

Derbyshire Learning Programme 2018 for employees

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 help 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

If you are not able to access DNet (the council's intranet) please ask your Line Manager to obtain the relevant information for you from DNet.

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).

Contents

- Introduction..... 2**
- How to Book on to Events 5**
- Departmental Learning & Development Administration contacts..... 5**
- Learning Centre 8**
- Learning Platform - Online e-learning 9**
- Core Skills & Knowledge Section 12**
- Community Safety 12**
- Health, Safety & Wellbeing 20**
 - Coping with Stress 20
 - Mindfulness..... 20
 - Managing Mental Health 21
 - Dementia Friends..... 22
 - Fire Safety..... 23
 - Introduction to Managing Safely..... 24
 - Managing Asbestos 24
 - Manual Handling 25
 - Legionella Management..... 26
 - Managing Safely 27
 - Noise, HAVS and Manual Handling (MH) 27
 - Operational Fire Risk Assessment..... 28
 - Personal Safety..... 29
 - Work at Height 30
 - Working Safely..... 31
- ICT..... 32**
 - Microsoft Excel, Outlook & Word learning programme 32

SAP WorkPlace e-learning Opportunities for Employees and Managers..... 37

Personal Development..... 38

 Assertiveness..... 38

 British Sign Language (BSL) Entry Level and Level 1 Qualification..... 39

 Briefing and presentation skills 40

 Facilitation skills 40

 Get ahead in life and work! 41

 Get that job! 42

 Minute and note taking..... 42

 Pre-retirement 43

 Springboard Women’s Development Programme..... 44

 Time Management 45

 Train the Trainer 45

Policy & Practice 46

 Access to Information 46

 Customer Service - Putting People First (PPF) e-learning course 47

 Customer Service - Reception & Telephone Skills..... 48

 Deaf Awareness..... 49

 LGBT Awareness..... 50

Records Management 51

 Records Management Fundamentals 51

 Inbox Overload! Managing E-mail Records 51

EDRM..... 52

 EDRM Basic End-User Training..... 52

 EDRM Section Administrator Training 52

Leadership & Management..... 53

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 for employee development.

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:

Learning.andDevelopment@derbyshire.gov.uk (Children's Services)

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: ictservices.training@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 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 are provided on learning events. If it is not possible for employees to purchase drinks or food at the training venue 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)



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 Derbyshire 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 Derbyshire Learning 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

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: christopher.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.

Index of learning events A - Z

	A		I	
Access to Information	46		Inbox Overload! Managing Email Records	51
Assertiveness	38		Introduction to Community Safety	13
			Introduction to Managing Safely	24
		B		
Briefing and presentation skills	40		L	
British Sign Language (BSL) Level 1	39		LGBT Awareness	50
		C		
Coping with Stress	20		M	
			Managing Asbestos	24
			Managing Legionella	26
		D	Managing Mental Health	21
Deaf Awareness	49		Managing Safely	27
Dementia Friends	22		Manual Handling –	25
			MAPPA courses – Foundation and Practitioner Level	18
			MARAC	16
		E	Microsoft Excel 2013 Advanced Level 3	33
EDRM Basic End User	52		Microsoft Excel 2013 Intermediate Level 2	33
EDRM Section Administrator	52		Microsoft Excel 2013 Introduction Level 1	32
			Microsoft Outlook 2013 Introduction Level 1	34
			Microsoft Outlook 2013 Introduction Level 2	34
		F	Microsoft Word 2013 Advanced Level 3	36
Facilitation skills	40		Microsoft Word 2013 Intermediate Level 2	35
Fire Safety	23		Microsoft Word 2013 Introduction Level 1	35
			Mindfulness	20
			Minute and note taking	42
		G	Multi-Agency CSE Training: Recognising and Reporting	14
Get ahead in life and work!	41			
Get that job!	42		N	
			Noise, HAVS and MH	27
		H		
Hate Crime Awareness	15, 17		O	
			Operational Fire Risk Assessment	28

				PUBLIC
	P		SAP WorkPlace Mini Guides	37
			Springboard Women's Development Programme	44
Personal Safety		29		
Pre-retirement		43		
			T	
	R		Time Management	45
			Train the trainer	45
Reception & Telephone Skills		48		
Records Management Fundamentals		51		
			W	
	S		Work at Height	30
			Working Safely	31
SAP WorkPlace e-learning courses		37	WRAP - Counter Terrorism Training	19

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/asp> (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 www.saferderbyshire.gov.uk/introduction then click on the eLearning link..

