

Higher Level Skills for Management

summary

Business

Tyne & Wear Fire & Rescue Service

Training

Leadership and Management

Goal

Raise the skills of managers against organisational skills gaps via a standardised development programme.



Summary

Our aim was to standardise Tyne & Wear Fire & Rescue Service's (TWFRS) development initiatives across all management levels via Institute of Leadership and Management accreditation. We were awarded a contract to deliver all management development for the next three years. We plan to provide an appropriate nationally recognised qualification to all levels of management which can lead to development opportunities, transfer, progression and development routes throughout the individuals career.

The training

Addressing the specific needs of employees to enable participant buy-in, we developed a flexible, bespoke programme offering the opportunity to gain an appropriate Institute of Leadership and Management at Levels 3, 5 and 7.

Business Benefits

Starting in February 2011 the TWFRS Learning and Development team are already seeing positive buy-in from delegates and a commitment to proactively participate to improve management skills and the effective use of recognised management practices.

TWFRS are seeing the value in investing in the development of their staff through increased motivation and enhanced communication.

Client feedback

Learning and Development Manager Richy Tough said "We chose Amacus as our ILM delivery partner for the next three years following a rigorous tendering/procurement process.

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We chose Amacus because of their quality and innovation in delivery; value for money; professional approach to both client and student support; and alignment with our core values.”

The Programme

The training was bespoke having been carefully tailored to meet organisational requirements and needs of the individual participants.

ILM Accreditation

We structured the programme so that those who participated completed a relevant qualification from the Institute of Leadership and Management.

Value-Added

Due to very competitive rates and the high degree of added-value offered over other competitors, we were awarded this contract on a truly commercial basis.

This includes:

- A practical approach to accredited training with the qualification seen as a buy-product of high quality and relevant development workshops
- The flexible approach offered to ensure the specific needs of the customer and the individual were achieved
- Training delivered via highly quality individuals who have many years of hands on business experience
- Additional support mechanisms in the form of one-to-one, group and telephone and email support
- A dedicated contract management and coordination function who are ready, willing and able to respond to the needs of the customer
- Access to Gateshead College's state-of-the-art training facilities at no extra charge to the customer.

Tailored Training

To enable buy-in from all those involved, we designed content that met the needs of the organisation and the individual.

Delivered at Gateshead College, our strategic partner, using our dynamic, fun and interactive approach to training including:

- A one-day introduction to the programme incorporating individual behavioural profiling
- Initial programme has adopted a modular approach delivered via practical workshops delivered over a 2-month period
- In addition to units selected by TWFRS, participants given the opportunity to select several modules of their choice to be completed via distance learning (supported by Action Learning Set sessions)
- Several days of additional tutorial support for individuals
- Assignments issued at each workshop / Action Learning Set to encourage a pro-active approach to completion
- Ongoing support via telephone and email.

The programme has made an excellent start and we envisage a high level of success over the remaining life-time of this contract.