

update

The best in business news
and views for members of
Coventry and Warwickshire
Chamber of Commerce

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Annual Conference

The Coventry and Warwickshire Chamber of Commerce's 10th annual conference was attended by more than 200 delegates from businesses across the region – making it the largest to date.

As well as shedding light on the local economy the conference – which took place on Friday, 16 September - delved into the factors that will see the UK grow in the coming years, highlighting the importance of skills and exports.

Issues around planning and red tape also came under the spotlight.

A rousing conference was rounded off by an entertaining speech from former Trade Minister Lord Jones, who said the UK needed to get to grips with the fact that Asia was going to dominate the world for more than 100 years.

But, he insisted, Britain's standing is strong enough in the world for the UK to benefit, and cited the number of overseas students at Coventry University as proof.



Pictured (left to right): David Frost CBE, Tom Vosa, Lord Digby Jones, Adam Marshall (of the BCC), Louise Bennett, Madeleine Atkins, Doug Squires (C&W Chamber president), Tony Whitehorne, Sir Peter Rigby, Caroline Spelman MP.

LEP call to action to local business

The latest Local Enterprise Partnership (LEP) event, organised by the Coventry and Warwickshire Chamber, challenged businesses to play their part in the future of the Coventry and Warwickshire economy.

More than 100 local firms heard from LEP chairman Denys Shortt, CEO of Stratford-based DCS Europe, who said: "Now is the time for businesses to put their hands up if they want to contribute. You are the LEP!"

"Our LEP has made a really good start but it is vital that we are informed and directed by the local business community.

"LEPs are tasked with breaking the barriers to growth and we have identified a whole raft of issues which we believe stifle enterprise, growth and the recruitment of new employees.

The meeting heard from several LEP theme groups including Transport, Tourism and Rural Business, while delegates were able to question local MPs Jeremy Wright and Chris Whit, as well as several LEP representatives.

The Coventry and Warwickshire LEP is holding its first regional conference on Friday, 14 October to outline what progress it has made – and to hear from local businesses.

Anyone interested should contact roger.dowthwaite@cwlep.com

Features

ACCESS TO WORK

A programme that provides advice and financial support to workers with health or disability needs and their employers.

Find out more at:

www.direct.gov.uk/en/DisabledPeople/Emplimentsupport/WorkSchemes/AndProgrammes/DG_4000347

Small businesses 'struggling to grow'

A British Chambers of Commerce (BCC) report has revealed that, of the 55% of micro businesses that are actively growing, half are finding it hard to recruit appropriately skilled workers.

The report finds that 47% of respondents from businesses with fewer than ten employees would be nervous about hiring a school leaver with A-levels, and only 22% of small businesses were confident that university graduates would have the skills for the job. Dr Adam Marshall, director of policy at the BCC, claimed that there is "a real mismatch between business needs and local skills supply." He called for the education system to refocus on delivering the skills that businesses need.

Read the full report at:

www.britishchambers.org.uk/6798219244275052995/G16836_BCC_Workforce_Survey_Micros.pdf

PPL Licence Warning

A number of Chamber members have been caught out recently over failure to obtain a PPL licence.

Anyone who plays or broadcasts recorded music or music videos in public needs a PPL licence.

If businesses have been playing music without the correct licence, PPL is legally entitled to seek up to six years' worth of past fees.

Find out more at: www.ppluk.com

Access Chamber expertise

Don't forget that we have a team of Sector Executives in place here at the Chamber to help our members increase trade and reduce costs.

They have experience in a range of business fields and each will help firms from a range of sectors tap into the full array of Chamber services – designed to improve businesses both on a day-to-day basis and longer-term.

Chamber members are able to tap into free business support services directly with their sector executive. Non-members will be able to use the services too, but at a cost.

Be an ambassador for the city

The London 2012 Olympic Football competition will bring thousands of visitors to Coventry during July and August 2012.

