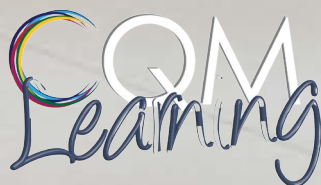




Developing Your Team



The Work-based Learning Experts

The Business Case

for Investing in Skills

With the effects of the pandemic compounding those caused by Brexit, the squeeze on bottom line and recruitment challenges are causing acute problems for many businesses we speak to.

Ensuring you have the **right people** with the **right skill set** makes a critical contribution to business efficiency. Differentiating yourself from other employers by offering training and career opportunities will assist with recruitment and help you to maximise your existing talent.

For example: The **LGV Driver Apprenticeship** includes modules on efficient route planning and fuel-efficient driving techniques. The Benefit to you? Reduce fuel consumption (and costs) whilst contributing towards Government Sustainability targets.

Our unique service comes with a smorgasboard of benefits:

Increase ROI:

Ensure candidates are placed on the right programme and funds are used strategically when accessing commercial training, the Apprenticeship Levy and co-investment funding, or other funding initiatives

Reduce Headaches:

Managing multiple training providers, funding sources and frequent changes in government skills policy can detract from your professional practice; our complimentary services relieve this pressure on your internal teams

Save Time:

We coordinate applications from multiple sites and manage programmes with all of your training providers, allowing you to get on with more strategic work

Improved Outcomes:

We look at all solutions available to help you to build a learning and development strategy that enhances the skills and knowledge of the entire workforce

Who are

CQM Learning?




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CQM Learning have been helping organisations like yours to access high quality training solutions since 2003. We offer a range of services to support your workforce and skills development strategy.

Depending on your needs our skilled coaches develop and deliver programmes in-house, or we match you with high quality training providers for apprenticeships and other accredited courses.

Our tight-knit team bring a wealth of expertise from different sectors: Logistics, Finance, Sales & Marketing, Innovation and Data Systems.





Frequently requested topics include:

Coaching, mentoring, feedback

Making change happen

Leading remote teams

Dealing with conflict

Risk management

Strategic thinking

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Solutions Designed

for Your Unique Business

Recognising the need for tailored solutions that include just the right mix of topics to address current business needs, we work with you to analyse and create bespoke work-force development opportunities.

We create a safe, supportive environment that produces ongoing mutual respect and trust. Our coaches are not only experienced facilitators but also business managers and leaders; performance and life coaches. They have creative and innovative approaches to training and coaching that challenge attitudes and motivate change.

Delivering to multi-organisational or multi-departmental audiences they are adept at relating theories and sparking innovation in different sectors and at all levels of management.

Meet one of our

Inspirational Coaches

Beverley Davies is an experienced business manager and leader (background in banking); performance and life coach; training consultant; facilitator and NLP practitioner.

With 30+ years' experience in designing and delivering stimulating and creative learning events and coaching sessions, Bev uses a range of styles and techniques, including Coaching, NLP, CBT and Solution Focused.

Your tailored plan could include experiential in-person group workshops, virtual training sessions or 1:2:1 coaching



Apprenticeships

Almost all job roles are covered by Apprenticeship Standards.

Level 2 is equivalent to GCSE up to Level 7 (Master's Degree).

Please talk to us about the right programmes for your teams.

These are funded through your Levy (if paid) or 5% co-investment.

Management & Leadership

	Level
Team Leader or Supervisor	3
Associate Project Manager	4
Operations or Departmental Manager	5
Chartered Manager (BA Hons Degree)	6
Senior Leader	7

Administration, HR & Customer Service

Business Administrator	3
HR Support	3
HR Partner/Consultant	5
Customer Service Practitioner	2
Customer Service Specialist	3

Logistics

Supply Chain Warehouse Operator	2
Facilities Management Supervisor	3

Digital

Data Analyst	4
IT Infrastructure Technician	3
Digital Support Technician	3
IT Solution Technician	3

Apprenticeship programmes are also available for legal and finance staff plus technical roles, hospitality and many more.

How do we know

Apprenticeships work?

At CQM Learning we practice what we preach. After completing a Level 5 Management Apprenticeship, our Marketing Manager is now completing the Senior Leader Apprenticeship (Masters Degree).