'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
<p>Runs quarterly and is a half day course, usually 9.15 – 12.00.</p>	<p>To see the dates, latest availability and to book your place online click www.saferderbyshire.gov.uk/introduction</p>	<p>Fully funded</p>	<p>DCC Community Safety</p>

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 www.saferderbyshire.gov.uk/asbtools

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 www.saferderbyshire.gov.uk/cse then click on the eLearning link.

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 www.saferderbyshire.gov.uk/cse	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 www.saferderbyshire.gov.uk/domesticabuseelearning

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 www.saferderbyshire.gov.uk/domesticabuseawareness	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 www.saferderbyshire.gov.uk/honourbasedviolence

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 www.saferderbyshire.gov.uk/marac	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 www.saferderbyshire.gov.uk/hatecrimettraining then click on the eLearning link.

'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 www.saferderbyshire.gov.uk/hatecrimettraining then click on the Hate Crime Awareness Training link and booking form.	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
Both Foundation and Practitioner level courses are half day sessions and run 2-3 times per year	For dates and availability, please contact Martin Gardner (Deputy MAPPA Coordinator) on 0300 122 5464. Further information click www.saferderbyshire.gov.uk/mappa	Fully funded	MAPPA Coordination Unit, Derbyshire.

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 www.saferderbyshire.gov.uk/modernslavery.

'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 www.saferderbyshire.gov.uk/wrap , then click into the WRAP course and booking form.	Fully funded	DCC Community Safety

Prevent e-Learning 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 www.saferderbyshire.gov.uk/wrap then click on ‘Prevent eLearning’.

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

Health & Safety Contact: John Pearce, CCP, e-mail: john.pearce@derbyshire.gov.uk Ext 36970

Learning & Development contact: Mary Moore, CCP, e-mail: mary.moore@derbyshire.gov.uk Tel: 01629 536925 Ext: 36925

DACES Contact: Nikki Wright, e-mail: nikki.wright@derbyshire.gov.uk

Coping with Stress – Activity code: ZLDOTHCWS1

This workshop is designed to support delegates in dealing with personal stress both inside and outside of work.

Day & Dates	Times	Locator Numbers	Training Venue	Cost per place	Provider
Tuesday 2 October 2018	9.30 am – 4.00 pm	110533	L&D Room 1, Parkwood Centre, Alfreton	£60	DACES Marjolein Roerhorst

Mindfulness – Activity code: ZLDMIND001

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
Tuesday 18 September 2018	9.30 am – 4.00 pm	110538	L&D Room 1, Parkwood Centre, Alfreton	£60	DACES Marjolein Roerhorst

Managing Mental Health for Managers – Activity code: ZLDMMHAT15

This workshop is for managers in order to provide an opportunity to explore how best to manage and support employees.

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

Adult Care offer a Mental Health Awareness workshop for those employed or volunteering within an adult social care setting in Derbyshire, in their Adult Care Training Programme that is published on the council’s external web site:
<https://www.derbyshire.gov.uk/social-health/staff-educ-train/social-care-training-and-research.aspx>

There is also a Mental Health Awareness e-learning course available through the Derbyshire Learning Online Platform
 If you have difficulties ‘logging-on’ please email: dlo@derbyshire.gov.uk

Day & Dates	Times	Locator Numbers	Training Venue	Cost per place	Provider
Wednesday 12 September 2018	9.30am - 1.00pm	104852	L&D Room 1, Parkwood Centre, Alfreton	Fully funded No charge	In-house Lorraine Knights Adult Care supported by a HR Consultant
Tuesday 20 November 2018		104850	Training Room 2, Staff Education Training Centre, Long Close, Cemetery Lane, Ripley DE5 3HY		