Applications are now being invited from people who would like to act as a Coventry Ambassador during the Games, welcoming the world to the City of Coventry.

Find out more at:

<http://london2012.cswp.org.uk/get-involved?level=Local&title=coventry-ambassadors>

Employment figures disappoint, but fail to surprise

In the three months to July 2011, unemployment increased by 80,000 and employment fell by 69,000 according to figures from the Office for National Statistics (ONS).

Commenting on the labour market figures published today by the ONS, David Kern, BCC Chief Economist David Kern said the figures were "disappointing, but not surprising in the face of the worsening global economic situation, and the government's tough austerity plan."

Chamber secures ERDF funds to boost international trade

The Coventry and Warwickshire Chamber of Commerce has been successful in bidding for money from the European Regional Development Fund (ERDF) to offer firms further help in international trade.

Companies can benefit from up to £1,000 worth of funding that can be put towards overseas visits, researching new markets, international marketing, translations, find new customers and take part in trade shows or exhibitions.

Legislation

Upcoming legislation

A review of the some of the new – and proposed - business legislation.

All newly enacted legislation can be found in full on the website www.legislation.gov.uk

Changes to working and employment conditions of agency workers

Agency workers who work in the same role, with the same hirer, for 12 continuous weeks will be entitled to the same basic employment and working conditions as employees in comparable roles.

The regulations apply even if agency staff only work a few hours a week. After the qualifying period is over, they must be treated as if they had been directly recruited to the payroll.

The new rules apply to temporary assignments starting on or after 1 October 2011. For agency workers who started before that date, their qualifying period starts from 1 October 2011.

Commentators believe that these new regulations will be reconsidered as part of the Red Tape Challenge. Visit the website to find out more and to have your say: www.redtapechallenge.cabinetoffice.gov.uk/themehome/employment-related-law/

National Minimum Wage

The NMW applies to nearly all workers and sets hourly rates below which you must not allow pay to fall.

For pay reference periods (PRPs) beginning on or after 1 October 2011, employers will have to pay all eligible workers the following:

£6.08 an hour to workers aged 21 and above

£4.98 an hour to workers aged 18-20

£3.68 an hour to workers aged below 18 who are no longer of compulsory school age

For PRPs beginning on or after 1 October 2011, you will have to pay at least £2.60 an hour to apprentices who are under the age of 19, or aged 19 or over and in the first 12 months of their apprenticeship.

Changes in fixed sizes of unwrapped bread and alcohol

New specified measures have been introduced for servings of certain alcoholic drinks on licensed premises. The rules permit licensed premises to serve non pre-packaged intoxicating liquor in:

A new 2/3 pint measure for draught beer and cider, in addition to existing fixed sizes.

A new serving for wine served by the glass in a volume lower than 75ml as a sample or taster, or in a wine flight. There is no requirement to sell by quantity below 75ml. The new measure is in addition to the specified measures of 125ml and 175ml and their multiples.

Measures of 50ml and 70ml for fortified wine when sold by the glass, or a multiple of either.

The weight of a loaf of unwrapped bread has also been deregulated.

Unwrapped bread

The rules also remove the requirement for loaves of unwrapped bread to be of fixed weights. This means that bakers and licensees can offer unwrapped loaves of any weight, including the traditional sizes of 400 grams or a multiple thereof, for wholesale or retail sale. However, for retail sales, the quantity of bread must be clearly displayed for consumers on a ticket or notice close to the loaves at the point of sale.

The details are at: <http://www.bis.gov.uk/nmo/news-and-events/news/2011/Sep/new-sizes-for-alcoholic-drinks-and-deregulation-of-bread-sizes>

Ending tobacco sales from vending machines

It is now illegal to sell tobacco products from automatic vending machines, and also to display advertisements or pictures of tobacco products on vending machines.

Manufacturing

New initiative to boost innovation

A European-funded initiative has been launched in the West Midlands to foster innovation and boost profits for businesses in the automotive, medical technology and digital media industries by encouraging collaborative working to develop new ideas.

