

- Agriculture/Poultry Production |
- Business and Administration |
- Butchery |
- Contact Centre |
- Customer Service |
- Dental |
- Engineering |
- Equine |
- Fitness and Sport |
- Food Manufacturing |
- Hairdressing and Barbering |
- Hospitality and Catering |
- Information Technology |
- Leadership & Management |
- Manufacturing |
- Medical Support Services |
- Retail Skills |
- Speedway |
- Warehousing and Storage |



Apprenticeships, Traineeships  
and Professional Courses

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Passionate about Training & People

- Agriculture/Poultry Production |
- Business and Administration |
- Butchery |
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*As training specialists, it is essential that we provide a range of learning opportunities that meet the needs of employers and learners as well as increasing participation.*

*Key to achieving this is ensuring that we are flexible and responsive without compromising quality. Ensuring fairness, equality and the safety of our learners is fundamental to our activities.*

The high calibre of our team and the excellent resources we have developed at South Green Park have enabled us to build a reputation for quality and reliability, both locally and nationally. Our ability to impact positively on our learners as well as effectively meet the skills needs of employers resulted in a 'good' grade in our most recent Ofsted inspection. Our FE Choices results increase year on year, with our latest learner satisfaction rating of 94% and employer satisfaction of 96%.

We are committed to providing high quality training with high quality resources. We have developed a dedicated automotive and mechanical engineering training facility at the Henderson Business Centre in Norwich enabling us to further expand our delivery. Cutting edge resources at the Engineering Centre and South Green Park create a great learning environment for our learners.

This prospectus will give you a taste of the range of programmes that we provide. More information is provided on our website. If you have any further queries on availability, suitability or content of any of our courses, please feel free to contact any member of the Poultec team who will gladly assist you.

**Edward Bales**

Managing Director

Poultec Training Limited



# Prospectus 2020

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**Agriculture Qualifications available:**

- Poultry Worker Apprenticeship Standard
- Poultry Technician Apprenticeship Standard
- Diploma in Workbased Agriculture (Poultry) Level 2/3
- Level 2 Award/Certificate in Protecting the Welfare of Animals at Time of Killing

**Professional Courses available:**

- Poultry Passport approved
- Environmental Awareness
- Farm Hygiene and Biosecurity
- Hatchery Hygiene and Biosecurity
- Poultry Welfare
- Lion Training Passport approved
- Biosecurity, Security and Egg Handling
- Poultry health and welfare operative management

**Other Courses available:**

- Agricultural Health & Safety
- Manual Handling
- Emergency First Aid
- Heat Stress
- Gait Scoring

COURSES

## Agriculture

*Poultec have been delivering training to the poultry industry for over 20 years and have an excellent record of providing the service and skills the sector requires. All of Poultec's Workbased Agricultural Diplomas and Apprenticeships are delivered on the learner's farm or hatchery which ensures all of the training is 100% relevant and reduces disruption to the employer. Poultec employs a large team of industry competent assessors which allows us to provide coverage on a national basis.*

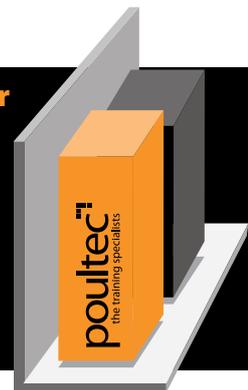
As well as Workbased Agricultural Diplomas and Apprenticeships, Poultec offers a wide range of poultry welfare, hygiene & biosecurity and environmental courses which cover all aspects of poultry production. These can be delivered on the employer's premises, at Poultec's training centre or at any other suitable location.



**Learners rate our Agriculture teaching at**

**96%\***

\*Source: FE Choices Learner Evaluation Data 2018/19





# Butchery

*Poultec's Food Centre of Excellence is home to Norfolk's first state-of-the-art butchery training suite. Learners receive hands-on tuition from our master butcher in a range of workshops designed to give them a mix of work-based assessment and practical tutoring.*

Poultec's butchery apprenticeship programmes include monthly visits to the learners workplace to carry out training and observations combined with a monthly skills workshop delivered in our butchery suite. Each session focuses on a different subject and aims not only to improve the skills set of each apprentice but give them new ideas and techniques which can be taken back to their workplace to add value.