Dementia Friends Information Session – Activity Code:ZLDDEMFI1

These one hour briefings are 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

Any queries about content please e-mail: jane.hawley@derbyshire.gov.uk

Day & Dates	Times	Locator Numbers	Training Venue	Cost per place	Provider
Tuesday 11 September 2018	9.15 am – 10.15 am	111387	Committee Room 1, County Hall	No charge – fully funded	In-house – Jane Hawley, Public Health & Phil Wall, Adult Care
Thursday 13 December 2018		111447	Committee Room 3, County Hall		
Wednesday 13 March 2019		111624	Committee Room 3, County Hall		
Tuesday 11 June 2019		111625	Committee Room 1, County Hall		

To book a place on any Health and Safety workshops please contact your departmental Learning and Development team.

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

To find out more about the following workshops please contact John Pearce or look on DNet 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	Booking Process	
Friday 17 August 2018	9.30 am – 12.30 pm	106812	Fairfield Adult Community Education Community Room	Fully funded apart from Markham Vale *Cost of £10 per delegate	To book a place please contact your Department's Learning & Development team. In-house trainer John Pearce	
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	Booking Process
Thursday 20 September 2018	9.00 am – 4.00 pm	106837	L&D Room 1, Parkwood Centre, Alfreton	Fully funded apart from Markham Vale *Cost of £20 per delegate	To book a place contact your L and D team. In-house trainer – John Pearce

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	Booking Process
Friday 28 September 2018	9.30am - 1.00pm	106641	Markham Vale	Fully funded – there may be a charge for external people.	To book a place contact your Department’s Learning and Development team. Schools must complete their Learning & Development request form and e-mail it to Children’s Services for processing on: learning.anddevelopment@derbyshire.gov.uk For schools contact Workforce Development on 01629 536546. Any queries contact Health & Safety on 01629 536315.
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	Booking Process	
Tuesday 14 August 2018	9.30 am – 12.30 pm	106806	L&D Room 1, Parkwood Centre, Alfreton	Fully funded apart from Markham Vale *Cost of £10 per delegate	To book a place contact your L and D team. In-house – John Pearce	
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			

Legionella Management – Activity code pre-fix: CPROPHS010

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 e.g. 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 Process
Wednesday 10 October 2018	9.30 - 13.00	106781	Markham Vale	Fully funded – there may be a charge for external people	To book a place contact your Department’s Learning and Development team. Schools must complete their Learning & Development request form and e-mail it to Children’s Services for processing on: learning.anddevelopment@derbyshire.gov.uk For schools contact Workforce Development on 01629 536546. Any queries contact Health & Safety on: 01629 536315.
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.

Dates	Times	Locator Numbers	Training Venue	Cost per place	Booking Process
4, 11, 18, 25 October 2018 1 November 2018	9:00 am -4.00 pm	102172	Markham Vale Environment Centre	£100	To book a place contact your L and D team. In-house – John Pearce
28 February, 7, 14, 21 & 28 March 2019		110021	Markham Vale Environment Centre		
3, 10, 17, 24 & 31 October 2019		110022	Markham Vale Environment Centre		

Noise, HAVS and Manual Handling (MH) – Activity code: ZLDHESHAVS

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	Booking Process
Tuesday 4 September 2018	9.30 am – 12.30 pm	106834	L&D Room 1, Parkwood Centre, Alfreton	Fully funded apart from Markham Vale *£10 per delegate	To book a place contact your L and D team. In-house – John Pearce
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	Booking Process
Wednesday 7 November 2018	9.00 am – 4.00 pm	106838	*Markham Vale Environment Centre	*Cost of £20 per delegate	To book a place contact your L and D team. In-house – John Pearce

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	Booking Process
Thursday 13 September 2018	9.00 am – 4.00 pm	106818	Trading Standards Meeting Room	Fully funded, apart from Markham Vale *Cost of £20 per delegate	To book a place contact your L and D team. In-house – John Pearce
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	Booking Process
Thursday 23 August 2018	9.30am - 12.30pm	106829	L&D Room 1, Parkwood Centre, Alfreton	Fully funded apart from Markham Vale *Cost of £10 per delegate	To book a place contact your L and D team. In-house – John Pearce
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	Booking Process	
Wednesday 15 August 2018	9.00am – 4.00pm	106823	Trading Standards Meeting Room, Chatsworth Hall, Matlock	Fully funded apart from Markham Vale *Cost of £20 per delegate	To book a place contact your L and D team. In-house – John Pearce	
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 Excel, Outlook & Word learning programme

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

Mary Moore, CCP, HR, 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, Outlook or Word 2013 software at work.

