



The Learning & Performance Academy

In partnership with ASTD and accredited by EDI

Get ASTD certified

About the ASTD

The American Society of Training and Development (ASTD) is the world's largest professional association dedicated to training and development. ASTD started in 1943 and in recent years has widened the profession's focus to align learning and performance to organisational results, and is a sought-after voice on critical public policy issues. ASTD's members work in public and private organisations of all sizes in more than 100 countries, with members connecting locally via 125 US chapters and 20 international partners.

Our partnership with ASTD

In early 2011 Reed Learning became the exclusive international partner for the ASTD in the UK. Through this partnership Reed Learning can now offer the ASTD Certificate Programmes, adding our knowledge of the L&D landscape in the UK and a brand new level 5 QCF accreditation with EDI. www.reedlearning.co.uk/ASTD

Qualifications for L&D professionals

Industry-leading learning and development programmes

Who is it for?

The courses in the Academy are aimed at anyone who is involved in the delivery of learning and development interventions for organisations.

This includes trainers, learning and development managers and advisors, heads of department and HR professionals with L&D responsibilities.

What is it about?

The Learning & Performance Academy has been established in response to a growing demand for a practical and progressive suite of courses and qualifications for learning professionals.

Research carried out by Reed Learning in 2010 demonstrates that 78% of practitioners in the L&D community value having a professional qualification and that 64% think that employers see specific L&D and training qualifications as essential or desirable.

The Learning & Performance Academy offers the opportunity to receive a nationally recognised qualification and to become a member of the world's largest membership body for learning and development professionals. Our research indicates the 86% of L&D professionals believe that membership of a professional industry body is valuable for their development. The structure of the Academy also offers full flexibility in terms of level, content, assessment and duration.

Level 3 Award in Learning & Development

Two different courses make up the Level 3 Award in Learning & Development – Train the Trainer and Learning & Development in Practice. Each course is followed by an assessment, combining practical, theoretical and reflective methodologies.

Upon completion of the qualification delegates will have cutting-edge training delivery knowledge combined with a nationally-recognised qualification.

Level 4 and 5 Qualifications

Reed Learning, EDI and ASTD are currently developing these qualifications in conjunction with the Sector Skills Council for Learning and Development and leading awarding body, EDI.

When launched these will be the only Level 5 Learning and Development Qualifications available in the UK.

CPLP®

The ASTD's Certified Professional in Learning and Performance (CPLP®) certification is recognised worldwide as a credential that equips L&D professionals with the tools to be the best in their field. CPLP® gives you the capability, credibility and confidence to be a high performing contributor in any organisation. CPLP® is assessed in two ways – a knowledge-based exam, and a work product submission – and is based on self-directed study, with support from the ASTD Learning System and other resources.

Duration & cost Level 3 Award 5 days, £1,799 + VAT
For more details, call 020 7520 5101 or email: astd.uk@reedlearning.co.uk

Programmes created by and delivered in partnership with the American Society for Training and Development and accredited by EDI



Train the Trainer

Inspire and develop individuals with effective and motivational training

Learning & Development in Practice

Best practice methods to analyse needs, design solutions and evaluate results

Who is it for?

A valuable session for both newly appointed trainers and those looking for a practical refresher.

What is it about?

This course will show you how to harness the full potential of a training group by facilitating discussion and participation. You will learn how to adapt training to suit different learning processes and practice ways to keep attention by delivering stimulating sessions.

What will I get out of it?

- The opportunity to learn from the experts – Reed Learning is current holder of the Learning Provider and Learning Organisation of the Year awards from the World of Learning
- Skills to deliver structured training sessions with well-defined objectives
- Ability to adapt training to cater for all learning styles
- Confidence to manage the training environment, delegates and yourself
- A framework against which to benchmark your skills
- The opportunity to receive quality coaching and feedback from an expert and from your peers
- Written feedback from your trainer against our competency framework and a video of yourself to take away

Course overview

- Training world
 - What is training? What are the core competencies of training?
 - Training as part of the wider development process
 - The group and the individuals
 - Learning motivations and how it may affect the learning environment
 - Managing team dynamics
 - Managing difficult delegates
- Structure
 - Ice breaking
 - Creating a good beginning, middle and end to the session
 - Effective signposting to ensure that learning is linked
- Delivery
 - Presentational techniques to develop the 3 Vs of personal communication
 - Using visual aids effectively
- Practice
 - During the course there will be the opportunity for two 15-minute video recorded practice sessions on the subject of the delegate's choice
 - Delegates may wish to bring some materials that will assist in these practical sessions, but they should be simple and for demonstration purposes only
 - Feedback will be delivered on a group and individual basis

Who is it for?

HR or L&D professionals who are involved in analysing, planning and evaluating the learning and development of people within their organisation.

