

WELCOME

to the Mercia Management Ltd Training Programme

2

Mercia Management is a training specialist, providing apprenticeships, tailored In-company courses, public scheduled courses and HR related services. Established over thirty years ago the company has built a solid reputation in delivering training programmes that truly meet the needs of clients and achieve real results.

Please take a moment to browse through our brochure. We're confident that we can bring the solutions that strengthen the foundations of your business.

Visit our website:

www.merciamanagement.co.uk

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Mercia Management Ltd.
55 Waterloo Road
Wolverhampton
WV1 4QQ

t: 01902 713552

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e: sales@merciam.co.uk

A detailed map is available on our website.

Mercia Management Ltd is an Equal Opportunities Employer.

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merciamanagement](https://linkedin.com/in/merciamanagement)



COMMERCIAL TRAINING
& APPRENTICESHIPS

04



HEALTH & SAFETY
COURSES &
CONSULTANCY

06



HUMAN RESOURCES
COURSES &
CONSULTANCY

30



MANAGEMENT
TRAINING

36

TRAINING
SPECIALIST



Mercia Management are proud to work in conjunction with the following organisations:



PERSONAL
DEVELOPMENT

40



ELECTRICAL
TRAINING

44



INFORMATION
TECHNOLOGY

50



BOOKING
FORM

51



COMMERCIAL TRAINING

4

Success in business and organisations comes from providing a high standard of work and customer service. To achieve this and stay ahead of competition, you require a skilled and motivated team that know how to do their job safely, lawfully and understand your business objectives to help the organisation move forward. This comes from good quality training to create an excellent and driven working culture.

A motivated and well trained work force is a company's greatest asset and can dramatically improve individuals and team performance which adds value to your services. Satisfied and motivated workers means higher levels of staff retention, less down time and ultimately lower costs in recruitment.

Our dedicated sales team are on-hand to offer advice and information on Health and Safety, First Aid, Management and many other courses to suit your needs. We run public programmes throughout the year at Mercia Management and In-House courses which are held at your premises. Courses can be tailored to your individual requirements and your industry's specific training needs.

All our expert tutors have a wealth of experience in their field and we aim to deliver the most effective and best possible training for you and your employees.

Please take some time to read through our programme which offers further details on our services. Do not hesitate to give us a call to

arrange a free of charge meeting with one of our team to discuss your requirements and ways in which Mercia can assist you to achieve real results.

Please contact us on: **01902 713552**

Sue Turner

Commercial Training Administrator

Chris Chamberlain

Managing Director

Success in Business



High Standard of Customer Service



High Standard of Work



Skilled & Motivated Team



Stay Ahead of Competition



Good Quality Training

call us on: 01902 713552



APPRENTICESHIPS

Quality Training & Development

5

Mercia Management can offer your organisation the chance to access Government subsidised Apprenticeship programmes; these can be delivered to your existing staff or to staff that we can help you recruit.

Through our successful Apprenticeship scheme, we provide quality training and development programmes. These nationally recognised qualifications are delivered directly to your staff in the workplace. We can support Apprenticeships in the following sectors:

- Engineering
- Electrical & Electronic Engineering
- Business Administration
- Customer Service
- Engineering Manufacture
- Engineering Maintenance
- Supporting Teaching & Learning in Schools (Teaching Assistants).

Who is eligible?

All staff aged 16+.

Who pays the training cost?

If under 19 years of age funding of courses are free. If over 19 years of age varying costs apply depending on the course and the individuals age. These can be explained by contacting our recruitment team on the number below.

Can I get help with recruiting a suitable Apprentice?

We can help you recruit a suitable Apprentice. Mercia Management can also work with you to check eligibility of your current staff and help you access training at the lowest cost possible.

Please contact the Recruitment Team on : 01902 713552

to discuss your requirements further.





HEALTH & SAFETY COURSES

6

The correct health and safety education can help you avoid learning from costly mistakes. Let us provide you with a solid foundation in workplace health and safety standards and courses.

We are one of the leading providers of NEBOSH and IOSH courses, manual handling and core health and safety training. Mercia's courses are perfect for occupational safety professionals seeking qualifications for career development or any member of the workforce looking to

increase health and safety awareness and skills.

Our expert advisors are also available for on-site Risk and Fire Assessments to keep companies fully up to date with all the latest health and safety rules, regulations and training needs.

CONSULTANCY SERVICE HEALTH & SAFETY RETAINER

Health & Safety Policies

Complying with Health & Safety legislation is a continuous requirement for all employers. Mercia offer the services of qualified professionals at a fraction of the price of recruiting your own staff.

How the Service Operates

Subscribers will have a confidential telephone link with the appropriate Mercia advisor for advice and guidance health and safety matters. As members of the Mercia Retainer

Service you will be entitled to the following (dependant on your preferred option):

- Preparation of a Safety Policy or review your existing Policy (including free site survey & report)
- Annual review and updating of your Safety Policy
- Reporting of accidents to the Health & Safety Executive
- Use of our name to assure customers you receive professional advice
- Advice on Health & Safety issues

- Quarterly Advice Line newsletter
- Telephone advice line available 0900 to 1700 hours Monday-Friday.

Advice Line News

To ensure companies are aware of the latest developments in Employment, Safety Law & training issues, Mercia produces a quarterly newsletter for members.



SOLID FOUNDATION IN HEALTH & SAFETY



The Health & Safety consultancy is available as a stand alone service or can be combined with our Human Resources consultancy membership.

Note: Additional services can be provided at a price agreed with the client, as and when needed, as detailed below:

- Provision of accredited Health & Safety training
- Safety Audits/Site Inspections
- Accident Investigations
- Fire Precautions/Planning/Risk Assessments/First Aid

Training/Advice

- Plant & Tool Training/Advice on Inspection/Maintenance
- Full Risk Management Package inc. General Risk COSHH, Manual Handling, Noise, PPE, DSE Assessments etc.
- Risk Assessments
- Fire Risk Assessments
- Manual Handling Assessments
- Health & Safety Reports
- Site Inspections

For more information please contact:

Jenni A. Spencer

Retainer Membership & Employment Law Advice

Chris Chamberlain

Retainer Membership & Employment Law Advice

David Walters

Grad IOSH, MIIRSM, Dip NEBOSH Health & Safety Consultant/Tutor

BESPOKE PROGRAMMES AVAILABLE



NEBOSH COURSES

8

The NEBOSH (The National Examination Board in Occupational Safety and Health) certificates are based on UK legislation, they offer a comprehensive range of globally-recognised, vocationally-related qualifications designed to meet the health, safety, environmental and risk management needs of all places of work in both the private and public sectors.

