your development needs.
- View who else is booked on to the event that you are attending to enable car sharing and assist Smarter Travel initiatives.

If you are a Manager you will also be able to:

- Access your 'direct reports' training records and learning plans and view the progress of their development.
- Add and remove courses identified as part of the 'My Plan' process to your direct reports learning plans.
- Have assigned the direct reports of other Managers (if there is an agreed operational need).

If you need more information about the Learning Centre please contact Barry Aldridge on 01629 536933

E-mail: barry.aldridge@derbyshire.gov.uk

Learning Platform - Online e-learning

The Learning and Development team are identifying new initiatives to deliver non-traditional methods of delivering learning for employees to complement the existing programme.

At Derbyshire Learning Online you can find learning and development opportunities on a wide range of topics. You can access them from any computer, laptop, tablet or mobile phone, either at home or at work, when and where you need it and at a time to suit you and your role.

You can log-on to Derbyshire Learning on-line by typing **derbyshire.learningpool.com** into your Chrome web browser's address bar.

Your username is your SAP payroll number and the password is welcome.

You will be required to change your password – just follow the 'on-screen' instructions.

Once you've done this, you'll be taken to your profile page.

If you have difficulties 'logging-on' please email: dlo@derbyshire.gov.uk

To access the main site click on the 'Home' tab.

New resources and courses will be added on a regular basis. If you have ideas on what you would like to see, please contact your departmental e-learning champion:

Economy, Transport and Environment (ETE)

To be advised.

Children's Services

Pam Curley Tel: 01629 531478 email: pam.curley@derbyshire.gov.uk or Claire Austin Tel: 01629 532053 email: claire.austin@derbyshire.gov.uk

Adult Care

Catherine Measures Tel: 01629 531465 email: catherine.measures@derbyshire.gov.uk

Commissioning, Communities and Policy (CCP)

Chris Mills Tel: 01629 536971 email: chris.mills@derbyshire.gov.uk

Please note: To access the online modules you will need to make sure that your 'pop-ups' are enabled in the browser on your computer.

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Core Skills & Knowledge Section

Community Safety

Learning & Development contact: Katya Bates, Community Safety Learning & Development Officer

E-mail: katya.bates@derbyshire.gov.uk Telephone: 01629 538495

How to Book: Community Safety courses are open to multi-agency partners and so are bookable on-line via the Safer Derbyshire website, rather than via LDS. Your DCC learning record in LDS will be updated when you book on-line. You can use the web-link shown against each course to find information on new dates, latest availability and to access the 'on-line' booking form for each course.

Some courses are e-learning modules accessed via Derbyshire Learning Online (Learning Pool).

The link below takes you to the general course page, where all Community Safety courses can be accessed:

<https://www.saferderbyshire.gov.uk/training-and-resources/courses-and-bookings/courses-and-bookings.aspx> (on-line booking)

Community Safety: An Introduction (eLearning)

Now available on Derbyshire Learning Online (Learning Pool). Please refer to page 10 for details on how to access the Derbyshire Learning Online website or click [here](#).

'Community Safety: An introduction' provides a brief overview of what 'community safety' is and how it works in Derbyshire. You'll also discover where to find further information, support and training.

To access the eLearning log-on to Learning Pool and search for 'community'. As with all training, please ensure that you have your line manager's permission to undertake this in work time.

<p>Introduction to Community Safety -To introduce you to community safety issues in a practical and interactive way. It covers the changing national perspective, will help you understand how community safety is addressed in Derbyshire, and gives you the chance to think about how your role fits in to the agenda. Suitable for all DCC staff and multi-agency partners.</p>			
Frequency and Duration	Latest Dates and Booking	Cost per Place	Provider
Runs quarterly and is a half day course, usually 9.15 – 12.00.	To see the dates, latest availability and to book your place online click here .	Fully funded	DCC Community Safety

Anti-Social Behaviour: Tools and Powers (eLearning)

Now available on Derbyshire Learning Online (Learning Pool). Please refer to page 10 for details on how to access the Derbyshire Learning Online website or click [here](#).

Anti-Social Behaviour: Tools and Powers provides a brief overview of how anti-social behaviour (ASB) is tackled in Derbyshire. You'll learn more about what ASB is, the agencies involved and the tools and powers they use.

To access the eLearning log-on to Learning Pool and search for 'ASB'. As with all training, please ensure that you have your line manager's permission to undertake this in work time.

Child Sexual Exploitation: An Introduction (eLearning)

Now available on Derbyshire Learning Online (Learning Pool). Please refer to page 10 for details on how to access the Derbyshire Learning Online website or click [here](#)

Child Sexual Exploitation: An Introduction provides a brief overview of what child sexual exploitation (CSE) is, including how to spot the signs that someone could be being groomed for CSE and how to share your concerns in Derbyshire.

To access the eLearning log-on to Learning Pool and search for ‘Child’. As with all training, please ensure that you have your line manager’s permission to undertake this in work time.

Multi-Agency CSE Training: Recognising and Reporting - This FREE 4 hour course will assist you in identifying potential Child Sexual Exploitation, which you may encounter during the course of your work. This basic awareness raising course will inform you of the risk indicators, signs to look out for in the local community and where to report. Suitable for all DCC staff and multi-agency partners.

Frequency and Duration	Latest Dates and Booking	Cost per Place	Provider
Runs bi-monthly and is a half day course, usually 9.15 – 12.30.	To see more information and how to book your place click here	Fully funded	DSCB & DCC Community Safety

Domestic Abuse: An Introduction (eLearning)

Now available on Derbyshire Learning Online (Learning Pool). Please refer to page 10 for details on how to access the Derbyshire Learning Online website or click [here](#)

This short module provides a brief overview of what domestic abuse is, including how to spot the signs that someone is experiencing abuse and how to share your concerns in Derbyshire.

To access the eLearning log-on to Learning Pool and search for ‘Domestic’. As with all training, please ensure that you have your line manager’s permission to undertake this in work time.

Domestic Abuse Awareness - An introduction to Domestic Abuse and its effects which explores: the different forms of domestic abuse, why it occurs, facts and myths, including leaving abusive relationships. Suitable for all DCC staff and multi-agency partners.

Frequency and Duration	Latest Dates and Booking	Cost per Place	Provider
Runs quarterly and is a half day course, usually 9.00 – 12.30.	To see the dates, latest availability and to book your place online click here	Fully funded	DCC Community Safety

Honour Based Violence and Forced Marriage (eLearning)

Now available on Derbyshire Learning Online (Learning Pool). Please refer to page 10 for details on how to access the Derbyshire Learning Online website or click [here](#)

Honour based violence forced marriage eLearning provides a brief overview of what these types of abuse are, including how to spot the signs that someone is experiencing abuse and how to share your concerns in Derbyshire.

To access the eLearning log-on to Learning Pool and search for 'Honour'. As with all training, please ensure that you have your line manager's permission to undertake this in work time.

MARAC - To give you a clearer insight into Multi-Agency Risk Assessment Conferences (MARACS) and how they support victims of the most serious cases of Domestic Abuse. Suitable for all DCC staff and multi-agency partners who may take a disclosure regarding domestic abuse.