What is it about?

An overview of the L&D cycle focused on: analysing learning needs; defining the required outcomes to meet those needs; deciding on the most appropriate solutions and making them happen; measuring the success of what was learned. This course concentrates on the non-delivery aspects of learning and development.

What will I get out of it?

- A comprehensive understanding of all stages of the learning cycle
- Sustained learning and development by adopting a planned approach
- Improved performance by linking training and learning outcomes to objectives
- The ability to assess and select the delivery channels best suited to the required objectives
- Sourcing and designing learning materials
- Practical models to evaluate the success of training and learning programmes

Course overview

- Learning and development in practice
 - The L&D cycle and its role in supporting CPD
 - The role of the L&D practitioner within the organisation
 - Consulting with internal customers and managing expectations
- Analysing needs and defining outcomes
 - Aligning learning needs with organisational and departmental goals
 - Analysing learning needs in practice
 - Defining measurable learning outcomes
- Developing and planning solutions
 - Assessing the different ways people learn and removing any barriers
 - Selecting the most appropriate solution to deliver the required outcomes
 - Managing the design and delivery process to ensure success
- Reviewing outcomes and evaluating success
 - Monitoring and evaluating learning events and initiatives
 - Different models for evaluating the outcomes of training

You may also like:

ASTD programmes p84. Train the trainer p85. Managing the learning & development function p86.

Duration & cost 3 days, £1,299 + VAT or £1,618 + VAT (inc accom)

Edinburgh Nov: 7 Feb: 8-10

London Sep: 7-9, 28-30 Oct: 19-21 Nov: 14-16 Dec: 5-7
Jan: 11-13 Feb: 1-3, 27-30 Mar: 21-23

Code TNT



Forms part of our Level 3 Award in Learning & Development accredited by EDI



Duration & cost 2 days, £899 + VAT

London Sep: 8-9 Nov: 16-17 Feb: 2-3

Code LDP



Forms part of our Level 3 Award in Learning & Development accredited by EDI



Managing the Learning and Development Function

Link learning and development to the bottom line

Meet the
trainer:

Neville Pritchard



Neville is a people development specialist and a thought leader in the world of learning, and as such is a key member of our training Faculty. He has nearly 25 years' experience as a coach, trainer, practitioner and senior manager in learning and development. His experience includes heading Barclays University, Learning Director at Barclays Bank and Head of Group Training and Management Development at Abbey National. Neville was also the UK President of ASTD between 2001 and 2004, and has been personally accredited by ASTD to deliver their Certificate Programmes.

During his career, Neville has conceived award-winning approaches and programmes in organisational learning and is a frequent international speaker on learning strategy. His success is built on a performance-driven and results-oriented approach to learning, and he inspires others to adopt a similar approach. Through interactive activities, discussions and analysis he provides insights on best practices in the field and helps delegates implement them in their own organisations.

Who is it for?

Training or L&D Managers responsible for delivering best practice approaches to learning which meet business objectives and generate organisational success.

What is it about?

As a learning leader, you face challenges such as understanding the organisation, managing learning solutions, and organising and administering the learning function. This workshop is designed to prepare you for these challenges and set you up for success in your role.

What will I get out of it?

- Insight on best practices in the field
- Your own plan for managing the learning function at your company
- An interactive workshop including self-assessments, small-group case study discussions, best-practice reviews
- Expert feedback on the specific challenges you face

Course overview

- Realise the current and evolving role of the learning manager
- Establish a vision of how the learning function improves business performance
- Develop long-range learning, development and human performance initiatives
- Partner with business leaders to utilise learning as a performance improvement tool
- Learn to lead and manage the learning function like a business
- Identify the learning project life cycle
- Building effective relationships with internal clients
- Ensure quality throughout the course development process
- Consider and apply three business models for the learning function
- Apply the key components of the learning business plan, linking this to the organisation's strategic plan
- Ensure that learning activity makes a sustained impact
- Evaluate the current solutions of the learning function
- Determine and manage what to outsource
- Enable the learning function to partner with Human Resources
- Ensure legal considerations relating to L&D are followed

Duration & cost 3 days, £1,299 + VAT

London **Sep:** 12-14 **Nov:** 23-25 **Jan:** 30-1 **Mar:** 27-29

Code LDM3



Forms part of our Learning & Performance Academy programmes in partnership with the American Society for Training and Development and accredited by EDI



Designing Learning

Create engaging learning that makes a real impact

Who is it for?

Trainers, learning & development consultants, learning designers and anyone involved in design, development and delivery of learning interventions.

What is it about?

This hands-on workshop covers all aspects of how to design engaging learning. It examines analysis, design, and development processes in detail, with many examples and practice exercises.

What will I get out of it?