These courses are suitable for a range of people including established butchers, young people entering the industry or people considering a career in the industry. The butchery suite is also available for private hire as well as for one-to-one tuition.

For more information on our food manufacturing courses, see page 13.

### Butchery Qualifications available:

- Butchery Apprenticeship Standard
- FDQ Level 2 & 3 Certificate for Proficiency in Meat and Poultry
- Level 2 Award for Proficiency in Poultry Meat Inspection
- Level 2 Award/Certificate in Protecting the Welfare of Animals at Time of Killing

### Professional Courses available:

- BBQ Cuts for the Summer
- Beef Steak Primals
- Christmas Poultry
- Game Butchery
- Pork Butchery, Sides & Primals
- Sausages & Burgers
- Value added & Speciality cuts
- Venison Butchery
- Spring Lamb - whole lamb and primal cutting



COURSES



**Business and Administration Qualifications available:**

- Business Administration Standard
- Apprenticeship in Business and Administration Standard
- Level 2, 3 and 4 Diploma in Business and Administration

**Professional Courses:**

- Time Management
- Appraisal Training
- Grievance and Disciplinary Training
- Minute Taking
- Telephone Techniques
- Organisational Skills
- KPI Setting
- Communication Skills
- Confidence Building
- Decision Making
- Negotiating Skills
- Presentation Skills
- Assertiveness Training
- Dealing with Difficult People
- Principles of Business
- Personal and Professional Development
- Principles of Business Planning and Finance within an Organisation

COURSES

# Business & Administration

*Any business, no matter what its size or type, needs a well developed and coherent infrastructure if it is to succeed. Administration forms a central element and can, when effectively incorporated, be the foundation on which a successful company can be built.*

Our training programmes have improved many businesses and individuals in the past and this success can be repeated for you. With training available either at your location or at our own training centre, we offer the best of both worlds with minimum disruption.



**Learners rate our Business Administration support at 92%\***

\*Source: FE Choices Learner Evaluation Data 2018/19





## Contact Centre

*With the ever increasing focus on telecommunications as a means of reaching customers, it is essential that staff have the correct approach and skills to deal with customers quickly and efficiently. Poultec's training complies with organisational requirements and offers staff the opportunity to develop the tools they need to deliver effective customer service for the organisation.*

These qualifications are flexible and units can be chosen across levels 1, 2 and 3 to provide a personalised Diploma, supporting a wide variety of job roles.

The mix of units can cover IT skills, Customer Care, Health and Safety as well as Contact Centre bespoke software.

The Contact Centre Diploma can lead to other qualification routes such as Customer Service, Business Administration and IT, therefore offering a suite of personal development.

For information on our Information Technology courses, see page 16.

### Contact Centre Qualifications available:

- Apprenticeship in Contact Centre Operations
- Level 2 Diploma Contact Centre Operations

### Professional Courses available in:

- Telephone Techniques
- Information Gathering
- Personal Motivation



COURSES



**Customer Service**

**Qualifications available:**

- Apprenticeship in Customer Service
- Customer Service Practitioner Apprenticeship Standard
- Level 3 Customer Service Specialist Apprenticeship Standard
- Level 2 Diploma in Customer Service
- Level 3 Diploma in Customer Service

**Professional Courses available in:**

- Communication Skills
- Confidence Building
- Professional Effectiveness
- Purpose and Activities of a Business
- Recognition of Regulations
- Personal and Professional Development
- Principles of Business Planning and Finance within an Organisation

# Customer Service

*A positive impression and going that extra mile will always make the difference to your customers and to the company's profitability. The customer is the most important person in any business and your reputation relies on them being given excellent service.*

The Customer Service Diploma is aimed at those who want to improve the level of service in customer facing roles.

Poultec's courses are for anyone who is in a customer focused role, and wants to evaluate and improve their confidence with customers.





