

Programme Schedule January – April 09

Management Agenda	Date	Location
01 Assessing your level of responsiveness	13/01/2009 20/01/2009 06/02/2009 11/02/2009 13/03/2009 17/03/2009	Birmingham Newcastle London Exeter Reading Nottingham
02 Funding and finance for maximising business	26/01/2009 09/02/2009 03/03/2009 18/03/2009	Leicester Newcastle Liverpool London
03 Working with Skills Accounts	22/01/2009 24/02/2009	Milton Keynes London
04 Meeting learner demand	26/02/2009 09/03/2009	Leeds London
05 Identifying key skills and behaviours for engaging employers <i>(formerly known as 'Identifying staff behaviours for effective employer engagement')</i>	30/01/2009 23/02/2009	London Birmingham
06 Building employer responsive skills in your organisation <i>(formerly known as 'Matching Your Staff Roles & Skills to employer needs')</i>	11/02/2009 26/03/2009	Liverpool Nottingham
07 Legal advice on employment terms and conditions	13/02/2009	London
08 Using HR to support employer responsiveness <i>(formerly known as 'Implementing new Human Resources (HR) Strategies')</i>	05/02/2009 03/03/2009	London London
09 Capital investment strategies to support employer responsiveness	15/01/2009 11/03/2009 30/03/2009	London Newcastle London
10 Maximising business through effective collaboration <i>(formerly known as 'Creating effective collaboration')</i>	28/01/2009 27/02/2009 24/03/2009	Newcastle London London
11 Principles of organisational design: employer engagement for FE Colleges <i>(see event 13)</i>	Redesigned as event 13	
12 Principles of organisational design: employer engagement for independent training providers <i>(see event 13)</i>	Redesigned as event 13	
13 Structuring your organisation to support employer responsiveness <i>(formerly known as 'Organisation Design for Performance' (FE colleges))</i>	19/01/2009 21/01/2009 10/02/2009 20/03/2009 25/03/2009	Leeds Plymouth London Nottingham Reading
14 Organisation Design for Performance <i>(Independent training providers)</i> <i>(see event 13)</i>	Redesigned as event 13	

Management Agenda <i>continued</i>		Date	Location
15	Understanding organisational design (<i>see event 13</i>)	Redesigned as event 13	
16	Managing your organisation's performance	13/02/2009 17/02/2009 27/02/2009	Milton Keynes London Bristol
17	Process management & improvement	23/01/2009 10/02/2009	London Nottingham
18	How to implement change projects (formerly known as 'Introduction to change management')	16/01/2009 29/01/2009 02/03/2009	Reading London Birmingham
19	Being a successful change leader (formerly known as 'Leading your Organisation's Change')	19/01/2009 24/02/2009	London Nottingham
Employer Relationships		Date	Location
20	Developing your vision for employer responsiveness	14/01/2009 22/01/2009 27/01/2009 11/03/2009	Newcastle York London Milton Keynes
21	Engaging the "whole" organisation	27/01/2009 06/02/2009 02/03/2009 16/03/2009 27/03/2009	Leicester Manchester London Plymouth Newcastle
22	Gaining and maintaining employer involvement	23/01/2009 06/02/2009 23/02/2009 30/03/2009	Birmingham Plymouth London Leeds
23	Identifying bottom line benefits	15/01/2009 19/01/2009 21/01/2009 06/02/2009 16/02/2009 26/02/2009 05/03/2009 10/03/2009 30/03/2009	Leeds Manchester Newcastle Birmingham Nottingham Milton Keynes London Crawley Exeter
24	Sales skills programme – sales foundation	13/01/2009 14/01/2009 15/01/2009 20/01/2009 21/01/2009 22/01/2009 27/01/2009 28/01/2009 29/01/2009	Newcastle Leeds Manchester Birmingham Nottingham Milton Keynes Exeter London Reading
	Sales skills programme – sales practitioner 1	03/02/2009 04/02/2009 05/02/2009 10/02/2009 11/02/2009 12/02/2009 17/02/2009 18/02/2009 19/02/2009	Newcastle Leeds Manchester Birmingham Nottingham Milton Keynes Exeter London Reading