The Innovation University Enterprise Network (I-UEN) is a three-year, £1.9 million initiative funded by the European Regional Development Fund (ERDF) and Coventry University Enterprises (CUE) Ltd.

I-UEN is aiming to help 420 businesses over the next three years by facilitating collaboration between enterprises operating in these sectors so that they can form and develop innovative new business ideas. By working together, businesses can accelerate developments, expand their market share, save costs and maximise profits.

Coventry University Enterprises will lead the initiative.

Find out more at:

www.communities.gov.uk/documents/regeneration/pdf/1957457.pdf

<http://www.coventry.ac.uk/researchnet/enterprise/business/Pages/I-UEN.aspx>

Financial support for aerospace and defence firms

More than half a million pounds of financial assistance is available for companies engaging in 21st Century Supply Chains (SC21), the industry-led programme designed to accelerate the competitiveness of the aerospace and defence industry by raising the performance of its supply chains.

The Manufacturing Advisory Service West Midlands (MAS-WM) has secured a £500,000 funding extension to its programme supporting regional SMEs as they improve their delivery and quality performance. Businesses could be eligible for up to 50% match funding to help with removing costs, improving efficiency or working towards AS9100 revision C or NADCAP accreditation.

For more information, contact Tim Holmes on 07980315393 or email tim.holmes@midlandsaerospace.org.uk

UK manufacturers lag behind on service provision

Manufacturers in the UK are missing out on opportunities to compete globally by failing to provide services such as maintenance and upgrades to accompany key products, according to research by Barclays.

Over half of manufacturers claim that they have 'moved up the value-chain' by adding services to their product line and 40% are in the process of doing this. However, 44% still provide no services to accompany their products and, of these, 82% have no intention of doing so. The report argues that it is UK manufacturers' failure to embrace 'servitisation' that has affected their performance in the global market place.

Read more at: www.newsroom.barclays.com/content/Detail.aspx?ReleaseID=2068&NewsAreaID=2

Time to apply for 2012 Queen's Awards

The Queen's Awards for Enterprise are the UK's most prestigious Awards for business performance, recognising and rewarding outstanding achievement by UK companies.

Awards can be won by businesses of any size in three categories – International Trade, Innovation and Sustainable Development.

Nominations are now being accepted for these, and for the 2012 Queen's Award for Enterprise Promotion. This strand celebrates and recognises the activities of individuals that have played an outstanding and significant role in promoting enterprise skills and attitudes in others throughout the UK.

Find out more at

www.businesslink.gov.uk/bdotg/action/layer?topicId=1084953735&urlName=queensawards&furlparam=queensawards&ref=&domain=www.businesslink.gov.uk

Tourism, Leisure and Conferences

Olympics boost for local economy

The Coventry and Warwickshire area has received a major economic boost as a result of the 2012 Olympic Games being hosted in London, according to recent figures.

Coventry and Warwickshire businesses have won 80 contracts related to next year's Games, with more likely in the future, after businesses registered through the CompeteFor portal – the system by which organisations can apply for 2012 tender opportunities.

Every parliamentary constituency in the Coventry and Warwickshire region has landed at least one 2012-related contract across a range of industries – the most high profile being the announcement that Exhall-based Premier Group will manufacture 8,000 Olympic Torches for the 2012 Torch Relay.

A total of 23 contracts have been landed across the three Coventry constituencies, while Stratford-upon-Avon secured 15, North Warwickshire 13, Warwick and Leamington 12, Rugby nine, Kenilworth and Southam seven and Nuneaton, one.

Workshops detailing how to apply for London 2012 tenders via CompeteFor, were held in the build-up to 2012 across the region by the Coventry and Warwickshire Partnership for the 2012 Games in conjunction with the Coventry and Warwickshire Chamber of Commerce and funded by Advantage West Midlands.

*Coventry celebrated the impending one year to go until the official start of London 2012 landmark in style with a host of celebration events across the city.