Frequency and Duration	Latest Dates and Booking	Cost per Place	Provider
Runs quarterly and is a full day course, usually 9.15 – 15.30.	To see the dates, latest availability and to book your place online click here	Fully funded	DCC Community Safety

Hate Crime: An Introduction (eLearning)

Now available on Derbyshire Learning Online (Learning Pool). Please refer to page 10 for details on how to access the Derbyshire Learning Online website or click [here](#)

'Hate crime: An introduction' provides a brief overview of what hate crime is, including how to spot the signs that someone is experiencing hate crime and how to get help and support for victims in Derbyshire.

To access the eLearning log-on to Learning Pool and search for 'Hate Crime'. As with all training, please ensure that you have your line manager's permission to undertake this in work time.

Hate Crime Awareness - An introduction to Hate Crime and its effects, taking in both national and local perspectives. You'll learn how to identify hate crime, who it affects and understand how to report it. Suitable for all DCC staff and multi-agency partners.

Frequency and Duration	Latest Dates and Booking	Cost per Place	Provider
Runs quarterly and is a half day course, usually 9.00 – 12.30.	To see the dates, latest availability and to book your place online click here	Fully funded	DCC Community Safety

<p>MAPPA courses – Foundation and Practitioner Level - Offered to agencies that are actively involved with Multi Agency Public protection Arrangements (MAPPA) and where staff require a basic level of understanding of MAPPA.</p>			
Frequency and Duration	Latest Dates and Booking	Cost per Place	Provider
<p>Both Foundation and Practitioner level courses are half day sessions and run 2-3 times per year</p>	<p>For dates and availability, please contact Martin Gardner (Deputy MAPPA Coordinator) on 0300 122 5464.</p> <p>Further information click here</p>	<p>Fully funded</p>	<p>MAPPA Coordination Unit, Derbyshire.</p>

Modern Slavery: An Introduction (eLearning)

Now available on Derbyshire Learning Online (Learning Pool). Please refer to page 10 for details on how to access the Derbyshire Learning Online website or click [here](#).

'Modern Slavery: An introduction' provides a brief overview of what modern slavery is, including how to spot the signs and how to share your concerns in Derbyshire.

To access the eLearning log-on to Learning Pool and search for 'modern'. As with all training, please ensure that you have your line manager's permission to undertake this in work time.

WRAP - Counter Terrorism Training – This free half day Workshop to Raise Awareness of Prevent (WRAP) is intended for practitioners who have little or no knowledge of the Prevent agenda, who work in communities and/or work with vulnerable individuals across Derbyshire. The session includes an input on Keystone (Derbyshire Constabulary’s ‘counter terrorism and the community’ initiative). It will also assist frontline staff with their obligations under the new statutory ‘Prevent’ duty. Suitable for all frontline DCC staff and multi-agency partners.

Frequency and Duration	Latest Dates and Booking	Cost per Place	Provider
Runs bi-monthly and is a half day course, usually 9.15 – 12.30.	To see the dates, latest availability and to book your place online click here	Fully funded	DCC Community Safety

Prevent eLearning Course

Prevent eLearning - Now available on Derbyshire Learning Online (Learning Pool). Please refer to page 10 for details on how to access the Derbyshire Learning Online website or click [here](#)

This short module is an introduction to the new statutory ‘Prevent’ duty and is ideal for staff who are not ‘frontline’ or who find it difficult to access a half day WRAP training session. It covers how to spot the signs of radicalisation and how to share any concerns you may have.

To access the eLearning log-on to Learning Pool and search for ‘Prevent’. As with all training, please ensure that you have your line manager’s permission to undertake this in work time.

Core Skills & Knowledge Section

Health, Safety & Wellbeing

Learning & Development Contact: Aileen Hammerton, CCP HR Division email aileen.hammerton@derbyshire.gov.uk Ext 36939

<p>Bounceability– Developing your Personal Resilience Activity code: ZLDBDPR001</p> <p>As work and life in general changes so rapidly some of us find we’re more resilient to changes than others. If you want to find out more about what resilience is and how to strengthen your own levels come along to this interactive workshop and enjoy a few hours of practical fun exercises so that you can ‘bounce back’ in any situation.</p>					
Day & Dates	Times	Locator Numbers	Training Venue	Cost per place	Provider
TBC				Fully funded	

<p>Coping with Stress – Activity code: ZLDOTHCWS1</p> <p>This workshop is designed to support delegates in dealing with personal stress both inside and outside of work.</p>					
Day & Dates	Times	Locator Numbers	Training Venue	Cost per place	Provider
Tuesday 17 April 2018	9.30am - 4.00pm	106668	L&D Room 1, Parkwood Centre, Alfreton	£60	DACES

Dementia Friends – Activity Code:ZLDDEMFI1

Delivered by Dementia Friends Champions to help you understand what it’s like to live with dementia and the actions you can take – anyone of any age can be a Dementia Friend. You will learn more about dementia and how you can help to create dementia friendly communities and make Derbyshire County Council more dementia friendly.

For more information please visit the website: www.dementiafriends.org.uk

Day & Dates	Times	Locator Numbers	Training Venue	Cost per place	Provider
Tuesday 6 February 2018	09.15-10.15am	96322	Committee room 1, County Hall, Matlock	CR 1, County Hall, Matlock	In-house – Paul Miles, Public Health

Mindfulness – Activity code: ZLD

New workshop for 2018! Mindfulness is a practice that individuals can do on a day to day basis. It can enable participants to change the way that they think and feel about their experiences, especially stressful experiences. As a mind-body approach, it can increase our ability to manage difficult situations and make wise choices, in work and in life outside work.

Day & Dates	Times	Locator Numbers	Training Venue	Cost per place	Provider
TBC	9.30am - 4.00pm		L&D Room 1, Parkwood Centre, Alfreton	£60	DACES

Managing Mental Health – Activity code: ZLDMMHAT15

To provide an opportunity to explore how best to manage and support staff.

For more information please go onto DNet using the following link:
http://dnet/working_for_us/Learning_and_Development/courses/Course_Outlines/default.asp

Day & Dates	Times	Locator Numbers	Training Venue	Cost per place	Provider
Monday 22 January 2018	9.30am - 1.00pm	104848	Training Room 2, Staff Education Training Centre, Long Close, Cemetery Lane, Ripley DE5 3HY	Fully funded	In-house Lorraine Knights Adult Care
Tuesday 20 March 2018		104849	Training Room 2, Staff Education Training Centre, Long Close, Cemetery Lane, Ripley DE5 3HY		
Wednesday 16 May 2018		104851	L&D Room 1, Parkwood Centre, Alfreton		
Tuesday 24 July 2018		104853	Committee room 1, County Hall, Matlock		
Wednesday 12 September 2018		104852	L&D Room 1, Parkwood Centre, Alfreton		
Tuesday 20 November 2018		104850	Training Room 2, Staff Education Training Centre, Long Close, Cemetery Lane, Ripley DE5 3HY		

