

PREMIER PARTNERSHIP NEWSLETTER



PREMIER PARTNERSHIP WIN OUTSTANDING TRAINING PROVIDER OF THE YEAR AT CMI MANAGEMENT & LEADERSHIP AWARDS

LEARNING &
DEVELOPMENT

HEALTH, SAFETY &
WELL-BEING

LEADERSHIP &
MANAGEMENT

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Premier Partnership have been crowned the winner in the Outstanding Training Provider of the Year Award at the CMI National Management & Leadership Awards ceremony in central London.

Premier Partnership has been crowned the winner in the Outstanding Training Provider of the Year Award at the CMI National Management & Leadership Awards ceremony in central London. The prestigious annual awards celebrate the achievements and expertise of the UK's best managers and management teams.

Alan Woodcock, Director, said of the achievement: "This award was achieved through the dedication, commitment and hard work of all the team at Premier and the joint partnership with our

colleagues at Capita and Civil Service Learning"

Premier Partnership, working closely with colleagues from Civil Service Learning and Capita, have developed a wide range of management learning products that map to CMI qualifications at level's 3, 5 and 7, enabling all managers at all levels across the 400,000 plus staff of the Civil Service to obtain a recognised professional qualification.

[Read more about the Award and the work we won it for on page 2](#)



Accredited Management Qualification for Civil servants of all levels

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The work included the development of a Moodle based web site for Civil

Service Managers and Leaders which guides them throughout their qualification journey and enables them to download assessment tasks and upload the completed task for assessment using the site.

The Awards judge organisations, teams and individual managers by looking at issues including financial success, governance, ethics, people

management, sustainability and communication. A total of nine CMI National Management & Leadership Awards were presented by the CMI (the Chartered Management Institute) in categories including Outstanding Leader, Young Achiever and Social Responsibility.

CMI's Chief Executive, Ann Francke, said: "While the UK economy is showing signs of growth, there's still a long way to go. The National Management and Leadership Awards highlight the many managers excelling just when they are needed most and Premier Partnership shows that great management, leadership and training makes all the difference. Their prize is well deserved, so big congratulations to them".

CSL Accredited Management Project

There are over 350,000 people employed within the Civil Service and over 70,000 of these are managers and leaders. The Civil Service's key strategic partner in the delivery of training Capita along with members of the Civil Service Learning team commissioned Premier Partnership to help provide civil servants with qualifications:

Why we were chosen

Premier are the UK's largest supplier of CMI qualifications. We have over 15 years experience of providing qualifications to Line Managers at all levels, in both the Public and Private Sector.

What we provided.

A one stop shop for Management and Leadership qualifications in the Civil Service. This took the

form of a moodle based web site that enabled learners and their line managers to access, enrol and access guides and instructions on the process. Learners could also download and upload assignments or assessment tasks.

We had to provide clear guidance on learning outcomes of each unit of assessment including other learning opportunities including e-learning, work based learning activities, workbooks, professional discussion tips and hints and supporting materials on the CMI management direct portal.

We also provided clear support for learners and their line managers accessed by email and direct telephone contact. We also ran webinars and posted updates on the website.

What was required of Premier Partnership

- Provide Accreditation pathways for all managers at all grades
- Identify the most appropriate awarding body for Managers and Leaders within the Civil Service.
- Map the wide range of management learning opportunities available to the Civil Service to a recognised awarding bodies OFQUAL approved accredited products
- Develop an innovative and creative assessment process that met the awarding bodies criteria but removed barriers to learning and be a stimulating and stretching experience for the learner
- Design and host a moodle based web site that enables learners to download and upload qualification assignments
- Undertake the role as Internal verifiers and program managers

How we met the customers objectives.

We worked closely with our colleagues at the CMI and within Civil Service Learning and Capita to confirm the exact needs and expectations of the client. A full mapping exercise was undertaken of all management and leadership learning products available to the CSL against CMI units of qualification at levels 3, 5 and 7. Where gaps were found in learning opportunities we developed products that filled these gaps. Our in house design team ensured that the web site

and moodle area was engaging and practical and accessible through the wide range of IT functionalities across all Government departments and their executive agencies.

Outcomes

Managers within the Civil Service now have a range of qualification pathways that suit their individual development needs, experience and expertise. These include Awards, Certificates and Diplomas at level 3, 5 and 7 and a flexible approach to the building of a qualification.

The learners/candidates now have a dedicated moodle site that enables them to access their own area of assessment and undertake assignments that are relevant to them and their own professional progression. The site also informs and guides them to learning opportunities available to them through the Civil Service Learning portal and the CMI Management Direct Portal. Managers now have a routeway to achieving Chartered Status with the CMI.

Management Essentials Qualification pathway

The Chartered Institute of Management (CMI) is the only chartered professional body in the UK dedicated to management and leadership. Premier Partnership work with Civil Service Learning and Capita to provide civil servants with a valued qualification. civil servants have an opportunity to work towards a choice of CMI

Management & Leadership Qualification depending on factors such as your current management role and level of responsibility, or what these are in the role you are aspiring to.

Learners studied units that build as qualifications. These units will incorporate a range of learning methods,

models, concepts and theories, but it is the practical application you can make of these that is really important, as you need to gather evidence of study and application to demonstrate your knowledge and skill and how you are applying this learning in the workplace.