The London 2012 Open Weekend, supported by BP, is the national annual countdown celebration for the London 2012 Games and this year Coventry marked the event by showcasing the best in art, dance, film, music and sport from the city.

One of the highlights of Coventry's celebrations was Legends of the Past – Athletes of the Future, which was held at Coventry's Live Site, in Millennium Place and saw Olympians and Paralympians from Coventry and Warwickshire joined by up and coming athletes as well as interviews, challenges and videos on the big screen.

Olympics 'to give long-term boost to domestic tourism'

Three million pounds from the Olympic budget is to be used to boost domestic tourism in 2012 and beyond, in a drive to maximise the economic legacy of the Games for the whole country.

The investment, announced in a keynote speech by Culture Secretary Jeremy Hunt back in June, will kickstart a new tourism campaign to

make the most of the Torch Relay and the Cultural Olympiad to showcase the whole nation.

Find out more at:

www.vaga.co.uk/index.php?option=com_content&view=article&id=982:jeremy-hunt-makes-lasting-tourism-legacy-top-priority&catid=62:news&Itemid=85

Government proposes to scrap events licences

Businesses may no longer need to apply and pay for a licence before hosting events with audiences of up to 5,000 people, under proposals put forward by the Department of Culture, Media and Sport (DCMS).

The proposals are part of a consultation launched by the DCMS to review the Licensing Act and reduce the burden of legislation on small businesses. The aim is to boost

economic growth by allowing pubs and hotels to diversify their income streams and it has been touted as a way to encourage more community groups and fundraisers to host live events.

The consultation closes on 3rd December 2011. Take part in it at: www.culture.gov.uk/consultations/8408.aspx

Healthcare

More choice for NHS patients

Personal health budgets are to be rolled out from next October. By 2014, people who are receiving ongoing NHS care for complex conditions will have the right to ask for a personal health budget so that they can tailor their care to suit their health problem and their lifestyle.

The government has said this will make better use of resources and allow for greater integration of care across the health and social care sectors.

The patient will be able to use their allocation of funds to buy care in the most appropriate setting, from their choice of provider.

Currently, more than 1,300 people are receiving personal health budgets within the pilot programme for a range of conditions, including long-term conditions; mental health; end of life care and NHS Continuing Healthcare.

This development is a response to the independent NHS Future Forum report, which recommended action to promote personal budgets and implement them within five years.

Find out more at:
<http://mediacentre.dh.gov.uk/category/press-releases/>

Foreign doctors 'must speak good English'

All doctors who want to work in the NHS in England will have to prove they can speak a good standard of English before they are allowed to do so, under strict new rules.

The aim is to ensure that patients and doctors can understand one another thoroughly during consultations.

Find out more at:
www.hc2d.co.uk/content.php?contentId=19978

Care workers' pay 'falling below National minimum wage level'

An investigation by BBC TV programme 'Panorama' has revealed that many British workers are still being paid much less than the law dictates, and that the problem is particularly acute among care workers.

Research by academics at King's College London suggests that

somewhere between 150,000 and 200,000 care workers over the age of 21 may be earning less than the statutory minimum, which has just been raised to £6.08 an hour for adults.

Read more at:
http://news.bbc.co.uk/panorama/hi/front_page/newsid_9604000/9604221.stm

Work absences through stress grow

New research conducted by the Chartered Institute of Personnel and Development (CIPD) and Simplyhealth has concluded that stress is now the number one cause of long-term workplace absence.

It has replaced musculoskeletal disorders in the top spot as concerns over the economy and job security mount, the 'Absence Management Survey' reveals.

The public sector is the worst affected, with 50% of organisations claiming that stress-related absences had increased in the last year.

Read the report in full at:
www.cipd.co.uk/hr-resources/survey-reports/absence-management-2011.aspx

Construction

Construction to be buoyed up by education boom?

