



**TRAINING & DEVELOPMENT  
CALENDAR  
2012/2013**



**INVESTORS IN PEOPLE**

## Training Calendar for 2012/2013

Course Title	Date	Time	Location
<b>University Induction (Exeter Staff)</b> <i>Mandatory Course</i>	7 <sup>th</sup> May, 2013 10 <sup>th</sup> June, 2013 9 <sup>th</sup> July, 2013	09:00 – 14:00	Senate Chamber Senate Chamber Senate Chamber
<b>BICSc (Housekeeping/Facilities Management) Cleaning</b>  <i>Four day training sessions covering 14 tasks for all Housekeeping and Facilities Management Cleaning – 4 hours in the morning Monday, Tuesday, Thursday, Friday.</i> <i>Mandatory Course</i>	15 <sup>th</sup> – 19 <sup>th</sup> April, 2013 13 <sup>th</sup> – 17 <sup>th</sup> May, 2013 28 <sup>th</sup> – 31 <sup>st</sup> May, 2013 10 <sup>th</sup> – 14 <sup>th</sup> June, 2013 8 <sup>th</sup> - 12 <sup>th</sup> July, 2013 5 <sup>th</sup> – 9 <sup>th</sup> August, 2013	09:00 – 13:00	BICSc Training Room Mardon Hall
<b>BICSc Food Premises Cleaning</b>  <i>Four day training sessions for all Food premises cleaning staff – 4 hours in the morning Monday, Tuesday, Wednesday, Thursday.</i> <i>Mandatory Course</i>	2 <sup>nd</sup> – 5 <sup>th</sup> April, 2013 8 <sup>th</sup> – 11 <sup>th</sup> April, 2013 22 <sup>nd</sup> – 25 <sup>th</sup> April, 2013 29 <sup>th</sup> April – 2 <sup>nd</sup> May, 2013 7 <sup>th</sup> – 10 <sup>th</sup> May, 2013 28 <sup>th</sup> – 31 <sup>st</sup> May, 2013 3 <sup>rd</sup> to 6 <sup>th</sup> June, 2013 24 <sup>th</sup> to 27 <sup>th</sup> June, 2013 1 <sup>st</sup> to 4 <sup>th</sup> July, 2013 15 <sup>th</sup> to 18 <sup>th</sup> July, 2013 22 <sup>nd</sup> to 25 <sup>th</sup> July, 2013 29 <sup>th</sup> to 1 <sup>st</sup> August, 2013	09:00 – 13:00	BICSc Training Room Mardon Hall
<b>Disability Awareness</b> <i>Mandatory Course</i>	11 <sup>th</sup> April, 2013 13 <sup>th</sup> May, 2013 4 <sup>th</sup> June, 2013 10 <sup>th</sup> July, 2013	09:00 – 12:30	Training Room Mardon Hall
<b>Culture Awareness</b> <i>Mandatory Course</i>	16 <sup>th</sup> April, 2013 16 <sup>th</sup> May, 2013 14 <sup>th</sup> June, 2013	09:00 – 12:30	Training Room Mardon Hall
<b>Introduction to Health &amp; Safety</b> <i>Mandatory Course</i>  If staff have attended the University Induction from February, then this topic has been covered and no need to attend this course .	8 <sup>th</sup> April, 2013 8 <sup>th</sup> April, 2013 8 <sup>th</sup> April, 2013 8 <sup>th</sup> April, 2013 9 <sup>th</sup> May, 2013 9 <sup>th</sup> May, 2013 9 <sup>th</sup> May, 2013 9 <sup>th</sup> May, 2013 9 <sup>th</sup> May, 2013 7 <sup>th</sup> June, 2013 19 <sup>th</sup> July, 2013	09.00 – 09.45 10.00 – 10.45 14:00 – 14:45 15:00 – 15:45 09.00 – 09.45 10.00 – 10.45 14:00 – 14:45 15:00 – 15:45 09.00 – 09.45 09.00 – 09.45	Training Room Mardon Hall