- Group activities that model stages of the design process
- A detailed case study with accompanying video resource
- Interaction and discussion with peers on effective approaches
- A CD containing all of the included checklists and templates for you to use back on the job

Course overview

- Consider and apply a number of techniques to gather information on learning needs
- Apply the ADDIE and HPI models
- Identify and document business goals and measures, key processes, roles, tasks, and influences
- Prepare for and conduct interviews, surveys, and analyse work products and procedures
- Consider evaluation methodologies available and create a plan



- Prepare a report to document the results of the needs assessment
- Select instructional methods that promote human psychological learning processes
- Write complete learning objectives based upon task analysis and performance intent
- Create course and lesson outlines
- Produce a Design Document that presents a complete training plan
- Follow guidelines for creating a Participant Guide, Facilitator Guide, and supporting materials
- Apply guidelines to the use of visuals, text, and audio in instructional materials
- Apply guidelines to the development of lesson task training materials
- Develop valid tests and test items
- Prepare for training implementation, including testing and rollout
- Pilot and market the programme

Duration & cost 3 days, £1,299 + VAT
London **Sep:** 19-20 **Nov:** 14-15 **Jan:** 24-25 **Mar:** 20-21
Code TRD



Forms part of our Learning & Performance Academy programmes in partnership with the American Society for Training and Development and accredited by EDI



Coaching Skills for Trainers

Essential techniques for powerful coaching interventions

Who is it for?

Trainers, learning & development consultants, and those involved in the design and delivery of training to either internal or external clients.

What is it about?

Trainers and learning & development professionals need to draw on an increasingly complex armoury of skills. If your work requires you to coach individuals, groups, teams or entire organisations, a solid model and infrastructure for planning the coaching intervention is essential.

This course aims to deliver the practical techniques you need, not only to coach your clients more effectively, but also to measure and track their progress, proving the value of your coaching intervention.

What will I get out of it?

- A highly participative and practical overview of key coaching techniques for L&D professionals
- The ability to go back to your workplace and immediately start using your coaching toolkit
- A five-step model for coaching that you can successfully use with individuals, teams, or an entire organisation
- The opportunity to practice coaching competencies through role plays, group exercises, and case studies

Course overview

- Identify their personal strengths and areas for improvement on a coaching assessment inventory
- Practice the five key coaching competencies within the workplace learning professional coaching model
- Establish coaching agreements with clients and identify how goals link to enhanced business performance
- Promote an open, flexible, and confident coaching relationship
- Apply coaching ethics and standards appropriately in all coaching situations
- Demonstrate active listening, ask powerful questions, and use effective dialogue and feedback techniques
- Integrate and evaluate multiple sources of data
- Design actions and opportunities for ongoing learning that will most effectively lead to coaching results
- Set a coaching action plan with attainable, measurable and specific goals
- Document, measure, and track the client's progress toward and achievement of their coaching goals
- Develop and maintain an effective coaching plan with clients
- Plan, implement, and manage an integrated coaching program
- Build an entire coaching infrastructure at the individual, team, or organisational level

Duration & cost 2 days, £899 + VAT
London **Sep:** 29-30 **Nov:** 9-10 **Jan:** 16-17 **Mar:** 12-13
Code TRC



Forms part of our Learning & Performance Academy programmes in partnership with the American Society for Training and Development and accredited by EDI



Consulting Skills for Trainers

Strategies for delivering expert L&D consultancy

Who is it for?

Trainers, or anyone who is involved in or has responsibility for the delivery of learning and development interventions in organisations.

What is it about?

Whether they consider themselves consultants or not, many people involved in learning & development use consulting skills. If you are involved in training, learning, and performance, you will continue to be drawn into a more consultative role. It could be a project closely related to training, such as designing a custom programme; or it could take the form of a project, such as developing and implementing a leadership succession plan for your organisation.

This course will provide you with an overview of ASTD's '5-D' model for consulting to address these types of project, from the time you are contacted through to the final stages.

What will I get out of it?

- An in-depth case study to follow from start to finish
- Skills to apply to consulting scenarios
- Role-play meetings to build confidence
- Make decisions just as consultants do every day
- Identify your areas of strength and need
- A personal development plan to become a better consultant

Course overview

- Put into practice a model, techniques, and tools to consult with a client
- Introduce practical ideas to manage consulting projects
- Evaluate their skills and identify their developmental needs as a consultant
- State the various consultancy roles a Learning and Performance professional plays, and what consulting is and isn't
- Build client relationships and reach an agreement on expectations
- Develop effective questioning techniques
- Plan data feedback and delivery
- Address resistance and other difficult client behaviours
- Deal effectively with sensitive information
- Use teams effectively to design and implement solutions
- Establish targets and strategies for fulfilling the project requirements
- Identify strategies and tactics to solve a variety of common consultancy issues
- Evaluate the success of a consultancy project and create a plan for using lessons learned
- End a contract appropriately

Measuring & Evaluating Learning

Make sure learning has lasting results

Who is it for?