Employer Relationships <i>continued</i>		Date	Location
	Sales skills programme – sales practitioner 2	24/02/2009	Newcastle
		25/02/2009	Leeds
		26/02/2009	Manchester
		03/03/2009	Birmingham
		04/03/2009	Nottingham
		05/03/2009	Milton Keynes
		10/03/2009	Exeter
		11/03/2009	London
		12/03/2009	Reading
	Sales skills programme – securing sales appointments	17/03/2009	Newcastle
		18/03/2009	Leeds
		19/03/2009	Manchester
		24/03/2009	Birmingham
		25/03/2009	Nottingham
		26/03/2009	Milton Keynes
		31/03/2009	Exeter
		01/04/2009	London
		02/04/2009	Reading
24.1	Key account management (<i>new event</i>)	03/02/2009	Bristol
		04/02/2009	London
		05/02/2009	London
		03/03/2009	Newcastle
		04/03/2009	York
		05/03/2009	Liverpool
		24/03/2009	Birmingham
		25/03/2009	Derby
		26/03/2009	Cambridge
24.2	Sales awareness (<i>new event</i>)	27/01/2009 & 10/03/2009	Newcastle
		28/01/2009 & 11/03/2009	Leeds
		29/01/2009 & 12/03/2009	Manchester
		03/02/2009 & 17/03/2009	Birmingham
		04/02/2009 & 18/03/2009	Nottingham
		05/02/2009 & 19/03/2009	Milton Keynes
		10/02/2009 & 24/03/2009	Exeter
		11/02/2009 & 25/03/2009	London
		12/02/2009 & 26/03/2009	Reading
25	Employer engagement strategy and the skills broker standard	02/02/2009	Sheffield
		09/02/2009	Birmingham
		25/02/2009	London
26	Engaging employers through the achievement of the skills broker standard	12/01/2009	Liverpool
		16/01/2009	Exeter
		02/02/2009	Milton Keynes
27	Undertaking effective organisational and training needs analysis	19/02/2009	Birmingham
		27/03/2009	London
Operations		Date	Location
28	Making Customer Relationship Management systems work for you (formerly known as 'Making Customer Relationship Management systems work for you' (basic))	26/01/2009	Hull
		12/02/2009	Middlesborough
		20/02/2009	London
		09/03/2009	Milton Keynes
		19/03/2009	Crawley
29	Making Customer Relationship Management systems work for you (see event 28)	Redesigned into event 28	

Operations <i>continued</i>		Date	Location
30	Systems for employer responsiveness <i>(formerly known as 'Getting the right Systems for employer responsiveness')</i>	03/02/2009	London
		06/03/2009	Newcastle
31	Delivering successful work based learning <i>(formerly known as 'Effective Work Based Delivering models')</i>	17/02/2009	St. Albans
		05/03/2009	Newcastle
		23/03/2009	Birmingham
		31/03/2009	London
32	Effective IAG <i>(Information, Advice and Guidance)</i>	30/01/2009	Bournemouth
		12/02/2009	Sheffield
		04/03/2009	London
		16/03/2009	Milton Keynes
		23/03/2009	Reading
33	Delivering Effective IAG <i>(Information, Advice and Guidance)</i>	14/01/2009	Nottingham
		20/01/2009	Milton Keynes
		16/02/2009	Maidstone
		18/03/2009	Manchester
		20/03/2009	London
33.1	Delivering to small & micro businesses <i>(new event)</i>	29/01/2009	Nottingham
		13/02/2009	Liverpool
		13/03/2009	London
		17/3/2009	London
33.2	The changing role of the assessor <i>(new event)</i>	26/01/2009	London
		05/02/2009	Reading
		06/03/2009	Birmingham
		09/03/2009	Leeds
33.3	Train to Gain for local authority providers <i>(new event)</i>	12/01/2009	Leeds
		22/01/2009	London
		04/02/2009	Birmingham
		12/02/2009	London

Sector Skills		Date	Location
34	Using LMI for Commercial Advantage <i>(formerly known as 'Introduction to LMI in a demand led environment')</i>	12/01/2009	Leicester
		04/02/2009	London
		25/02/2009	Manchester
		09/03/2009	Exeter
		12/03/2009	Birmingham
		19/03/2009	Newcastle
35	Using LMI for Commercial Advantage <i>(see event 34)</i>	Redesigned into event 34	
36	Introduction to the Training Quality Standard <i>(formerly known as 'Making the Training Quality Standard work for you')</i>	02/02/2009	London
		13/03/2009	Birmingham
		31/03/2009	Middlesborough
37	Working towards the Training Quality Standard (ITPs) <i>(formerly known as 'Achieving the Training Quality Standard' (ITPs))</i>	09/02/2009	Milton Keynes
		20/02/2009	Birmingham
		13/03/2009	Leeds
38	Working towards the Training Quality Standard (FE colleges) <i>(formerly known as 'Achieving the Training Quality Standard' (FE Colleges))</i>	16/01/2009	London
		18/02/2009	Newcastle
		16/03/2009	Birmingham
39	The learner & assessment journey <i>(new event)</i>	30/01/2009	Durham
		19/02/2009	London
		10/03/2009	London

For the latest schedule of events, please go to our website <http://wcs.excellence.qia.org.uk/booking>