# Dental

*Our Dental Nursing and Practice Manager Apprenticeships provide specialised training for dental health professionals. This includes providing chair-side support and a high level of patient care as well as managing all non-clinical aspects of a dental surgery, leading practice team and achieving excellent patient care and cost efficiency.*

Learners will learn both practical skills and knowledge through a blend of classroom and practice based training sessions led by experienced dental tutors. Having learned the required skills and knowledge learners will be prepared for End Point Assessment, which on successful completion will allow dental nurses to register with the General Dental Council.

#### Dental qualifications available:

- Dental Nurse Apprenticeship Standard
- Dental Practice Manager Apprenticeship Standard



COURSES

**Engineering Qualifications available:**

- Apprenticeship in Performing Engineering Operations
- Engineering Operative Apprenticeship Standard
- Engineering Technician Apprenticeship Standard
- Level 1 NVQ Certificate in Performing Engineering Operations
- Level 2 NVQ Certificate in Performing Engineering Operations

**Professional courses available in:**

- Welding and Fabrication
- Motorcycle Race Preparation
- Motorcycle Maintenance
- Composite Manufacture
- Precision Engineering

## Engineering

*Poultec offers training to learners with an interest in Automotive Engineering Technology. These courses have been designed to attract new and develop existing employees in engineering related trades and professions.*

Based at our dedicated Engineering centre in Norwich, courses provide learners with the skills and experience to repair and maintain motor vehicles and gain experience in composite manufacturing.

Working with a range of vehicles, including speedway and grasstrack bikes. Learners gain hands-on experience in the manufacture and assembly of component parts and carrying out race preparations. This provides skills that can be transferred to other engineering sectors.





# Equine

*Poultec's suite of equine training programmes provide an ideal method of gaining knowledge and skills when taking the first steps into a career in horse care or for those already working in equine looking to develop their skills and knowledge further. Poultec's specialist team of equine tutors have extensive experience of providing training programmes tailored to both the individual learner and to their work-place.*

The Equine Standard can be delivered at both Groom and Senior Groom levels. The Equine Groom Apprenticeship focuses on ensuring the horses' well-being and providing essential day-to-day care. Apprentices will be involved with feeding, grooming, cleaning equipment, handling, preparing, exercising the horses and carrying out routine yard duties. The Senior Equine Groom Apprenticeship builds the sound base of experience and knowledge and introduces the supervision of a small to medium sized yard, as well as promoting the horses' physical and psychological well-being within a safe working environment.



### Equine Qualifications available:

- Equine Groom Apprenticeship Standard
- Senior Equine Groom Apprenticeship Standard
- Level 2 Diploma in Work Based Horse Care
- Level 3 NVQ Diploma in Work Based Horse Care and Management
- Level 2 Certificate in the Principles of Horse Care
- Level 3 Certificate in the Principles of Horse Care and Management

### Professional Courses available:

- Level 3 Award in Transporting Horses on short journeys
- Level 3 Award in Transporting Horses on long journeys (attendant & driver)
- CIEH Foundation Occupational Health & Safety (Level 2)
- QA Level 3 Award in Emergency First Aid at work (RQF)
- QA Level 3 Award in First Aid at Work (RQF)
- Principles of Manual Handling
- Equine Groom Apprenticeship
- Senior Equine Groom Apprenticeship

COURSES



**Fitness Qualifications available:**

- Level 3 Personal Trainer Apprenticeship Standard
- Level 1 Award in Fitness and Physical Activity
- Level 2 NVQ Diploma in Instructing Exercise and Fitness (QCF) (Gym-based Exercise)
- Level 2 Certificate in Fitness Instructing (QCF) (Gym-based Exercise)
- Level 2 Certificate in Supporting Learning in Physical Education and School Sport
- Level 2 Award in Multi Skills Development in Sport
- Level 2 ANVQ Certificate in Activity Leadership (QCF)
- Level 3 NVQ Diploma in Supporting the Delivery of Physical education and School Sport

## Fitness and Sport

*The Sport and fitness industry provides highly rewarding and flexible career opportunities. Instructors and trainers create programmes for individuals to improve their health & wellbeing. They provide advice and guidance as well as monitoring individual's progress. Instructors and trainers require a good level of customer service and excellent communication skills.*

Poultec's suite of fitness qualifications are aimed at individuals working within the exercise and fitness industry; from gym instructor to personal trainer. The suite of qualifications combines anatomy, the rules of exercise with customer service and the practicalities of running a gym facility. The qualifications will provide knowledge for learners to enable them to develop exercise programmes and support clients through their programmes.

