



the UK's leading training provider of apprenticeship programmes and vocational courses for the catering, hospitality and security industries



Bridging the Gap 2011

our experience

The Charnwood security team boast many years of expertise and are leaders in the delivery of sector specific qualifications.

We understand that there are many aspects of security and each role is as vitally important as the next. Whether your choice is Door Supervision, Security Guarding or CCTV, Charnwood can deliver the standards that will help you produce the professionalism required to enjoy a successful career.

All our qualifications are Nationally Approved, meet the requirements of the SIA and develop and manage professional standards within the workplace.

We pride ourselves in relationship building and to date have won national clients due to the quality of our training and the way we work.



“Over the next few years the Security market is projected to show a positive performance on the UKs economy”

and quality

At Charnwood, our own values focus on excellence, quality, professionalism, profit and commitment. These values permeate our whole approach and help achieve desired standards and results for all companies with which we work.

Working in partnership enables Charnwood to deliver quality sector specific training that benefits individuals getting into employment or improving their career opportunities when in employment.

We like to ensure we are moving the Charnwood Resource forward and can guarantee quality of delivery and successes for our clients.

our courses

Our courses not only allow individuals to obtain a licence, but also become 'job ready' and step straight into the many job opportunities that this developing industry is now creating...

Award in Door Supervision

Under the Private Security Industry Act 2001, all door supervisors must hold a licence to practise issued by the Security Industry Authority (SIA).

This qualification covers for mandatory units;

Unit 1 Working in the Private Security Industry

Relevant Legislation, health and fire safety in the workplace, non-fire-related workplace Emergencies and the importance of communication and customer care

Unit 2 Working as a Door Supervisor

Safety and security, access control and searching, incident recording and crime scene Preservation, drugs & arrest, licensing law and social responsibility

Unit 3 Conflict Management for the Private Security Industry

The principles of conflict management, problem solving strategies, the importance of communication and the de-escalation of conflict

Unit 4 Physical Intervention

Post incident reporting, techniques; escorting & holding individuals, disengagement and the legal & medical implications on use of force

Eligibility

Over 18s only

Delivery

4 days 9.00am—5.30pm / 36 Guided Learning Hours

Accreditation

Level 2 BIIAB

Assessment

Multiple choice examinations (3) & Physical assessment

and training

Award in Understanding Stewarding at Spectator Events

This qualification enables learners to prepare, control and respond to problems and emergencies at spectator events. The course is ideal for individuals that wish to progress onto paid or voluntary employment in spectator safety.

Eligibility

Over 16s only

Delivery

4 days

Accreditation

Level 2 Edexcel

Assessment

Multiple choice examination

Award in CCTV Operations (Public Space Surveillance)

This course aims to provide the learner with the basic knowledge and understanding to ensure the provision of a professional level of service as a CCTV operative; and to address the licensing requirements in the SIA regulated, operational environment.

Eligibility

Over 18s only

Delivery

4 days

Accreditation

Level 2 Edexcel

Assessment

Multiple choice examinations (2) & practical assessment

our pub schools

During the summer of 2011 and in line with the new funding flexibilities; Charnwood have been reviewing its product offer to further increase the courses we offer to improve added value

Having a close working partnership with some of the larger employers within the hospitality and security sector, Charnwood are already training, placing and recruiting for employers and would look to further expand on this provision in line with the funding flexibilities post July 2011.

The Charnwood end to end delivery model supports those individuals with the need for some pre apprenticeship 'life skills' training in order they gain the necessary core skills prior to commencing an apprenticeship or vocational route. This provision will be open to all individuals within the community.

Supporting individuals in to work on both a local and national scale is a key strategic focus for Charnwood and the purchase of the first external training academy (Pub School) is the first step in many to support the employment agenda. Another four to six academies placed nationally are planned for 2012 alone.



“66% of vacancies in the Hospitality industry are classed as being ‘hard to fill’ due to a skills shortage”



our partnerships

Charnwood has maintained successful sub contract agreements for over two years; during the next contract year we will see a vast increase in provision for the two main key subcontracts we hold



As the sole provider of vocational courses in Security for Working Links, During 2010-2010 Charnwood delivered over 100 courses in a 6 month period. By offering alternative curriculum plans and coordinating additional courses outside of our portfolio range, we accommodated offering suitable solutions to the client whilst supporting with pre-screening practices and acting as 'placement' contact for job outcomes.