Essential for anyone who is involved in the delivery of learning and development interventions in organisations – trainers, L&D consultants or advisers, HR managers with responsibility for training, and organisational development (OD) specialists.

What is it about?

What are the most effective ways of measuring the efficiency and evaluating the impact of learning or training interventions? It's a difficult question, and demonstrating return on investment from Learning and Development (L&D) initiatives is a constant challenge in any business.

This course aims to give all learning and development professionals a set of the most up to date models of evaluation, a solid framework and techniques to apply these in the field, and key ways to collect and analyse data to support the business case for investment.

What will I get out of it?

- A comprehensive overview of training evaluation
- An understanding of all the fundamental issues in evaluation as well as the key elements of each level of evaluation
- An evaluation strategy plan and the skills to put it into practice

Course overview

- Identify the need for increased measurement, evaluation, and ROI impact consideration
- Describe the primary models of evaluation
- Ensure the evaluation of both specific programmes and the L&D function
- Develop a detailed evaluation plan
- Pick appropriate evaluation designs
- Implement appropriate tests
- Analyse intangible measures
- Conduct basic data analysis, including ROI and impact consideration
- Communicate data to a variety of stakeholders
- Develop detailed evaluation plans for specific programs
- Update internal policy/practice on evaluation
- Select appropriate data collection methods
- Manage data collection and data integration
- Analyse and interpret data
- Improve the impact of learning and development programs
- Expand the implementation of successful programs and redesign or discontinue ineffective programs
- Build productive relationships with clients and executives

Duration & cost 2 days, £899 + VAT

London **Sep:** 5-6 **Oct:** 31-1 **Jan:** 11-12 **Mar:** 8-9

Code TRCN



Forms part of our Learning & Performance Academy programmes in partnership with the American Society for Training and Development and accredited by EDI



Duration & cost 3 days, £1,299 + VAT

London **Sep:** 21-23 **Nov:** 16-18 **Jan:** 18-20 **Mar:** 14-15

Code TRM



Forms part of our Learning & Performance Academy programmes in partnership with the American Society for Training and Development and accredited by EDI



Strategic HR – the Essential Business Partner

Ensure HR contributes to business success

Introduction to HR

An essential overview of the HR function

Who is it for?

Experienced HR professionals responsible for HR strategy or who wish to make a strategic impact on their organisation.

What is it about?

People are key to the achievement of organisational goals and can be an organisation's most important competitive edge. HR strategy therefore should be integrated with overall organisational strategy to facilitate the achievement of organisational objectives, and to ensure that the policies and processes are in place to meet the needs of your staff.

What will I get out of it?

- Key characteristics of an effective HR strategy
- The knowledge to apply strategic Human Resource Management in practice
- Steps to achieve acceptance for the HR strategy
- An understanding of how HR fits with organisational strategy
- The skills to develop HR plans
- Ways to gain 'buy-in' from key players in the organisation
- Steps to implement change to achieve the plan
- Tools to measure success



Course overview

- Meaningful HR Planning
- Ensure HR makes a real difference for the organisation
- Formulating the strategy
- Options in developing HR plans
- Aligning HR strategy with organisational goals
- Principles of HR strategy
- Levels of HR strategy
- HR strategy that contributes to business success
- HR Strategy and Culture
- Aligning culture with vision
- Reinforcing culture through HR and Management Processes
- Change and HR strategy
- Evaluation in strategic HRM
- Measuring success
- Committing the organisation

You may also like:

Strategic commercial awareness p43.
Finance for directors p66. Advanced employment law p92.

Who is it for?

New or recently appointed HR officers, administrators and managers. Those who are likely to be appointed to an HR role in the future or who require a general understanding of HR as part of their general responsibilities.

What is it about?

For those with limited or no grounding in the fundamentals of HR management this course provides an insight into the key areas of recruitment and selection, employee relations, employee development and performance management. Underpinning all of this is a framework for understanding employee rights and employer responsibilities in the context of current UK legislation. This course will provide the core knowledge to tackle universal HR issues and give professional advice with confidence.

What will I get out of it?

- Tried and tested recruitment and selection methods
- Strengthened employee relations through applying the correct policies and procedures
- The capability to handle disciplinary and grievance matters professionally and ethically
- Best practice in human relations management to increase employee morale, productivity and engagement
- The knowledge required to protect your organisation from potential litigation

Course overview

- Know the vital skill sets for today's HR professional
- Understand how HR strategy supports organisational strategy
- Clarify your areas of responsibility
- Plan and execute a successful recruitment strategy
- Employ best practice selection techniques
- Understand the use of competencies to select and appraise staff
- Manage employee relations effectively
- Handle disciplinary matters decisively
- Initiate and terminate employment contracts within legal boundaries
- Understand key employment law issues
- Improve communication across your organisation
- Develop your employees by implementing lifelong learning
- Heighten performance through measurement and reward
- Validate and evaluate job roles
- Record keeping and the Data Protection Act
- Harness equal opportunities and make the most of a diverse workforce

You may also like:

Effective interviewing skills p44.
Essentials of employment law p92.
Mediation at work p94.