The Supporting Teaching and Learning in Physical Education and School Sport apprenticeship is for anyone who wants to work with children, coordinating and delivering school sport, and motivating children to perform to the very best of their abilities. You will gain the skills needed to plan, deliver, assess and evaluate out-of-school activities, lunchtime and playtime activities and curriculum PE/physical activity, in partnership with school sports leaders.





## Food Manufacturing

*Poultec Training are recognised as a market leading provider with specialist expertise in the food manufacturing sector. Poultec employs a large team of industry competent assessors and trainers who deliver on a national basis.*

Poultec delivers food manufacturing qualifications in the workplace. This is planned with the employer to ensure all staff receive the required training, including staff on night shifts. Poultec have developed customised programmes which relate directly to the employer's varied work procedures and tasks making the training 100% relevant to all learners.

Poultec offers a wide range of consultancy and industry relevant courses (see page 25), at different levels to cater for the entire workforce. These courses can be delivered on the employer's premises, at Poultec's Training Centre or at any other suitable location.

### Food Manufacturing Qualifications available:

- Food Processor Operator Apprenticeship Standard
- Level 2 Award for Proficiency in Poultry Meat Inspection
- Level 2 Award/Certificate in Protecting the Welfare of Animals at Time of Killing
- Level 2 Diploma in Food and Drink Operations

### Professional Courses available:

- Introductory/Foundation/Intermediate Award in Food Safety
- Principles of HACCP
- L3 HACCP
- Internal Auditing
- Allergen Awareness



Learners rate our  
Manufacturing  
teaching at

**93%\***

\*Source: FE Choices Learner  
Evaluation Data 2018/19



COURSES



**Hairdressing and Barbering  
Qualifications available:**

- Apprenticeship in Hairdressing
- Apprenticeship in Barbering
- Level 2 NVQ Diploma in Hairdressing
- Level 2 NVQ Diploma in Barbering
- NVQ Level 2 Award in Cut Hair Using Basic Techniques
- NVQ Level 2 Award in Plait and Twist Hair
- NVQ Level 2 Award in Colour and Lighten Hair
- NVQ Level 2 Award in Change of Hair Colour
- NVQ Level 2 Award in Perm and Neutralise Hair
- NVQ Level 2 Award in Cut Hair Using Basic Techniques
- NVQ Level 3 Award in Colour Hair Using a Variety of Techniques
- NVQ Level 4 Award in Provide Colour Correction Services

**Professional Courses available:**

- Cutting techniques
- Colouring
- Styling and dressing techniques

COURSES

# Hairdressing and Barbering

*Combining a modern, well equipped teaching salon with experienced hairdressing tutors, Poultec provides a truly impressive learning environment for learners.*

Our suite of training programmes provides a vast choice for learners, from those who have recently left school and wanting to pursue a career in hairdressing, through to experienced hairdressers aiming to refresh their skills or learn new techniques.

Evening courses also available, ideal for those wanting to extend their skills or planning a change of career.



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## Hospitality & Catering

*If you have the appetite, then we have the ingredients for success. Our dedicated trainers can visit candidates at their place of work and carry out training that fits within their job role and is flexible to the employers needs.*

There is also the opportunity for learners to attend our cookery workshops to obtain more skills. These run monthly and offer practical learning as well as knowledge enhancement. Employers have been able to see actual improvements in many areas of their business as employees improve their skills, thus helping the business to move forward in a continually changing, expanding and competitive industry.