The course is delivered on networked computers so you will need to ‘log-in’ as you do at work.

HR have been liaising with IT Services in order to plan a ‘blended’ learning solution. 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

Course outlines and pre-requisites

Please check the course content that you require before booking to ensure that it meets your requirements.

Course outlines and pre-requisites for Microsoft Excel, Outlook and Word courses are published on:

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

Microsoft Excel 2013 Introduction Level 1 - Activity Code ZLDICTEB13					
This course is 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	External Provider
Tuesday 18 September 2018	Please arrive promptly for a 9.30 am start. Latest finish 4.30 pm	109618	Core Systems Training Room 1, Trading Standards block, Chatsworth Hall, Wellington Street, Matlock, Derbyshire. DE4 3GS	£60	Global Knowledge
Tuesday 2 October 2018		109619			

Microsoft Excel 2013 Intermediate Level 2 - Activity Code ZLDICTE113
 In this course 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 worksheets and work with charts.

The full course outline provides further details on:
http://dnet/working_for_us/Learning_and_Development/microsoft_office_training/course_outlines/default.asp

Day & Dates	Times	Locator Numbers	Training Venue	Cost per place	External Provider
Wednesday 19 September 2018	Please arrive promptly for a 9.30 am start. Latest finish 4.30 pm	109620	Core Systems Training Room 1, Trading Standards block, Chatsworth Hall, Wellington Street, Matlock, Derbyshire. DE4 3GS	£60	Global Knowledge
Thursday 20 September 2018		109621			
Wednesday 3 October 2018		109622			
Tuesday 9 October 2018		109623			

Microsoft Excel 2013 Advanced Level 3 - Activity Code: ZLDICTEA13
 In this course 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.

The full course outline provides further details on:
http://dnet/working_for_us/Learning_and_Development/microsoft_office_training/course_outlines/default.asp

Day & Dates	Times	Locator Numbers	Training Venue	Cost per place	External Provider
Thursday 4 October 2018	Please arrive promptly for a 9.30 am start. Latest finish 4.30 pm	109624	Core Systems Training Room 1, Trading Standards block, Chatsworth Hall, Wellington Street, Matlock, Derbyshire. DE4 3GS	£60	Global Knowledge

Microsoft Outlook 2013 Introduction Level 1 – Activity Code: ZLDICTOB13

This course is designed for employees who require a solid foundation and understanding of using Outlook e-mail, calendar, contacts and tasks. The course will be delivered on the council's network using the employee's work e-mail address.

The full course outline provides further details on:

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

Day & Dates	Times	Locator Numbers	Training Venue	Cost per place	External Provider
Wednesday 10 October 2018	Please arrive promptly for a 9.30 am start. Latest finish 4.30 pm	109628	Core Systems Training Room 1, Trading Standards block, Chatsworth Hall, Wellington Street, Matlock, Derbyshire. DE4 3GS	£60	Global Knowledge

Microsoft Outlook 2013 Intermediate Level 2 – Activity Code: ZLDICTOI13

This course widens knowledge and provides an understanding of the more advanced features of e-mail, collaborating with others, automation, getting organised and managing Outlook data. The course will be delivered on the council's network using the employee's work e-mail address.

The full course outline provides further details on:

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

Day & Dates	Times	Locator Numbers	Training Venue	Cost per place	External Provider
Thursday 11 October 2018	Please arrive promptly for a 9.30 am start. Latest finish 4.30 pm	109629	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 - Activity Code: ZLDICTWB13

This course 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 and use short-cuts.