Course Title	Date	Time	Location
<b>Environmental Sustainability in the Workplace</b> <i>Mandatory Course</i>	9 <sup>th</sup> April, 2013 7 <sup>th</sup> May, 2013 30 <sup>th</sup> May, 2013 6 <sup>th</sup> June, 2013 16 <sup>th</sup> July, 2013	09:00 – 12:00	Training Room Mardon Hall
<b>Introduction to Procurement</b> <i>Mandatory Course for staff who purchase goods</i>	24 <sup>th</sup> May, 2013	9.30 – 12.00	Training Room Mardon Hall
<b>Bodily Fluids and Sharps</b> <i>Section Specific Mandatory Course</i>	5 <sup>th</sup> April, 2013 10 <sup>th</sup> June, 2013	9.00 – 10.15	Training Room Mardon Hall
<b>Introduction to Chemical Awareness</b> <i>Section Specific Mandatory Course</i>	2 <sup>nd</sup> April, 2013 2 <sup>nd</sup> May, 2013	9.00 – 11.00	Training Room Mardon Hall
<b>Health &amp; Safety: Manual Handling Operations (MHO)</b> (formally Lifting & Handling) <i>Section Specific Mandatory Course</i>	12 <sup>th</sup> April, 2013 3 <sup>rd</sup> May, 2013 3 <sup>rd</sup> June, 2013 8 <sup>th</sup> July, 2013	9.00 – 11.30	Training Room Mardon Hall
<b>Equality &amp; Diversity (Induction)</b> <i>Mandatory Course</i>	22 <sup>nd</sup> April, 2013 22 <sup>nd</sup> April, 2013 21 <sup>st</sup> May, 2013 21 <sup>st</sup> May, 2013 19 <sup>th</sup> June, 2013 19 <sup>th</sup> June, 2013 18 <sup>th</sup> July, 2013 18 <sup>th</sup> July, 2013	10:00 – 12:30 13:30 – 16:00 10:00 – 12:30 13:30 – 16:00 10:00 – 12:30 13:30 – 16:00 10:00 – 12:30 13:30 – 16:00	Training Room Mardon Hall
<b>Customer Service: Delivering Excellent Customer Service</b> <i>(replaces Customer Service Workshop Foundation)</i> <i>Mandatory Course</i>	30 <sup>th</sup> April, 2013 13 <sup>th</sup> June, 2013	09:30 – 12:30 13:30 – 16:30	Mardon Hall Northcote Hse Mardon Hall Mardon Hall Mardon Hall Mardon Hall Mardon Hall
<b>Customer Service: Promoting Excellent Customer Service</b> <i>(replaces Customer Service Workshop for Practitioners)</i>	13 <sup>th</sup> June, 2013	09:30 – 12:30	Mardon Hall Mardon Hall Mardon Hall
<b>Customer Service: Managing Excellent Customer Service</b> <i>(replaces Customer Service for Service Managers)</i>	11 <sup>th</sup> April, 2013	13:30 – 16:30	Streatham Campus

