

Services

and

COURSES



*training to support
the Agency*



ENVIRONMENT AGENCY

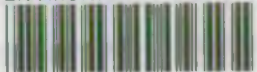
NATIONAL
TRAINING
SERVICE

1996 - 1997

1996

Environment Agency
Information Centre
Head Office

ENVIRONMENT AGENCY



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INTRODUCTION

As a Line Manager you are responsible for identifying the training and development needs of your staff. The purpose of this brochure is to provide you with an at-a-glance guide to the courses available. Against each course you will find the information you need to decide about the relevance of each course for your staff. The purpose and objectives of the course and the target audience are clearly stated.

It is published in conjunction with a new training directory which is held by your local training contact. Your regional Personnel department also has a copy. This will hold complete training information including booking procedures. Once a decision has been made on a training requirement and a course selected you will be able to refer to this for more details.

Should you be unsure of your training contact please ring the National Training Service on Head Office ext. 4464.

National Training Service

The aim of the National Training Service is to support corporate business objectives and to assist in the implementation of policies. Quite simply, we identify corporate and national training needs and develop programmes to meet those needs.

Our team is based in Bristol and we have nominated contacts in regional offices. We are here to assist you in ensuring courses are relevant to the needs of you and your staff.

Our main areas of responsibility are:

- Developing training policies and strategies for the organisation
- Managing national training programmes
- Advising managers on how best to train and develop their staff
- Developing and implementing structured training programmes for groups of staff
- Evaluating and reporting on the quality of training.

Resources and Responsibilities

Richard Skipp – *National Training Manager*

Jill Anderson – *National Training Adviser*

Regions: Head Office, South West, Southern and Corporate Information Service

National: Training sponsored by the Operations and Environmental Strategy Directorates and Business Services (Finance, Legal, Public Affairs, Personnel etc.)

Rob Edwards – *National Training Adviser*

Regions: Anglian and Midlands and National Laboratory Service

National: Management Training

Steve Knowles – *National Training Adviser*

Region: Welsh Region

National: Competence based training programmes and NVQs. Training sponsored by Flood Defence and Water Quality

Dave Preston – *National Training Adviser*

Region: North East and North West

National: Training sponsored by Waste Regulation and Water Resources

Christine Woodford – *National Training Adviser*

Region: Thames Region

National: Training sponsored by IPC and FRCN managers

Corrie Molleman – *Senior Training Administrator*

Sarah Dinnin – *Training Administrator*

Sarah Lovegrove – *Training Administrator*

Alex Pollard-Smith – *Training Administrator*

Training – making it work for you

80% of staff performance problems can be addressed by the following:

- Clarification of role
- Clarification of targets
- Defining standards required
- Providing constructive feedback on performance
- Defining priorities.

Once this has been done and a training need has been identified, a course is only one of a number of options for developing skills and knowledge. Each has their own advantages.

STRUCTURED WORK EXPERIENCE

Appropriate for those moving into a new role or environment. This helps to define the new roles, relationships and working practices relevant to the individual's job.

OPEN/DISTANCE LEARNING

Provides flexible training adaptable to the individual's learning needs and style.

Cost effective especially for obtaining qualifications.

Will suit self disciplined and motivated staff and is especially effective if supported by a mentor.

COACHING

Provides a one-to-one learning situation tailored to individual identified needs.

Excellent for overcoming specific problems.

Benefits both managers and staff.

TRAINING COURSE

Provides the opportunity for individuals from different areas of the operation to meet and share views and experiences.

Provides a safe environment for practising new skills.

Individuals will learn from the course tutor and other course members.

How to use this brochure

Management development	Purple
Personal skills	Grey
Cross functional	Blue
Pollution prevention and control	Yellow
Water management	Green
Waste	Orange

Simply turn to the section covering the area of training you have identified and make your selection.

The next step is to refer to the Training Directory for fuller information about the course and booking information. The directory is held by your local training contact and also your Personnel department.

Technical Training

A number of functions have identified professional and technical training issues in addition to those shown. Separate training guides are being circulated for the following:

Computer Software Training

Contact – Jill Anderson Head Office ext. 4464

C.I.S

Contact – Jill Anderson Head Office ext. 4464

Procurement

Contact – Mark Yeomans Head Office ext. 3004

Administration

Contact – Jill Anderson Head Office ext. 4464

These technical training needs should be discussed with the relevant contact shown.