The contact officer for the following generic Health and Safety courses is John Pearce, Health and Safety Consultant, HR Division, CCP Department email john.pearce@derbyshire.gov.uk Tel 01629 536970

To find out more about the following workshops contact John Pearce or look on D-Net under http://dnet/working_for_us/your_wellbeing/training/health_safety/default.asp

Fire Safety – Activity Code: ZLDHESFS01					
Provides participants with general fire awareness as well as fire prevention arrangements and how to recognise and use fire extinguishers.					
Day & Dates	Times	Locator Numbers	Training Venue	Cost per place	Provider
Friday 2 February 2018	9.30 am – 12.30 pm	105069	Fairfield Adult Community Education Community room	Fully funded apart from Markham Vale	In-house John Pearce
Monday 26 February 2018		106702	L&D room 1, Parkwood Centre, Alfreton		
Monday 12 March 2018		105070	*Markham Vale Environment Centre	*Cost of £10 per delegate	
Monday 9 April 2018		105071	L&D room 1, Parkwood Centre, Alfreton		
Thursday 3 May 2018		105072	Fairfield Adult Community Education Main Hall		
Friday 8 June 2018		105073	*Markham Vale Environment Centre		
Monday 9 July 2018		106811	*Markham Vale Environment Centre		
Friday 17 August 2018		106812	Fairfield Adult Community Education Community room		
Thursday 6 September 2018		106813	*Markham Vale Environment Centre		
Monday 8 October 2018		106814	L&D room 1, Parkwood Centre, Alfreton		
Monday 12 November 2018		106815	*Markham Vale Environment Centre		
Friday 14 December 2018		106816	Fairfield Adult Community Education Main Hall		

Introduction to Managing Safely – Activity Code: ZLDHESIMS1					
This course is aimed at first line supervisors and provides participants with a basic overview of accident prevention, some knowledge of health and safety law and compares and contrasts reactive and proactive measures to manage health and safety in the workplace.					
Day & Dates	Times	Locator Numbers	Training Venue	Cost per place	Provider
Thursday 24 May 2018	9.00am - 4.00pm	105097	*Markham Vale Environment Centre	Fully funded apart from Markham Vale *Cost of £20 per delegate	In-house – John Pearce
Thursday 20 September 2018		106837	L&D room 1, Parkwood Centre, Alfreton		

Managing Asbestos – Activity code: CPROPHS001					
To inform ‘Duty Holders’ of their responsibilities to Manage Asbestos, understand the appropriate legislation and prepare them to initiate asbestos management procedures on their respective sites.					
Day & Dates	Times	Locator Numbers	Training Venue	Cost per place	Provider
Friday 2 February 2018	9.30am - 1.00pm	106637	Markham Vale	Fully funded – there may be a charge for external people.	To book a place contact your L and D team. For schools contact Workforce Development on 01629 536546. Any queries contact H&S on 01629 536315.
Friday 2 March 2018		106638	Denby Depot		
Thursday 19 April 2018		106639	Fairfield ACE- Main Hall		
Friday 28 September 2018		106641	Markham Vale		
Friday 12 October 2018		106642	Denby Depot		
Thursday 29 November 2018		106646	Fairfield ACE – Main Hall		

Manual Handling – Activity code: ZLDHESMH01					
Provides participants with an awareness of possible injuries when manual handling, safe lifting techniques, and ways to adopt a good posture when working.					
Day & Dates	Times	Locator Numbers	Training Venue	Cost per place	Provider
Friday 19 January 2018	9.30 am – 12.30 pm	105081	*Markham Vale Environment Centre	Fully funded apart from Markham Vale *Cost of £10 per delegate	In-house – John Pearce
Monday 5 February 2018		105082	Dronfield Library Meeting room		
Monday 5 March 2018		105083	L&D Room 1, Parkwood Centre, Alfreton		
Friday 13 April 2018		105084	Fairfield Adult Community Education Centre Community room		
Friday 11 May 2018		105085	*Markham Vale Environment Centre		
Monday 11 June 2018		105086	Fairfield Adult Community Education Centre Community room		
Friday 6 July 2018		106805	*Markham Vale Environment Centre		
Tuesday 14 August 2018		106806	L&D Room 1, Parkwood Centre, Alfreton		
Monday 17 September 2018		106807	Fairfield Adult Community Education Centre Community room		
Monday 15 October 2018		106808	L&D Room 1, Parkwood Centre, Alfreton		
Friday 9 November 2018		106809	*Markham Vale Environment Centre		
Monday 3 December 2018		106810	Fairfield Adult Community Education Centre Community room		

Managing Legionella – Activity code: CPROP

These training sessions have been specifically tailored for the person who is delegated to carry out the on-site Legionella monitoring.

Although the responsibility for onsite Legionella temperature testing lies with the Premises Duty Holder (Head teacher, Premises Manager etc), this duty is usually delegated to a responsible person eg caretaker, office personnel, site manager etc. Therefore the person attending the training should be the one carrying out the periodic monitoring.

Day & Dates	Times	Locator Numbers	Training Venue	Cost per place	Booking
Friday 23 March 2018	10.00 -13.30	106778	Denby Depot	Fully funded – there may be a charge for external people	Contact your Learning and Development team, for schools contact Workforce Development on 01629 536546 Any queries please contact Health and Safety on 01629 536315.
Wednesday 16 May 2018	9.30 - 13.00	106779	Markham Vale		
Friday 22 June 2018	9.30 -13.00	106780	Fairfield Centre		
Wednesday 10 October 2018	9.30 - 13.00	106781	Markham Vale		
Friday 16 November 2018	10.00 - 13.30	106782	Denby Depot		

Managing Safely – Activity code: ZLDHESMS01

One week course over period. Provides participants with a broad understanding of accident prevention, various legal implications, workplace hazards and corresponding workplace precautions to reduce the risk to employees and various concepts that will help you as a manager deal with health and safety issues within the workplace.

Day & Dates	Times	Locator Numbers	Training Venue	Cost per place	Provider
1, 8, 15, 22, and 29 March 2018	9:00 am -4.00 pm	102171	Markham Vale Environment Centre	£100	In-house – John Pearce
4, 11, 18, 25 October 2018 1 November 2018		102172	Markham Vale Environment Centre		

Noise, HAVS and MH – Activity code: ZLDHESHA VS

Provides participants with a better awareness of noise and vibration, simple ways to reduce the effects of both noise and vibration as well as useful, practical tips to move and handle inanimate loads safely

Day & Dates	Times	Locator Numbers	Training Venue	Cost per place	Provider
Thursday 4 January 2018	9.30 am – 12.30 pm	105060	L&D Room 1, Parkwood Centre, Alfreton	Fully funded apart from Markham Vale *£10 per delegate	In-house – John Pearce
Friday 27 April 2018		105061	*Markham Vale Environment Centre		
Tuesday 4 September 2018		106834	L&D Room 1, Parkwood Centre, Alfreton		
Thursday 22 November 2018		106835	Fairfield Adult Community Education Centre Community room		
Monday 17 December 2018		106836	*Markham Vale Environment Centre		