### Hospitality and Catering Qualifications available

- Hospitality Team Member Apprenticeship Standard
- Commis Chef Apprenticeship Standard
- Hospitality Supervisor Apprenticeship Standard
- Senior Chef Production Cookery Apprenticeship Standard
- Check de Partie Apprenticeship Standard

### Professional Courses available in:

- Knife Skills
- Stocks, Soups and Sauces
- Pastries
- Dough
- Cake Making and Decorating
- Hot and Cold Deserts
- Meat and Fish Dishes
- Dishes for Special Diets



We are rated at  
**96%**  
for learner  
satisfaction\*

\*Source: FE Choices Learner Satisfaction Survey 2018/19



COURSES



**Information Technology Qualifications available::**

- IT Apprenticeship
- Certificate for IT Users (ITQ) (QCF)
- Diploma for IT Users (ITQ) (QCF)
- ITQ for beginners
- City & Guilds Functional Skills in IT (all levels)

**Computer Courses:**

- Introduction to Computing
- Microsoft Word
- Microsoft Publisher
- Microsoft Excel
- Microsoft Access
- Microsoft PowerPoint
- Microsoft Outlook
- Adobe - Photoshop
- Adobe - InDesign
- Adobe - Illustrator

COURSES

# Information Technology

*With our qualified tutors and dedicated computer suites, you are guaranteed an excellent learning experience. We also offer on-site training for companies that have specific requirements. Courses are available from beginner right up to advanced level.*

Poultec's IT vehicle provides a truly mobile IT suite containing high specification laptops for ten people and a tutor. The high-speed broadband connection and generated power supply enables training to be delivered in any location.

Poultec can provide bespoke software training for your own business software.

**Training Suites are available for hire**





## Leadership & Management

*Successful and effective managers are key for all businesses. Managers require the skills to direct and develop their teams, while also being focused on achieving business objectives.*

Poultec's ILM management courses are an ideal way to learn and develop supervisory or management skills. Our work-based courses allow the development of knowledge and skills while in the place of work. This combined with the vast selection of units, allows training to be relevant to the workplace and focused on the skills you would like to learn or develop.

### Leadership & Management Qualifications available:

- Level 2 Team Leading & Management Apprenticeship
- Level 3 Team Leading Supervisor Apprenticeship Standard
- Level 5 Operations Departmental Manager Apprenticeship Standard

### Professional Courses:

- Time Management
- Appraisal Training
- Organisational Skills
- KPI Setting
- Communication Skills
- Decision Making
- Negotiating Skills
- Presentation Skills
- Assertiveness Training
- Dealing with Difficult People



COURSES



**Manufacturing Qualifications available:**

- Apprenticeship in Improving Operational Performance - Performing Manufacturing Operations
- Level 2 NVQ Diploma in Performing Manufacturing Operations

**Professional Courses available in:**

- CIEH Level 2 Award in Health & Safety in the Workplace
- CIEH Level 2 Award in Principles of Manual Handling
- CIEH Level 3 Award - Risk Assessment Principles and Practice
- CIEH Level 3 Award in Health & Safety in the Workplace
- CIEH Level 4 Award in Health & Safety in the Workplace
- IOSH Managing Safety

# Manufacturing

*Poultec Training are recognised as a market leading provider with specialist expertise in the manufacturing sector. Poultec employs a team of industry competent assessors and trainers who deliver on a national basis.*

Poultec delivers manufacturing qualifications in the workplace. This is planned with the employer to ensure all staff receive the required training, including staff on night shifts. Poultec have developed customised programmes which relate directly to the employer's varied work procedures and tasks making the training 100% relevant to all learners.

Poultec offers a wide range of short courses (see page 22), at different levels to cater for the entire workforce. These courses can be delivered on the employer's premises, at Poultec's Training Centre or at any other suitable location.

For information on our Engineering courses, see page 10.

For information on our Warehousing & Storage courses, see page 21.