The full course outline provides further details on:

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

Day & Dates	Times	Locator Number	Training Venue	Cost per place	External Provider
Tuesday 25 September 2018	Please arrive promptly for a 9.30 am start. Latest finish 4.30 pm	109625	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 – Activity Code: ZLDICTWI13

This course 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.

The full course outline provides further details on:

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

Day & Dates	Times	Locator Number	Training Venue	Cost per place	External Provider
Wednesday 26 September 2018	Please arrive promptly for a 9.30 am start. Latest finish 4.30 pm	109626	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 – Activity Code: ZLDICTWA13
 This course 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.

The full course outline provides further details on:
http://dnet/working_for_us/Learning_and_Development/microsoft_office_training/course_outlines/default.asp

Day & Dates	Times	Locator Numbers	Training Venue	Cost per place	External Provider
Thursday 27 September 2018	Please arrive promptly for a 9.30 am start. Latest finish 4.30 pm	109627	Core Systems Training Room 1, Trading Standards block, Chatsworth Hall, Wellington Street, Matlock, Derbyshire. DE4 3GS	£60	Global Knowledge

SAP WorkPlace e-learning Opportunities for Employees and Managers



WorkPlace

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:

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

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
To be confirmed by DACES	9.30 am – 4.00 pm		L&D Room 1, Parkwood Centre, Alfreton	£60	DACES

British Sign Language (BSL) Entry Level and Level 1 Qualification

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

Derbyshire Adult Community Education (DACES) offer BSL qualification courses and tasters 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	Venue	Day	Start Time	We eks	Hr s/ wk	Full fee	Gold card fee	Conc fee	Start Date	End date	Phone for info	Email for info/ to book
British Sign Language – Beginners (Entry 3)	Alfreton ACE Centre	MON	10:00	13	2	£84	£84	£25	10/09/18	10/12/18	01629 533090	Alfreton.ace@derbyshire.gov.uk
British Sign Language – Beginners (Entry 3)	Community House ACE Centre, Long Eaton	WED	18:30	12	2	£84	£84	£25	12/09/18	05/12/18	01629 537384	Communityhouse.ace@derbyshire.gov.uk
British Sign Language – Beginners (Entry 3)	The Ritz Matlock ACE Centre	TUE	13:00	11	2	£84	£84	£25	18/09/18	04/12/18	01629 533225	Matlock.ace@derbyshire.gov.uk
British Sign Language – Improvers (Level 1)	Ashbourne ACE Centre	WED	18:00	13	3	£144	£144	£43	12/09/18	12/12/18	01629 533696	Ashbourne.ace@derbyshire.gov.uk
British Sign Language – Improvers (Level 1)	Glossop ACE Centre	TUE	18:30	20	2	£144	£144	£44	11/09/18	09/04/19	01629 535895	Glossop.ace@derbyshire.gov.uk
British Sign Language – Improvers (Level 1)	Swadlincote ACE Centre	THU	19:00	20	2	£144	£144	£44	13/09/18	14/02/19	01629 533290	Swadlincote.ace@derbyshire.gov.uk
British Sign Language – Intermediate (Level 2)	Buxton Community School	TUE	18:00	30	2	£216	£216	£66	11/09/18	21/05/19	01629 533385	Buxton.ace@derbyshire.gov.uk

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 4 October 2018	9.30 am – 4.00 pm	106673	L&D Room 1, Parkwood Centre, Alfreton	£60	DACES Elly Odom

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
Awaiting new date from DACES	9.30 am – 4.00 pm		L&D Room 1, Parkwood Centre, Alfreton	£60	DACES Jane Hawley & Nikki Wright

Get ahead in life and work!