Operational Fire Risk Assessment – Activity code: ZLDHESFRA1					
The Operational Fire Risk Assessment course is aimed at employees who have the responsibility or are involved in the process of carrying out Operational Fire Risk Assessments on DCC premises. The course outlines the duties of the ‘Responsible Person’ under The Regulatory Reform (Fire Safety) Order 2005 (RRO). The course also outlines fire precautions necessary to reduce the risk of fire.					
Day & Dates	Times	Locator Numbers	Training Venue	Cost per place	Provider
Thursday 8 February 2018	9.00 am – 4.00 pm	105093	*Markham Vale Environment Centre	*Cost of £20 per delegate	In-house – John Pearce
Monday 21 May 2018		105094	*Markham Vale Environment Centre		
Wednesday 7 November 2018		106838	*Markham Vale Environment Centre		

Personal Safety – Activity Code: ZLDHESPS01 Provides participants with a basic understanding of situational factors which could affect your personal safety, why people become aggressive, some practical diffusion techniques and some basic personal safety guidance for different situations.					
Day & Dates	Times	Locator Numbers	Training Venue	Cost per place	Provider
Tuesday 16 January 2018	9.00 am – 4.00 pm	105074	Trading Standards Meeting Room	Fully funded, apart from Markham Vale *Cost of £20 per delegate	In-house – John Pearce
Monday 12 February 2018		105076	L&D room 1, Parkwood Centre, Alfreton		
Monday 23 April 2018		105078	Community room, Fairfield Adult Community Education Centre, Buxton		
Wednesday 23 May 2018		105079	Trading Standards Meeting Room		
Wednesday 13 June 2018		105080	L&D room 1, Parkwood Centre, Alfreton		
Monday 16 July 2018		106817	Trading Standards Meeting Room		
Thursday 13 September 2018		106818	Trading Standards Meeting Room		
Wednesday 31 October 2018		106820	L&D room 1, Parkwood Centre, Alfreton		
Thursday 15 November 2018		106819	Trading Standards Meeting Room		
Tuesday 18 December 2018		106821	*Markham Vale Environment Centre		

Work at Height – Activity Code: ZLDCHSWAH1

The course is aimed at employees who use stepladders or ladders to work at height. The course includes a brief guide to the Work at Height Regulations and how to use ladders and stepladders safely.

Day & Dates	Times	Locator Numbers	Training Venue	Cost per place	Provider
Monday 8 January 2018	9.30am - 12.30pm	105062	Community room, Fairfield Adult Community Education Centre, Buxton	Fully funded apart from Markham Vale *Cost of £10 per delegate	In-house – John Pearce
Wednesday 28 February 2018		105063	Bolsover Library meeting room		
Wednesday 7 March 2018		105064	Dronfield Library meeting room		
Monday 16 April 2018		105065	L&D Room 1, Parkwood Centre, Alfreton		
Thursday 17 May 2018		105066	*Markham Vale Environment Centre		
Friday 22 June 2018		105067	*Markham Vale Environment Centre		
Friday 20 July 2018		106828	Community room, Fairfield Adult Community Education Centre, Buxton		
Thursday 23 August 2018		106829	L&D Room 1, Parkwood Centre, Alfreton		
Friday 14 September 2018		106830	*Markham Vale Environment Centre		
Friday 12 October 2018		106831	*Markham Vale Environment Centre		
Friday 23 November 2018		106832	Community room, Fairfield Adult Community Education Centre, Buxton		
Monday 10 December 2018		106833	L&D Room 1, Parkwood Centre, Alfreton		

Working Safely – Activity code: ZLDHESWS01

Provides participants with a basic health and safety understanding as well as the significance of various hazards around the workplace and helps towards employees working more safely.

Day & Dates	Times	Locator Numbers	Training Venue	Cost per place	Provider
Monday 29 January 2018	9.00am – 4.00pm	105087	L&D room 1, Parkwood Centre, Alfreton	Fully funded apart from Markham Vale *Cost of £20 per delegate	In-house – John Pearce
Tuesday 13 February 2018		105088	Trading Standards Meeting Room, Chatsworth Hall, Matlock		
Monday 19 March 2018		105089	Fairfield Adult Community Education Centre Community room		
Thursday 5 April 2018		105090	*Markham Vale Environment Centre		
Tuesday 15 May 2018		105091	L&D room 1, Parkwood Centre, Alfreton		
Tuesday 5 June 2018		105092	Trading Standards Meeting Room, Chatsworth Hall, Matlock		
Wednesday 18 July 2018		106822	*Markham Vale Environment Centre		
Wednesday 15 August 2018		106823	Trading Standards Meeting Room, Chatsworth Hall, Matlock		
Tuesday 25 September 2018		106824	Fairfield Adult Community Education Centre Community room		
Wednesday 17 October 2018		106825	Trading Standards Meeting Room, Chatsworth Hall, Matlock		
Thursday 29 November 2018		106826	*Markham Vale Environment Centre		
Wednesday 12 December 2018		106827	Trading Standards Meeting Room, Chatsworth Hall, Matlock		

Core Skills & Knowledge Section

ICT

Microsoft Office ‘end user’ learning programme

Learning & Development contact for guidance on course content and appropriate levels:-

Mary Moore, CCP, HR Division. E-mail: mary.moore@derbyshire.gov.uk Tel: 01629 536925 Ext 36925

If training is required on other Microsoft ‘end user’ software please contact Mary for information, advice and guidance.

Target Audience

Employees who use Microsoft Excel or Word software at work.

Course outlines and pre-requisites

The course is delivered on networked computers so you will need to ‘log-in’ as you do at work. Please check the course content that you require before booking. Course outlines and pre-requisites for Microsoft Excel and Word courses are published on:

http://dnet/working_for_us/Learning_and_Development/microsoft_office_training/course_outlines/default.asp

HR have been liaising with IT Services in order to plan a ‘blended’ learning solution for Microsoft Office 2013 software. Quick reference ‘What’s New’ mini guides on how to use Excel, Word, Outlook and PowerPoint 2013 software are available from Help Articles on Service Desk online or by this link: http://dnet/working_for_us/Learning_and_Development/microsoft_office_training/quick_ref_guides/default.asp

Microsoft Excel 2013 Introduction Level 1					
This course designed for employees who need to gain the necessary spreadsheet skills to create, edit, format, use simple formulae for calculations and prepare worksheets for printing.					
Day & Dates	Times	Locator Numbers	Training Venue	Cost per place	Provider
Tuesday 6 March 2018	9.30 am – 4.30 pm	106891	Core Systems Training Room 1, Trading Standards block, Chatsworth Hall, Wellington Street, Matlock, Derbyshire. DE4 3GS	£60	Global Knowledge
Tuesday 20 March 2018		106892			

Microsoft Excel 2013 Intermediate Level 2

You will use advanced formulae and work with various functions to analyse data in spreadsheets. You will also summarise data with outlines and subtotals, manage and link multiple worksheet and work with charts.