Additional Information

Occasionally you may need more information about a course and its relevance to your staff. Please ring one of our training administrators on Head Office extension 4464. We will be happy to help.

Introduction to management in the Environment Agency

Ref:
M03

PURPOSE

To ensure that all new Agency managers understand both their role and responsibilities as a manager, and the managerial style and priorities that the Agency wishes to promote.

TARGET AUDIENCE

Managers who have recently taken up a management position, or those who are soon to do so. Managers of up to 12 months' experience will benefit from this course. The course **is not** appropriate for managers who have significant experience but have not received any management training.

DURATION

Starts 5.00pm on Day 1 and finishes at 4.00pm on Day 4.
A residential programme.

COST PER DELEGATE

£600.

Certificate in management course

Ref:
M05a, M05b

PURPOSE

To create a tranche of managers within the Agency who have a wide knowledge of management tools and techniques. This will improve the management performance of the whole Agency. It demonstrates the value that the Environment Agency places on managerial competence.

TARGET AUDIENCE

Delegates must be managing either a small team or managing significant projects which involve a number of other people.

DURATION

One year. Roadshows are held in July each year for potential delegates.

COST PER DELEGATE

Open College £1,500 (M05a). Open University £1,900 (M05b).

Diploma in management

Ref:
M06a, M06b

PURPOSE

This course is for those managers who have successfully completed their Certificate in Management. They will use the knowledge and skills learned on that programme to address strategic elements of management.

TARGET AUDIENCE

Selection of delegates for this programme will be closely managed. Delegates will already be managers of managers and must have already completed the Certificate in Management.

DURATION

One year. Roadshows are held in July each year for potential delegates.

COST PER DELEGATE

Open College £2,645 (M06a), Open University £2,500 (M06b).

Performance management

Ref:
M07

PURPOSE

Agency managers are increasingly being held responsible for the performance of their staff. This course looks to identify all the managerial skills and processes that will help them manage their staff effectively.

TARGET AUDIENCE

All managers who are responsible for the performance of their staff.

DURATION

Three day residential.

COST PER DELEGATE

£500.

Appraisal interviewing

Ref:
M08

PURPOSE

Performance appraisal is at the heart of a manager's role in delivering results for the organisation and motivating and developing staff. This course gives managers the skills they need to conduct effective appraisals.

TARGET AUDIENCE

Managers and supervisors who are responsible for appraising the performance of their staff.

DURATION

Two day residential.

COST PER DELEGATE

£300.

Coaching skills

Ref:
M09

PURPOSE

Managers are aware of their responsibilities in developing their staff, but often do not feel that they have the skills to do so. Coaching is the process managers can use to help their staff apply knowledge, learn new skills and implement this in the workplace.

TARGET AUDIENCE

All managers who have responsibility for managing the performance of staff.

DURATION

A two day residential course.

COST PER DELEGATE

£500.

manage

Building your team

Ref:
M10

PURPOSE

Creating an effective team is not a matter of chance. The manager has to be able to harness the individual talents and aspirations of team members. This requires both skill and judgement. This course is a tool in helping managers develop this role.

TARGET AUDIENCE

All team leaders and managers who have responsibility for developing teams of people.

DURATION

Two day residential.

COST PER DELEGATE

£450.

Project management

Ref:
M17

PURPOSE

The Environment Agency's project management system is now in place. However, success in running a project is not guaranteed simply through following the procedures. This course looks at how the use of interpersonal and leadership skills links with the procedures to improve the effectiveness of projects.

TARGET AUDIENCE

Managers who spend some of their time managing projects but are not dedicated project managers. It is ideal for managers of general projects.

DURATION

Three day residential.

COST PER DELEGATE

£650.

Potential delegates may also be interested in the Business case initiation course (T76)

ment

Discipline at work

Ref:
M25

PURPOSE

To ensure that all managers understand the Environment Agency's Disciplinary Policy.

TARGET AUDIENCE

All managers with staff responsibility.

DURATION

Half day.

COST PER DELEGATE

Regional Personnel will advise costs.

Please note that this is an NTS call off contract.

Send nominations to your regional training contact who will arrange a local course.