Duration & cost 1 day, £499 + VAT

London **Nov:** 11 **Feb:** 16

Code SHR

Duration & cost 2 days, £899 + VAT

London **Oct:** 20-21 **Dec:** 8-9 **Jan:** 31-1 **Mar:** 15-16

Code IHR



Early bird discount – book any short course seven weeks in advance and get 30% off!

CIPD Foundation Level 3 Qualifications in L&D Practice

Introductory Award, Certificate and Diploma programmes to launch your L&D career

Who is it for?

These Level 3 CIPD Foundation level qualifications are designed to meet the needs of L&D professionals who are new to the role or who are in a support function. These qualifications replace CTP.

Programme overview

Our Level 3 L&D qualifications are CIPD accredited and offer you a comprehensive toolkit of best-practice L&D techniques and methods. On completion of the Certificate or Diploma, candidates are eligible to apply to upgrade to Associate membership of the CIPD.

The programmes are delivered through a variety of assessment and development based methods. Assessment can be working one to one with a qualified assessor, via flexible meetings to fit around your work schedule or through group discussion or workshops for some modules. On completion of the Certificate or Diploma, candidates are eligible to apply to upgrade to Associate Membership of the CIPD.

Choice of qualification

Candidates may work towards:

Award = 3 credits

Certificate = 28 credits

Diploma = 37 credits

What will I get out of it?

- A thorough grounding in the role of an L&D practitioner
- The skills to record and analyse L&D information
- A process flow to prepare, deliver and evaluate L&D activities
- Practical knowledge of learning needs analysis
- Confidence to develop your role and put your skills into practice
- One-to-one support from an experienced L&D professional
- A Level 3 CIPD qualification and the option to apply for CIPD Associate Membership

Units include

- **Core modules**
 - Developing yourself as an effective HR or L&D practitioner
 - Understanding organisations and the role of HR
 - Recording, analysing and using HR information
- **Optional modules**
 - Undertaking a learning needs analysis
 - Preparing and designing learning and development activities
 - Delivering learning and development activities
 - Evaluating learning and developing activities
 - Developing coaching skills for the workplace
 - Developing mentoring skills for the workplace
 - An optional unit from HR areas

CIPD Advanced Level 7 Qualification in Human Resource Development

Specialist qualifications in Human Resource Development with the option to upgrade to CIPD Chartered Membership

Who is it for?

This postgraduate level qualification is designed for specialists in Learning & Development. Typical candidates will be Heads of Learning and Development, Training Consultants, L&D Managers and Senior L&D Practitioners working in specialist areas such as coaching, talent and leadership development.

Programme overview

This is a tailored approach for senior L&D professionals seeking a route to MCIPD membership that fits around their work commitments. Part of the new CIPD qualification structure, it allows L&D professionals to be largely assessed through work based competency. This involves providing work-based evidence and narrative that demonstrates the practical application of knowledge and skills, and undertaking exams for two modules only.

On completion of the Diploma, candidates are eligible to apply to upgrade to Chartered Membership of the CIPD (or Chartered Fellow if appropriate).

Choice of qualification

Candidates may work towards:

Award = 1 module

Certificate = 4 modules

Diploma = 8 modules

What will I get out of it?

- A benchmark of knowledge and expertise in L&D practice and strategy
- Specialist skills and knowledge to progress your L&D career

- An understanding of the role of L&D in context
- The leadership skills to drive process improvements throughout the organisation
- A Level 7 CIPD qualification and the option to apply for CIPD Chartered Membership

Module options

- **Core modules**
 - HRM in context
 - Leading, managing and developing people
 - Developing skills for business leadership
 - Investigating a business issue from an HR perspective
- **Optional modules**
 - Learning and talent development
 - Designing, delivering and evaluating learning and development provision
 - Leadership and management development
 - Knowledge management and organisational learning
 - Understanding and implementing coaching and mentoring
 - Organisational design and development
 - Resourcing and talent management
 - Performance management
 - Reward management
 - Managing employment relations
 - Employment law
 - Employee engagement

Programme title Foundation Award in L&D Essentials
Foundation Certificate in L&D Practice
Foundation Diploma in L&D Practice

Duration According to experience and prior learning
Call 020 7932 2760 for more information

Cost Award from £500 + VAT
Certificate from £1,950 + VAT
Diploma from £2,950 + VAT

For an explanation of credits and rules of combination please call us on 020 7932 2760.