Level 3 Award & Certificate in First Line Management

- Personal Development as a First Line Manager
- Developing Individuals and Teams
- Recruitment and Selection
- Improving Team Performance
- Being a Leader
- Introduction to First Line Management
- Managing Equality and Diversity

Level 5 Award, Certificate and Diploma in Management & Leadership

- Information based decision making
- Practices of resource management
- Meeting Stakeholder and Quality Needs
- Planning a change process
- Conducting a Management Project
- Managing recruitment, selection and induction

Level 7 Award, Certificate and Diploma in Strategic Management & Leadership

- Developing performance management strategies
- Financial management
- Strategic information management
- human resource planning
- Strategic management projects
- Reviewing organisational strategy plans and performance
- Implementing organisational change strategies

Accredited Health & Safety Courses

IOSH and NEBOSH courses are globally recognised qualifications that help you meet your health and safety responsibilities to your staff, colleagues and the law.

NEBOSH National General Certificate

This well respected qualification is the foundation for providing an organisation with a 'competent person' to deal with H&S issues.

We have recently delivered this course to the Health & Safety Executives Field Operation Department. These delegates all take H&S queries from members of the public and the knowledge they gleaned from the course is helping them daily to provide a great service to the public and society as a whole.

This qualification is not easy and delegates often feel a great sense of achievement when they attain the qualification. The qualification has 2 examination elements and a practical

which confirms delegates abilities to complete a workplace inspection with a persuasive management report detailing the contents and recommendations.

There is a broad scope of topics in the course including legal issues, management systems and also a variety of specific topics including, manual handling, electricity, work equipment, working at height etc.

IOSH Managing Safely

This is an ideal course for all managers in a workplace who have some H&S responsibilities. This is a 4 day course, and delegates are examined at the end of the course and again complete a practical assessment back in the workplace. Organisations are asked more and more to verify the competency of their managers, and these courses both provide a great way to confirm that the organisation has undertaken their legal duties to provide competent managers/persons.



231,000 absences over 3 days

In 2011/2012 there were 27 million days lost overall. 22.7 million of these were to work-related ill health and 4.3 million due to workplace injury



1.1 million work related illnesses

There are currently 1.1 million people suffering from work related illness. There are around 13,000 deaths each year from work related diseases.



£13.8 billion

This is the estimated cost of workplace injuries and ill health (excluding cancer) to society in 2010/11 .

From HSE 2012/2013 statistics. Visit www.hse.gov.uk/statistics for more

IOSH & NEBOSH 2014 DATES

NEBOSH General Certificate

Birmingham

- 3rd February
- 9th June

Bristol

- 19th May

London

- 27th January
- 2nd June

Manchester

- 10th February
- 19th May

Newcastle

- 12th May

IOSH Managing Safely

Birmingham

- 7th April
- 2nd June

Bristol

- 10th March

London

- 3rd March
- 28th April

Manchester

- 17th Feb
- 30th June

Newcastle

- 20th January
- 28th April

For more information about any of these courses or to book onto one of them please contact us on **01302 369700** or email enquiries@premier-partnership.co.uk

You can also find out more at www.premier-partnership.co.uk

Public sector benefits from simplified, tender free learning and development purchasing

Premier Partnership have won Eastern Shires Purchasing Organisation (ESPO) Managed Training Services contract, making a catalogue of learning available to the public sector through one simple learning portal without the need to tender.

Premier Partnership, a national training company specialising in supplying the public sector, has won a contract through ESPO that enables all public sector bodies to call off training without the need to tender. The contract was offered competitively through OJEU and involved a rigorous selection process, thus complying with all relevant procurement standards.

ESPO, a local government purchasing and distribution consortium based in Leicester, provides to its members and other client bodies a comprehensive, cost effective contracting and procurement service.

The nature of this contract means all public sector bodies are free to use the service without any further public procurement exercises. The service will provide organisations with all elements of their learning need through the managed supplier model. Premier Partnership will manage the quality of the service and provide a proportion of the training with the remainder being provided by a rich mix of training

organisations with a track record in supplying learning to the public sector.

The service incorporates a secure web-based learning portal where learners, their managers or learning leads can quickly search, identify and book on to a range of public and organisational specific courses or request a specific event.

David Pearson, Marketing Director at Premier Partnership said, “Hopefully this contract will enable local authorities and the wider public sector to save substantial sums from their training budgets as a result of lower cost training through economies of scale, better use of public courses open to multiple organisations and reduced procurement costs.” David went on to say “Where organisations have preferred suppliers we are more than willing to use them providing quality standards are met”.

Whilst initially for use by local authorities within the UK, the Framework Agreement will be open to all eligible public bodies in the UK, such as: - Public Health, Police, Fire and Rescue Services, Registered Charities and any Central Government Departments and their agencies wishing to access the Framework.

Premier Partnership has a long history of providing learning to the public sector through a strong supply chain of over 200 partner organisations including the Chartered Management Institute, Walkgrove, The Working Manager and QA.

The Framework will be effective for a period of two years with the option to extend for up to a further two years thereafter. The Framework commenced on the 1st August 2013.





Premier Partnership now working with the Met Police

The Metropolitan Police employs some 32,000 operational police officers and around 20,000 other staff. These staff are supported by a newly formed Shared Services Team.

We are delighted to be delivering Customer Service Essentials training to the staff in this team and are enjoying working in partnership with City and Guilds on this programme to professionalise and certificate this training.

A pilot session has already run and we have been encouraged by the positive feedback received from this. We are looking to roll out the training to more than 100 staff in November and then further phases of the training will come on line into the New Year.

Some of our other Customer Service work



Delivered a wide range of customer service products for operational contact centre staff including performance related training



Over 22,000 workshops on Customer service and operational service to The Department for Work and Pensions.



Contact Centre specialist accredited training program utilising fraud investigation for Jobcentre Plus

Premier Partnership Newsletter - November

If you would like to sign up to receive future Premier Partnership Newsletters please go to www.premier-partnership.co.uk/newsletter

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