Objective setting

Ref:
M27

PURPOSE

As the Agency is in its formative stage it is vital that staff are clear on their priorities and that these are shared by their manager. In addition managers need to make clear how achievements and levels of performance will be judged. This workshop gives managers the skills to do this effectively.

TARGET AUDIENCE

All managers who are responsible for setting objectives with their staff and have either received training or need refresher training.

DURATION

One day Workshop.

COST PER DELEGATE

Approximately £80.

Managing consultants

Ref:
M31

PURPOSE

To provide delegates with the skills necessary to control projects undertaken by outside consultants.

TARGET AUDIENCE

Personnel involved in undertaking projects with consultants.

DURATION

One day.

COST PER DELEGATE

£150.

Legal aspects in purchasing

Ref:
M32

PURPOSE

To enable all staff who are involved in negotiating contracts to understand the legal requirements and pitfalls involved in the negotiation for both civil and non-engineering contracts.

TARGET AUDIENCE

All purchasing practitioners and any staff involved in the negotiation of contracts.

DURATION

One day.

COST PER DELEGATE

£150.

Project and contract management
(for non-engineers)

Ref:
M33

PURPOSE

To provide staff with an understanding of the alternative ways of contracting for major projects together with an understanding of the processes involved.

TARGET AUDIENCE

All non-engineering staff involved in the planning and management of contracts and projects.

DURATION

Two day residential.

COST PER DELEGATE

£400.

Project and contract management
(for engineers)

Ref:
M34

PURPOSE

To provide staff with an understanding of the alternative ways of contracting for major projects together with an understanding of the processes involved.

TARGET AUDIENCE

All engineering staff involved in the planning and management of contracts and projects.

DURATION

Two day residential.

COST PER DELEGATE

£400.

Specification writing

Ref:
M35

PURPOSE

To provide a framework for specification design for all staff who are involved in developing contracts.

TARGET AUDIENCE

All staff who have to write specifications.

DURATION

One day.

COST PER DELEGATE

£150.

Time management

Ref:
M11

PURPOSE

Time is finite and has to be managed effectively. Everyone could improve the performance and job satisfaction by making better use of time. This will also reduce stress.

TARGET AUDIENCE

All those staff who feel that they do not make best use of the time available and are determined to improve.

DURATION

Two day non residential.

COST PER DELEGATE

Approximately £200.

Making presentations

Ref:
M12

PURPOSE

Agency staff are often required to give presentations. These may be to external bodies promoting the work of the organisation. Alternatively it may be to promote a project or idea. Everyone needs the skills to put across their message to groups of people clearly and in an interesting and effective way.

TARGET AUDIENCE

Anyone who has little experience and/or confidence in giving presentations to groups of up to ten people.

DURATION

Two day non residential.

COST PER DELEGATE

Approximately £250.

Personal effectiveness

Ref:
M13

PURPOSE

We all encounter either situations or people that make us feel ineffective, frustrated or both. This course addresses the skills and techniques that can be employed to reduce these feelings and ensure a more productive outcome.

TARGET AUDIENCE

All levels of staff whose effectiveness will be improved by a greater understanding of assertive/non assertive/aggressive behaviour styles.

DURATION

Two day non residential.

COST PER DELEGATE

Approximately £250.

Report and letter writing

Ref:
M14

PURPOSE

The Environment Agency's ability to communicate its message clearly is central to our success. This course concentrates on one of the most important methods we have of achieving that communication.

TARGET AUDIENCE

All those who have not mastered the skills of letter and report writing.

DURATION

Two day non residential.

COST PER DELEGATE

Approximately £200.

This course replaces the Effective Writing and Plain English courses which were held in previous years.

skills

Getting to yes

Ref:
M15

PURPOSE

Getting agreement for a project or idea is a challenge that everyone in the Agency faces. It may be with staff or colleagues, external organisations, other regions, head office or even your manager. Gaining this co-operation is a critical factor in both personal effectiveness and the success of the organisation. This course will develop the skills and techniques necessary to achieve successful agreement.

TARGET AUDIENCE

All staff who are involved in reaching agreements with others which involves overcoming potential conflict.

DURATION

Two day residential.

COST PER DELEGATE

£250.