Course Title	Date	Time	Location
<p><b>Basic Fire Safety</b></p> <p><i>Mandatory course for Catering staff, Hall Porters, Facilities Porters who do not have access to computers</i></p> <p><i>Section Specific Mandatory Course</i></p>	<p>TBA –If attended the University Induction from February, then this course has been covered and no need to attend a separate course .</p>		
<p><b>Recruitment and Selection for New Recruiters</b></p> <p><i>Mandatory Course for staff who will recruit staff.</i></p>	<p>4<sup>th</sup> April, 2013 17<sup>th</sup> May, 2013 25<sup>th</sup> June, 2013 17<sup>th</sup> July, 2013</p>	<p>09:00 – 14:00</p>	<p>Training Room Mardon Hall</p>
<p><b>Recruitment and Selection for Experienced Recruiters</b></p> <p><i>Mandatory Course for staff who will recruit staff.</i></p>	<p>4<sup>th</sup> April, 2013 17<sup>th</sup> May, 2013 25<sup>th</sup> June, 2013 17<sup>th</sup> July, 2013</p>	<p>14:30 – 17:00</p>	<p>Training Room Mardon Hall</p>
<p><b>PDR Training for Reviewers (Professional Services)</b></p> <p><i>Mandatory Course for staff who will review staff.</i></p>	<p>26<sup>th</sup> April, 2013 2<sup>nd</sup> May, 2013 14<sup>th</sup> May, 2013 30<sup>th</sup> May, 2013 26<sup>th</sup> June, 2013</p>	<p>09:30 – 12:30 09:30 – 12:30 09:30 – 12:30 09:30 – 12:30 09:30 – 12:30</p>	<p>Streatham Campus</p>
<p><b>Welcome Lunch for New Staff</b></p>	<p>16<sup>th</sup> April, 2013 25<sup>th</sup> June, 2013</p>	<p>12:30 – 13:30</p>	<p>Streatham Campus</p>
<p><b>Level 2 Award in Food Safety in Catering</b></p> <p>1 day training course – with a multi-choice exam at the end <b>Mandatory Course for Food Handlers</b></p>	<p>Please contact Training Team <a href="mailto:sld@exeter.ac.uk">sld@exeter.ac.uk</a></p>	<p>09:00 – 16:30</p>	<p>Training Room Mardon Hall</p>
<p><b>Data Protection: Practical Implications of the Data Protection and Freedom Of Information Acts</b></p>	<p>4<sup>th</sup> June, 2013</p>	<p>10:00 – 12:00</p>	<p>Streatham Campus</p>
<p><b>Anti – Money Laundering Policy</b></p> <p><i>Mandatory Course for staff who handle payments.</i></p>	<p>31<sup>st</sup> January, 2013</p>	<p>09:00 – 11:00</p>	<p>Training Room Mardon Hall</p>

Course Title	Date	Time	Location
<p><b>First Aid At Work Qualification Course</b> (3 day training course)</p> <p><i>To book yourself on a course, please contact Yvonne Pinto at <a href="mailto:sld@exeter.ac.uk">sld@exeter.ac.uk</a> These dates are not on Trent.</i></p>	<p>9, 11 April, 2013 15, 17 April, 2013 22, 24 April, 2013 29 April to 1 May, 2013 8, 10 May, 2013 13, 15 May, 2013 20, 22 May, 2013 3, 5 June, 2013 10, 12 June, 2013 19, 21 June, 2013 24, 26 June, 2013 3, 5 Jul 2013 8, 10 Jul 2013 15, 17 Jul 2013 24, 26 Jul 2013 29, 31 Jul 2013 6, 8 Aug 2013 12, 14 Aug 2013 19, 21 Aug 2013 2, 4 Sep 2013 9, 11 Sep 2013 16, 18 Sep 2013 23, 25 Sep 2013 2, 4 Oct 2013 7, 9 Oct 2013 14, 16 Oct 2013 22, 24 Oct 2013 28, 30 Oct 2013 4, 6 Nov 2013 11, 13 Nov 2013 18, 20 Nov 2013 25, 27 Nov 2013 2,4 Dec 2013 9,11 Dec 2013 16,18 Dec 2013</p>	<p>08:45 – 16:30</p>	<p>St. John Ambulance Training Office – Marsh Barton</p>
<p><b>Annual First Aid Refresher Training</b></p> <p><i>To book yourself on a course, please contact Yvonne Pinto at <a href="mailto:sld@exeter.ac.uk">sld@exeter.ac.uk</a> These dates are not on Trent.</i></p>	<p>12 April, 2013 1 May, 2013 17 May, 2013 31 May, 2013 11 June, 2013 26 June, 2013 10 Jul 2013 23 Jul 2013 9 Aug 2013 21 Aug 2013 6 Sep 2013 27 Sep 2013 9 Oct 2013 25 Oct 2013 6 Nov 2013 22 Nov 2013 11 Dec 2013 18 Dec 2013</p>	<p>08:45– 12:00</p>	<p>St. John Ambulance Training Office – Marsh Barton</p>