An expected boom in the Midlands' education sector will help keep the construction industry alive over the coming months, according to comments made recently in the regional business press.

Peter Owen, managing director of Willmott Dixon in the Midlands, told 'Insider' magazine that the West Midlands will receive a 'pupil bulge' over the next year, and that there is a massive shortfall in the number of available school places.

Coventry alone requires a further 5,000 places. And as result, new primary schools will be built, and secondary schools refurbished, before

the 'bulge' moves through the system and necessitates more building in a few years' time.

The article said that the higher education sector is also expected to experience an upturn in demand despite concerns over student fees.

It also raised ongoing concerns over skills shortages, and the impact these could have on the construction sector's ability to service increased volumes of school building and refurbishment work.

Read more on this story at: www.insidermedia.com/insider/midlands/59598-pupil-bulge-help-construction-industry-willmott-dixon

Public consultation on proposals to introduce revised control of asbestos regulations

This consultation sets out HSE's proposals to introduce revised Control of Asbestos Regulations to implement changes required to comply with the European Commission's reasoned opinion on the UK Government's transposition of Directive 83/477/EEC as amended by 2003/18/EC on the protection of workers from the risks of exposure to asbestos at work.

Views are sought on; the proposals; the guidance to be produced to explain how the changes will work in practice; and the impact on business.

The consultative document and the online questionnaire are available at: www.hse.gov.uk/consult/condocs/cd237.htm?ebul=gd-cons/sept11&cr=1

The consultation closes on 4 November 2011.

Business park take-up improves, as construction rates fall

The amount of office space being constructed in the UK is at a record low, and year-on-year rentals of office space have experienced a modest increase of just 0.1%.

The amount of office space under construction in UK business parks is at its lowest in more than 16 years. These are some of the headline findings in commercial property specialist GVA's Business Parks Review Summer 2011.

Download the report here: www.gva.co.uk/research/offices/

Sector Skills Council moves to make H&S awareness easier

CITB-ConstructionSkills - the Sector Skills Council and Industry Training Board - has appointed Pearson VUE to deliver its Health and Safety Test, making it easier for construction businesses around the country to have their candidates undertake the test locally.

The Test was introduced in 2001 as a way to ensure that construction workers have the necessary level of health and safety knowledge and awareness, and a test is now booked every 60 seconds, according to the CITB.

There is more on this story at: www.cskills.org/supportbusiness/healthsafety/test

Education

Ofsted report highlights best safeguarding practice

The latest report from the Office for Standards in Education (OFSTED) says that there is no reason why good practice in safeguarding and promoting children's welfare should not be a feature of every school.

The report – 'Safeguarding in Schools: Best Practice' - found that the measures adopted by the best schools to keep children safe could readily be replicated throughout the school system.

The report says that nearly all schools now give a high priority to safeguarding, but that safeguarding arrangements were no better than satisfactory in 21 per cent of schools overall.

It says key features of outstanding practice include high quality leadership

and management, a high priority given to training in safeguarding, robust arrangements for site security, and a curriculum that teaches pupils how to stay safe, how to protect themselves from harm and how to take responsibility for their own and others' safety.

It finds that weaknesses in safeguarding are usually related to failings in leadership, management and governance. Inspectors look at safeguarding early on in an inspection so that simple errors can be corrected before they leave.

Read the report at:
www.ofsted.gov.uk

The definition of safeguarding adopted by Ofsted is at:
www.education.gov.uk/publications/standard/publicationDetail/Page1/WT2006

Learning and development professionals' views probed for cloud study

A new report from business training provider REDTRAY and benchmarking organisation Towards Maturity has examined the views of a cross section of learning and development professionals across the country regarding cloud computing.

When asked about particular benefits that staff wanted their company's cloud computing strategy to deliver, up to 65% pointed to benefits like the ability to improve in-company training, or better access to new learning and information within the workplace. They rated these considerations higher than the cloud's ability to assist with hitting corporate carbon reduction targets.