These qualifications awarded by the Chartered Institute of Personal Development (CIPD)



Programme title Advanced Award in Human Resources
Advanced Certificate in Human Resources
Advanced Diploma in Human Resource Development

Duration According to experience and prior learning
Call 020 7932 2760 for more information

Cost Award from £1,250 + VAT
Certificate from £2,950 + VAT
Diploma from £4,500 + VAT

For an explanation of credits and rules of combination please call us on 020 7932 2760.

These qualifications awarded by the Chartered Institute of Personal Development (CIPD)



CIPD Foundation Level 3 Qualifications in Human Resource Practice

Introductory Award, Certificate and Diploma programmes providing a firm foundation for your HR career

CIPD Advanced Level 7 Qualification in Human Resource Management

Specialist qualifications in Human Resource Management with the option to upgrade to CIPD Chartered Membership

Who is it for?

These Level 3 CIPD Foundation level qualifications are designed to meet the needs of HR professionals who are new to the role or who are in a support function. These qualifications replace CPP.

Programme overview

The new Foundation qualifications are CIPD accredited and qualify you in best-practice Human Resource techniques and practices.

The programmes are delivered through a variety of assessment and development based methods. Assessment can be working one-to-one with a qualified assessor, via flexible meetings to fit around your work schedule or through group discussion or workshops for some modules.

On completion of the Certificate or Diploma, candidates are eligible to apply to upgrade to Associate Membership of the CIPD.

Choice of qualification

Candidates may work towards:

Award = 3 credits

Certificate = 28 credits

Diploma = 37 credits

What will I get out of it?

- A comprehensive introduction to your HR career
- Knowledge of essential HR responsibilities including job analysis, employee relations, and performance & reward management
- Practical techniques to support change within your organisation



- One-to-one support from an experienced HR professional
- A Level 3 CIPD qualification and the option to apply for CIPD Associate Membership

Units include

- **Core modules**
 - Developing yourself as an effective HR practitioner
 - Understanding organisations and the role of HR
 - Recording, analysing and using HR information
- **Optional modules**
 - Resourcing talent
 - Supporting good practice in managing the employment relationship
 - Supporting good practice in performance and reward management
 - Contributing to the process of job analysis
 - Supporting change within organisations
 - An optional unit from L&D areas

Who is it for?

These postgraduate level qualifications are designed for both HR generalists and specialists and replace the CIPD PDS scheme. Typical candidates will be HR Directors and Managers and Senior HR Practitioners working in specialist areas.

Programme overview

This is a tailored approach for senior HR and professionals seeking a route to MCIPD membership that fits around their work commitments. Part of the new CIPD qualification structure, it allows HR professionals to be largely assessed through work based competency. This involves providing evidence and narrative that demonstrate the practical application of your knowledge and skills, and undertaking exams for two modules only.

On completion of the Diploma, candidates are eligible to apply to upgrade to Chartered Membership of the CIPD (or Chartered Fellow if appropriate).

Choice of qualification

Candidates may work towards:

Award = 1 module

Certificate = 4 modules

Diploma = 8 modules

What will I get out of it?

- A benchmark of knowledge and expertise in HR practice and strategy
- The technical knowledge and skills to confidently drive HR practice improvements across the organisation
- An understanding of the role of HR in context
- The leadership skills to drive process improvements throughout the organisation
- A Level 7 CIPD qualification and the option to apply for CIPD Chartered Membership

Module options

- **Core modules**
 - HRM in context
 - Leading, managing and developing people
 - Developing skills for business leadership
 - Investigating a business issue from an HR perspective
- **Optional modules**
 - Organisational design and development
 - Leadership and management development
 - Resourcing and talent management
 - Performance management
 - Reward management
 - Managing employment relations
 - Employment law
 - Employee engagement
 - Learning and talent development
 - Designing, delivering and evaluating learning and development provision
 - Knowledge management and organisational learning
 - Understanding and implementing coaching and mentoring

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|------------------------|-----------------------------------------------------------------------------------------------------------------------------------------|
| Programme title | Foundation Award in HR Essentials Foundation Certificate in Human Resource Practice Foundation Diploma in Human Resource Practice |
| Duration | According to experience and prior learning Call 020 7932 2760 for more information |
| Cost | Award from £500 + VAT Certificate from £1,950 + VAT Diploma from £2,950 + VAT |

For an explanation of credits and rules of combination please call us on 020 7932 2760.
These qualifications awarded by the Chartered Institute of Personal Development (CIPD)



| | |
|------------------------|-------------------------------------------------------------------------------------------------------------------------------|
| Programme title | Advanced Award in Human Resources Advanced Certificate in Human Resources Advanced Diploma in Human Resource Management |
| Duration | According to experience and prior learning Call 020 7932 2760 for more information |
| Cost | Award from £1,250 + VAT Certificate from £2,950 + VAT Diploma from £4,500 + VAT |

For an explanation of credits and rules of combination please call us on 020 7932 2760.
These qualifications awarded by the Chartered Institute of Personal Development (CIPD)



Essentials of Employment Law

Protect yourself and your organisation with an understanding of the practical implications of employment legislation

Who is it for?