Derbyshire 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 ICT skills

- Level 1 & 2 computer skills courses – various dates, times and venues
- Getting the most out of your iPad / iPhone/ Android phone - short workshops at Ashbourne Centre
- Getting the most out of Microsoft Word / Excel - short workshops at Matlock Centre

More specialist qualifications

- Access to HE Diploma (Nursing and Allied Health Professions) at Glossop Centre
- Association of Master Upholsterers and Soft Furnishers (AMUSF) Craft Certificate stages 1 & 2 now available at Ashbourne Centre. These popular qualifications can lead to employment in the industry or starting your own business.
- Childcare - Level 1 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)
- Counselling skills – Level 2 Certificate & Level 3 Diploma
- Constructions Skills Level 1 and 2 including bricklaying, plastering and multi-trade
- Dry Stone Walling - Level 1 and 2 Certificate
- Food Safety in Catering/ First Aid at Work/ Emergency First Aid/ Emergency First Aid/ Paediatric First Aid/ Outdoor First Aid
- Horticulture - Level 2 Practical and Theory Certificates
- Teacher Training (lifelong learning sector) - Level 3 Award and Level 4 Certificate in Education and Training

- **New this year** - Level 2 Certificate in Floristry at Ashbourne Centre
- **New this year** - Level 2 Certificate in Understanding Autism at Glossop Centre
- **New this year** - Level 2 Certificate in Understanding Children and Young People’s Mental Health at Buxton Fairfield Centre
- **Coming soon** – Level 3 Interior Design at Ashbourne Centre. Contact centre on 01629 533696 to register your interest.

Get that job! Essential interview and application skills. – Activity code: ZLDOTHGTJ1

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.

Day & Dates	Times	Locator Number	Training Venue	Cost per place	Provider
Tuesday 27 November 2018	9.30 am – 4.00 pm	110535	L&D Room 1, Parkwood Centre, Alfreton	£60	DACES Elly Odom

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
Tuesday 11 December 2018	9.30 am – 12.30 pm	110537	Learning & Development Training Room 1, Parkwood Centre, Alfreton	£30	DACES Elly Odom

Pre-retirement – Activity code: ZLDPA4R001

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

Suitability: Any employees, regardless of grade, considering retirement within the next three years. It is useful to employees who wish to learn about long term financial planning for their future.

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	External Provider
Tuesday 21 August 2018	9.30 am - 3.30 pm	105292	Learning & Development Training Room 1, Parkwood Centre, Alfreton	Fully funded – no charge	Affinity Connect
Wednesday 19 September 2018		105293			
Friday 19 October 2018		105294			
Tuesday 20 November 2018		105295			
Monday 28 January 2019		111804			
Wednesday 27 February 2019		111805			
Thursday 28 March 2019		111806			
Thursday 16 May 2019		111807			
Friday 21 June 2019		111808			
Wednesday 18 September 2019		111809			
Monday 21 October 2019		111810			
Tuesday 19 November 2019		111812			



Springboard Women's Development Programme – Activity Code: ZLDSPR0984

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

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
Autumn 2018 workshop dates: <ul style="list-style-type: none"> • Tuesday 25 September • Wednesday 17 October • Thursday 15 November • Wednesday 5 December 	9.30 am – 4.30 pm (latest finish time)	106714	Members' Room, County Hall, Matlock	£80	'In-house' licensed trainers Mary Moore & Di Gee-Burch from Commissioning, Communities and Policy Department

<p>Time Management – Activity code: ZLDOHTM03</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
Thursday 6 September 2018	9.30 am – 4.00pm	106672	L&D Room 1, Parkwood Centre, Alfreton	£60	DACES Elly Odom

<p>Train the Trainer – Activity code: ZLDDACETTT</p> <p>This workshop is designed to enable employees to learn and practice a range of training delivery methods and develop a simple course outline for a piece of training that they wish to deliver. Pre-course reading materials will be e-mailed to participants with the joining instructions. For further details please refer to the course outlined that is published on: http://dnet/working_for_us/Learning_and_Development/courses/Course_Outlines/default.asp</p>					
Day & Dates	Times	Locator Numbers	Training Venue	Cost per place	Provider
To be confirmed by DACES	9.30 am – 4.00pm	110040	L&D Room 1, Parkwood Centre, Alfreton	£60	DACES Elly Odom and Marjolein Roerhorst

Core Skills & Knowledge Section

Policy & Practice

Learning & Development contact:

Mary Moore, CCP HR Division, e-mail: mary.moore@derbyshire.gov.uk

Access to Information:

Specialist contact: Janet Gardom, Legal Services e-mail: janet.gardom@derbyshire.gov.uk

The Data Protection Act 1998 was replaced by the 2018 act and the General Data Protection Regulation (GDPR) so these briefings will require refining by legal services.

