

BENCHMARK TRAINING NEWS ARCHIVE

9 October 2008

Extract from Network Rail Connect

Practical Leadership Programme gets off the ground

The first pilot course of the brand new Practical Leadership Programme (PLP) was launched recently.

The PLP has been designed explicitly for our frontline managers within Operations and Customer Services and Infrastructure Maintenance and is based at the Fire Service Training College at Moreton in Marsh, Gloucestershire.

For the pilot programme there are places being offered on a first-come first-served basis to 50 mobile operations managers (MOMs), 50 local operations managers (LOMs) and 100 section managers.

The aim of the PLP is to train Network Rail frontline managers in the essential managerial and practical leadership skills essential to best perform their role in a world-class public transport organisation. It is a highly practical and challenging programme set out over a week.

Training partners for this event are Benchmark Training Ltd, who progress delegates through a variety of practical-based tasks and exercises designed to develop individuals into more efficient managers. There is also a small amount of classroom time, used to evaluate learning and understand the outcomes of the exercises completed.

The delegates of the first pilot course have completed the inaugural event and have returned to work singing the praises of the PLP. The feedback includes comments such as:

The facilities on the whole were good. A hotel would have been more shut away, everything here is team based, you get a real shared sense of identity.

This course delivered what was promised; I have got more out of this course than any other!

I arrived a coward and left a hero; you wouldn't understand unless you had been on the course. I learnt a lot, it has changed me and people will see a change.



Delegates on the pilot course



4 July 2008

Benchmark wins PLP Pilot for Network Rail

In a 3 way contest on 4 July Benchmark Training was selected to deliver the pilot phase of Network Rail's Practical Leadership Programme.

This programme, the first of its kind, is being designed now, with delivery beginning on Tuesday 16th September 2008. Groups of 16-20 railway staff will participate in an 8 day residential course at the Benchmark Leadership Development Centre, based at the Fire Services College in Moreton-in-Marsh, Gloucestershire in a pilot that will run through to end March 2009.

The aim of the course is to train Network Rail front line managers in the managerial and practical leadership skills essential to best perform their role in a World Class public transport organisation. It will be 80% practical and 20% theory, and is intended to provide the Railways with the trained leadership at every level to meet the challenges of the 21st Century. Challenges that are accelerating rapidly with the introduction of new and busier timetables .



Ivan Kimble , of Network Rail appears to be waiting for the train at the incident training site at the Benchmark Leadership Development Centre.



Visitors are briefed on the '9/11 tower. A unique collapsed building complex.



12 March 2008

Advanced Railway Voice Communications Workshop for Managers

Benchmark is very pleased to announce that from 8 April 2008, it will be delivering the new Advanced Voice Communications Workshop for Managers to Railway Group managers located throughout the South, South West, East Midlands and the North West of England. The Workshop is the first of its kind within the context of voice communications and will provide managers from across Network Rail and the Train Operating Companies with access to material and tools that will enable them to fully identify, understand and meet their responsibilities (including duty of care) in respect of railway voice communications. This, in turn, will enable them to effectively raise and manage the standards of railway voice communications within their areas of responsibility. The new training is very dynamic and interactive and includes progressive practical sessions to thoroughly cement the learning experience. Several thousand managers will benefit from this training which will build substantially upon the highly successful voice communications training programme that Benchmark has delivered across the Railway Group since 1995.

Benchmark applies its quality management system to all its training development, design and delivery activities to help ensure that customers are presented with the best possible solutions at the best possible prices to their requirements.

If you would like to find out more about this programme or any other training or learning and development programmes that Benchmark is delivering, please contact:

Dane Pepperday on 07764 186466 or e-mail: dane.pepperday@benchmarktraining.com



14 January 2008

ISO 9001:2000 Certification by LRQA

Benchmark is delighted to announce that the company has been awarded ISO 9001:2000 certification for the Quality Management System (QMS) that it applies to its design, development and delivery of communication training to the rail industry. The award has been made by Lloyd's Register Quality Assurance (LRQA) who noted that Benchmark had a ".....well documented Management System which has matured in a relatively short timescale....".