At Mercia We offer a wide range of NEBOSH courses, all carefully designed to meet the specific needs of the relevant NEBOSH syllabus. These courses are a must for health and safety professionals and other related industries. With our wealth of experience and expert tutors we have

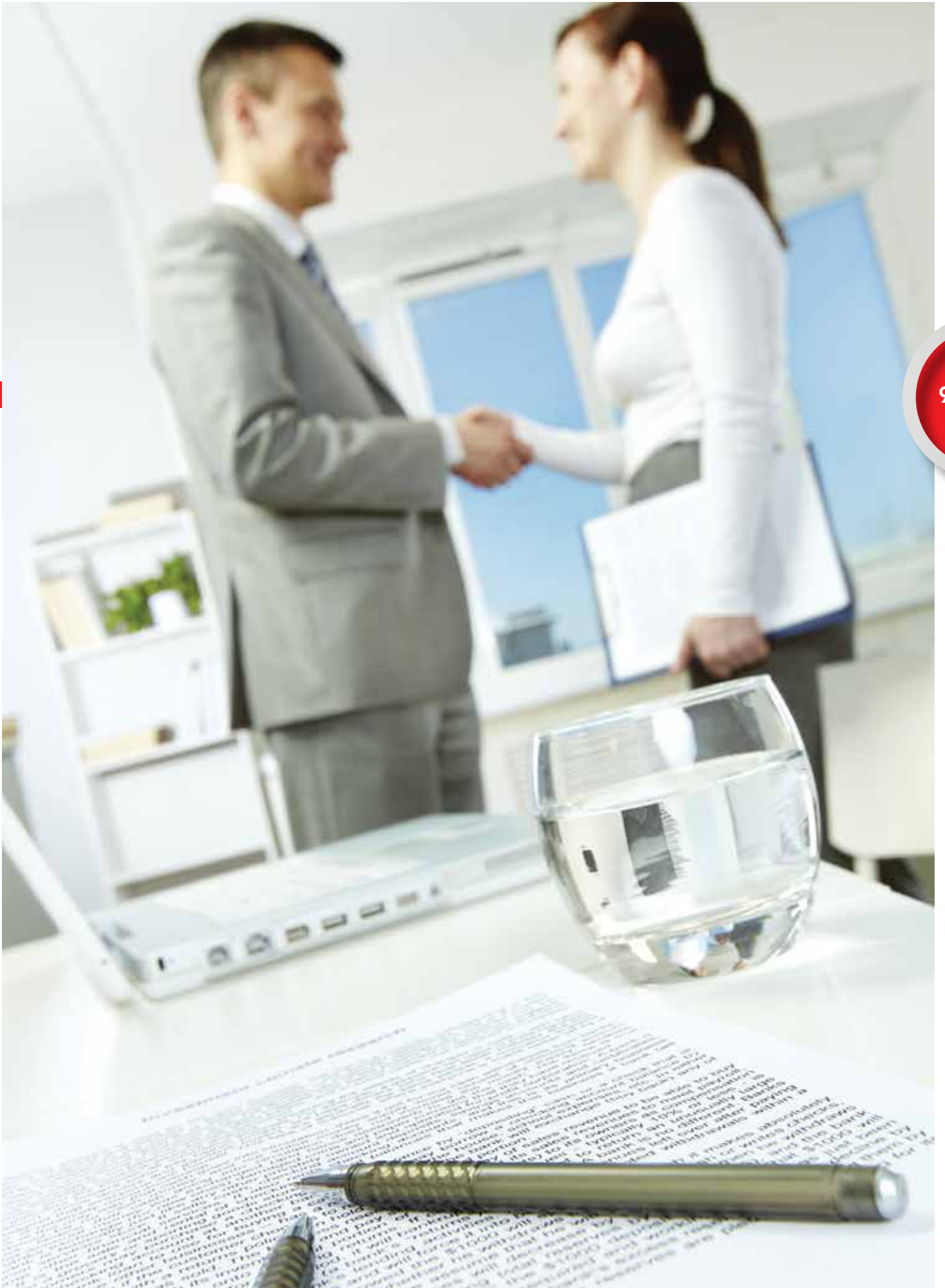
helped hundreds of students from a wide range of backgrounds achieve professional NEBOSH qualifications. Making us second to none when choosing your provider.

Understanding what you need to achieve

NGC1 is the core unit for all the NEBOSH certificates in health & safety, therefore to gain the a NEBOSH certificate you need to obtain NGC1 along with the other relevant subject unit and practical application.

If you have achieved the NEBOSH General Certificate in the last five years and wish to expand your

qualifications you will be exempt from NGC1 and can simply complete the subject unit along with the practical application to achieve your new award





NEBOSH

GENERAL CERTIFICATE

The mostly widely held health and safety qualification in the UK, the NEBOSH National General Certificate in Occupational Health and Safety is an excellent first step to provide an essential foundation for a lifelong career in health and safety that can be built upon with other NEBOSH qualifications. It is ideal for people who need a comprehensive knowledge of health and safety. It is suitable for managers, supervisors and staff with some level of responsibility. This qualification is the most requested health and safety qualification by potential employers in the UK.

10

WHAT WILL YOU STUDY?

Unit NGC1:

Management of Health and Safety

- Foundations in Health and Safety
- Plan
- Do
- Check
- Act

Unit GC2:

Controlling Workplace hazards

- Workplace Hazards and Risk Control
- Transport Hazards and Risk

Control

- Musculoskeletal Hazards and Risk Control
- Work equipment Hazards and Risk Control
- Electrical safety
- Chemical and biological health hazards and risk control
- Physical and psychological health hazards and risk control

Unit GC3:

Health & Safety Practical Application

The completion of a health and safety assessment of the workplace and a management report.

HOW WILL YOU STUDY?

- 10 taught days plus written exams and practical assessment
- NEBOSH training can be delivered at Mercia Management head quarters in Wolverhampton or held at your premises at times to suit your business





NEBOSH

NATIONAL CERTIFICATE IN FIRE SAFETY & RISK MANAGEMENT

The NEBOSH National Certificate In Fire Safety and Risk Management is designed for those with fire safety responsibilities in the workplace. It is aimed at managers and supervisory staff with the responsibility to ensure their organisation meets fire safety legislation. This qualification will equip holders to carry out fire risk assessments of most workplaces and identify the range of fire protection and preventative measures required. This qualification is also suitable for people moving into fire safety adviser roles.

WHAT WILL YOU STUDY?

Essential information: learners must hold NGC1

Unit FC1: Fire Safety & Risk Management

- Managing Fire Safety
- Principles of Fire and Explosion
- Causes and Prevention of Fires
- Fire Protection in Buildings
- Safety of People in the Event of a Fire
- Fire Safety Risk Assessment

Unit FC2: Workplace-Based Practical Assessment (Fire Risk Assessment)

The completion of a workplace fire risk assessment

HOW WILL YOU STUDY?

- 5 taught days plus written exam and practical assessment
- NEBOSH training can be delivered at Mercia Management head quarters in Wolverhampton or held at your premises at times to suit your business

NEBOSH

CERTIFICATE IN ENVIRONMENTAL MANAGEMENT

This stand alone qualification, based on UK law, it is aimed at managers, supervisors and staff from all types of organisations who need a broad understanding of environmental management issues.

WHAT WILL YOU STUDY?

Unit EC1: Management and Control of Environmental Hazards

- Foundations in Environmental Management
- Environmental Management Systems
- Environmental Impact Assessments
- Control of Emissions to Air
- Control of Contamination of Water Sources
- Control of Waste and Land Use

- Sources and Use of Energy and Energy Efficiency
- Control of Environmental Noise
- Planning for and Dealing with Environmental Emergencies

Unit EC2: Workplace-based Practical Project

The completion of an environmental review of a workplace and management report

HOW WILL YOU STUDY?

- 5 taught days plus written exam and practical assessment
- NEBOSH training can be delivered at Mercia Management head quarters in Wolverhampton or held at your premises at times to suit your business



CIEH COURSES

12

The Chartered Institute of Environmental Health is a leading awarding body for accredited vocational qualifications in health & safety.