COURSES



**We are rated at**

**96%**

**for employer satisfaction\***

\*Source: FE choices Employer Satisfaction Survey 2018/19





## Medical Support Services

*We have a wealth of experience in the delivery of qualifications for support staff in the medical sector. From large NHS Trusts to small surgeries, our staff will provide structured support. Working in partnership with your team, we will help new and existing staff thrive. With a focus on efficiency, attention to detail and confidentiality we can make a genuine difference to your support staff.*

### Qualifications available:

- Level 2 Customer Service Practitioner Apprenticeship Standard
- Level 3 Business Administration Apprenticeship Standard
- Level 3 Customer Services Specialist Apprenticeship Standard
- Level 2 Diploma in Business and Administration
- Level 3 Diploma in Business and Administration
- Level 2 Diploma in Customer Service
- Level 3 Diploma in Customer Service
- Level 4 Diploma in Business and Administration



COURSES



City & Guilds

**Retail Qualifications available**

- Retail Skills Apprenticeship Standard
- Level 2 Diploma in Retail Skills
- Level 3 Diploma in Retail Management

**Professional Courses available in**

- Point of Sale
- Direct Sales
- Product Knowledge
- Customer Experience
- Consumer Law

# Retail Skills

*Strong competition and changes in consumer lifestyles are all helping to change the face of retailing. To be able to provide the very highest standards of service requires staff who have been trained and developed to meet those standards.*

Aimed at those working in retail and a customer focused environment, the Retail Skills qualifications enable you to develop skills across a range of units, covering displaying stock, processing payments, resolving customer service problems and working effectively in a retail team. Specialist categories, for example 'help customers to buy lottery tickets' or 'promote beauty products to customers' can also be taken as part of the Diploma, depending on your job role.

**Learners rate our  
Retail teaching at**

**96%\***

\*Source: FE Choices Learner  
Evaluation Data 2018/19



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# Speedway

*Combining our modern Engineering centre and knowledge of the sector, Poultec has created a Speedway training programme for personal & professional development.*

The programme is developed to give speedway riders the skills and knowledge to develop their professional career/business. To be successful, performance on the track needs to be supported by a professional setup off the track.

**Speedway Qualifications available:**

Level 2 Diploma in Speedway Business Skills

**Modules include:**

- Media Studies/Communications
- Seeking Sponsorship
- Running a Business
- BSPA -Speedway Rules and Regulations
- Sports Psychology
- Fitness & Sports Injuries
- Representing your Team
- Race set up & Track Directory
- Racing Abroad
- Workplace Health & Safety
- Bike Maintenance/Engineering
- Track Days
- Maths and English



COURSES



**Warehousing and Storage**  
Qualifications available:

- Warehousing and Storage Apprenticeship Standard
- Level 2 Certificate in Warehousing and Storage Principles
- Level 2 Certificate in Warehousing and Storage Skills
- Level 3 Certificate in Warehousing and Storage Skills

**Professional Courses available in:**

- Record Keeping
- Principles of Manual Handling

# Warehousing & Storage

*The warehousing and logistics industry is the UK's 5th biggest sector employing 1.7 million people. Poultec's Level 2 Certificate in Warehousing and Storage is aimed at developing staff skills and industry knowledge of warehousing, storage and logistical activities.*

The qualifications cover the safe and efficient receipt, movement, storage, handling and dispatch of goods in a warehousing and logistics environment. They are equally suited to those with some knowledge of the industry already employed as a warehouse operative or a completely new recruit to the sector.





## Functional Skills - English, Maths and IT

*Our dedicated trainers deliver flexible training courses in the workplace linking development to job roles and meeting the needs of learners and employers.*

Our Skills for Life programmes improve your levels of Maths, English and IT, to help you progress in work and in society in general.

You may need to demonstrate your level of Maths, English and IT for career progression or for course admission. If you would like to simply improve your confidence and be better at everyday tasks, Poultec can offer training in English & Maths and guide you through a national qualification.

