



FROM EVERYONE AT



## 20 YEARS OF PREMIER PARTNERSHIP

### A Message from our Founding Director

The end of the old year and the start of the new can be a time for reflection on how the year went.

2014 has been a special year for Premier Partnership for a number of reasons, we have seen unprecedented growth and an acceleration in new clients choosing Premier as their preferred supplier, new offices opening in Mansfield, and our team growing significantly with many new colleagues joining us.

And of course we celebrate 20 years in business.

The timeline in this month's newsletter gives a flavour of some of the key achievements and projects we have undertaken in the last 20 years. Three of the most staggering are that we have delivered Circa 200,000 days of training to over 2 million learners in over 350 subject areas.

The Directors at Premier are immensely proud of our achievements, the team here at Premier, our supply chain and associates.

2015 looks to be our most exciting year yet as we continue our growth and expansion with new offices opening in London in the first quarter of the new year, major projects coming on stream and continuous investment in our people, systems and processes.

Can I take this opportunity to publicly thank our team here at Premier, our supply chain colleagues and our associates, and on behalf of the Directors convey our season's greetings and wish you all a happy and prosperous New Year!

- Alan Woodcock  
Director

# A look back at Premier in 2014

**Premier Partnership has grown beyond all expectations this year. Growth has been fuelled by the ESPO framework, which was awarded to Premier in 2013. The contract is open to the entire public sector for 4 years. This exciting opportunity for our clients to simplify their learning & development procurement has required significant expansion in all areas of the business.**

Recruitment has been at the core of Premier's strategy for 2014. This in turn has allowed the company to expand and grow in all areas. New starters have come into the company consistently throughout the year.

The ESPO framework has brought us clients with such varying requests, that we have overhauled supplier management from our traditional network of associates to a comprehensive supply chain ranging from specialist sole traders to multinational training providers.

Our supply chain needed dedicated management, so we appointed Will Jowett as Supplier Manager. To ensure that we maintain a robust supply chain that only recruits quality assured suppliers, we vet each application and negotiate the best value for course offerings. This requires a lot of support, so Rosie, Elena, and Kathryn were introduced to support Will in maintaining an effective supply chain and to develop relationships with our suppliers. This department is newly created to meet our need for reliable suppliers and quality offerings.

Chris Mouatt was promoted to Finance Manager in August of this year. He is in charge of the Finance Team in Hull. As with most departments, we have seen new starters at our Hull office. Lauryn and John joined the finance team this year.

Course coordination and associated paperwork has created a demanding workload for the administration team. We have met this demand by recruiting a number of new team members. Darren re-joined the team in April of this year to work in general administration. Our apprenticeship scheme brought Amy Carbutt to assist in material production and despatch. Verity joined as a new course coordinator in September. Our latest starter joined us this last month on a graduate placement, which means that our administration team has more than doubled in little over half a year.

The ESPO framework is an attractive solution for simplifying the procurement of learning & development. The framework has helped increase our client base, requiring us to introduce relationship managers. In the summer of this year we welcomed two new Client Relationship Managers; Niro Sritharan and Mark Corder.

Niro looks after our clients in the London & South East, and has helped support this expanding client list. He has lots of experience in the world of Learning & Development and understands the problems faced by managers in the public sector.

Mark is dedicated to working with the Metropolitan Police Service to provide training under the ESPO agreement. Mark has a background as a Senior Police Officer and experience in managing Learning & Development which ensures that we can deliver the right training and work closely with our clients.

We have a strong presence in London & the South East which we are looking to consolidate by adding a London office.

Further to our Client Relationship Managers we are looking to recruit Project Managers for the various

exciting projects that our clients wish to realise. Our Project Managers allow us to provide subject matter expertise and dedicated resources to projects of all sizes.

The accreditation team look after Chartered Management Institute and City & Guilds qualifications for the Civil Service. These are internationally recognised qualifications open to many Civil Service employees. This demand has driven the creation of a dedicated team, situated in our new Mansfield office to deal with the day to day needs of our learners and the promotion of these qualifications.