All the listed programmes are available as Mercia certificated bespoke courses if CIEH accreditation is not required.

**UNDERSTANDING
HEALTH & SAFETY**



call us on: 01902 713552



RISK ASSESSMENT

There is a legal requirement under the Health & Safety at Work act 1974 to provide a safe working environment and safe systems of work. The requirement is extended under the management regulations that companies must provide by law suitable and sufficient risk assessments. Failure to comply with these regulations can lead to possible prosecution & HSE enforcement notices. With this in mind Mercia's trained experts are on hand to assist and instill the knowledge to help you work lawfully and safely.

LEVEL 2 AWARD IN PRINCIPLES OF RISK ASSESSMENT CIEH ACCREDITATION AVAILABLE

Designed to help improve the workplace culture towards Health & Safety, giving staff at all levels the knowledge required and open their eyes to potential risks and their own legal responsibilities.

HOW WILL YOU STUDY?

- 1 taught day as standard with multiple choice exam for CIEH accreditation
- Risk Assessment courses are delivered at Mercia Management headquarters in Wolverhampton or held at your premises at times to suit your business

LEVEL 3 AWARD IN PRINCIPLES & PRACTICE OF RISK ASSESSMENT CIEH ACCREDITATION AVAILABLE

The level 3 programme takes things that bit further and more in-depth than the level 2, looking at the practices in addition to the principles. It is designed for those that will be carrying out risk assessments as part of their roles to help ensure they have knowledge and skills to do so correctly.

HOW WILL YOU STUDY?

- 1 taught day as standard with a work based project for CIEH accreditation
- Risk Assessment courses are delivered at Mercia Management headquarters in Wolverhampton or held at your premises at times to suit your business



LEVEL 2 AWARD IN HEALTH & SAFETY IN THE WORKPLACE

CIEH ACCREDITATION AVAILABLE

This course provides an understanding of Health and Safety necessary across all occupations. It is intended to give a good general knowledge of health and safety law enforcement & individual responsibilities and improve health & safety culture which enables participants to contribute to risk assessment based management systems. It is aimed at anyone within the work environment.

HOW WILL YOU STUDY?

- 1 taught day as standard with a multiple choice exam for CIEH accreditation
- Public courses are delivered at Mercia Management headquarters in Wolverhampton or in-house courses held at your premises at times to suit your business

14

LEVEL 2 AWARD IN PRINCIPLES OF COSHH

CIEH ACCREDITATION AVAILABLE

This qualification is aimed at those who use or come into contact with substances hazardous to health at work. It provides an introduction to the hazards associated with those substances; the risks involved and control methods that are available.

HOW WILL YOU STUDY?

- ½ day taught programme with a multiple choice exam for CIEH accreditation
- Public courses are delivered at Mercia Management headquarters in Wolverhampton or in-house courses held at your premises at times to suit your business





MANUAL HANDLING

HSE Figures for industrial accidents reported each year show that manual handling, lifting and carrying of loads causes most 'over three-day' injuries. The manual handling operations regulations (1992) give employers guidance on the measures which should be taken to avoid injuries.

15

LEVEL 2 AWARD IN THE PRINCIPLES OF MANUAL HANDLING

CIEH ACCREDITATION AVAILABLE

This qualification is aimed at those who carry out manual handling activities at work and provides an introduction to the hazards of manual handling, the risks involved and controls available. Ensuring delegates understand the responsibilities imposed by the regulations.

HOW WILL YOU STUDY?

- ½ and 1 day sessions available depending on requirements with a multiple choice exam for CIEH accreditation
- Public courses are delivered at Mercia Management headquarters in Wolverhampton or in-house courses held at your premises at times to suit your business

COURSES CAN BE HELD IN HOUSE TO SUIT YOUR BUSINESS

MANUAL HANDLING TRAIN THE TRAINER

This course gives you the formal training techniques and presentation skills required for those who have a responsibility to instruct others in safe manual handling within the workplace

HOW WILL YOU STUDY?

- 1 or 2 day taught programme, dependant on numbers
- Public courses are delivered at Mercia Management headquarters in Wolverhampton or in-house courses held at your premises at times to suit your business



IOSH COURSES

16

IOSH (Institute of Occupational Safety and Health) is the worlds largest organisation for Health and Safety professionals. Courses certified by them are the international standard in health and safety, recognised and widely respected. Almost 120,000 people undertake IOSH training every year from every sector of business and industry. Our IOSH training courses include IOSH Working Safely and IOSH Managing Safely. The two different IOSH Courses are aimed at different levels of staff, as their names imply – one is for workers/ employees and one is for managers.

Our IOSH courses offer an in-depth and interactive look at health and safety procedures, candidates who attend each session will be required to undertake written and practical assessments. The assessments are simple and easy to understand, and our pass rate on IOSH training courses is in excess of 95%. Successful delegates are awarded a certificate from IOSH.

IOSH training can be delivered at Mercia Management headquarters in Wolverhampton or held at your premises at times to suit your business.

**100% PASS
RATE FOR
ALL 2012 &
2013 RESULTS
RECEIVED**





IOSH

WORKING SAFELY

The IOSH Working Safely course is designed to improve the safety culture within an organisation by giving individuals a good understanding of their health and safety responsibilities, teaching them how to keep themselves and others safe at work.

IOSH Working Safely is ideal for people at any level in any organisation, in any sector, needing grounding in the essentials of health and safety. It focuses on why health and safety is important, and how individuals can make a real difference to the wellbeing of themselves and others through changing their behaviour.

18

THE COURSE COVERS:

- Identifying hazards and risks in the workplace
- Accidents and their causes
- Identifying and controlling common hazards, such as fire, electricity, chemicals and work equipment
- Improving safety performance
- Protecting our environment

HOW WILL YOU STUDY?

- 1 day taught course with IOSH written examination
- Courses are delivered at Mercia Management headquarters in Wolverhampton or in-house courses held at your premises at

IMPROVING
HEALTH & SAFETY
CULTURE





IOSH

MANAGING SAFELY

Managing Safely is designed for managers and supervisors across all industries and organisations and provides a good overview of the relevant legal obligations in the UK, as well as the practical steps they can take to ensure the safety of themselves and others. This is a four day course (written exam on last day) plus a work based practical risk assessment. On successful completion of the course and practical risk assessment delegates will receive an IOSH accredited certificate.

THE COURSE COVERS:

- The importance of strategic health and safety management and its interaction with other business systems
- Directors' and employers' statutory duties
- Accident causes and their prevention
- Consequences of failing to manage health and safety effectively
- The effect of human factors on health and safety
- Importance of consultation and communication with employees on health and safety issues
- Performance monitoring and continual improvement

HOW WILL YOU STUDY?

- 4 day taught course with IOSH written examination and a work based practical risk assessment
- Courses are delivered at Mercia Management headquarters in Wolverhampton or in-house courses held at your premises at times to suit your business

19

SPA

SAFETY PASSPORT ALLIANCE

This nationally recognised accredited training course designed to provide proof of basic Health & Safety has been covered. Its aim is to give delegates an awareness of current and future British and European legislation and provide basic health & safety training on industry-led specific safety issues. A safety Passport card will be issued upon successful completion.