Day & Dates	Times	Locator Numbers	Training Venue	Cost per place	Provider
Wednesday 7 March 2018	9.30 am – 4.30 pm	106893	Core Systems Training Room 1, Trading Standards block, Chatsworth Hall, Wellington Street, Matlock, Derbyshire. DE4 3GS	£60	Global Knowledge
Thursday 8 March 2018		106894			
Wednesday 21 March 2018		106895			

Microsoft Excel 2013 Advanced Level 3

You will create pivot tables and pivot charts and analyse data using advanced analytical tools. You will use advanced logical and mathematical functions and apply 'look-ups' to data. You will record, run and manage macros and customise the ribbon.

Day & Dates	Times	Locator Numbers	Training Venue	Cost per place	Provider
Thursday 22 March 2018	9.30 am – 4.30 pm	106896	Core Systems Training Room 1, Trading Standards block, Chatsworth Hall, Wellington Street, Matlock, Derbyshire. DE4 3GS	£60	Global Knowledge

Microsoft Word 2013 Introduction Level 1					
This is intended for employees who need to gain a basic knowledge of word processing. You will create, edit and enhance documents. Learn how to insert simple tables, align and format text, insert paragraph formatting, borders and bullets.					
Day & Dates	Times	Locator Number	Training Venue	Cost per place	Provider
Tuesday 13 March 2018	9.30 am – 4.30 pm	106897	Core Systems Training Room 1, Trading Standards block, Chatsworth Hall, Wellington Street, Matlock, Derbyshire. DE4 3GS	£60	Global Knowledge

Microsoft Word 2013 Intermediate Level 2					
This is designed for employees who can already create and modify standard business documents in Microsoft Word. You will apply page formatting, work with themes, apply and create styles, work with shapes and pictures, WordArt, SmartArt and Charts, set up a mail merge from scratch and use more advanced tables.					
Day & Dates	Times	Locator Number	Training Venue	Cost per place	Provider
Wednesday 14 March 2018	9.30 am – 4.30 pm	106898	Core Systems Training Room 1, Trading Standards block, Chatsworth Hall, Wellington Street, Matlock, Derbyshire. DE4 3GS	£60	Global Knowledge

Microsoft Word 2013 Advanced Level 3					
This is designed for employees who want to gain the skills necessary to manage long documents, use collaborative editing tools, record and arrange macros, create forms, create and manage templates, understand and use building blocks and customise Word.					
Day & Dates	Times	Locator Numbers	Training Venue	Cost per place	Provider
Thursday 15 March 2018	9.30 am – 4.30 pm	106899	Core Systems Training Room 1, Trading Standards block, Chatsworth Hall, Wellington Street, Matlock, Derbyshire. DE4 3GS	£60	Global Knowledge

SAP WorkPlace Learning Opportunities for Employees and Managers



SAP WorkPlace e-learning courses

WorkPlace provides Employee Self Service (ESS), Manager Self Service (MSS) and BW Reports functionality to users. To assist you, in using WorkPlace, the following e-learning courses are available:

SAP WorkPlace e-learning courses

WorkPlace Employee Self Service (ESS) e-learning course

WorkPlace Manager Self Service (MSS) e-learning course

WorkPlace BW Reports e-learning course - for Managers who need to run HR, Finance or Procurement reports

Information about on how to access the WorkPlace e-learning courses are published on this link:

http://dnet/working_for_us/core_systems/training/workplace_elearning/default.asp

SAP WorkPlace Mini Guides

WorkPlace Employee & Manager mini guides are published on this link:

http://dnet/working_for_us/core_systems/guidance_documents/workplace/default.asp

BW Reports mini guides are published on this link: http://dnet/working_for_us/core_systems/bw_reports/default.asp

SAP WorkPlace Queries

Queries regarding WorkPlace Employee and Manager self-service should be e-mailed to pay@derbyshire.gov.uk

If you need to ring the HR Shared Services Centre (SSC) with a query please call: 01629 535119 and select the appropriate option.

Queries regarding WorkPlace BW Reports should be submitted on this link:

http://dnet/working_for_us/core_systems/bw_reports/bw-queries/default.asp

Core Skills & Knowledge Section

Personal Development

Learning & Development contact:

Aileen Hammerton, CCP HR Division, e-mail: aileen.hammerton@derbyshire.gov.uk Tel: 01629 536939 Ext: 36939

Further details about the content are provided on this link:

http://dnet/working_for_us/Learning_and_Development/courses/Course_Outlines/default.asp

Assertiveness – Activity code: ZLDOTHAS02

This workshop is designed to help develop the skills and confidence needed to achieve optimum performance in every interpersonal transaction. Assertiveness is much more than a set of techniques, it is about the way that you think, feel and behave. This workshop helps participants to practise assertiveness techniques within a safe and supportive environment leaving them more confident to deal with others in their everyday lives.

Day & Dates	Times	Locator Numbers	Training Venue	Cost per place	Provider
Tuesday 19 June 2018	9.30 am – 4.00 pm	106669	L&D room 1, Parkwood Centre, Alfreton	£60	DACES

British Sign Language (BSL) Entry Level and Level 1

This qualification is designed to teach learners to communicate using British Sign Language on a range of topics that involve simple, everyday language use.

Derbyshire Adult Community Education (DACES) offer BSL courses at various centres. The Beginners/entry level course needs to be completed before doing Level 1. Please contact the centres directly to book a place and to discuss fees.

Course title	Day and Start date	Time	Training Venue	Weeks	Provider
BSL Beginners	Tuesday 6 March 2018	13.00	Matlock – the Ritz ACE Centre 01629 533225 matlock.ace@derbyshire.gov.uk	11	DACES
BSL Beginners	Tuesday 9 January 2018	19.00	Glossop ACE Centre 01629 535895 or 01457 852245 Glossop.ace@derbyshire.gov.uk	12	DACES
BSL Improvers (Level 1)	Monday 8 January 2018	10.00	Alfreton ACE Centre 01773 832201 alfreton.ace@derbyshire.gov.uk	20	DACES
BSL Improvers (Level 1)	Wednesday 10 January 2018	18.30	Community House, Long Eaton 0115 973 2827 Communityhouse.ace@derbyshire.gov.uk	20	DACES
BSL Improvers (Level 1)	Thursday 11 January 2018	19.00	Swadlincote ACE Centre 01629 533290 Swadlincote.ace@derbyshire.gov.uk	20	DACES

Briefing and presentation skills – Activity code: ZLDOTHBP03

This workshop is designed to enable learners to develop and demonstrate basic presentation skills, improving personal skills, confidence and awareness.

Day & Dates	Times	Locator Numbers	Training Venue	Cost per place	Provider
Thursday 8 March 2018	9.30 am – 4.00 pm	103174	L&D room 1, Parkwood Centre, Alfreton	£60	DACES
Thursday 4 October 2018		106673			

Facilitation skills – Activity code: ZLDMDVFS01

This workshop is designed to develop participants' facilitation skills, and their confidence in facilitating groups. You will come away with an increased understanding of how and why groups work and recognise the importance of your role as a facilitator in managing the group dynamics.

Day & Dates	Times	Locator Numbers	Training Venue	Cost per place	Provider
Thursday 25 January 2018	9.30 am – 4.00 pm	103172	L&D room 1, Parkwood Centre, Alfreton	£60	DACES
Thursday 5 July 2018		106671			

Get ahead in life and work!