Course Title	Date	Time	Location
<p><b>First Aid At Work Re-Qualification Course</b> (2 day training course)</p> <p><i>To book yourself on a course, please contact Yvonne Pinto at <a href="mailto:sld@exeter.ac.uk">sld@exeter.ac.uk</a> These dates are not on Trent.</i></p>	<p>18, 19 April, 2013 25, 26 April, 2013 29, 30 April, 2013 8, 9 May, 2013 16, 17 May, 2013 23, 24 May, 2013 30, 31 May, 2013 6, 7 June, 2013 12, 13 June, 2013 17, 18 June, 2013 27, 28 June, 2013 1, 2 Jul 2013 11, 12 Jul 2013 18, 19 Jul 2013 22, 23 Jul 2013 1, 2 Aug 2013 8, 9 Aug 2013 15, 16 Aug 2013 19, 20 Aug 2013 29, 30 Aug 2013 5, 6 Sep 2013 9, 10 Sep 2013 19, 20 Sep 2013 26, 27 Sep 2013 30 Sep, 1 Oct 2013 10, 11 Oct 2013 17, 18 Oct 2013 24, 25 Oct 2013 31 Oct, 1 Nov 2013 7, 8 Nov 2013 14, 15 Nov 2013 21, 22 Nov 2013 28, 29 Nov 2013 5, 6 Dec 2013 12, 13 Dec 2013 16, 17 Dec 2013</p>	<p>08:45 – 16:30</p>	<p>St. John Ambulance Training Office – Marsh Barton</p>
<p><b>Chapter 8 Training Refresher</b></p>	<p>Please contact Training Team <a href="mailto:sld@exeter.ac.uk">sld@exeter.ac.uk</a></p>		
<p><b>Ladder Training (Working at Height Regulations)</b></p>	<p>Please contact Training Team <a href="mailto:sld@exeter.ac.uk">sld@exeter.ac.uk</a></p>		
<p><b>Electrical Safety</b></p>	<p>Please contact Training Team <a href="mailto:sld@exeter.ac.uk">sld@exeter.ac.uk</a></p>		
<p><b>Pollution Prevention and Spill Response</b></p>	<p>Please contact Training Team <a href="mailto:sld@exeter.ac.uk">sld@exeter.ac.uk</a></p>		
<p><b>Level 3 Award in Health &amp; Safety (Formally known as Intermediate Health &amp; Safety)</b></p>	<p>Please contact Training Team <a href="mailto:sld@exeter.ac.uk">sld@exeter.ac.uk</a></p>		
<p><b>Level 4 Award in Health &amp; Safety (Formally known as Advanced Health &amp; Safety)</b></p>	<p>Please contact Training Team <a href="mailto:sld@exeter.ac.uk">sld@exeter.ac.uk</a></p>		

<b>Physical Intervention Level 2 Award</b>	Please contact Training Team <a href="mailto:sld@exeter.ac.uk">sld@exeter.ac.uk</a>
<b>Level 3 Award in Supervising Food Safety in Catering (Formally known as Intermediate Food Hygiene)</b>	Please contact Training Team <a href="mailto:sld@exeter.ac.uk">sld@exeter.ac.uk</a>
<b>Food Safety in Catering REFRESHER</b>	Please contact Training Team <a href="mailto:sld@exeter.ac.uk">sld@exeter.ac.uk</a>
<b>Level 4 Award in Food Safety (Formally known as Advanced Food Hygiene)</b>	Please contact Training Team <a href="mailto:sld@exeter.ac.uk">sld@exeter.ac.uk</a>
<b>17<sup>th</sup> Edition</b>	Please contact Training Team <a href="mailto:sld@exeter.ac.uk">sld@exeter.ac.uk</a>
<b>Gross Profit Management</b>	Please contact Training Team <a href="mailto:sld@exeter.ac.uk">sld@exeter.ac.uk</a>
<b>Practical Training Certificate (Skills Coaching)</b>	Please contact Training Team <a href="mailto:sld@exeter.ac.uk">sld@exeter.ac.uk</a>
<b>APTOS</b> EAS Reporting Web Stock Requisitions Enquiries & Reports General Ledger/Journal	There are other Aptos Courses available. Please see. <a href="http://www.exeter.ac.uk/staff/development/courses/listing/">http://www.exeter.ac.uk/staff/development/courses/listing/</a> For dates of training and availability on courses.
<b>IT COURSES</b>	Please see <a href="http://www.exeter.ac.uk/staff/development/courses/ittraining/">http://www.exeter.ac.uk/staff/development/courses/ittraining/</a> For dates of training and availability on courses. For ECDL or ECDL Advanced, please contact Training Team for further information on <a href="mailto:sld@exeter.ac.uk">sld@exeter.ac.uk</a>
<b>SITS COURSES</b>	Please see <a href="http://www.exeter.ac.uk/staff/development/courses/listing/">http://www.exeter.ac.uk/staff/development/courses/listing/</a> For dates of training and availability on courses.
<b>Springboard</b>	The Springboard Programme is a national career and personal development programme designed especially for women. The objectives of the programme are, to enable participants to value what they have and build on their strengths; to develop self-confidence to make things happen; to take more control of their lives (whatever that means to them); to develop assertiveness and to reduce stress and anxiety.  Please see <a href="http://www.exeter.ac.uk/staff/development/courses/listing/">http://www.exeter.ac.uk/staff/development/courses/listing/</a> for dates of training and availability on courses.