Benchmark is delighted that its management systems have been recognised in this way by the LRQA.

David Montgomery, Managing Director, said *"All our staff have been fully involved with the development and application of our management system and the award is testament to their untiring work to deliver the best service they can, first time, every time. They have grown up with the management system and, to a person, they know that by following it, they will be delivering the high quality demanded by, and continually delivered to, our clients. This is a great day for the company and everyone can be justifiably proud of their achievement"*.

Benchmark applies its quality management system to all its training development, design and delivery activities to help ensure that customers are presented with the best possible solutions at the best possible prices to their requirements.

If you would like Benchmark to assist you with any of your training requirements, please contact Dane Pepperday on 07764 186466 or e-mail to dane.pepperday@benchmarktraining.com. We look forward to hearing from you.



[../..../Benchmark Training website - Aug 2008/news/archive/ARCHIVE.pdf](#)

7 November 2007

Skills for Security accredit Benchmark's new Retail Safety and Security course

Benchmark is delighted to announce that Skills for Security has awarded accreditation to its Retail Safety and Security training course launched last month.

David Montgomery, Managing Director said, *"Accreditation by Skills for Security adds immense value to this training course which has been launched in time for this year's pre Christmas recruitment campaign. I am supremely confident that this new course will prove to be extremely popular with both staff and employers."*

Note: 'Skills for Security' is the Sector Skills and Standards Setting Body for the security business. The accreditation scheme has been introduced to meet training needs by access to expertise and specialist knowledge.

Further information can be obtained from David Cooper on 0207 898 9144 or david.cooper@benchmarktraining.com



21 October 2007

Launch of Benchmark's new Safety and Security training package designed specifically for the retail sector

Benchmark has today launched a unique training course for the retail trade. Timed to coincide with the recruitment of thousands of temporary staff for the pre Christmas rush, this course focuses on retail crime, personal safety, security and terrorism.

Training is delivered in the workplace by ex police and military trainers who have the knowledge and experience to make a real impact. The course programme covers related themes which can be presented in a single day or in 3 training sessions. A key feature of the course is that the client's own safety procedures can be woven into the presentation and summarised in an aide memoire issued to each member of staff.

David Cooper, Director Security Division said, *"This exciting new course has been designed specifically to meet the needs of today's retail environment by reducing losses from the shop floor, increasing staff confidence and providing a much safer shopping experience for the customer. I'm confident that employers and staff alike will be impressed with the high quality of presentation and the resulting benefits."*

Further information can be obtained from David Cooper on 0207 898 9144 or david.cooper@benchmarktraining.com



3rd July 2007

Benchmark selected by First Engineering Ltd to provide a communication coaching programme to its key engineering staff. Benchmark has been selected by First Engineering Ltd (FEL) to provide key railway staff with one to one voice communication coaching.

Benchmark has been contracted to provide coaching to Engineering Supervisors (ES) employed in the FEL High Output Team. Each ES will receive some 17 hours of personal coaching to effect a permanent change in the quality and effectiveness of their voice communications. This is an 'industry first' and FEL is leading the way with this innovative behavioural change programme. The coaching programme is being extremely well received and plans are already being made to expand its reach to other parts of FEL.



2nd April 2007

Benchmark selected by Network Rail to provide communication training to the Rail Industry.

Benchmark has been selected by Network Rail to provide communication training to Network Rail Operations, Maintenance and MP&I staff and also to TOC, FOC and Contractor organisations.

The work package incorporates the provision of one-day communication courses that will be delivered to mixed classes in over 30 different locations throughout the Wessex, Western and LNW Routes. The training will be delivered at Network Rail or other client sites in what will be one of the largest distributed training programmes on the railways.

David Montgomery, MD of Benchmark Training Ltd said *"This training programme is a significant and central element of the Rail Industries continued drive to improve safety, service and efficiency across the entire infrastructure. We are proud to be playing such a crucial role in the programme and look forward to working with all elements of the industry on this key project"*.