These programmes allow us to nurture and develop talent in-house, with new skills and knowledge fed back into our business in real time. We are experiencing the benefits first-hand and know your business will too!

Select individuals that are eligible for training opportunities

01



Find the right training provider for each candidate

02



Identify the correct learning package that will increase their skills and knowledge

03

Coordinate applications from multiple sites



04

Work with you to manage and maximise your Levy funds and/or training budget



05

Liaise with your training provider(s) to get candidates registered on the Apprenticeship Service



06

APPRENTICESHIP SUPPORT SERVICE

We assist your internal Learning and Development or HR teams to:

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The Social Case

for Investing in Others

If your organisation pays the Apprenticeship Levy but does not need all of it's funds, you can PLEDGE up to 25% of your funds to pay for apprenticeships in other organisations.

Support your supply chain

Help disadvantaged people join the workforce

Increase skills and employment opportunities in your sector or local area

Some other benefits of purpose focussed business activities:

Attract Talent:

78% more likely to want to work for you

Increase Sales:

71% would buy from you over alt. when cost and quality are equal

Stats from **Purpose Perception: 2021 Porter Novelli Implicit Association Study**

What does this

look like in

the Real World?

Last year **B&Q pledged £100,000** to fund tradespeople at SMEs in the Solent region.

This year, **Hermes** which already has a strong internal apprenticeship scheme, has **pledged £200,000** of Levy funds to support SMEs.

CQM Learning CASE STUDY

greensleeves
care
You're among friends

How CQM used a learner-centric approach to programme design to upskill managers at Greensleeves Care

2016

Bespoke residential workshops for managers and deputies “to reflect on and develop your skills and knowledge; to create an environment where people, the team and the reputation of Greensleeves Care excel together”.

2017

Deputy manager workshops around “communicating to inspire and engage your people to achieve”.

2018

Deputy manager workshops on personal effectiveness.

2019

Manager and deputy workshops on Change, Communication and Complaints Handling; residential course for deputies; focus on Health and Wellbeing.

2020

Three-day workshop on Enhancing the Communication Chain; One-day workshop on Understanding and Managing Budgets

2021

Two-day Equality and Diversity Workshop and Building a Brighter Future.
Back to the Future – a one-day event with a balanced focus on fun, reflection and looking ahead to the future.

Overview

Four years of surveys completed by Managers and Deputies indicated a need for a mixture of additional skills to help them develop within their roles.

Most staff had already completed apprenticeship training to the highest level available.

Those without we placed on programme using Greensleeves Care Levy fund.



Approach

Each person completed a survey to identify their individual learning needs; teasing out what they hoped the workshops would achieve. We focused on three core areas:

- Management and communications
- Practical skill building; IT, budgets and fundraising
- CPD, organisational knowledge, presenting and delivering training

A series of interactive workshops helped participants to apply the theory they learned into their daily practice.

For example in 2019 the focus was on Health & Wellbeing. An energising and reflective three-day intervention with an emphasis on personal well-being and a continuous, sustainable drive to effectively engage and connect with others.

DISC profiles completed prior to the workshop enhanced personal effectiveness in connecting with and positively influencing others.

Conclusion

Our close partnership with Greensleeves Care has allowed us to develop effective solutions that make a difference on the front line to both staff and the service users they support.

Results

80%

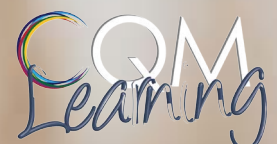
“Exceeded expectations”
or “very satisfied”

“This will improve my professional career progress.”

“You read the make up of the room very well. The accent you placed on keeping the focus on self was important.

I admired the upbeat tone of all presentations as this proved infectious.”

“It has really made me think about my team and perhaps why they ‘absorb’ information differently and how I need to adjust my style sometimes.”

The logo for CQM Learning features the letters 'CQM' in a large, white, sans-serif font. Below 'CQM', the word 'Learning' is written in a blue, cursive script font. The 'C' and 'Q' in 'CQM' have a multi-colored gradient effect.

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Why work with CQM?

Our free service assists your internal learning and development activities, saving you time and money – taking away some of the headache of coordinating and managing workforce development programmes.

We look for the best solution for your specific business needs, not prescribe a solution based on what one training provider delivers.

Call us today to get started.



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