HOW WILL YOU STUDY

- 1 taught day as standard with multiple choice exam for SPA Accreditation
- SPA courses are delivered at Mercia Management headquarters in Wolverhampton or held at your premises at times to suit your business



FIRST AID AT WORK

20

First aid training in the workplace is a legal requirement. Although accidents should be prevented, they do happen. When they do, companies need to have adequately trained first aid personnel to react promptly and appropriately.

The knowledge gained on first aid training courses will give people the power and potential to save lives when needed. Many companies choose to utilise first aid at work courses to bring a higher level of safety to their workplace. All our First Aid Trainers have a wealth of experience and knowledge. Delegates will benefit from the practical, interactive training enabling them to put the skills learnt into practice in the workplace. The

hands on experience helps to build confidence and our trainers will take extra time to cover areas that are of particular interest or concern to delegates.

First Aid Training can save lives.

Training gives critical knowledge and confidence to effectively manage an emergency without fear or confusion. First Aid training can be delivered at Mercia Management headquarters in Wolverhampton or held at your premises at times to suit your business.





EMERGENCY FIRST AID AT WORK

This is a 1 day course designed to give a good basic knowledge of first aid and offer back up support for the company full First Aiders.

Delegates will be continuously assessed by the instructor and awarded a 3 year certification on successful completion.

THE COURSE COVERS:

- Responsibilities and reporting
- Assessment of the situation
- Dealing with an unconscious casualty
- Resuscitation
- Heart attacks
- Choking
- Control of bleeding
- Fractures
- Burns
- Shock

22

FIRST AID AT WORK

This is a comprehensive three day course enabling all participants to deal with an emergency situation with confidence in a prompt, safe & effective way. Delegates will receive a three year certification on successful completion of ongoing & external assessment.

THE COURSE COVERS:

- legalities, responsibilities and reporting
- assessment of the situation
- dealing with unconscious casualty
- resuscitation
- heart attacks
- choking
- poisoning
- control of bleeding
- bandaging
- fractures
- burns
- head injuries
- eye injuries
- sprains/strains
- shock





FIRST AID REQUALIFIER

All First Aiders must renew their certification every three years. This is a comprehensive two day course enabling all participants to deal with an emergency situation with confidence in a prompt, safe & effective way. Delegates will receive a three year certification on successful completion of ongoing & external assessment. If there are any changes to the protocols from their first qualification delegates will be informed and assessed in these changes. The course content is the same for both the First Aid at Work and First Aid Requalifier courses.

FIRST AID 'BOLT ON' OPTIONS OR STAND ALONE SESSIONS

FIRST AID WITH CASUALTY SIMULATION

One day course in First Aid including realistic casualty scenarios adapted to your business requirements. e.g burns, electrical shock, falls, crush injuries etc.

PAEDIATRIC FIRST AID

One day session for fully qualified First Aiders, two-day courses for non qualified people.

AUTOMATED EXTERNAL DEFIBRILLATOR (AED)

Half day session for fully qualified First Aiders and CPR trained individuals. Half day session for requalifiers and one day course for people with no previous CPR training.

BASIC LIFE SUPPORT (BLS)

Half day

ANAPHYLAXIS

Half day

OXYGEN ADMINISTRATION

Half day

SPECIFIC TRAUMA TREATMENTS

Half day

EPILEPSY

Half day or Full day

SAFEGUARDING

Full day

FOR EVERY MINUTE THAT ELAPSES BETWEEN SUDDEN CARDIAC ARREST AND DEFIBRILLATION, THE CHANCE OF SURVIVAL DECREASES 7 TO 10%. TRAINING YOUR STAFF CAN SAVE LIVES

**MONTHLY COURSES ARE HELD AT
MERCIA MANAGEMENT CALL FOR
DETAILS ON: 01902 713552**



HEALTH & SAFETY BESPOKE COURSES

24

Bespoke course that work for you

Mercia's range of short bespoke health & safety courses allow you to train your staff in exactly what is required and most relevant to your business. We work with you using units from a number of programmes to developed a training course that works. The flexibility allows courses

to be as in-depth or brief as required. On many occasions accreditation can be added if required.

**BESPOKE
HEALTH & SAFETY**





FIRE TRAINING

Within the workplace it is essential that you have appropriately trained and appointed Fire officer, Wardens and Marshalls, so that in the event of an emergency they know what to do. The Regulatory Reform (Fire Safety) Order 2005 requires staff to be provided with training and where persons are appointed to assist in the event of an evacuation, they must be provided with suitable training to be able to discharge those responsibilities.

Our courses are delivered with a combination of classroom based theory and practical hands-on use of portable fire extinguishers. We work with you and your requirements to deliver the best training available to keep you safe and lawful.

FIRE MARSHALLS

The training is aimed at personnel who are existing or recently elected Fire Marshalls. This course is intended to outline the theory of fire, fire classification and the requirements for protection & evacuation

HOW WILL YOU STUDY?

- ½ and 1 day programmes available
- Fire training can be delivered at Mercia Management headquarters in Wolverhampton or held at your premises at times to suit your business

FIRE RISK ASSESSMENT

A comprehensive review of how to undertake fire risk assessments and how to identify appropriate preventative and protective fire safety measure, fire detections, means of escape and control systems. Course can be tailored to your industry.

HOW WILL YOU STUDY?

- Duration varies dependant on exact requirements & level of experience
- Fire training courses are delivered at Mercia Management headquarters in Wolverhampton or held at your premises at times to suit your business



SAFETY IN THE MOUNTING AND USE OF ABRASIVE WHEELS

Under the Provision and Use of the Work Equipment Regulations (1998) companies are required to train in the safe use of abrasive wheels and grinding machines. This course is essential for anyone with the responsibility to mount or use abrasive wheels. It focuses on the legislation and addresses the best way to dress the wheel, store, balance and avoid potential hazards.

HOW WILL YOU STUDY?

- ½ day taught programme with practical elements
- Courses are delivered at Mercia Management headquarters in Wolverhampton or held at your premises at times to suit your business

26

SAFE WORKING AT HEIGHTS

This will provide a comprehensive understanding of the safety issues associated with working at heights as well as the measures required to identify hazards and minimise the risks associated. This course can be delivered in a number of ways dependant on your requirements and the types of work you undertake. We offer half day awareness session and full day specialist workshops which can include consideration of cranes, scaffolds, ladders, mewps, harnesses, mobile towers as well as associated safety equipment, please call to discuss the best route for you.

HOW WILL YOU STUDY?

- ½ and 1 day taught programme available with practical elements
- Courses can be delivered at Mercia Management headquarters in Wolverhampton or held at your premises at times to suit your business

**IDENTIFYING
HAZARDS &
MINIMISING
RISK**





TOWER SCAFFOLDING

PASMA ACCREDITATION AVAILABLE

The aim of this course is to give the attendees knowledge of relevant Regulations, Codes of Practice and good safe working practices along with hands-on practical skills to enable them to safely erect, move, alter, use, dismantle and inspect mobile tower scaffolding. Essential for operatives who erect, move, alter, use, dismantle or inspect mobile tower scaffolding or those who supervise or manage such operatives

HOW WILL YOU STUDY?

- 1 day taught programme available with practical elements
- Courses held at your premises at times to suit your business

27

TOOLBOX TALKS

The Toolbox talks will play a major part in a continuing effort to create an increased awareness of hazards presented in our workplaces, and the precautions which must be taken to eliminate or control them.