2015 will be an exciting year for Premier as we continue the good work that we have done in 2014. With the rate of expansion that we have experienced this year, it would not be surprising if we have to relocate to new, larger premises!

**To have a look back at the history of Premier and the current projects we are working on, take a look at the newsletter or visit us at [www.premier-partnership.co.uk](http://www.premier-partnership.co.uk)**

## INSIDE DECEMBERS EDITION

PREMIER IN 2014

HELPING THE MET LEAD FOR  
LONDON

20 YEARS OF PREMIER TIME-  
LINE

ACCREDITATION EXPAN-  
SION

TRAINER REQUIREMENTS

# HELPING THE MET LEAD FOR LONDON



**We are pleased to announce that Mark Corder has joined the Premier Partnership Team. Mark has taken on the expanding role of Client Relationship Manager for the Metropolitan Police Service (MPS), whose training we provide under the ESPO agreement.**

Mark provides the skills and experience that we were looking for to manage such a prestigious contract and with a Senior Police Officer background, including the management of Learning and Development, it ensures that we continue to deliver subject matter experts to work closely with our clients.

Mark told us "I started with Premier Partnership at the end of September this year and had to hit the ground running because our organisation is working closely with the MPS to deliver a number of key projects, all of which have significant requirements and, as you would expect, come with high expectations."

The current MPS projects include a significant leadership pilot, under the Leading for London banner, involving the development of 6000+ police officers and staff. There is also a

*"Our organisation is working closely with the MPS to deliver a number of key projects, all of which have significant requirements and, as you would expect, come with high expectations."*

significant amount of work being done to around diversity development to provide additional support for the more under-represented groups in the organisation. The Met are taking the development of their personnel very

seriously as they continue to deliver an outstanding policing service for London. Coaching and mentoring opportunities enables the leaders to develop in their role and perform to the highest of standards. There's also a new performance management tool coming to the MPS in the form of the One Met Scorecard, which will be introduced to all senior managers with a view to developing how performance is viewed and managed.

This is just the beginning. Mark expects the portfolio of training with the MPS to develop and grow, especially as the ESPO framework enables the client to focus on the outcomes, while we provide the set-up, support, delivery and ongoing management.

**For more information on the ESPO framework call: David Pearson, Director 01302 369700 [david.pearson@premier-partnership.co.uk](mailto:david.pearson@premier-partnership.co.uk)**

## PREMIER PARTNERSHIP TIMELINE

Premier Partnership made its entrance into the business world in 1994 as a human resource company based in Leeds. Since then, it has moved to new quarters in Doncaster and Hull, and bloomed into one of the UK's largest training and development organisations, averaging 6000 learning interventions per annum to over 3000 clients.

Undertook Risk Assessments of all NAAFI establishments within Europe including Northern Ireland, Belgium and Germany.

Commenced delivery of de-escalation and breakaway training. All facilitators trained by the Suzy Lamplugh Trust.

Designed and delivered open learning and courses to support Jobcentre Plus managers and front-line staff implement the carers strategy.

Provided 50 trainers to deliver a year long program in upskilling Child Support Agency staff at locations throughout the United Kingdom.

**1994** Started delivering personal safety training to local authorities - To date, Premier Partnership have trained 20,000 delegates in personal safety techniques.

**1996**  Design and delivery of a comprehensive management development programme, to all senior and middle managers in the MET Office, featuring personality profiling, coaching, 360 degree feedback and actor led role-play.

**1997** Undertook Risk Assessments of all NAAFI establishments within Europe including Northern Ireland, Belgium and Germany.

**1999**  Provision of an Employee Assistance Programme including confidential counselling to over 100 Spar stores.

**2001**  Designed and delivered a range of services including soft skill catalogue, coaching programmes, team management development programmes for 22,000 DWP managers.

**2007**  The company delivered the world's largest bullying and harassment training intervention, in line with Amicus Section of Unite the Union and BERR. Over 1200 individuals from organisations such as **NHS, BT, British Airways, British Energy, HBOS, Rolls Royce**, benefitted from the training Premier Partnership provided.