Adult Community Education Service (DACES) is committed to providing everyone living and working in Derbyshire, including Derbyshire County Council employees, with courses to help everyone achieve their true potential in life and work.

DACES offer courses for a wide range of abilities in a huge range of subjects, many of which involve gaining qualifications. If you think your skills or qualifications are holding you back at work or stopping you from making a life change you want to make, why not take a look and see what is on in your area. You might be surprised at how much is on offer! You can find and book for courses online by visiting:

www.derbyshire.gov.uk/coursesearch

DACES run courses at 20 adult education centres and many more community venues around the county, including the following:

Brush up your English & Maths skills

- Qualifications at Level 1 or Level 2 in English or Maths are FREE

Improve your Business and ICT skills

- Level 1 & 2 computer skills
- Business Administration Level 1 and 2

More specialist qualifications

- Award/Certificate in Health and Social Care (Working with Children)
- Childcare - Supporting Teaching and Learning in Schools - Level 2 Certificate & Level 3 Diploma
- Childcare – Children and Young Peoples Workforce Certificate/ Diploma/ EYE (Levels 2 & 3)
- Level 3 Award and Level 4 Certificate in Education and Training (teaching in lifelong learning sector)
- Counselling skills – Level 2 Certificate & Level 3 Diploma
- Diploma in Customer Service
- Level 2 Practical and Theory Certificates in Horticulture
- Level 1 and 2 Certificates in Dry Stone Walling
- Level 1 and 2 Constructions Skills including bricklaying, plastering and multi-trade
- Food Safety in Catering/First Aid at Work/ Emergency First Aid/Emergency First Aid/Paediatric First Aid/Outdoor First Aid
- New this year – we are offering an Access to HE Diploma (Nursing and Allied Health Professions) at Glossop Centre
- New this year – Association of Master Upholsterers and Soft Furnishers (AMUSF) Stage 1 Craft Certificate now available at Ashbourne Centre. These popular qualifications can lead to employment in the industry or starting your own business.

Developing yourself

- Be more assertive/ Improve your self-esteem/ Coping with stress/ Be more confident/Job Search and Interview Skills

<p>Get that job! Essential interview and application skills. – Activity code: ZLD</p> <p>This is a workshop for people wishing to develop their skills and techniques in applying for jobs, and increasing their skills and confidence in interviews.</p>					
Day & Dates	Times	Locator Number	Training Venue	Cost per place	Provider
Thursday 24 May 2018	9.30 am – 4.00 pm		L&D room 1, Parkwood Centre, Alfreton	£60	DACES

<p>Improving Communications – Activity code: ZLDICJDT01</p> <p>This workshop will enable you to understand and develop your communication skills. Using the Jigsaw Discovery Tool © this fun and interactive session will look at how dominant mind-sets influence how people react and think. It can be used with influencing, communication, team building and developing others. Come along and see what colour you are!</p>					
Day & Dates	Times	Locator Numbers	Training Venue	Cost per place	Provider
TBC	13.30 pm – 4.30 pm		L&D room1, Parkwood Centre, Alfreton	£30	DACES

Minute and note taking – Activity code: ZLDOTHMN02

A practically based workshop which covers the procedural aspect of minute and note taking, the use and importance of minutes and notes, as well as practical skills training. It will help people improve their skills in listening and summarising as well as accurate recording and formatting. It will ensure key decisions and actions can be identified and extracted.

Day & Dates	Times	Locator Numbers	Training Venue	Cost per place	Provider
Friday 22 June 2018	9.30 am – 12.30 pm	106670	L&D room 1, Parkwood Centre, Alfreton	£30	DACES

Pre-retirement – Activity code: ZLDPA4R001

The workshop encourages a positive and realistic approach to a financially secure retirement and helps delegates make informed choices about their retirement.

Suitability: Anyone, regardless of grade considering retirement within the next three years.

For more information please go onto DNet using the following link:

http://dnet/working_for_us/Learning_and_Development/courses/Course_Outlines/default.asp

Day & Dates	Times	Locator Numbers	Training Venue	Cost per place	Provider
Tuesday 16 January 2018	9.30-3.30pm	105285	L&D Room 1, Parkwood Centre, Alfreton	Fully funded	Affinity Connect
Wednesday 7 February 2018		105286			
Wednesday 21 March 2018		105287			
Tuesday 24 April 2018		105288			
Thursday 17 May 2018		105289			
Wednesday 20 June 2018		105290			
Tuesday 17 July 2018		105291			
Tuesday 21 August 2018		105292			



Springboard Women’s Development Programme – Activity Code: ZLDSPR0984

In-house Springboard trainers: Aileen Hammerton, Karen Beeson, Mary Moore and Di Gee-Burch.

There are four action packed one day sessions spread over a three month period. This programme includes a best-selling workbook to keep and covers a range of personal and job related issues. It is designed to help you know yourself, raise your profile, set goals, network and find support.

Days and dates	Times	Locator number	Training venue	Internal Cost	Provider
2018 workshop dates: <ul style="list-style-type: none"> • Tuesday 25 September • Wednesday 17 October • Thursday 15 November • Wednesday 5 December 	9.30 am – 4.00 pm	106714	Members’ Room, County Hall, Matlock	£80	Mary Moore & Di Gee-Burch Commissioning, Communities and Policy

<p>Time Management – Activity code: ZLDOTHTM03</p> <p>This workshop is designed to help participants plan effectively and prioritise confidently at work through a better understanding of how time management works and how their personal choices and beliefs play a part in how objectives can be achieved.</p>					
Day & Dates	Times	Locator Numbers	Training Venue	Cost per place	Provider
Tuesday 13 February 2018	9.30 am – 4.00pm	103173	L&D room 1, Parkwood Centre, Alfreton	£60	DACES
Thursday 6 September 2018		106672	L&D room 1, Parkwood Centre, Alfreton		

<p>Train the Trainer – Activity code: ZLD</p> <p>New workshop for 2018! This workshop is designed to enable participants to learn and practice a range of training delivery methods and develop a simple course outline for a piece of training they wish to deliver.</p>					
Day & Dates	Times	Locator Numbers	Training Venue	Cost per place	Provider
TBC	9.30 am – 4.00pm		L&D room 1, Parkwood Centre, Alfreton	£60	DACES

Women’s Lives – Activity code: ZLDWLUNI15

Women’s Lives is a women only course designed to build your confidence as well as help you to develop you to develop your study skills. It is exciting and fun as well as challenging!