Influencing

Ref:
M16

PURPOSE

To be successful individually or as an organisation, we have to gain the support and commitment of many people, both within and outside the Agency. This may seem particularly difficult when we have no power over these people. This course explains the range of techniques that can be used to engage that support.

TARGET AUDIENCE

Delegates will fall into two categories:

1. Those who rely on influencing to achieve the objectives of their job, typically these will be in central services or support roles.
2. Senior managers who, as a result of their role have a significant opportunity to influence the direction of the organisation.

DURATION

Two day residential.

COST PER DELEGATE

£450.

Facing the media (Course A)

Ref:
M20a

PURPOSE

To enable top senior management (Chairman, Chief Executive, Directors, RGMs and key technical specialists) to be able to deal with controversial and high profile issues. Preparation will be for interviews on programmes such as Radio 4's Today and PM programmes, BBC 2's Newsnight and national news programmes.

TARGET AUDIENCE

Chairman, Chief Executive, Directors, RGMs and key specialists.

DURATION

Half or one day depending on complexity of issues.

COST PER DELEGATE

Approximately £1,000.

Facing the media (Course B)

Ref:
M20b

PURPOSE

To ensure that Agency staff required to give any form of media interview are effective and confident in the delivery of their message and can successfully handle potentially hostile questions.

TARGET AUDIENCE

Staff who are required to represent the Environment Agency through media interviews.

DURATION

One day.

COST PER DELEGATE

£250.

Please note that this is an NTS call off contract.

Send nominations to your Regional PR. Department who will arrange a local course.

Train the trainer

Ref:
M26

PURPOSE

A number of our technical courses must be delivered by staff within the Agency as only they have sufficient expertise in the relevant area. This course provides basic presentation and training skills to ensure the professional delivery of this technical training.

TARGET AUDIENCE

All those who are required to deliver technical training to colleagues within the Agency as well as external delegates. When the training is the result of a project and the project team will be delivering the training we will put on a course tailored for that project.

DURATION

Two day residential.

COST PER DELEGATE

£200.

Efficient driver training

Ref:
M28

PURPOSE

To ensure that all those who regularly drive vehicles in connection with their work for the Agency are aware of the techniques which will improve their own safety and the operational effectiveness of their vehicle.

TARGET AUDIENCE

Drivers of all lease and badged vehicles.

DURATION

One day.

COST PER DELEGATE

£75.

Please note that this is an NTS call off contract.

Send nominations to your regional training contact who will arrange a local course.

Customer care NVQ

Ref:
M29

PURPOSE

As the First Step Shop Training highlighted, our receptionists have a vital role in promoting the work of the Environment Agency. In order to promote customer charter principles amongst these staff members we are providing a qualification (NVQ Level III) in Customer Care.

TARGET AUDIENCE

All senior receptionists and their supervisors.

DURATION

Nine months.

COST PER DELEGATE

£700.

Managing financial information

Ref:
T75

PURPOSE

To explain the Environment Agency's scheme of delegation and financial procedures and practices to budget holding managers.

TARGET AUDIENCE

All managers who hold budgets.

DURATION

One day session.

COST PER DELEGATE

Regional Personnel will advise costs.

Please send nominations to your regional training contact who will arrange a local course.

Business case initiation

Ref:
T76

PURPOSE

The course is designed to give staff an improved understanding of the appraisal techniques necessary to complete a Business Case.

TARGET AUDIENCE

The course is aimed at all those that are particularly involved in the initiation and appraisal of general projects. Note that a separate course is available for CIS staff.

DURATION

Half day.

COST PER DELEGATE

Regional Personnel Department to advise costs.

Please send nominations to your regional training contact who will arrange a local course.

fun

Environmental economics

Ref:
T49

PURPOSE

The Environment Agency has a duty to assess the costs and benefits of its programmes. This duty requires that operational staff have an understanding of the principles of cost/benefit assessment for environmental projects and that they are able to use appropriate techniques in their business plans and proposals.

TARGET AUDIENCE

Operational staff in Regions and Head Office who are or will be responsible for preparing environmental appraisal at regional or area levels.

DURATION

To be confirmed.

COST PER DELEGATE

To be confirmed.

Legal and *enforcement* courses

Legal powers roadshows

Ref:
T77

PURPOSE

To explain the legal powers associated with legislation relevant to the work of the Environment Agency. These will be tailored for each function.

