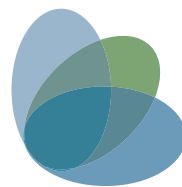


Business First

OPENING UP OPPORTUNITIES
JANUARY 2009 – ISSUE 1



business solutions
@hrc

Welcome

Welcome to the very first issue of Business First, our newsletter to keep you up-to-date with the latest developments about training opportunities for businesses and employers.

We have provided training and consultancy to businesses and organisations for over fifteen years and we have recently integrated all our training services under one name: business solutions @hrc. Many of you have had a long association with us through The Training Bank and The Ware Assessment Centre, and we are delighted to confirm that you can still access their training services and all our business services through our new brand of business solutions @hrc.



IN THIS ISSUE:

WELCOME

Welcome to business solutions @hrc

WHAT WE OFFER

Industry Training Solutions
FREE Consultation - Page 2

UNDER THE SPOTLIGHT

Team Leading and Customer Service
- Page 3

AT A GLANCE & HAVE YOUR SAY

- Page 4



Industry Training Solutions

What we offer:

- A comprehensive range of practical training solutions
- Customised training programmes
- Training to suit all budgets

Benefits of training:

- An organisation with highly skilled staff makes it adaptable to change and can help protect your business against changes in the economy.
- Developing highly skilled employees helps ensure your business operates competitively, helps staff retention and makes you more productive.

Our training includes:

- NVQs in key employment sectors
- Apprenticeship programmes
- Essential Skills for Business
- Professional qualifications
- Short courses in a wide variety of subject areas including retail, catering, hospitality, IT, health and safety, English and Maths

FREE CONSULTATION

Take advantage of our invitation for a FREE consultation with our Skills Adviser who will:

- Identify the training strengths and weaknesses of your business
- Advise you on how to tap into subsidised training
- Identify training requirements and where training can add value

We will tailor a training programme to address your specific business needs and we will then evaluate the success of that training.



Essential Skills for Business

Ensuring your employees have the appropriate skills to perform their job effectively is essential for any business especially if you are to survive and prosper in the current economic climate.

business solutions @hrc can provide training to upskill your staff in:

- CUSTOMER SERVICE
- TEAM LEADING
- SALES & MARKETING
- FINANCE
- MANAGEMENT
- BUSINESS ADMINISTRATION
- IT
- HUMAN RESOURCES (HR)



UNDER THE SPOTLIGHT

– TEAM LEADING AND CUSTOMER SERVICE

business solutions @hrc have worked with a number of Small and Medium sized Enterprises (SMEs) as well as larger employers, including Broxbourne Borough Council, Bushwood Accounting, DHL, SERCO and Pearson Shared Services. In this issue we focus on two organisations where business solutions @hrc provided training in Team Leading and Customer Service.

As part of its commitment to delivering a quality service, Serco Integrated Services recently sent all of their Team Leaders on a new training programme, which focused on the development of skills for those with team leading or co-ordinating responsibilities.

business solutions @hrc delivered a customised training programme at Serco's own premises in Ware, at times which fitted in with their employees' working day over a period of eight weeks. The training they received has not only developed their skills but also motivated them as a team and given them additional confidence within their roles.

Pat Turner, Contract Manager for Serco explained

"The impact on the performance of team leaders who have been through training has been very noticeable. It has made them much more effective in their roles."

business solutions @hrc have helped East Herts District Council to provide a top quality service to their customers.

Ten customer service staff were awarded a National Vocational Qualification (NVQ) Level 2 in Customer Service. During their programme, which was part funded via the Government's Train to Gain initiative, the team studied subjects such as how to deliver good service, going the 'extra mile', dealing with customers by phone, resolving problems and living up to the customer service promise.

Manager Sue Richardson commented

"The programme encouraged the customer service team to look not just at what they do, but why. Everyone took the opportunity to go beyond completing the assignments – they really delved into their work and whether they could do things differently which will benefit the Council as well as themselves."

NEXT TIME IN
UNDER THE SPOTLIGHT:
Business and IT skills



At a Glance

A guide to training available through business solutions @hrc:

Train to Gain

Access Government funding to improve the skills of your employees. NVQs in a range of subject areas including Business & Administration, Customer Service, Cleaning, Construction, Contact Centre Operations, Health & Social Care, Hospitality & Catering, Childcare, Management, Play Work, Youth Work, IT, Sport & Leisure, Teaching Assistants, Team Leading, Warehousing.

Apprenticeships

Accounting, Business Administration, Childcare, Construction (brick, plumbing, carpentry site & bench, painting & decorating), Electrical Installation, IT, Hairdressing.

Courses leading to professional qualifications

Accounting (AAT/ACCA), HR (CIPD), Management (ILM), Marketing (CIM) and Law (ILEX).

One day management courses

Leading Your Team, Motivating Your Team, Improving Communication, Understanding Customer Relationships, What is Marketing.

Bite-size/Taster courses

Finance for Beginners, Team Leading, Starting as a Manager, Stepping up to Senior Management, Marketing.

Key skills

English, Maths and IT courses offered in the workplace and tailored to your needs.

Customised training

All the courses and programmes featured above can be customised to meet your needs and can be delivered at a time and place convenient to you.

Have your say!

We are very keen to find out what you think of us so if you would like to pass on any feedback, contribute any ideas or opinions, or you would like us to cover a 'hot topic' in our newsletter please contact us to let us know!

We look forward to hearing from you.

AND FINALLY...QUIPS, TIPS AND WISE WORDS

"An organisation's ability to learn, and translate that learning into action rapidly, is the ultimate competitive advantage."

Jack Welch Former CEO of General Electric

"Find the qualities in your people and you'll find the quality in your business."

Sir Simon Hornby, British businessman



For more information on how business solutions @hrc can help your business contact us on:
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