In 2010 we secured a national partnership with the Leadership Development Centre of Manchester; Awarded as a 'good' training provider by Ofsted, the independent training provider specialises in security training of both vocational and short course qualifications. This relationship has proved to be very successful and has helped LDC to improve their National provision by 100%.



Working in partnership to encourage individual professional staff development; Spirit Pub Company have offered apprenticeship programmes and vocational training to over 500 employees in the last year; increasing staff retention and improving the quality of services and products throughout the Spirit Group.



Our partnership with Community Skills development Agency, who deliver apprenticeships predominantly to the Bangladeshi and Indian community, serves a mission to encourage greater participation of the Black Minority Ethnic Communities with formal qualifications and training. Charnwood training provides National support enabling CSDA the opportunity to maximise and facilitate greater opportunity to an increasing community key to the Hospitality economy.

proud to be associated with

Charnwood is a Skills Funding Agency key account and has experienced just over 100% growth in funding in less than a year (2010 / 2011).

Charnwood has a fixed stand alone quality assurance department that ensures the quality of provision for both its apprenticeship delivery and the delivery of short courses.

Our consistent quality provision has resulted in a direct claims status for Vocational Qualifications with three recognised awarding bodies for the Hospitality and Security industry.

As a training centre we employ tutors and assessors that are work ready and as future proof as possible by only employing staff that can deliver up to level 3 and level 4 within their vocational areas of expertise.

We are the only training provider for Hospitality to be awarded a prestigious BECTA award Recognising Technology Excellence in the Further Education and Skills Sector 2010.

Charnwood is a registered member of the Association of Learning Providers and remain proactive in a number of consortiums and industry bodies.

All quality assurance measures are in line with Ofsted requirements and awarding body guidelines in relation to the methodology of qualification delivery.

All courses have feedback forms and tutor evaluation forms which we use to measure quality of delivery and where risk is identified it can be removed relatively quickly.

“Charnwood is the leading and most respected National training provider within the Hospitality and Security Industry”

Charnwood

- Ofsted Grade 2
- BII accreditation
- SFA 0% audit error rate
- Experienced and qualified tutors
- **BII Outstanding** training provider
- Achievement rate of 85%
- National Training Award Winners 2010
- BECTA 2010 Winners for innovative teaching & learning
- Purpose built Catering & Hospitality training Academy

about us

Founded in 1998, Charnwood training group is the UK's fastest growing training providers for the catering, hospitality and security industries. We specialise in working with organisations to deliver their business through their people both vocationally and through classroom based courses.

Utilising vast experience and knowledge gained from many years working in the industry; the team at Charnwood training group deliver apprenticeship programmes, work based learning (NVQ's), in-house training and vocational related courses including distance learning and e learning courses.

We opened the first Charnwood academy in October 2008. A fully equipped catering and hospitality training centre based in Nottinghamshire. The academy provides a real work setting where we can professionally train those interested in making a real impact on our industry.

Charnwood also use clients' sites as course venues, though most of the training is work based and therefore takes place within the workplace of our clients throughout the UK. We operate a National government funded training contract and have full capacity to deliver training on a National scale and to date we are proud to be Nationally associated with Greene King, Spirit Pub Company, Loch Fyne restaurants and Coors Ltd to name but a few.

We have invested in e-learning technologies and software to support teaching and learning achieving fantastic results over the past 5 years. Efficient methods of teaching and assessing has allowed us to gain above National average course completion rates and fully embed teaching and learning into our clients internal staff training programs.

In 2010, Charnwood was recognised as the Next Generations learning provider for Hospitality and have supported over 5000 Learners and up to 2000 Employers with personal and professional development; maintaining a strong relationship with the Skills Funding Agency and National Apprenticeship Service for over 12 years enabling national delivery of funded qualifications.

If you would like to know how Charnwood training group can support you further in Bridging the Gap 2011, please contact Tracy Wood, Course Manager

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