Toolbox talks are used to cover a variety of short safety training subjects and to remind employees the importance of being safe. It's intended to be informal and participatory, encouraging questions and discussion and drawing on workers' experience.

Each talk tends to last about 2 hours and can be taken singularly or linked together with other toolbox talks. Delegates are educated about all aspects of the industry they work on, so that they can identify problems with their work sites. Popular topics covered are electrical safety, proper handling of equipment, and Safe Working at Heights, many other aspects can be covered

HOW WILL YOU STUDY?

- Tailor made taught sessions are adapted to suit your requirements
- Courses can be delivered at Mercia Management headquarters in Wolverhampton or held at your premises at times to suit your business

ALSO AVAILABLE

CONFINED SPACE AWARENESS/ ENTRY

½ or 1 Day

ASBESTOS AWARENESS

½ Day

LEGIONELLA AWARENESS

½ or 1 day



OPERATOR TRAINING

There are a frightening amount of accidents involving injury every year. Some are fatal. Operator training is an essential part of nearly all Industries and can help to prevent serious accidents in the workplace.

For a relatively small investment, probably less than the cost of the first pallet load to be moved, and a fraction of the potential legal fees and compensation cost that can follow an incident, will result in a well trained operator.

All employers have a legal obligation to provide training for materials handling equipment operators.

We also offer MEWP and vehicle mounted hydraulic loader training.

28

DEFINITIONS

NOVICE

Little or no prior experience of driving any type of fork lift truck

EXPERIENCED

Has had at least 6 months experience of driving a fork lift truck but has had no formal training

CONVERSION

Already certified on one type of truck e.g. has received formal training and certification on a counterbalance fork lift truck and now needs to operate a reach fork lift truck

REFRESHER

Already certificated on the truck they use but the license has expired.

TRAINING FOR
EQUIPMENT
OPERATORS



WELL TRAINED OPERATORS HELP PREVENT SERIOUS ACCIDENTS



FORK LIFT TRUCK OPERATOR TRAINING

All training delivered to RTITB standards by accredited tutors

HOW WILL YOU STUDY?

- Duration of programme dependant on number of delegates and level of knowledge
- Maximum rate of 3 trainees per instructor
- Training is held at your premises at times to suit your business

COURSE DURATIONS

- Novice** - 3-5 days
- Experience but unlicensed** - 2-3 days
- Conversion** - 1-2 Days
- Refresher** - 1 day to renew license

All drivers can be registered on the

PENDANT CRANE & SLINGING/ LIFTING

HOW WILL YOU STUDY?

- Duration of programme dependant on number of delegates and level of knowledge
- Maximum rate of 3 trainees per instructor
- Training is held at your premises at times to suit your business

COURSE DURATIONS

- Novice** - 2 days
- Experience but unlicensed** - 1-2 days
- Refresher** - 1 day to renew license



HUMAN RESOURCE COURSES & CONSULTANCY

30

An organization cannot build a good team of working professionals without good Human Resources. The key functions of the Human Resources Management team includes recruiting people, training them, performance appraisals, motivating employees as well as workplace communication,

workplace safety, and much more.

Here at Mercia we have a team of dedicated experts to assist with your HR function and give you and your staff the skills that can be practically implemented within the workplace. Please take some time to browse through a number of the courses that

are available to assist you. Courses can be tailored & built to suit your individual requirements.

Please do not hesitate to contact us to arrange a no obligation meeting with one of our experts.

CONSULTANCY SERVICE HUMAN RESOURCES RETAINER

Employment Law & Policies

Employment Law is a continuous requirement for all employers. Mercia offer the services of qualified professionals at a fraction of the price of recruiting your own staff.

How the Service Operates

Subscribers will have a confidential telephone link with the appropriate Mercia advisor for advice and guidance on HR matters. As members of the Mercia Retainer Service you will be entitled to the following (dependant on your preferred option):

- Review your Contracts of Employment.

- Use of our name to assure customers you receive professional advice
- Advice on Employment Conditions & Contracts
- Advice on Discipline, Redundancy and Equal Opportunities & Discrimination
- Quarterly Advice Line newsletter
- Telephone advice line available 0900 to 1700 hours Monday-Friday.

Advice Line News

To ensure companies are aware of the latest developments in Employment, Safety Law & Training issues, Mercia produces a quarterly

newsletter for members.

Mercia's HR consultancy is available as a stand alone service or can be combined with our Health & Safety consultancy membership

For more information please contact:

Jenni A. Spencer

Retainer Membership & Employment Law Advice

Chris Chamberlain

Retainer Membership & Employment Law Advice



DISCIPLINE, GRIEVANCE & EMPLOYEE COUNSELLING

The focus of the training is on helping delegates improve all performance management aspects, ensuring standards are upheld, performance issues and conflicts are managed fairly, consistently and within the legal framework.

This course gives delegates the knowledge and confidence to deal with employee grievances

effectively and appropriately avoiding costly employment tribunals and encouraging better staff performance.

Employers who mishandle discipline and grievance issues in the eyes of tribunals will automatically be committing an unfair act. This allows tribunals to award 50% extra on unfair dismissal claims, making it

essential you get these processes right. This workshop is essential to anyone with a responsibility for employee discipline. You will practice applying discipline, dealing with grievances and counselling for performance or conduct improvement. We work with you to help you understand the steps required to reduce risks of complaints to the employment tribunal.

DEALING WITH ABSENCE AND DEVELOPING AN ABSENCE MANAGEMENT POLICY

The CBI and Chartered Institute of Personnel and Development reported that during 2010 in the UK some 190 million working days were lost due to absence. This programme introduces delegates and organisations to the practical methods of dealing with

absence, understanding how to conduct return to work interviews, dealing with long-term sickness absence, and applying discipline and counselling to improve attendance. With absence management costing all business sectors millions of

pounds each year, reduction and control of absence is essential. It requires a clear absence monitoring policy and action plan to improve it. We can work with you to develop an effective policy for both short and long term absence.

INTERVIEWING & SELECTION

Getting the right staff in place for the job is essential, after all your staff are your biggest assets to drive your organisation forward. Getting the right people in place for the job saves time and money with the costly recruitment process in the future. This one day workshop examines the pitfalls of interviewing and selection and gives guidance on job interviewing and selection techniques to avoid costly mis-matches and discrimination. Giving you the skills to get it right every time.

IT IS CALCULATED THAT EACH EMPLOYEE TOOK AN AVERAGE 6.5 DAYS OFF SICK WHICH AMOUNTED TO A LOSS OF APPROXIMATELY £17BN. TO EMPLOYERS



MOTIVATION & STAFF RETENTION

32

PERFORMANCE, DEVELOPMENT & REVIEW

Many managers have responsibility for reviewing their staffs' performance within a formal appraisal system. Doing it well leaves your staff feeling empowered and motivated this is what will make the difference to team and individual success. To work properly,

performance development needs to be supported by the very special skills of appraisal interviewing. This one day workshop aims to give you these skills and helps with understanding and identifying the purpose and scope of the performance review.

An essential for directors, managers and others responsible for conducting performance reviews.