For more information go onto DNet using the following link:

http://dnet/working_for_us/Learning_and_Development/courses/Course_Outlines/default.asp

Day & Dates	Times	Locator Numbers	Training Venue	Cost per place	Provider
TBC.	(8 sessions)		Learning and Development room 1 or 2, Parkwood Centre, Alfreton DE55 7AL		Workers’ Educational Association

Core Skills & Knowledge Section

Policy & Practice

Learning & Development contact:

Aileen Hammerton, CCP HR Division, e-mail: aileen.hammerton@derbyshire.gov.uk Tel: 01629 536939 Ext: 36939

<p>Access to Information Freedom of Information Act 200 and Environment Information Regulations 2004 – Activity code:ZLDATITLS1</p> <p>Provides an overview of the legislation including the type of request, applying exemptions, the public interest test and how to respond.</p>					
Day & Dates	Times	Locator Numbers	Training Venue	Cost per place	Provider
TBC	1.30 - 2.30 pm		Committee Room 1, County Hall, Matlock	Fully funded	In-house – Janet Gardom, Legal Services

<p>Access to information Data protection Act 1998 including subject access requests – Activity code:ZLDATITLS1</p> <p>Includes definitions of personal and sensitive personal data, disclosure of personal data and dealing with subject access requests. Recent changes to legislation covered.</p>					
Day & Dates	Times	Locator Numbers	Training Venue	Cost per place	Provider
TBC	2.30 - 3.30 pm		Committee Room 1, County Hall, Matlock	Fully funded	In-house – Janet Gardom, Legal Services

Customer Service - Putting People First (PPF) e-learning**Learning & Development contact:** Mary Moore**Target Audience:** Employees of the council who communicate with external or internal customers.

A Customer Service e-learning course has been developed that includes links to the council's Putting People First (PPF) charter. It can be accessed through the Derbyshire Learning Platform – Derbyshire Learning Online. The course consists of:

Part 1 – Introduction: Experiences and views on the importance of Customer Service in the public sector.

Part 2 – Standards: Provides links to the Institute of Customer Service that supports achieving excellent customer service.

Part 3 – Communication: Examines the skills needed to effectively fulfil a role in customer service.

Resources are no longer available for the provision of 'in-house' instructor-led Putting People First workshops.

Employees may find it useful to attend other Customer Service 'instructor-led' events eg 'Dealing with Difficult Behaviour' and/or 'Reception and Telephone Skills' that are delivered by external training providers (details on following pages).

Customer Service - Reception & Telephone Skills

Learning & Development contact: Aileen Hammerton

Target Audience: Employees of the council who work on Reception and/or deal with telephone calls.

More details about this workshop are published in the outline that is published on this link:-

http://dnet/working_for_us/Learning_and_Development/customer_service/default.asp

Reception & Telephone Skills – Activity code: ZLDCCTRP1 These workshops will enable employees to improve their Reception and telephone skills to create the right impression for Derbyshire County Council.					
Day & Dates	Times	Locator Numbers	Training Venue	Cost per place	Provider
To be confirmed (TBC)	9.30 am – 4.00 pm		Learning & Development Room 1 Parkwood Centre, Alfreton	£60	Premier Partnership

Customer Service - Dealing with Difficult Behaviour

Learning & Development contact: Aileen Hammerton

Target Audience: Employees of the council who need to deal with difficult behaviour

More details about this workshop are published in the outline that is published on this link:-

http://dnet/working_for_us/Learning_and_Development/customer_service/default.asp

Dealing with Difficult Behaviour – Activity code: ZLDOTHAG01 These workshops will enable employees to deal with difficult behaviour in a variety of situations.					
Day & Dates	Times	Locator Numbers	Training Venue	Cost per place	Provider
To be confirmed (TBC)	9.30 am – 4.00 pm		Learning & Development Room 1 Parkwood Centre, Alfreton	£60	Premier Partnership

Core Skills & Knowledge Section - Policy & Practice

Deaf Awareness

Learning & Development contact:

Aileen Hammerton, CCP HR Division, e-mail: aileen.hammerton@derbyshire.gov.uk Tel: 01629 536939 Ext: 36939

Further details about content are provided on this link:

http://dnet/working_for_us/Learning_and_Development/courses/Course_Outlines/default.asp

<p>Deaf Awareness – Activity code: ZLD</p> <p>New workshop for 2018! This workshop is designed to help develop skills and confidence when interacting with people of the Deaf Community and help people understand and minimise the everyday barriers experienced between Deaf people and the hearing world. As well as providing tools to assist with dealing with people who are completely Deaf, the workshop also offers techniques on how to communicate effectively with people who are hard of hearing or who have lost some hearing.</p> <p>If you have never met a deaf person before or perhaps you work with deaf clients/colleagues and you feel you are not sure how to approach them or communicate with them, this course introduces you to basic level knowledge and understanding about Deaf awareness, what it means to be Deaf, what can be done to improve access for d/Deaf people in society as well as a few basic but very useful sign language skills.</p>					
Day & Dates	Times	Locator Numbers	Training Venue	Cost per place	Provider
Monday 23 April 2018	9.30am -12.30pm	106713	L&D Room 1, Parkwood Centre, Alfreton	£60	In-house – Amanda Elkin- Caunt

Core Skills & Knowledge Section - Policy & Practice

Lesbian, Gay, Bisexual and Transgender (LGBT)

Learning & Development contact:

Aileen Hammerton, CCP HR Division, e-mail: aileen.hammerton@derbyshire.gov.uk Tel: 01629 536939 Ext: 36939

Further details about content are provided on this link:

http://dnet/working_for_us/Learning_and_Development/courses/Course_Outlines/default.asp

LGBT Awareness – Activity code: ZLDLGBT01					
Improve your awareness and understanding of the experiences and needs of the LGBT community and increase your confidence to engage with and work with the communities.					
Day & Dates	Times	Locator Numbers	Training Venue	Cost per place	Provider
Thursday 7 December 2017	9.30am -1.00pm	95402	L&D Room 1, Parkwood Centre, Alfreton, apart from *13 July and 6 December where the venue is Committee room 1, County Hall	Fully funded	In-house – Helen Sismey Children’s Services
Tuesday 13 March 2018		95403			
Tuesday 22 May 2018		106223			
*Friday 13 July 2018		106224			
Tuesday 18 September 2018		106225			
*Thursday 6 December 2018		106226			

Core Skills & Knowledge Section - Policy & Practice

Practical Project Management

Learning & Development contact:

Aileen Hammerton, CRD HR Division, e-mail: aileen.hammerton@derbyshire.gov.uk Tel: 01629 536939 Ext: 36939

As Practical Project Management is funded by Change Management, bookings for Practical Project Management do **not** follow the usual procedure of enrolling through your Department’s training administrators. The ‘wait list’ for this course is held by Aileen Hammerton.