### English, Maths and IT courses available:

- Functional Skills English (all levels)
- Functional Skills Maths (all levels)
- Functional Skills IT (all levels)



COURSES



Areas that are covered

- Roles within a team
- Team dynamics and effective communication
- Identifying individual strengths & weaknesses
- Using individual strengths to the benefit of the team /community
- Maintaining cohesion
- Effective Leadership
- Goals & goal setting
- Receiving & disseminating instructions
- Revising plans, why, when & how
- Celebration

# Team Building

*The Poultec Team Building courses are ideal for providing a developmental experience away from your normal environment. New surroundings bring new thinking, new motivation, new approaches and new commitment. Whether you are enriching the learning experiences of an existing group, developing the potential of a challenging department or asking more of a certain group of people, this course will challenge and develop the individual as well as the group as a whole.*

With experienced leaders from the armed forces, industry, training and the world of learning, Poultec offers the structure and personnel to provide a programme which delivers the impact needed to challenge and develop cognitive skills. A one-day team building programme has been specifically developed to provide a perfect balance of mental and physical challenges. All activities have full risk assessments and have been specifically developed to comply with Health & Safety best practice.

The purpose built facilities at South Green Park offer an easy to access venue, just a 5 minute drive from the A47. The excellent facilities mean that our chefs are available to prepare refreshments for your group to enjoy; further enhancing the experience.





## Schools and Youth Groups

*Poultec has provided state-of-art facilities, specifically tailored to young people. Trainers have extensive industry experience and have enhanced DBS checks, therefore giving students a very positive experience in a safe environment. This unique, professional environment is ideally placed to develop transferable work-related skills and experience.*

Opposite are examples of courses we offer, but we welcome the opportunity to discuss providing bespoke courses.

We also provide qualifications to support the delivery of Physical Education and School Sport - See page 12 for details

### From 5 years

- Food Production
- Outdoor Activities
- Cookery Workshops
- Enterprise Skills – *develop a burger*
- Healthy Eating & Nutrition
- Hospitality & Catering – *including one-off sessions in subjects such as Silver Service and catering.*
- Hair & Beauty
- Manufacturing & Product Design
- Information Technology
- Team Leadership
- Hairdressing & Barbering
- Customer Service
- Retail
- CV Writing and Interview Skills



COURSES

# Professional Courses

We deliver a wide range of nationally accredited professional courses at South Green Park or at your company premises if preferred. In addition to the accredited courses, we can also offer bespoke training tailored to your needs. For more information, please visit our website or call us on 01362 850983.

CIEH Foundation Occupational Health and Safety (Level 2)  
QA Level 3 Award in Emergency First Aid at Work (RQF)  
Principles of Manual Handling  
QA Level 3 Award First Aid at Work (RQF)

*Health and Safety*

*First Aid*

Principles of Manual Handling  
Risk Assessment Principals and Practice  
CIEH Intermediate Occupational Health and Safety (Level 3)  
IOSH Managing Safety  
Retail - Health & Safety

Fire Awareness Training  
Fire Marshall Training  
Ladder Safety  
Machine Operators - Health & Safety

CIEH Introductory Certificate in Food Safety (Level 1)  
CIEH Foundation Certificate in Food Safety (Level 2)  
CIEH Foundation Certificate in HACCP (Level 2)

*Food Safety*

CIEH Intermediate Certificate in HACCP (Level 3)  
CIEH Intermediate Certificate in Food Safety (Level 3)  
Allergens - Awareness

Allergens - Management  
X-Ray and Metal Detector Training (*Bespoke*)  
FDQ Level 2 Award for Proficiency in Poultry Meat Inspection

Poultry Passport approved  
Poultry Welfare  
Environmental Awareness  
Farm Hygiene and Biosecurity  
Hatchery Hygiene and Biosecurity

*Agriculture*

Lion Training Passport approved  
Biosecurity, security and egg handling  
Poultry health and welfare operative management

Heat Stress  
Gait Scoring  
Level 2 Award/Certificate in Protecting the Welfare of Animals at Time of Killing

ILM Level 2 Team Leading  
ILM Level 3 Management  
Time Management  
Appraisal Training  
Grievance and Disciplinary Training  
Minute Taking

*Business Administration & Management*

Telephone Techniques  
Organisational Skills  
KPI Setting  
Communication Skills  
Confidence Building  
Decision Making

Negotiating Skills  
Presentation Skills  
Assertiveness Training  
Dealing with Difficult People