Line managers and newly appointed personnel or human resources specialists. Also suitable for anyone recruiting and managing staff who is looking to avoid legal pitfalls.

What is it about?

A lack of awareness of the fundamentals of employment law can be a major risk to any organisation. This course provides a solid and up-to-date grounding in employment law using interactive questioning and scenarios to ensure you take back practical knowledge to your workplace.

For a more comprehensive review of statute and case law, we recommend our two-day programme – Advanced employment law.

What will I get out of it?

- Reduced risk of legal action through an understanding of the key aspects associated with discrimination
- More detailed knowledge of discipline, grievance and appeals
- Improved recruitment processes and greater skill in contract establishment and termination

“A highly skilled trainer who knew their subject superbly.” Andrew Pretious, Automated Packaging Systems

Course overview

- The contract of employment and its terms
- Data protection at work
- Race discrimination
- Sex discrimination
- Disability discrimination
- Pregnancy and maternity protection
- Paid annual leave
- Statutory sick pay
- Discipline, grievance and appeals
- Termination of the contract
- Fair and unfair dismissal

You may also like:

HR for non-HR managers p44.
Effective interviewing skills p44.
Advanced employment law p92.

Advanced Employment Law

A comprehensive overview to help you navigate the legal minefield with confidence



Who is it for?

HR or personnel specialists and line managers who require detailed employment legislation knowledge.

What is it about?

This course builds on 'Essentials of Employment Law' and provides a more detailed understanding of current employment law, enabling you to protect yourself and your organisation from costly and damaging legal claims.

What will I get out of it?

- The ability to attract and retain the best people by creating a compliant and fair place to work
- Reassurance that your business complies with legal obligations relating to the staff you employ or engage
- The knowledge to keep your company out of employment tribunals

Course overview

- Employment status – who is protected by UK statute?
- The employment contract – statutory provisions, express and implied terms
- Restrictions imposed by the contract
- Changing the contract
- Types of contracts of employment
- Data protection at work
- Ex-offenders
- Unlawful discrimination
- Equal pay
- Health and Safety – the essentials
- Workers from overseas
- The Public Interest Disclosure Act
- The law and pay, including National Minimum Wage
- Maternity, pregnancy and family friendly rights
- The Working Time Regulations
- Statutory and contractual leave
- Handling grievances, discipline and appeals
- Dismissal and termination, including redundancy
- Trade union recognition
- Transfer of Undertakings (TUPE)
- Intercepting communications
- The Human Rights Act
- Stakeholder pensions
- Claims to enforce rights at work
- Cases coming to a tribunal near you

Duration & cost 1 day, £479 + VAT

London Sep: 12 Oct: 19 Nov: 28 Jan: 18 Mar: 1

Code EEL



Early bird discount – book any short course seven weeks in advance and get 30% off!

Duration & cost 2 days, £899 + VAT

London Nov: 2-3 Jan: 11-12 Mar: 8-9

Code AEL



Free refresher courses – repeat any course free of charge

Languages & Disability Awareness

Courses are available to run in-house and can be tailored to your exact needs. For full programme outlines visit reedlearning.co.uk/citylit

COURSES DELIVERED IN PARTNERSHIP WITH CITY LIT

Prices start from £1,200 per day for up to 10 people, with a 50% discount available for charities



Disability Awareness

A practical introduction to the barriers faced by disabled customers and the easy steps that can be taken to improve access to services. This course will empower delegates to improve customer service, provision and accessibility for everyone.

Customers with Speech Disability: Making your Service Accessible

Learn to recognise a range of communication disabilities and select the best way of assisting your customers. Communication impairments are covered by the Disability Discrimination Act and highlight the implications for your organisation.

Languages

City Lit offers training in over 20 languages including French, Spanish, Arabic, Mandarin and English as a Foreign Language (EFL). From short intensive courses to one-year courses run on a weekly basis, flexible training programmes can be delivered to meet the specific needs of your staff. Prices start from £100 per hour for up to 10 people.

Introduction to Deaf Awareness and British Sign Language (BSL)

Become 'deaf aware' and gain a basic knowledge of deafness and communication skills which can be used with deaf, hard of hearing and deafblind colleagues and customers. You will also learn some basic signs and fingerspelling to assist communication with BSL users.