TARGET AUDIENCE

All staff involved in regulatory duties.

DURATION

One day.

COST PER DELEGATE

Regional Personnel to advise costs.

Introduction to enforcement

Ref:
T78

PURPOSE

To provide staff new to the enforcement role with the basic knowledge and skills required to undertake that role effectively and in accordance with Environment Agency policy and with legal requirements. The course aims to allow staff members to experience likely situations in a non-threatening learning environment.

TARGET AUDIENCE

Staff new to an enforcement role. Delegates must have already attended the relevant Legal Powers Roadshow.

DURATION

Five day residential.

COST PER DELEGATE

£750.

PACE

Ref:
T04

PURPOSE

To equip enforcement staff with the skills and knowledge to comply with the requirements of the Police and Criminal Evidence Act.

TARGET AUDIENCE

Enforcement staff (**not** fisheries staff, see PACE Fisheries).

DURATION

One day.

COST PER DELEGATE

Approximately £75.

Please note that this is an NTS call off contract.

Send nominations to your regional training contact who will arrange a local course.

PACE Fisheries

Ref:
T04a

PURPOSE

To equip Fisheries enforcement staff with the skills and knowledge to comply with the requirements of the Police and Criminal Evidence Act.

TARGET AUDIENCE

All Fisheries Enforcement staff.

DURATION

Two day residential.

COST PER DELEGATE

Approximately £150.

Please note that this is an NTS call off contract.

Send nominations to your regional training contact who will arrange a local course.

Introduction to town and country planning

Ref:
T35

PURPOSE

To explain to Environment Agency planners and consultees the legislation contained in the Town and Country Planning Act and its procedures.

TARGET AUDIENCE

Planning liaison staff and consultees in all regions.

DURATION

Two day residential.

COST PER DELEGATE

£275.

Refresher for introduction to town and country planning

Ref:
T34

PURPOSE

To advise Environment Agency planners and consultees of recent changes in legislation and procedure in the Town and Country Planning system.

TARGET AUDIENCE

As there are many changes in legislation in this area all planners and consultees require regular updates on law and planning guidance. This course provides this update. However, delegates attending this course **must** have attended the Introduction to Town and Country Planning course (T35) which explains the processes and procedures involved.

DURATION

One day.

COST PER DELEGATE

£120.

Planning appeals and inquiries

Ref:
T36

PURPOSE

This is designed to give delegates a thorough understanding of the appeals process.

TARGET AUDIENCE

Planning staff and consultees likely to be exposed to Planning Appeals and Public Inquiries.

DURATION

Two day residential.

COST PER DELEGATE

£275.

This course can be adapted for discharge consent appeals. For further information contact National Training Service.

Expert witness

Ref:
T38

PURPOSE

To equip those members of staff who will be appearing at high profile, complex Inquiries. This is a specialised addition to the Planning Appeals and Inquiries course (T36) which must be attended first. This is not a general course but is designed so that a whole team appearing at a specific Public Inquiry are fully prepared.

TARGET AUDIENCE

The team of planners and consultees appearing at a specific Public Inquiry.

DURATION

Two day non residential.

COST PER DELEGATE

Approximately £2,000 total course cost.

Please note that this is not a general course. Nominations must relate to a specific event and include the whole team who will be working on the Inquiry.

BASIS certificate in aquatic herbicides

Ref:
T05

PURPOSE

Certain staff are required to give advice about Aquatic Herbicide Applications. The course provides them with the necessary qualification.

TARGET AUDIENCE

Staff who are required to give advice on or approval for aquatic herbicide applications.

DURATION

Five day residential.

COST PER DELEGATE

£550.

BASIS: CPD refresher

Ref:
T06

PURPOSE

To refresh and update BASIS registered staff in aquatic herbicides.

TARGET AUDIENCE

BASIS certificated and registered staff.

DURATION

One day.

COST PER DELEGATE

£130.

Incident management

Ref:
T16

PURPOSE

The Agency will need to provide a professional and integrated response to a variety of significant incidents. There will be several courses to provide the knowledge and skills required to effectively manage different levels of incidents.

Further information on training on this topic will be available in July.