AVOIDING DISCRIMINATION AND HARASSMENT IN THE WORKPLACE

Discrimination awards by tribunals are unlimited. The law is also becoming more complex due to European law. This workshop covers the practical application of equal opportunities and avoidance of tribunal claims. Providing managers and supervisors with the tools they need to be able to prevent and appropriately respond to claims of workplace discrimination.





**MAKING A
DIFFERENCE
TO TEAM AND
INDIVIDUAL
SUCCESS**



STRESS MANAGEMENT

Stress is an ongoing and ever increasing issue within the workplace, costing companies millions in staff sickness therefore it is essential to ensure management and staff have the skills to deal with stress posed in the workplace .This

programme is for anyone who actively faces stressful, pressure-based or challenging situations in their working lives. It will give individuals the ability to protect themselves from the negative effects of stress from internal and external

sources.

Delegates who attend this course, will look to develop themselves, while learning how to support others. Therefore, this course is suitable for people from any role within an organisation.

EQUALITY & DIVERSITY

This programme is appropriate for those who wish to gain underpinning knowledge and understanding of equality & diversity. It will specifically enable learners to understand the

legal issues, conduct, codes of practice and policies surrounding the creation of a culture that promotes equality and values diversity.

The aim of the course is to highlight the importance of the promotion of equality and valuing of diversity for an effective workplace.

CAN'T SEE THE COURSE YOU ARE LOOKING FOR? GIVE US A CALL TO DISCUSS YOUR NEEDS ON: 01902 713552



QUALITY COURSES

34

INTEGRATED QUALITY, ENVIRONMENTAL & SAFETY SYSTEM AUDITING

This course provides a practical workshop on the needs and requirements for undertaking effective internal audits of integrated quality and environmental systems. The workshop will enable your company to develop a team of internal auditors capable of objectively assessing the system to ISO9001:2008, ISO14001:2004 and OHSAS 18001 requirements.

Throughout the course we will focus on using internal audits of the integrated systems as a continuous improvement tool and not just as a means of gaining or maintaining registration.

This is aimed at organisations who operate integrated Quality ISO9001:2008, Environmental ISO14001:2004 & OHSAS 18001 operating systems.

WHAT WILL YOU STUDY?

- The need and benefits of an integrated system.
- Quality/Environmental shared procedures and distinct procedure.
- Audit requirements, a guide to conducting audits.
- Practical audits on the company system.
- Evaluation of audits undertaken.

HOW WILL YOU STUDY?

- 1 or 2 day programme



INTEGRATED QUALITY SYSTEMS AUDITING ISO9001:2008

This course provides a practical workshop on the needs and requirements for undertaking effective internal audits of the quality system. The workshop will enable your company to develop a team of internal auditors capable of objectively assessing the system to ISO9001:2008 requirements. Throughout the course we will focus on using internal audits of the quality system as a continuous improvement tool and not just as a means of gaining or maintaining registration.

This is aimed at any personnel at any level nominated by their company to serve as an Internal Quality Auditor.

WHAT WILL YOU STUDY?

- The need for quality assurance.
- Establishing a quality system.
- Assessment and registration.
- Audit requirements, a guide to conducting audits.
- Making internal audits part of your continuous improvement programme.

HOW WILL YOU STUDY?

- 1 or 2 day programme

35

INTEGRATED ENVIRONMENTAL SYSTEM AUDITING ISO 14001

This half day workshop aims to provide information about the principles of environmental management systems. Delegates will have an understanding of how to gain management commitment, identify environmental aspects, write an environmental policy and implement environmental management programmes. The one day workshop enables your company to develop a team of internal auditors capable of objectively assessing the system to ISO14001 standards in terms of compliance with your manual.

This is aimed at any personnel at any level nominated by their company to serve as an Internal Quality Auditor.HSAS 18001 operating systems.

WHAT WILL YOU STUDY?

- The need for an EMS.
- Establishing an EMS, integration with ISO9001:2008.
- Audit requirements, a guide to conducting audits.
- Practical audits on the company system.
- Evaluation of audits undertaken.

HOW WILL YOU STUDY?

- Half or full day programme

MAXIMISING
QUALITY,
IMPROVING
PERFORMANCE



MANAGEMENT TRAINING

Prove you have what it takes to do the job & add new skills to your role

36

Training your managers within the workplace is essential, ensuring they have the skills to develop and motivate your teams to progress. We work to give your business all the right tools to succeed. The goal of management training is to increase productivity of all employees by motivating and educating managers. As manager confidence increases, so can the ability of the manager to implement company strategies, mitigate internal conflict and train subordinates to perform better.

ILM is the UK's leading provider of leadership, management and coaching qualifications, and a City & guilds Group Business. ILM provides managers in every sector and at every

level with the active support they need to advance in management. These ILM programmes lead to nationally recognised qualifications and ILM membership.

All our ILM programmes are also available as In-company training, giving you the flexibility to build your own bespoke programme. Mercia also offer non accredited management workshops that are built to suit your requirements, please call us to arrange a no obligation meeting to see how we can help you develop.

EMPLOYERS SAY 93% OF MANAGERS PERFORM BETTER AT WORK AFTER AN ILM QUALIFICATION



**ADD NEW
SKILLS TO YOUR
ROLE**



ILM LEVEL 2 AWARD IN LEADERSHIP AND TEAM SKILLS

This programme is designed to help team-leaders and supervisors identify the key differences between working within a team, and assisting in the supervision of a team, and to provide them with practical tools to support them. Essential for anyone aspiring to or new to a supervisory or team leading position who is seeking an industry recognised qualification or for experienced team members wishing to develop their skills for their first supervisory role.

THIS PROGRAMME AIMS TO:

- Explore the role of leadership and management
- Identify a range of leadership behaviours, values and guiding principles
- Examine the cause and effect of leadership actions
- Enable participants to explore their own leadership styles
- Develop an understanding of the true meaning of performance management
- Promote effective objective setting
- Identify the triggers and causes of underperformance
- Analyse suitable strategies for responding to performance issues
- Address key motivational theories

HOW WILL YOU STUDY?

- 3 days taught workshop highly participative, using facilitated discussion, presentations, validated tools of self-assessment, case studies, Participants will complete work-based learning assignments, which are assessed and verified in order to achieve their accreditation. Providing they meet the ILM criteria.
- Management courses are delivered at Mercia Management head quarters in Wolverhampton or held at your premises at times to suit your business



ILM LEVEL 3 AWARD IN LEADERSHIP AND MANAGEMENT

With increasing pressure to produce better results with less resources, leadership and management capabilities are more important than ever. This programme develops the knowledge, skills and behaviours which are needed by highly effective people managers.

Aimed at first line and junior managers who are seeking an industry recognised qualification or for experienced supervisors and team leaders wishing to improve their skills for their next management role.

38

THIS PROGRAMME AIMS TO:

- Define the meaning of vision, mission and values
- Explore employee engagement and alignment with organisational strategy
- Examine a range of motivational theories
- Identify a range of leadership styles that will promote the growth of individuals and team
- Identify a range of tools for an effective workplace coach
- Develop the skills to effectively identify workplace problems
- Discover methods to generate suitable options
- Address techniques for analysing options
- Identify methods of evaluation and review

HOW WILL YOU STUDY?