Introduction to British Sign Language (BSL) for the workplace

Learn the basics of British Sign Language (BSL) on this introductory course. Ideal for those who want to know some basic BSL for communicating with deaf colleagues or customers in the workplace.

British Sign Language (BSL)

Develop your BSL skills and learn to communicate with deaf people on a range of topics that involve simple, everyday language use. You will work through three units, leading to an assessment for each to gain your full level 1 certificate in BSL. The typical course length is 60-100 hours and sessions can be run flexibly at lunchtimes, evenings or weekends.



3G Mindset
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3G EXPLAINED...

1. Mindset trumps skill set
2. Triple your chances of getting the job you want
3. One person with a 3G Mindset is worth seven without

Gauge your mindset with the 3G Panorama®, the world's leading measure of a winning mindset, available free at www.3GMindset.com

Understand how you can master your mindset and triple your chances of getting and keeping the job that you want - read "Put Your Mindset to Work" by James Reed and Paul G. Stoltz, available online.

www.3GMindset.com/TheBook

More courses

Certain specialist or technical courses run only in-house or on request.
Call us on 0800 170 7777 or visit reedlearning.co.uk/HR to find out more

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| <p>Recruitment and Selection – Strategies and Skills 2 days £899 + VAT</p> <p>Attracting and retaining the best people is fundamental to business success. This course will provide you with the skills and confidence to bring the right people into the right jobs and manage the entire recruitment process from start to finish.</p> <p>Dates Nov: 17-18 Feb: 22-23 Code REC</p> | <p>Conducting Effective Appraisals 1 day £479 + VAT</p> <p>Appraisals and giving feedback can be the most stressful and difficult part of being a manager. This course will give you a number of approaches, and techniques to ensure the appraisals you conduct are structured, productive and positive for everyone involved.</p> <p>Dates Sep: 30 Jan: 4 Mar: 5 Code AI</p> | <p style="font-size: 48px; color: #92D050; text-align: center;">You may also like:</p> | |
| <p>Conducting Effective Disciplinary Investigations</p> <p>This course is for managers and team leaders requiring a suite of ethical and time efficient management skills and a structured approach for dealing with all disciplinary issues and allegations of improper conduct.</p> <p>Duration 1 day</p> | <p>Drama Skills for Trainers</p> <p>Discover games, improvisation techniques and script work that will help you to understand the principles of the acting craft. You will also learn how to apply that knowledge to deliver training with real impact.</p> <p>Duration 1 day</p> | | |
| <p>Managing Redundancy and Restructuring</p> <p>This session covers the legal and risk implications of making a redundancy, whether for one person or one hundred. In addition it will help delegates to understand the positive implications that a restructure may have on an organisation post change and how you they can bring that to life in the business.</p> <p>Duration 2 days</p> | <p>Managing Absence</p> <p>This programme will identify best practice in absence management: from differentiating between short and long-term absence, conducting return to work interviews, developing absence management strategies and knowing your legal rights as an employer.</p> <p>Duration 1 day</p> | <p>Training and Learning Needs Analysis in Practice</p> <p>Do you know exactly where the skills gaps are in your organisation? If you could accurately assess the development needs of staff before you embark on costly training interventions, wouldn't it make proving training Return on Investment that much easier? This course provides the tools and skills to do exactly that.</p> <p>Duration 2 days</p> | <p>Training Administration</p> <p>This course will teach delegates procedures to continually review and improve training and evaluate learning outcomes. They will learn how to drive down business costs through effective quality management of suppliers and resources. This course runs free of charge, visit reedlearning.co.uk/ta</p> <p>Duration 1 day</p> |
| <p>The Professional HR Manager</p> <p>The Professional HR Manager course has been specially designed for those responsible for the management of staff within the HR department, or those aspiring to such positions. It gives detailed insight into HR development, the strategic influence of HR within organisations and the key aspects of the HR manager's role.</p> <p>Duration 2 days</p> | <p>Advanced Train the Trainer</p> <p>Building on core competencies that have been applied by Reed Learning as a model for best practice in a learning environment, this course gives experienced trainers the direct feedback and expert advice necessary to achieve consistently excellent delivery.</p> <p>Duration 3 days</p> | <p>Managing Diversity</p> <p>Managing diversity is about valuing the differences that people from varied backgrounds bring to an organisation, and nurturing these. This can drive improvements in customer care, and can also attract and retain talent. This course is concerned with recognising diversity as an opportunity to grow any organisation.</p> <p>Duration 1 days</p> | <p>Mediation at Work</p> <p>This workshop aims to give managers the skills and tools to effectively mediate and resolve grievances in the workplace before they escalate, saving time and money to ensure your team remains as productive as possible.</p> <p>Duration 1 day</p> |