Managing safely
(distance learning)

Ref:
H01

PURPOSE

To raise awareness of health and safety and provide Environment Agency staff with the necessary skills to manage in a safe fashion.

TARGET AUDIENCE

Managers and supervisors who can influence the safe working practices of Environment Agency staff.

DURATION

Forty hours of distance learning over a six month period.

COST PER DELEGATE

Approximately £50.

There are plans to develop a residential 'managing safely' course in addition to this.

Managers can choose which version suits their learning style.

**Health and safety course for TU
appointed safety reps**

Ref:
H02

PURPOSE

To equip the TU appointed safety representatives with the necessary knowledge of the relevant legislation.

TARGET AUDIENCE

TU appointees in the Environment Agency.

DURATION

Five days.

COST PER DELEGATE

To be confirmed.

Health and Safety

CDM regulations for planning supervisors

Ref:
H05

PURPOSE

To explain the new CDM regulations.

TARGET AUDIENCE

Engineers who have the duty to act as a planning supervisor in respect of any civil engineering project which attracts the new regulations.

DURATION

Three days.

COST PER DELEGATE

To be confirmed.

Additional health and safety training courses

NTS in conjunction with National Health and Safety Advisers are preparing a series of contracts for the provision of additional Health and Safety courses.

We will provide national specifications together with a list of preferred providers for:-

- River Safety
- Emergency First Aid
- Fire Appliances
- Manual Handling
- Hostile Situations
- RYA I
- RYA II
- RYA Dayskipper.

Regions will be able to call off from these NTS contracts as and when they require local training.

Urban pollution management

Ref:
T53

PURPOSE

The UPM methodology provides a framework for the Environment Agency and the Water PLCs to work together to ensure that rivers are adequately protected from the impact of wet weather discharges. This course will give operational staff skills and knowledge to apply the methodology effectively.

TARGET AUDIENCE

- *Policy Advisers attend Module 1 (Day 1 and Day 2).
- *Consent Setters attend Modules 1 and 2 (Day 1, 2 and 3 only).
- *Modellers attend Modules 1, 2 and 3 (Day 1, 2, 3, 4 and 5).

Although the structure of the UPM Course is in three modules, it is a requirement of the course that delegates should attend Module 1 before attending Module 2 and have completed Modules 1 and 2 before attending Module 3.

COST PER DELEGATE

£600 per Module.

A general introduction to toxicity assessment

Ref:
T62

PURPOSE

To provide a general introduction to Direct Toxicity Assessment (DTA) and its potential use as a tool in Water Quality management.

TARGET AUDIENCE

Water Quality staff involved in consent writing and compliance issues, scientific staff/biologists who take part in monitoring and special project investigation work.

DURATION

One day.

COST PER DELEGATE

Regional Personnel will advise costs.

Toxicity based criteria in consents/authorisations

Ref:
T63

PURPOSE

To introduce the protocol for the implementation of toxicity based consents for complex effluent discharges and to develop an understanding of the regulatory context in which ecotoxicological assessments are required.

TARGET AUDIENCE

Water Quality consent practitioners with responsibilities for authorisations, consent setting and compliance issues.

DURATION

One day.

COST PER DELEGATE

£40 per delegate.

Technical audit of sewer hydraulic modules

Ref:
T64

PURPOSE

The aim of the course is to enable delegates to audit the modelling of sewerage systems in support of consent applications for intermittent discharges.

TARGET AUDIENCE

Water Quality modellers involved in auditing consent applications for intermittent discharges from sewerage systems.

DURATION

Three days.

COST PER DELEGATE

£700 per delegate.

Best practicable environmental option (BPEO)

Ref:
T65

PURPOSE

This course looks at the nature of pollutant discharges from prescribed processes, their fate and effects, in the context of environmental contamination from all sources.

TARGET AUDIENCE

Inspectors/Enforcement Officers.

DURATION

One day.

COST PER DELEGATE

£30.

Environmental assessment

Ref:
T66

PURPOSE

To familiarise inspectors/enforcement officers with the Best Practicable Environmental Option (BPEO) methodologies in use, and under development. To look at environmental assessment within the Agency and the advice and assistance available.

TARGET AUDIENCE

Inspectors/Enforcement Officers.

DURATION

Two day residential.