**2006**  Designed over 100 learning interventions to support the Jobcentre in rolling out the Employment Support Allowance (ESA).

**2005** The DWP Debt management Team recovers debts resulting from either fraud or error in payment. We were tasked to conduct a needs analysis to then design and deliver a set of bespoke skill development programmes.

**2003** Undertook one of the largest ever training programs on behalf of the DWP. 11 development programs designed and delivered to 18,000 staff in a 4 month period ensuring the successful launch of the Pension Service.

**2002**  Provision of HR consultancy, coaching, learning and development, team building, skills analysis, mediation, employee relations support, tribunal handling and TUPE assistance for Halfords

**2008** Provision of all Health and Safety services including consultancy and training IOSH and NEBOSH courses to 33000 workforce at Leeds CC.

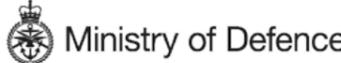
**2009**  Selected in a cadre of preferred training suppliers to Government on the OGC Buying Solutions framework. Out of a list of over 50 SME's and multinationals Premier was one of only 2 companies to be chosen for more than 9 categories of training.

**2010**  Delivered HSE's largest Health and Safety training contract to SME's throughout United Kingdom. This £2 million contract was to provide soft skills and specialist training to 2,400 learners of all managerial and specialist levels from the private sector.

## THE FUTURE OF PREMIER PARTNERSHIP

Premier Partnership have the people and the passion to continue to be a premier partner for every business and their training needs. As the company enters into its third decade of activity, it aims to continue building on the solid foundations it has laid.

**2014** Unprecedented growth as Premier is successful in winning a framework contract that is available to all Public Sector organisations.

**2013**    The company was awarded the Outstanding Training Provider of the year at the CMI Awards. We won the award for the designing of an accredited national Management and Leadership Programme for 6000 managers in the DWP.

**2012** Awarded the contract for the accreditation of Management and Leadership training Government wide on behalf of Civil Service Learning 2012.

# Accreditation is expanding

Our Accreditation team has expanded beyond all expectations this year. Accordingly, we have relocated the team to new offices in Mansfield. The Qualification Centre will handle all enquiries for qualifications including CMI and C&G.



By Amanda Kane  
Qualifications Manager

The Accreditation team at Premier Partnership look after all the Chartered Management Institute (CMI) and City&Guilds (C&G) qualifications for all the Civil Service departments. So that's departments such as Ministry of Defence, Ministry of Justice, Prison Service, Probation Service, DWP, HMRC, Foreign and Commonwealth Office, the Home Office and many many more – over 400,000 people in total.

These qualifications are internationally recognised and are all hosted on our bespoke Moodle system which the Accreditation team have developed and maintain on a daily basis. We manage the learners through their qualification journey from start to finish.

Premier Partnership hold the Centre status for the provision of CMI and C&G qualifications. We have over 15 years' experience for providing qualifications at all levels, in both the Public and Private Sector.

We helped develop the qualifications with teams from the Civil Service and we built an on-line site to help the learner link between their own department, the Civil Service, their Awarding Body (CMI or C&G) and us at Premier Partnership.

The Accreditation team also has assessors who are registered with the



Amanda & Amy attended CS Live to promote our CMI and C&G qualifications.

awarding bodies and who mark the learners work.

There are now nearly 3000 learners registered on the system and each one of them has a dedicated email and telephone number to help them with their questions etc. The Accreditation team handles over 60 enquiries each day.

Amanda Kane is the Qualifications Manager. Amanda has worked with Premier Partnership for many years and has a background of fast paced Human Resource management along with all aspects of learning and development.

Amy Gallinagh is the Accreditation Supervisor and has also worked with Premier Partnership for many years. Amy has sound knowledge of City&Guilds and their internal systems.

Our team and workload have grown considerably over the last 12 months, so much so that we now have our own offices located near Mansfield where

our dedicated team focus daily on the needs of the learners.