<p><b>NVQ's</b></p> <p><b>ITQ Level 1 and Level 2</b>  <b>Professional Cookery</b>  <b>Customer Service</b>  <b>Retail Operations</b>  <b>Business and Administration</b>  <b>Housekeeping</b>  <b>Team Leading</b>  <b>Multi Skilled Hospitality</b>  <b>Food Processing &amp; Cooking</b></p>	<p>There are a variety of NVQ's that are available for staff to complete. In order to carry out an NVQ, the member of staff must work in the field they are interested in taking the NVQ as they will need to produce evidence to be assessed.</p> <p>However for the ITQ Level 1 and Level 2 NVQ (Computer training) – Staff can obtain this qualification in their own time should they wish to do this outside of work hours - again this is free if they meet the entry qualifications.</p> <p>Please contact the Training Manager for further information.</p>
<p><b>Skills for Life</b></p>	<p>In conjunction with Exeter College we can also offer staff who wish to improve their English or Maths with further training according to their level of ability. Staff will need to attend classes at Exeter College in their free time or within work hours (with the agreement of their Manager) in order to improve their key skills. Please contact Training Team <a href="mailto:sld@exeter.ac.uk">sld@exeter.ac.uk</a></p>

There are other courses/training opportunities available to you as a member of staff and these are listed on the University of Exeter Staff Learning and Development Web site.

Please visit <http://www.exeter.ac.uk/staff/development/courses/listing/> to view dates and availability for all courses.

**Contact details:**

**Staff Learning and Development**  
**Room 362**  
**Northcote House**  
**The Queens Drive**  
**Exeter**  
**EX4 4QJ**

Telephone No. 01392 72 **4120**

E-mail: [SLD@exeter.ac.uk](mailto:SLD@exeter.ac.uk)



## **Mandatory Training for Campus Services Staff**

This page lists mandatory training for staff. Campus Services has identified the training outlined below as mandatory in order to meet statutory obligations, meet professional standards and to support best practice.

### **All Staff**

[University Induction \(Exeter Staff\)](#) – Staff who attend this course will have also attended the Health & Safety Course.

[Introduction to Health & Safety](#) – No need to attend this course if been on the University Induction from February, 2013.

[Equality & Diversity](#)

[Customer Service: Delivering Excellent Customer Service](#) or [Customer Service: Promoting Excellent Customer Service](#)

[Disability Awareness](#)

[Environmental Sustainability in the Workplace](#)

[Culture Awareness](#)

Basic Fire Safety – Not on the Calendar at Present

### **Service Specific**

[Display Screen Equipment on-line](#) (for staff who use a computer at work)

[Data Protection: The practical implications of the Data Protection and Freedom of Information Acts](#)

[Health & Safety: Manual Handling Operations](#)

[Bodily Fluids & Sharps](#)

[Introduction to Chemical Awareness](#)

[BICSc](#) Housekeeping/Facilities Management Cleaning

[BICSC Food Premises Cleaning](#)

[Level 2 Award in Food Safety CIEH](#)

[Health & Safety: Advanced Fire Safety](#) (for specific job categories: Estate Patrol Staff, Campus Services kitchen staff, Property Services and Ground Staff, Fire Marshals, Buildings Facilities Staff, Residence Managers, Nursery Staff)

### **Training for staff who manage others**

[Performance Development Reviewer](#)

[Recruitment and Selection: For New Recruiters](#)

[Recruitment and Selection: For Experienced Recruiters](#) .