COST PER DELEGATE

£150.

pollutic

Radioactive substances act 1993

Ref:
T67

PURPOSE

This course provides an outline of the provisions of RSA93, gives an introduction to issues associated with RSA93 regulation and an overview of basic radiology, radiological protection, and emergency procedures.

TARGET AUDIENCE

Primarily operations inspectors/enforcement officers who have RSA93 registered/authorised sites within their area. Those non-operations inspectors/enforcement officers without a background in radioactive substances.

DURATION

Four days in three modules

- Two day residential
- one day site visits
- one day follow-up.

COST PER DELEGATE

£250.

Practical monitoring for radioactive substances

Ref:
T68

PURPOSE

To provide inspectors with the necessary knowledge to competently carry out site visit monitoring.

TARGET AUDIENCE

Inspectors.

DURATION

One day.

COST PER DELEGATE

£180.

**Integrated pollution control (IPC)
and radioactive substances (RSA93)
foundation course**

Ref:
T69

PURPOSE

This is an introduction to the systems and procedures required under the legislation for IPC, and the resources in the relevant specialist areas.

TARGET AUDIENCE

Regional and Area Water Quality Managers, Regional and Area Waste Regulation Managers and Enforcement Officers/Inspectors.

DURATION

Two weeks in two modules of one week, with a one week interval.

COST PER DELEGATE

£900.

preve

Basic hydrometry

Ref:
T18

PURPOSE

The Water Resources function has undertaken to establish best practices in hydrometry and progress the development of hydrometric procedures and standards. In addition this will support the move towards a consistent approach to hydrometry in the Environment Agency.

TARGET AUDIENCE

The course is designed as a refresher for experienced staff and as an introduction to hydrometry for new starters and is aimed at field officers and data collection staff.

DURATION

Four and a half day residential.

COST PER DELEGATE

£380 per delegate.

Intermediate hydrometry

Ref:
T19

PURPOSE

To develop the skills and knowledge covered on the Basic Hydrometry course.

TARGET AUDIENCE

The course is aimed at Hydrometry staff with at least two years experience and builds upon the topics covered in the Basic Hydrometry Course.

DURATION

Three day residential.

COST PER DELEGATE

£400.

Fish diseases and pathology

Ref:
T70

PURPOSE

The Fisheries Laboratory at Brampton, Anglian Region has been established as a centre for fish diseases and pathology, providing training in identifying and investigating fish mortality and diseases. Fisheries scientists who are involved in conducting fish disease investigations and fish pathology need to be able to efficiently collect and examine tissue samples using a variety of investigative techniques.

TARGET AUDIENCE

Fisheries staff who are required to identify and investigate fish diseases. Fisheries staff who are required to obtain fish samples for pathology.

DURATION

Two day residential.

COST PER DELEGATE

£140.

Fish pass technology

Ref:
T71

PURPOSE

To deliver foundation knowledge training to Agency Fisheries staff and raise the awareness of the scientific theory and practice relating to fish passes.

TARGET AUDIENCE

Area Fisheries Managers and Scientists.

DURATION

Two days.

COST PER DELEGATE

£250.

Please note nominations will be via the Project Steering Group.

Environmental water quality directives

Ref:
T72

PURPOSE

To develop an understanding of EC Environmental Water Quality Directives, their implications and impact on the operational work of the Agency.

TARGET AUDIENCE

Water Quality staff and operational staff who are involved in interpreting and implementing EC Environmental Water Quality Directives.

DURATION

Two day residential.

COST PER DELEGATE

£200.

mana

Waste foundation course

Ref:
T73

PURPOSE

To provide an introduction to the management of wastes and waste regulation.

TARGET AUDIENCE

Anyone who is new to Waste Regulation or who will be required to become involved in work related to Waste Regulation.

Further information on training in this topic will be available in July.

W

Waste regulation training

Ref:
T74

Specific technical training for Waste Regulation Staff is being developed to meet the competencies required in this function.

The training requirements are currently being assessed and appropriate courses will be developed and available from the late Summer.

Details of these courses will be provided in updates to the Directory when they have been finalised.

waste

Computer software

package training

We are offering training on standard packages by either:

- Computer based training*, i.e. a self teach package, or
- Classroom based training*.

