

**NEW! for
2025**

Chamber Members Training Courses

April - May 2025

**Half Day Courses £15
Full Day Courses £30
ALL REFRESHMENTS INCLUDED**



We're delighted to present 6 brand new subsidised training courses exclusively for members and their colleagues.

Book your space today!

Email sueharmonsmith@gmail.com



Training course places are only open to all Christchurch Chamber Members & Christchurch BID Levy-Payers and their staff as they are very heavily subsidised. At £15 for a half day and £30 for a full day, it is excellent value with highly qualified, experienced trainers in the very comfortable surroundings of the excellent Captains Club Hotel, with all refreshments included.

23 April **Social Media Marketing**

£30pp

for small businesses

with Claire Sutton 9.00 - 4.30

Course Description:

Are you a busy small-business owner who isn't sure where to start with planning or doing your own marketing? This one-day course is designed to act as a straight-forward, practical introduction to the many opportunities that digital and social media offers to promote an organisation. It is delivered in plain English and is suitable for the novice or more regular social media users. You will finish the day with a fledgling marketing plan and some actions you can take back to your desk to start getting on with.

24 April **The Basics of HR and Employment**

£15pp

Law for SMEs – Part One

with Yvonne Phillips 1.00 - 5.00

Course Description: This is a half-day course covering what employers are required to provide employees by law and will cover Terms and Conditions of Employment, types of contracts that employers can have (including hybrid and flexible terms). It will also cover how you go about changing Terms and Conditions if you need to and what we know so far about the changes that might be coming our way under the proposed new Employments Rights Bill and how that might impact employers.

30 April **First Aid for Mental Health**

£15pp

with Jo Polden 9.00 -12.30

Course Description:

This half-day course is aimed at providing learners with the knowledge to identify suspected mental health conditions and the skills to start a conversation and be able to signpost the person towards professional help.

A range of First Aid for Mental Health related subjects are covered including:

- What is First Aid for Mental Health?
- Identifying mental health conditions
- Providing advice and starting a conversation
- Stress
- Mental health conditions

1 May **The Basics of HR and Employment Law
for SMEs – Part Two**
with Yvonne Phillips 1.00 - 5.00
£15pp

Course Description:

This is a half-day course covering how employers can effectively manage absent employees. It will explore how to deal with short and long term absence legally and provide an understanding of how the protected characteristic of Disability applies to absence management. It will also explore how the new proposed Employments Rights Bill might impact employers in this area, and the steps they can take early to minimise that impact.

6 May **Emergency First Aid at Work
QA Level 3 Award**
with Jo Polden 9.00 - 16.30
£30pp

Course Description:

The QA Level 3 Award in Emergency First Aid at Work (RQF) qualification is designed for individuals who wish to act as an emergency first aider in their workplace. Upon successful completion of this qualification, candidates will be equipped with the essential skills needed to give safe, prompt and effective first aid in emergency situations.

What is more, as a regulated qualification, employers can book this course for their employees and rest assured that they have fulfilled their legal responsibilities for providing quality first aid training, without having to undertake any lengthy due diligence checks.

The roles and responsibilities of an emergency first aider; Assessing an incident; Managing an unresponsive casualty; CPR and defibrillation; Recovery Position; Choking; Seizures; Shock Wounds and bleeding; Minor injuries; Cuts, grazes and bruises; Minor burns and scalds

15 May **The Basics of HR and Employment Law
for SMEs – Part Three**
with Yvonne Phillips 1.00 - 5.00
£15pp

Course Description:

This is a half-day course and will cover the topic of dealing effectively with Disciplinary and Grievance situations in the workplace, so that employers can do the best they can to avoid a claim for unfair dismissal. We will also cover Redundancy - how to do it right, and how the proposed Employment Rights Bill may impact in these areas.

Meet the trainers

Claire Sutton is a Chartered Marketer with over 30 years' experience, working mostly in small businesses or not-for-profit organisations. She loves to write and enjoys sharing her passion for creating a robust marketing plan with others.



1st response training Jo Polden

1st Response Training only offer accredited courses that have been designed around current legislation, ongoing case law and best practice. This really gives them the edge with training packages developed by a professional organization and delivered with excellence.

Yvonne Phillips

Olyvetree HR was founded in 2014 by Yvonne, who is a Chartered Fellow of the Institute of Personnel & Development (FCIPD) and also holds a Post Graduate Degree in Employment Law. She has worked in senior HR roles within trusted corporate organisations and now uses her experience and knowledge to help business owners.



All courses will be held in the luxurious surroundings of the Captain's Club Hotel & Spa, with refreshments provided.