Train the Trainer

*Teaching*

BBQ Cuts for the Summer  
Beef Steak Primals  
Christmas Poultry  
Game Butchery

*Butchery*

Pork Butchery, Sides & Primals  
Sausages & Burgers  
Value added & Speciality cuts  
Venison Butchery

Spring Lamb - whole lamb and primal cutting

Adobe Creative Cloud- Essential  
Adobe InDesign - Introduction  
Adobe PhotoShop- Introduction  
Adobe Illustrator - Introduction

*IT*

Adobe Acrobat  
Microsoft Word  
Microsoft Publisher  
Microsoft Excel

Microsoft PowerPoint  
Microsoft Outlook  
Microsoft Access



## Specialist Training Facilities

*South Green Park, the home to Poultec Training, provides high quality teaching and meeting spaces which are available to hire. Set within the Norfolk countryside, South Green Park provides a contemporary space with free WIFI and free parking.*

Our versatile meeting and conference suites can be prepared in a variety of layouts suitable for teaching, meetings or conferences. All suites have LCD projectors or Smart boards, complete with integrated sound systems.

Poultec have three learning vehicles which allow state-of-the-art learning facilities to be brought into your workplace. The **IT Vehicle** is ideally suited for delivering IT based training in both the community and the workplace and contains high-specification laptop computers which provide workstations for ten students and one tutor. The **Hospitality Vehicle** is a fully-functioning commercial kitchen on wheels. The **Information Vehicle** has been developed to provide information advice and guidance but can also double as a classroom. All our vehicles are available to hire, with or without support staff. For more details, please visit [www.southgreenpark.co.uk](http://www.southgreenpark.co.uk).



Our specialist teaching spaces include;

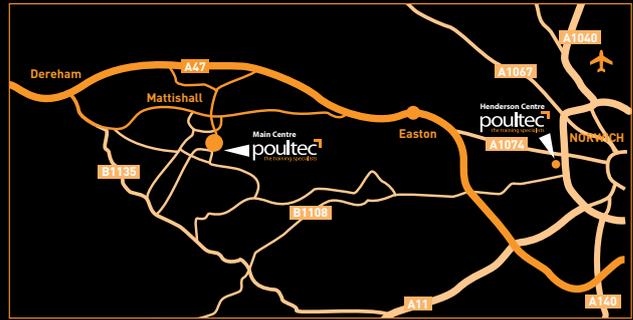
- Cookery Studio**
- Butchery**
- Product Development Kitchen**
- Hair Salon**
- PC and iMac Suites**

Learning Vehicles;

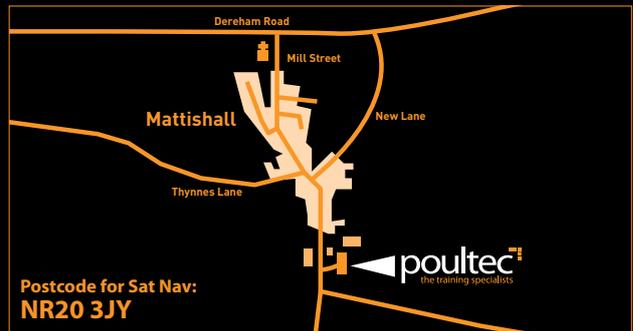
- IT Vehicle**
- Hospitality Vehicle**
- Information Vehicle**



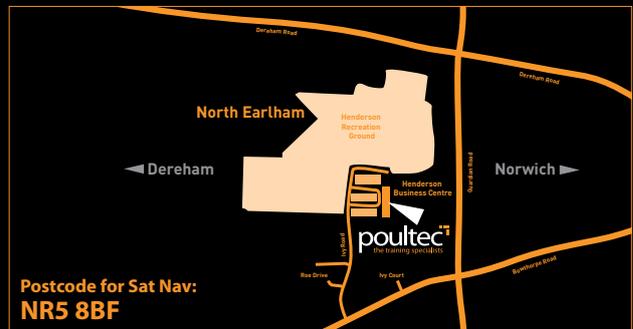
# How to find us



## Main Centre



## Engineering Centre



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