<p>Practical Project Management – Activity code: ZLDOTHPP01 This workshop will develop awareness and skills of project management from initial concept through to planning, implementation and review.</p>					
Day & Dates	Times	Locator Numbers	Training Venue	Cost per place	Provider
TBC	9.30 am – 4.00 pm		L&D Room 1, Parkwood Centre, Alfreton		

Core Skills & Knowledge Section - Policy & Practice

Records Management

To find out more about the Record Management workshops look on DNet under http://dnet/working_for_us/Learning_and_Development/courses/Course_Outlines/default.asp

Records Management Fundamentals					
This workshop will develop an awareness and understanding of the council’s records management policies and procedures. This will cover the management, storage, and disposal of council records. This course is applicable to staff at all levels of the organisation.					
Day & Dates	Times	Locator Numbers	Training Venue	Cost per place	Provider
Tuesday 6 February 2018	10.00 am to 12 noon	102016	Derbyshire Record Office, New Street, Matlock	Fully funded	In-house Mark Smith, Corporate Records Manager
Thursday 7 June 2018		106028			
Tuesday 16 October 2018		106029			

Inbox Overload! Managing E-mail Records					
This workshop will develop an awareness and understanding of the best practice in managing email records. This will cover the creation of business emails, when and when not to use email, how and where to store emails, and when to dispose of emails. This course is applicable to staff at all levels of the organisation.					
Day & Dates	Times	Locator Numbers	Training Venue	Cost per place	Provider
Tuesday 13 March 2018	10.00 am to 12 noon	102013	Derbyshire Record Office, New St, Matlock	Fully funded	In-house Mark Smith, Corporate Records Manager
Monday 13 August 2018		106031			
Thursday 6 December 2018		106032			

EDRM

To find out more about the EDRM workshops look on DNet under http://dnet/working_for_us/Learning_and_Development/courses/Course_Outlines/default.asp

EDRM Basic End-User					
This practical workshop will help users of the EDRM system develop a basic understanding of the key functionality of the system. This course is applicable to staff at all levels of the organisation.					
Day & Dates	Times	Locator Numbers	Training Venue	Cost per place	Provider
TBC	10.00 am to 12 noon		Derbyshire Record Office, New Street, Matlock	Fully funded	In-house Ruth Watts

EDRM Section Administrator					
This workshop will support EDRM Section Administrators in carrying out their role of supporting EDRM in their service area. This course is applicable for any EDRM Section Administrator either new or more experienced.					
Day & Dates	Times	Locator Numbers	Training Venue	Cost per place	Provider
TBC	10.00 am to 12 noon		Derbyshire Record Office, New St, Matlock	Fully funded	In-house

EDRM Section Administrator Drop in sessions

In need of more specific support?

Afternoon drop in sessions will be available to provide 1:1 support to System Administrators. It is essential that these sessions are booked in advance. To do so please email mark.smith@derbyshire.gov.uk or ruth.watts@derbyshire.gov.uk

Day & Dates	Times	Locator Numbers	Training Venue	Cost per place	Provider
TBC	2.30 to 3.00pm 3.00 to 3,30pm 3.30 to 4.00pm	N/A	Derbyshire Record Office, New Street, Matlock	Fully funded	In-house Mark Smith, Corporate Records Manager

Leadership & Management

The Derbyshire Manager

Programme

Learning & Development contact: Aileen Hammerton
aileen.hammerton@derbyshire.gov.uk Tel: 01629 536939

The Derbyshire Manager is a “Pick and Mix” selection of activities that focus on personal skills. These are complemented by e-learning and other procedural briefings. The combination means that you become confident in both the “what” and the “how” of being a manager in Derbyshire County Council.

Activities:

- Energisers – short, fast paced sessions, providing thinking space away from the job to re-focus and re-energise.
- Workshops – half day sessions that provide a bit more time to develop new approaches in areas of management you find challenging.
- E-learning – many of our sessions complement the e-learning on offer through our online Learning Platform – see our section earlier in this programme.

Levels: Most activities are offered at three levels;

- First Line Managers – those directly managing front line and back office staff.
- Middle Managers – those who manage first line managers, or have a project/partnership management role.
- Senior Managers – Members of the Leadership Job Family, i.e. grade 15 (or equivalent) or above.

All training is provided through our delivery partner – Premier Partnership and is centrally funded, however a charge may be made for non – attendance, late cancellation.

Energisers

Extraordinary You				
It starts with you! The purpose of this 2 hour session is to take the time to look a little closer at our own routines and behaviours and consider how well we connect with people in our teams.				
Level	Day & Date	Time	Venue	Locator number
First Line Managers	TBC			
First Line Managers				
First Line Managers				
Middle Managers	TBC			

Make Your Mark				
Stand back – take a look. The purpose of this 2 hour session is to step back and consider how your team is seen by others. Is the value they add obvious, not just to you, but also your colleagues, partners, senior managers?				
Level	Day & Date	Time	Venue	Locator number
First Line Managers	TBC			
First Line Managers				
Middle Managers	TBC			
Middle Managers				

Conversations that matter
 Wait a minute! The purpose of this 2 hour session is to help you create and use that space between listening and responding. When everyone is different, knowing how to flex your communication style can help you achieve better outcomes from any conversation, particularly those that matter.

Level	Day & Date	Time	Venue	Locator number
First Line Managers	TBC			
First Line Managers				
First Line Managers				
Middle Managers	TBC			

Workshops:

Coaching Skills (Part 1 and 2 workshop)
 Is it quicker to do it yourself than show someone else how to do it? Should you tackle low performance levels but don't know where to start?

 These two short workshops provide an opportunity to develop the trust and confidence of your team members. Used as a day to day management technique you will raise productivity and morale within your team who will take greater personal ownership of their work.

Level	Day & Date	Time	Venue	Locator number
First Line Managers	TBC			
First Line Managers				
First Line Managers				
Middle Managers	TBC			

Making meetings more productive
 We spend a lot of time in meetings, how much of that is productive time? Chairing meetings can be difficult, frustrating and at times, scary!
 This workshop provides the opportunity to develop an approach to running meetings using positive behaviour to help your effectively chair, manage and engage attendees. Come and along and discuss your challenges.

Level	Day & Date	Time	Venue	Locator number
First Line Managers	TBC			
First Line Managers				
First Line Managers				
Middle Managers	TBC			

Money Matters
 Money matters is designed to give you greater confidence to manage budgets and to spark ideas for further savings. It helps you to engage the whole team in thinking about how we can create greater value in the delivery of services.

Level	Day & Date	Time	Venue	Locator number
First Line Managers	TBC			
First Line Managers				
First Line Managers				
Middle Managers	TBC			

From Intention to Action
 How can you support your team so that they leave work feeling satisfied that they have delivered a good level and standard of service? What stops you from tackling low performance levels and unproductive behaviours?

Level	Day & Date	Time	Venue	Locator number
First Line Managers	TBC			
First Line Managers				
First Line Managers				
Middle Managers	TBC			

Keep Talking
 We know that communication during periods of major change is vital. We also know it's not as straight forward as it sounds. How prepared you are will affect your ability and confidence in communicating. Reaction to the change will affect how your messages are heard.

Level	Day & Date	Time	Venue	Locator number
First Line Managers	TBC			
First Line Managers				
First Line Managers				
Middle Managers	TBC			

<p>Navigator or Passenger? As team manager it is important that you are able to keep an eye on what's coming. You need to access how changes might impact on your service and navigate the team to make the most of any opportunities and minimise the impact of potential difficulties.</p>				
Level	Day & Date	Time	Venue	Locator number
First Line Managers	TBC			
First Line Managers				
First Line Managers				
Middle Managers	TBC			

<p>Political Awareness Effective working with Councillors is key to the success of the Council. Managers need to understand the political environment and react appropriately and professionally. This workshop provides techniques to operate confidently in this environment.</p>				
Level	Day & Date	Time	Venue	Locator number
	TBC			