The standard packages vary from region to region. The Computer Software Training Guide will tell you those available for your region together with the version.

Computer based training

- Training via self paced learning package
- Available on learners' own PCs or on a dedicated learning work station
- Learner can concentrate on new knowledge areas and avoid unnecessary topics
- All packages are supported by exercises, self tests and summary pages
- Once the package is installed it is available permanently to the user only
- Training packages cover introductory, intermediate and advanced levels.

NB: For computer based training to be most effective dedicated time must be set aside and interruptions minimised.

Classroom based training

- Learning via tutor led training sessions
- Preferred option for inexperienced PC users as the tutor will be able to give personal support
- Courses vary between 1 and 2 days in length
- Delegates can be contacted directly by the provider with details of date.
- This is the preferred method for advanced users who wish to explore specific topics
- Training can be arranged either on-site or on the provider's premises.

You will find more detailed information about the content of these courses in the Computer Software Training Guide.

training

COURSE CALENDAR

Management Development

- Introduction to management _____
- Certificate in management (*Open College*) _____
- Certificate in management (*Open University*) _____
- Diploma in management (*Open College*) _____
- Diploma in management (*Open University*) _____
- Performance management _____
- Appraisal interviewing _____
- Coaching skills _____
- Building your team _____
- Project management _____
- Discipline at work _____
- Objective setting _____

Personal Skills

- Time management _____
- Making presentations _____
- Personal effectiveness _____
- Report and letter writing _____
- Getting to yes _____
- Influencing _____
- Facing the media (*Course A*) _____
- Facing the media (*Course B*) _____
- Train the trainer _____
- Efficient driver training _____
- Customer care NVQ _____

Cross functional

- Managing financial information _____
- Business case initiation _____
- Expert witness _____
- Legal and Enforcement courses**
- Legal powers roadshows _____
- PACE _____
- PACE Fisheries _____

* Courses will not be scheduled but organised on demand

• Course dates are arranged regionally

For all other courses dates will be published as soon as they become available

Ref	Dates
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_____ M03	dates attached
_____ M05a	Dec start
_____ M05b	Nov start
_____ M06a	Dec start
_____ M06b	Nov start
_____ M07	dates attached
_____ M08	dates attached
_____ M09	dates attached
_____ M10	dates attached
_____ M17	dates attached
_____ M25	regional •
_____ M27	dates attached

_____ M11	dates attached
_____ M12	dates attached
_____ M13	dates attached
_____ M14	dates attached
_____ M15	dates attached
_____ M16	dates attached
_____ M20a	on demand*
_____ M20b	regional •
_____ M26	on demand*
_____ M28	regional •
_____ M29	September start

_____ T75	regional •
_____ T76	regional •
_____ T38	on demand*

_____ T77	from July
_____ T04	regional •
_____ T04a	regional •

Confirmed

Dates

COURSE	JUNE	JULY	SEPT	OCT	NOV	DEC	JAN	FEB	MAR
M03 Introduction to management			9-12	14-17	18-21	16-19	13-16	10-13	3-6
M05 Certificate in management		Road shows†							
M07 Performance management			2-4 18-20	7-9	11-13	2-4	6-8		3-5
M08 Appraisal interviewing			11-12	9-10			27-28	10-11 25-26	18-19
M09 Coaching skills			17-18		12-13		7-8		4-5
M10 Building your team			4-5	2-3	5-6	4-5	15-16	19-20	12-13
M17 Project management			10-12	22-24	26-28	10-12	21-23	11-13	11-13
M27 Objective setting	14,17,18 19,20 21,24								
M11 Time management			23-24	17-18	19-20		20-21		
M12 Making presentations			5-6	10-11 23-24	6-7 27-28	12-13	22-23	13-14 26-27	6-7 26-27
M13 Personal effectiveness			10-11	10-11	14-15	5-6	15-16	11-12	11-12
M14 Report and letter writing				10-11 31-01	26-27	12-13	9-10 30-31	18-19	11-12
M15 Getting to yes			19-20		13-14		16-17		13-14
M16 Influencing			10-11		19-20		14-15	11-12	11-12

† The Roadshow dates for the M05 programmes are 5 July 1996 (North), 9 July 1996 (Central) and 11 July 1996 (South)

For all other courses dates will be published as soon as they become available