*“It's such an exciting time for Civil Service employees, the potential for their development through our range of qualifications is vast. From front line staff to senior strategic managers there's something for everyone”*

The team attended Civil Service Live to promote our range of qualifications. This opportunity was a great chance to showcase our qualifications and give advice on the best suited qualifications for learners.

It's such an exciting time for Civil



Our Accreditation team have relocated to a new Accreditation centre office in Mansfield.

Service employees, the potential for their development through our range of qualifications is vast. From front line staff to senior strategic managers there's something for everyone.

With these qualifications you are in the driving seat. You have to commit to studying but you choose where and

when you want to learn and you have ample time in which to complete your chosen qualification.

The accreditation team provides guidance, information and support for you to complete your qualification while using a dedicated qualifications website. This qualification will help your

continuing professional development.

**For further information on our accreditation offering please call Amanda Kane, Qualifications Manager on 01623 287951 or email at [amanda.kane@premier-partnership.co.uk](mailto:amanda.kane@premier-partnership.co.uk)**

## ABOUT ACCREDITATION



1200 people have signed up for a CMI qualification and a further 1800 people have signed up for a City & Guilds qualification. That is a total of 3000 people currently undergoing professional development with an internationally recognised qualification!



City & Guilds qualifications only launched in April, but we have already seen our first successful completion of a C&G Level 2 diploma. We are anticipating many more successful completions as Level 2 and many Level 3 candidates are very near to completion.



The qualifications we offer are open to the entire Civil Service. Premier Partnership's dedicated Accreditation Team will assist in explaining how the qualifications work, the right qualification for your learners, and the learner journey through to completion.

# TRAINER & SUPPLIERS NEEDED

We need quality associate trainers and suppliers so that we can continue to meet increasing demand as our client base grows. Please see the current opportunities below. If you would like to discuss the next steps, please contact Irene McLaughlin on 01302 369700 or by email at [irene.mclaughlin@premier-partnership.co.uk](mailto:irene.mclaughlin@premier-partnership.co.uk).

## Core Skills

Experience in the subject matter area and a recognised training qualification

### Areas:

National

## Fire Risk Assessment/Safety Trainers

### Areas:

South-West, North-West, North-East

## First Aid Trainers

Qualified First Aid Instructor or able to demonstrate 5 years experience and a recognised training qualification

### Areas:

Warwickshire & London

## General Health & Safety Trainer

Minimum Level 3 Health & Safety qualification and a recognised training qualification

### Areas:

South Wales, London and North-East

## IOSH/NEBOSH Trainers

Level 3 training qualification, recognised training qualification, and experience of previous delivery required

### Areas:

South-West, South-East, Warwickshire, North-West & London

## Leadership & Management

Experience in the subject matter area and a recognised training qualification

### Areas:

National

## LGV2 Instructors

Minimum Level 3 Health & Safety qualification and a recognised training qualification

### Areas:

London

## London Trainers ALL disciplines

Social Care for Adults & Children, IT Training, Coaching, Health & Safety, Corporate Leadership and Management, and many more

### Areas:

London

## Personal Safety Trainers

Minimum Level 3 Health & Safety qualification and a recognised training qualification

### Areas:

South-West, South-East, Warwickshire, North-West & London

## Soft Skills

Experience in the subject matter area and a recognised training qualification

### Areas:

National

## IOSH & NEBOSH 2015 DATES

### NEBOSH General Certificate

#### Birmingham

- 23rd February

#### Bristol

- 9th February

#### London

- 2nd February
- 11th May

#### Manchester

- 9th February

#### Newcastle

- 2nd February

### IOSH Managing Safely

#### Birmingham

- 2nd February

#### Bristol

- 16th March

#### London

- 19th January
- 20th April

#### Manchester

- 16th March
- 22nd June

#### Newcastle

- 19th January
- 20th April

For more information about any of these courses please contact us on  
**01302 369700.**



## Premier Partnership

Premier Partnership is one of the UK's leading providers of learning design and delivery, employee relations support and Health & Safety consultancy.

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