

Corporate Training Plan Outcomes for 2012/3

Programme title	Number of Participants/Cost (exc VAT)	Purpose
HAY Refresher Training	7 Participants £3,000	To update the skills of the HAY trained staff from Unison, HR and the independent cohort. It was also an opportunity to audit a sample of roles JE'd to ensure consistency.
Getting the best from Personal Resilience	6 Participants £900	The session was held for staff following on from SMG's training to enable staff to recognise stress related behaviour in themselves and others. The session also looked at various resolutions based on staff needs and experiences.
Managing The Customer Service Process	6 Participants £450 (subsidised partnership event)	The aim of the training was to support managers setting objectives for customer faced/front line staff.
Staff Induction	15 Participants (In-house)	To welcome staff to East Herts Council. To provide delegates with an understanding of the Council's vision and priorities, policies and procedures, benefits and welfare.
Developing customer service team leaders	4 Participants £150 (subsidised partnership event)	The aim of this event is to develop and support service team leaders developing a customer service team.
PACE Interview Procedures	7 Participants £875	An annually run event to ensure staff are PACE compliant. There have been various amendments to the PACE process since the previous training was held.
PDR Training (Managers)	12 Participants £475	To support managers through the revised PDR process. Setting objectives, delivering feedback, supporting staff and grading performance.
PDR Training (Staff)	27 Participants £1475	To support staff through the revised PDR process. To ensure understanding and acknowledge it is a two way process.
Statement Writing and Prosecution Case Preparation	6 Participants £875	This course is run bi-annually to support the officers in their prosecution cases. It focuses on interview skills, gathering and recording information through to the final case preparation.
RIPA	12 Participants £875	An annual event to support the compliance officers through the RIPA process and to ensure awareness of any amendments critical to the authority.

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UCA (Drop in Sessions)	68 Participants £800	To introduce the UCA communication programme to staff in the authority. Hints, tips and quick start guide to the new office communication tool.
Data Protection/FOI	350 Participants All staff E Learning £1200	The corporate training budget funded the e learning programme which was rolled out to all staff to refresh and up skill the staff on the latest data security and FOI legislation.
Recruitment and Selection training	4 Participants £715	The course was designed to support the internal recruitment process, ensuring managers recruited within the law. It also provided support for short listing and devising interview questions.
Skillsbuild (Drop in sessions)	15 Participants (In-house)	To introduce Skillsbuild to staff and show staff how to access the site and participant in the courses available.
Skillsbuild courses	42 Participants	Staff have accessed the electronic courses: <ul style="list-style-type: none"> • FOI/Data Protection • Recruitment • Information Security • GCSx
Negotiating a Better Deal with Supplier's	5 Participants £379 (subsidised partnership event)	How to plan and lead negotiations with new and potential suppliers. The do's and don't when negotiating.
Report Writing Skills	6 Participants £750	How to plan and prepare a clear and concise report using the council's templates.
Sensitive Facilitation of Change	3 Participants £225 (subsidised partnership event)	This course looks at the change process and the issues that arise from change.
Project Management	3 Participants £225 (subsidised partnership event)	To develop a thorough understanding of the project management process to ensure a successful project.
Trainer Development Training	3 Participants £225 (subsidised partnership event)	To develop training skills for delivering presentations internally and externally and training staff within the team.
Document Verification Training	15 Participants £800	An annual event which staff have to attend to enable them to process validation documents and cheques sent to through to the authority.

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Manual Handling & Working at Height Awareness	20 Participants £485	To refresh officer skills.
EVAC Chair Training	10 Staff Free	This training is supplied as part of our contract, staff are asked to volunteer so we have trained staff in the event of an emergency.
Land inspection and management training	5 Participants Funded through insurance premiums	To explain statutory and common law responsibilities, and managing risk and inspections of our varying types of land, assets, water courses and ponds.
Asbestos and legionella	26 Participants £990	Two half day refresher sessions looking at identification, control, logging findings and reporting.