- 5 days taught workshop highly participative, using facilitated discussion, presentations, validated tools of self-assessment, case studies, Participants will complete work-based learning assignments, which are assessed and verified providing they meet the ILM criteria.
- Management courses are delivered at Mercia Management headquarters in Wolverhampton or held at your premises at times to suit your business





ILM LEVEL 5 AWARD IN LEADERSHIP AND MANAGEMENT

Those in middle to senior management roles face a multitude of challenges on a day-to-day basis whilst being accountable for driving motivation and achieving goals throughout their teams and the organisation. This programme focuses on how to drive organisational performance through people by using effective leadership behaviours and innovation and change management techniques within the workplace.

Aimed at middle managers (managers of managers) wishing to develop their leadership skills who are seeking an industry recognised qualification or for experienced first line managers about to make the transition into middle

THIS PROGRAMME AIMS TO:

- Address power and influencing strategies
- Explore the role and attributes of the visionary leader
- Provide tools to assess team and organisational culture
- Offer the opportunity to apply a range of emotionally intelligent leadership styles
- Address the three levels of employee engagement
- Identify best practice guiding principles for innovation and change management
- Provide tools to analyse opportunities for innovation and change
- Address techniques generating and analysing suitable courses of action
- Enable the creation and implementation of a SMART change management plan

HOW WILL YOU STUDY?

- 5 days taught workshop highly participative, using facilitated discussion, presentations, validated tools of self-assessment, case studies , Participants will complete work-based learning assignments, which are assessed and verified in order to achieve their accreditation. Providing they meet the ILM criteria.
- Management courses are delivered at Mercia Management headquarters in Wolverhampton or held at your premises at times to suit your business

PLEASE CALL FOR FURTHER DETAILS AND TO DISCUSS OUR CERTIFICATE PROGRAMMES ON: 01902 713552



PERSONAL DEVELOPMENT COURSES

40

Mercia's personal development courses are aimed at individuals who wish to enhance their own performance, both inside and outside the workplace.

Improve your personal efficiency, communication skills and emotional intelligence to develop both yourself and your business. With one of our personal development courses, you can interact more competently and positively with others in the workplace to reduce stress levels and enrich your working life.

IMPROVE
EFFICIENCY,
COMMUNICATION
& EMOTIONAL
INTELLIGENCE





**DEVELOP
YOURSELF & YOUR
BUSINESS**



ACHIEVING EXCELLENCE IN CUSTOMER SERVICE

The customer is always right and let's face it we really do need to value our customers as without them we wouldn't have a business. Ask yourself the question, do you really care for your customers? This course trains individual staff to develop excellent communication skills whether face to face or by telephone. The training programme encourages delegates to treat colleagues and customers with the highest level of professionalism which leads to the delivery of a first class approach to customer service.

HOW WILL YOU STUDY?

- 1 day programme, 1 to 1 coaching sessions are available.
- Courses are delivered at Mercia Management headquarters in Wolverhampton or held at your premises at times to suit your business

TIME MANAGEMENT

Time management is extremely important. Do you ever find yourself saying "there aren't enough hours in the day"? Do you suffer information overload? Do you find it hard to delegate? Do you find it difficult to say no? Do you often take work home with you or work late? Because of work, do you spend less time with your family than you'd like? This course finds solutions to all these (and more) and puts you back in charge of your time and your workload. Helping you acquire techniques to take a close look at current work patterns, identify where time is lost and make appropriate changes.

Essential for any person wishing to improve their personal effectiveness and performance at work and to develop more control over their time.

HOW WILL YOU STUDY?

- 1 day programme, 1 to 1 coaching sessions are available.
- Courses are delivered at Mercia Management headquarters in Wolverhampton or held at your premises at times to suit your business



EFFECTIVE COMMUNICATION

The telephone today is the most widely used form of communication due to its convenience, cost effectiveness and speed. However, this creates more unskilled users than efficient ones. This course is designed to enhance the skills of anyone who spends time on the telephone from receptionist to the sales team. This course has been designed to upgrade any personnel involved in the use of the telephone at work. Helping delegates to understand the importance of a professional approach and to be aware of the impression your company makes to customers over the telephone

HOW WILL YOU STUDY?

- 1 day programme, 1 to 1 coaching sessions are available.
- Courses are delivered at Mercia Management headquarters in Wolverhampton or held at your premises at times to suit your business.

42

TRAIN THE TRAINER

This is a course for staff faced with the responsibility of training company personnel. Candidates practice formal training & presentation techniques for the workplace trainer. It focuses on practical job instruction.

It gives delegates the skills to understand the role of trainer, coach and mentor, helping them to recognise common methods of identifying training needs of employees. Ensuring they recognise the use and advantage of coaching and mentoring.

HOW WILL YOU STUDY?

- 1 or 2 day programmes dependant on group numbers & experience, 1 to 1 coaching sessions are available.
- Courses are delivered at Mercia Management headquarters in Wolverhampton or held at your premises at times to suit your business.

**REDUCE STRESS
LEVELS & ENRICH
WORKING LIFE**





POWERFUL PRESENTATIONS

This course is designed to teach you how to overcome your presentation fears and deliver presentations with impact. We work with you to see the subject from the audiences perspective and structure content for clarity and memory retention. Practical exercises throughout the programme help you make real progress and see immediate results.

A must for anyone who wants to deliver presentations more effectively or dreads presenting in front of an audience, we help give you the confidence to succeed. Ideal for anyone presenting to clients or colleagues.

HOW WILL YOU STUDY?

- 1 or 2 day programmes dependant on group numbers & experience, 1 to 1 coaching sessions are available.
- Courses are delivered at Mercia Management headquarters in Wolverhampton or held at your premises at times to suit your business

ASSERTIVENESS AT WORK

When dealing with people – the real success is the ability to achieve an outcome where everyone is satisfied. This course explores the way in which to improve communication with others and recognise the difference between passive, aggressive and assertive behaviour. This programme aims to help delegates understand and practice the skills of assertive behaviour and achieve more through direct and clear communication.

Essential for people at all levels who need to improve their confidence and personal effectiveness.

HOW WILL YOU STUDY?

- 1 day programme, 1 to 1 coaching sessions are available.
- Courses are delivered at Mercia Management headquarters in Wolverhampton or held at your premises at times to suit your business



ELECTRICAL TRAINING

44

Mercia Management offers a full range of electrical training in our dedicated training facility to give delegates the opportunity to gain hands on practical experience and nationally recognised qualifications. Courses can also be held at your premises tailored to your requirements. City and Guilds examinations are held at Mercia Management in our fully accredited centre.

FULL RANGE OF
ELECTRICAL TRAINING
IN OUR DEDICATED
FACILITY







ELECTRICAL AWARENESS

Electricity regulations apply to all work premises and those who work in them. Electrical circuits and appliances are used by everyone in the workplace and this short programme is primarily aimed at employees and others who use electrical appliances as part of their normal daily function. It is important that workers and supervisors understand their responsibilities whilst using electrical systems in the workplace. Electrical Awareness Training is aimed at providing non-electrical personnel with the skills and knowledge to enable them to carry out specified electrical maintenance. This is a bespoke programme tailored to your requirements

HOW WILL YOU STUDY?

- 1 or 2 days dependent on the programme
- Public courses are delivered at Mercia Management headquarters in Wolverhampton or in-house courses held at your premises at times to suit your business.