To find out more visit:
www.redtray.co.uk/news_2011_09_29.htm

Apprenticeship red tape slashed

Skills Minister John Hayes has announced a package of new measures to make it easier for employers to take on large numbers of apprentices.

He said that firms that contract directly with the Government to train apprentices will now benefit from simplified payment, reporting and assessment requirements.

They will also receive better guidance to help them manage the recruitment, training and assessment of apprentices more efficiently and cost effectively.

You can find out more at: www.bis.gov.uk/newsroom

EU translation contest open for registration

The European Commission's Juvenes Translatores 2011 competition is now open for registration, and will take place on Thursday, 24 November.

The aim of the competition is to promote unity between the peoples of the European Union countries by fostering a greater understanding of other languages and helping to develop awareness of other cultures.

To find out more visit
http://ec.europa.eu/translatores/why/index_en.htm

Legal and Finance

Midlands entrepreneurs are 'confused'

Twelve per cent of Midlands entrepreneurs are confused about where they should seek financial advice – the highest proportion in any region, according to the latest RSM Tenon Business Barometer, a quarterly survey of senior management in small and medium-sized enterprises.

Nationally, one in ten entrepreneurs does not know where to seek expert financial advice, according to the research. Thirteen per cent would go to business peers, while only one in 20 would try their bank. Half of business owners would consult an accountant or financial adviser, and the report suggests that the financial services sector should be more flexible in the ways that it offers advice to stop more of their clients from seeking advice from non-professional sources.

Read more at:

www.rsmtenon.com/Media-Centre/Press-Releases/2011-press-releases/26-August-Businesses-look-for-financial-advice-but-not-always-in-the-right-places.aspx

Government brings forward late payment law

The Government has brought forward plans to implement a European Directive that makes a 30-day standard invoice payment term compulsory for all businesses.

The EU's deadline for implementing the Directive is 2013, but the UK Government plans to bring it into force early in 2012. Businesses wishing to vary the terms will be able to set 60-day terms by prior agreement, but terms longer than that could be deemed 'grossly unfair' by the courts. Small businesses will be able to charge eight per cent interest and a £35 fee for late payments.

Some lawyers believe that there will be more contractual disputes and litigation as a result of the new Directive.

Read more at:

www.telegraph.co.uk/finance/yourbusiness/8763292/Government-fast-tracks-EU-late-payment-rules.html

Major changes to tax regime proposed

Corporation tax, National Insurance (NI) and fuel duty have all been put under the spotlight in the Mirlees Review, published by the Institute of Fiscal Studies (IFS), which puts forward proposals to simplify the tax regime and cut costs.

At the same time, the Department for Business, Innovation and Skills (BIS) has proposed that small firms should only be required to publish a single trading statement showing

their financial position to both HM Revenue & Customs (HMRC) and Companies House. BIS says that 3.5 million small businesses could benefit.

Read the Mirlees Review at www.ifs.org.uk/pr/mirrlees_sept11.pdf

Read the BIS proposals at www.bis.gov.uk/assets/biscore/business-law/docs/s/11-1100-simpler-reporting-for-smallest-businesses-discussion-paper

Holiday Pay During Absence from Work

A recent Employment Appeal Tribunal decision has clarified the situation of the amount of any holiday pay due where an employee takes no holiday leave during a particular holiday year due to sickness absence.

In the case of NHS Leeds v Larner UKEAT/00088/11/CEA, the judgment confirmed that "the entitlement to paid annual leave of a worker absent for the whole of a pay year through sickness does not depend on the worker submitting a request for that annual leave before the pay year ends".

The issue in this case was the question of whether a worker forfeits the entitlement if no request for the annual leave is made before the pay year ends.

The Tribunal judge emphasised that on the facts of this case, "... She is therefore presumed not to have been well enough to exercise what the Luxembourg Court has described as her "right to enjoy a period of relaxation and leisure."

Any decisions on whether to withhold annual leave payments in any circumstances should be taken with careful consideration and professional advice.