The General Data Protection Regulation (GDPR) Programme Manager is Martin Stone e-mail: martin.stone@derbyshire.gov.uk

For queries with accessing e-learning courses on Information Governance or GDPR please e-mail: dlo@derbyshire.gov.uk

Customer Service - Putting People First (PPF) e-learning course

Target Audience: Employees of the council who communicate with external or internal customers.

A Customer Service e-learning course is available that includes links to the council's Putting People First (PPF) charter. It can be accessed through the Derbyshire Learning Platform – Derbyshire Learning Online.

For queries with accessing e-learning please e-mail: dlo@derbyshire.gov.uk

The Customer Service PPF e-learning 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.

Customer Service - Reception & Telephone Skills

Learning & Development contact: Mary Moore, e-mail: mary.moore@derbyshire.gov.uk

DACES contact: Nikki Wright, e-mail: nikki.wright@derbyshire.gov.uk

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

<p>Reception & Telephone Skills – Activity code: ZLDCCTRPH1 These workshops will enable employees to improve their Reception and telephone skills to create the right impression for Derbyshire County Council.</p>					
Day & Dates	Times	Locator Numbers	Training Venue	Cost per place	Provider
To be confirmed by DACES	9.30 am – 4.00 pm		Learning & Development Room 1 or 2 Parkwood Centre, Alfreton	£60	DACES

Core Skills & Knowledge Section - Policy & Practice

Deaf Awareness

Learning & Development contact:

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

DACES contact: Nikki Wright, e-mail: nikki.wright@derbyshire.gov.uk

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: ZLDOTHDA1</p> <p>This half-day 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 deaf people in society as well as a few basic but very useful British Sign Language (BSL) skills.</p>					
Day & Dates	Times	Locator Numbers	Training Venue	Cost per place	Provider
Monday 12 November 2018	9.30 am - 12.30 pm	110534	L&D Room 1, Parkwood Centre, Alfreton	£30	DACES Amanda Elkin-Caunt

Core Skills & Knowledge Section - Policy & Practice

Lesbian, Gay, Bisexual and Transgender (LGBT)

Learning & Development contact:

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

Trainer: Helen Sismey from Childrens Services, e-mail: helen.sismey@derbyshire.gov.uk

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	Training Provider
Tuesday 9 October 2018	9.30am -1.00pm	110000	L&D Room 1, Parkwood Centre, Alfreton, apart from 6 December where the venue is Committee Room 1, County Hall	Fully funded	In-house: Helen Sismey Children’s Services
*Thursday 6 December 2018		106226			
Tuesday 26 March 2019		106227			

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 16 October 2018	10.00 am to 12 noon	106029	Derbyshire Record Office, New Street, Matlock	Fully funded	In-house Mark Smith, Corporate Records Manager
Thursday 7 February 2019		106030			

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
Monday 13 August 2018	10.00 am to 12 noon	106031	Derbyshire Record Office, New St, Matlock	Fully funded	In-house Mark Smith, Corporate Records Manager
Thursday 6 December 2018		106032			
Tuesday 26 March 2019		106033			

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

<p>EDRM Basic End-User Training Course code ZLDEDRMB01</p> <p>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.</p>					
Day & Dates	Times	Locator Numbers	Training Venue	Cost per place	Provider
Wednesday 15 August 2018	10.00 am to 12 noon	110121	Meeting Room 1, Derbyshire Record Office, New Street, Matlock	Fully funded	In-house: Mark Smith & Carl Severn
Tuesday 9 October 2018		111040			
Tuesday 6 November 2018		111041			
Tuesday 4 December 2018		111042			

<p>EDRM Section Administrator Training Course code ZLDEDRMA01</p> <p>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.</p>					
Day & Dates	Times	Locator Numbers	Training Venue	Cost per place	Provider
Wednesday 1 August 2018	2 pm – 4 pm	111039	Derbyshire Record Office, New Street, Matlock	Fully funded	In-house Mark Smith & Carl Severn

Leadership & Management

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Developing learning and development provision 'in-house' for new or aspiring managers.