46

AIMED AT NON-
ELECTRICAL
PERSONNEL





PORTABLE APPLIANCE TESTING

C&G 2377-22 IN-SERVICE INSPECTION & TESTING OF ELECTRICAL EQUIPMENT
C&G 2377-32 MANAGEMENT REQUIREMENTS FOR THE MAINTENANCE OF ELECTRICAL EQUIPMENT

Portable Appliance Testing (PAT) is one of the most misunderstood areas of electrical work. It is often carried out incorrectly which can be a great cost to companies and potentially risk the safety of employees and members of the public. These courses are designed to give PAT Testers the underpinning knowledge and understanding to carry out testing and keep records of PAT Inspections.

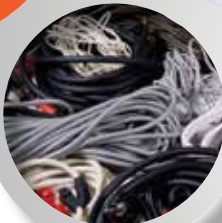
It is essential for delegates to have prior electrical knowledge. This is an intensive training course.

Delegates must have a copy of the IEE Code of Practice for In-Service Inspection and Testing of Electrical Equipment (4th Edition) (ISBN:978184196260)

HOW WILL YOU STUDY?

- 2 days including examination
- Public courses are delivered at Mercia Management headquarters in Wolverhampton or in-house courses held at your premises at times to suit your business

REDUCING
RISKS





C&G 2382-12

17TH EDITION WIRING REGULATIONS (BS7671 JUNE 2008 (2011))

This course is designed to give delegates the ability and confidence to be able to use and understand the wiring regulations in their daily work. The 1st amendment to the 17th Edition Wiring Regulations came into force on 1st January 2012, from this date all installation work must comply with this standard and all practicing electricians should have this qualification.

The 17th Edition is a nationally recognised minimum qualification for most companies looking to recruit electrical personnel.

Delegates must have a copy of IEE Wiring Regulations 17th Edition Wiring Regulations (ISBN: 9781849192699)

HOW WILL YOU STUDY?

- 3 day course including examination on the last day of training
- Public courses are delivered at Mercia Management headquarters in Wolverhampton or in-house courses held at your premises at times to suit your business

48

C&G 2394

INITIAL VERIFICATION & CERTIFICATION OF ELECTRICAL INSTALLATIONS

This course is designed to enable learners to understand principles, practices and legislation for the initial verification of electrical installations. It gives the delegate the underpinning knowledge to be able to inspect, test and certify new electrical installations. It is aimed at practising electricians who are holders of 17th Edition Wiring Regulations.

Delegates must have a copy of IEE Wiring Regulations 17th Edition Wiring Regulations (ISBN: 9781849192699) & IEE Guidance Note 3 Inspection & Testing 6th Edition (ISBN: 97818491922750).

HOW WILL YOU STUDY?

- 3 days training plus online examination, practical examination and written examination
- Public courses are delivered at Mercia Management headquarters in Wolverhampton or in-house courses held at your premises at times to suit your premises
- Examinations are held at Mercia Management



C&G 2395

PERIODIC INSPECTION, TESTING & REPORTING OF ELECTRICAL INSTALLATIONS

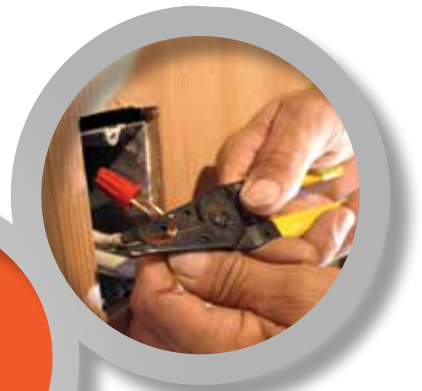
This course is designed to enable learners to understand principles, practices and legislation for the periodic inspection, testing and condition reporting of electrical installations. It gives the delegate the underpinning knowledge to be able to inspect, test and certify existing electrical installations. It is aimed at practising electricians who are holders of 17th Edition Wiring Regulations.

Delegates must have a copy of IEE Wiring Regulations 17th Edition Wiring Regulations (ISBN: 9781849192699) & IEE Guidance Note 3 Inspection & Testing 6th Edition (ISBN: 97818491922750).

HOW WILL YOU STUDY?

- 3 days training plus online examination, practical examination and written examination
- Public courses are delivered at Mercia Management headquarters in Wolverhampton or in-house courses held at your premises at times to suit your premises
- Examinations are held at Mercia Management

**100% PASS ON
2013 17TH EDITION
RESULTS**





INFORMATION TECHNOLOGY

50

Computer training totally customised to suit your needs and budget.

Our IT tuition is designed to enable you to develop computer skills across a wide range of office allocations.

We deliver training through tailored workshops, either for small groups, 2 + delegates or as one to one coaching.

Half or full day sessions based entirely on what you require are at Mercia Management headquarters in Wolverhampton or held at your premises at times to suit your business .

Learn how to use Word for letters, reports, mail merge, tables and flyers. Excel for accounts, charts, graphs and data records. PowerPoint for presentations. Publisher for flyers, newsletters, business stationery, calendars and brochures. Access for client databases and business records. Outlook for email, diaries, reminders and planners.

These courses are both cost and time effective.

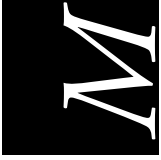
Call now for more details.



**CUSTOMISED TO
SUIT YOUR NEEDS
& YOUR BUDGET**



For the attention of Fax number



Mercia
Management Ltd

Mercia Management — Course Booking Form

Company Name:	Contact:
Address:	
Post Code:	
Tel No:	Email:
Fax No:	

Course details:

Title:	Venue:
Course Date/s:	

Delegates Name/s:	Position:	Dietary/Learning or Access Difficulties etc.:	Fee:
1.			
2.			
3.			
4.			

Company contact name:

Name: (Print)	Position:
Signature:	Date:

Data Protection Act 1998

Mercia Management is registered with the Information Commissioners Office for Data Protection. The information you provide on this form may be recorded on a database for information purposes only.

Payment of Fees

Fees include tuition, documentation and refreshments as applicable. To book, please send your payment together with this booking form. It is a condition of booking that payment is made in advance. On receipt of payment joining instructions will be forwarded at least 7 days prior to the course date. A VAT invoice will follow separately.

Payment is due on course booking
 Cheque enclosed for **£**
 Debit/Credit Card payments – please call us on 01902 713552
(plus VAT)

OR for agreed credit accounts state your

Purchase Order Number:

Please Return to:
 Mercia Management Limited,
 55 Waterloo Road, Wolverhampton WV1 4QQ
 Tel: 01902 713 552 Fax: 01902 390 960

Cancellation & Transfer of Bookings

Cancellation of any course will be subject to charges as follows: termination notice received over 21 days prior to course commencement – no charge, between 10 and 20 days – 25% of course cost, less than 10 days – 100% of the course cost will be due. Where delegates fail to attend a course the full course cost shall be invoiced. **Transferring Courses** - If a delegate wishes to transfer to a later course there will be an administration charge of 25% of the course fee if it is within 15 working days of the original course date. Only one transfer is permitted, if the transfer is cancelled and the delegate fails to attend, the full course fee remains payable. Delegates pre-booked onto a course may be **substituted** by another delegate at any time prior to commencement to the course at no additional cost, although details of this change should be notified to Mercia at the earliest opportunity. We reserve the right to cancel or change any course at any time without prior notice & for whatever reason. In such circumstances, all monies will be refunded unless an alternative date can be agreed.



Mercia
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