Chamber Events

OCTOBER

Go to Jail... Visit HMP Rye Hill

Tuesday, 11th October
HMP Rye Hill
MEMBERS ONLY
FREE

The other 93% - What really increases sales

Thursday, 13th October
Menzies Welcombe Hotel Spa & Golf Club
MEMBERS ONLY
FREE

Managing excellence through high performance

Friday, 14th October
CWT - Commerce House
£288 members/£336 Non members

Incoterms

Friday, 14th October
CWT - Commerce House
£132 members/£156 non members

CW LEP - Annual Conference

Friday, 14th October
RICOH Arena, Coventry
FREE

Train the Trainer CIEH Level 3 Award in Training Skills & Practice

Monday, 17th October
CWT - Commerce House
£642 members

Published by:

www.cw-chamber.co.uk

Writing and design:

www.editorialanddesign.com

Apple in an hour

Tuesday, 18th October
Holiday Inn, M6 J2
MEMBERS ONLY
FREE

Successful sales techniques

Monday, 24th October
CWT - Commerce House
£258 members/£288 non members

Customer service essentials

Tuesday, 25th October
CWT - Commerce House
£234 members/£258 non members

Payments for exports, including Letters of Credit

Wednesday, 26th October
CWT - Commerce House
£312 members/£354 non members

IOSH - Managing safely

Monday, 31st October
CWT - Commerce House
Members £690/£762 non members

FLOOD RISK

Is your business at flood risk? To find out, call the Environment Agency Floodline on 0845 988 1188 or visit www.environment-agency.gov.uk/floodmidlands. You may be able to register to the free flood warning service that gives advance warning of flooding in your area.

NOVEMBER

Telesales - Getting results

Tuesday, 1st November
CWT - Commerce House
£258 members/£288 non members

Search engine optimisation

Tuesday, 8th November
CWT - Commerce House
£258 members/£288 non members

Workplace mentoring ILM Level 3 Award

Tuesday, 8th November
CWT - Commerce House
£594 members/£654 non members

Strategic business planning

Wednesday, 9th November
CWT - Commerce House
£504 members/£582 non members

Take control of your web designer

Wednesday, 16th November
The Hub
FREE

Professional negotiation skills

Monday, 21st November
CWT - Commerce House
£258 members/£288 non members

Professional presentation skills

Tuesday 22nd November
CWT - Commerce House
£258 members/£288 non members

Time management & effective delegation

Thursday, 24th November
CWT - Commerce House
£258 members/£288 non members

Workplace wellbeing - promoting Stop Smoking

Thursday, 24th November
Hilton, Coventry
FREE

Professional telephone techniques

Thursday, 24th November
CWT - Commerce House
£234 members/£258 non members

DECEMBER

Optimising people resource

Friday, 2nd December
CWT - Commerce House
£288 members/non members £336

Environmental Principles & Best Practice Level 2 Award (CIEH accredited)

Monday, 5th December
CWT - Commerce House
£210 members/£234 non members

Principles of Manual Handling Level 2 Award (CIEH accredited)

Monday, 5th December
CWT - Commerce House
£108 members/£120 non members

Microsoft Powerpoint

Tuesday, 6th December
CWT - Commerce House
£126 members/£144 non members

MARKET VISIT TO HONG KONG

The Chamber is organising a market visit to Hong Kong during the week commencing 28th November 2011. This is timed specifically to coincide with the SME expo in Hong Kong. This event is organised by the Hong Kong Trade Development Council (HKTDC), and has become a unique annual event for thousands of visiting SMEs to explore business opportunities both in Hong Kong and on the mainland. The event includes various networking opportunities and is an ideal forum for identifying new business or finding agents for your products or services.

For more information contact Mark Eaton at the Chamber on 02476 654321.

BOOK NOW! Keep up to date with all of the events via our website www.cw-chamber.co.uk and for monthly event listings subscribe to our events e-zine!