

Step-up to Excellence Through People

Aimed at up-skilling employees in small businesses to ensure they have the general business knowledge and skills necessary to become responsible for undertaking and managing the implementation of the Excellence Through People (ETP) programme on behalf of their employers.

Topic 1 Introduction

The opening module provides a brief introduction to the training programme, particularly within the context of ETP, which, it is envisaged, will be new to most of the participants. The aim of the programme will be re-emphasised at this stage, i.e. to provide the participants with the necessary management skills to oversee the development of an ETP programme for their business and thereby progress to the next stage of implementation.

Topic 2 Business Planning

This module introduces and describes the Business Plan, its role within a business, its general layout and typical contents. The participants will be guided through the process of developing a Business Plan and will be provided with examples of Business Plans from various industry and service sectors. The role of Human Resource development in the Plan will be highlighted throughout the module. It is envisaged that, by the end of the module, the participants will have developed an outline Plan for their business.

Topic 3 Personnel Administration

The third module will provide the participants with the skills necessary to establish an effective administration system for the personnel requirements of their business. An important section of this training will include an introduction to the minimum administrative requirements for all businesses, including Terms of Reference and employment policies. Building upon the minimum requirements, the participants will be introduced to other important administrative records, including job descriptions, employment contracts, records and filing systems. It is envisaged that, by the end of the module, the participants will have



developed a sample job description and employment contract for their business.

Topic 4 Training Planning and Records

The fourth module will guide the participants through the process of developing training plans and records for an organisation. Examples of training plans and records for various industrial and service businesses will be provided, with the aim of having each participant develop a sample training plan and record system for their own business by the end of the module. Guidance will be provided on both computerised and manual recording systems. This module will also include a presentation by a business using a training plan and record system.

Topic 5 Employee and Management Involvement

The central theme of this module is Communication. The aim of the module is to provide the participants with the knowledge and skills necessary to ensure the ownership of training development within the organisation by both employees and management. This will include the introduction of effective communication systems to encourage involvement at all levels of personnel. It is envisaged that, by the end of the module, the participants will have developed an outline plan for effective communication and involvement, suitable to their own business.

The final section of the module will conclude the training programme by summarising and reviewing the training content. During certificate presentation, the ETP programme will be re-introduced and the steps necessary to progress to the next phase of implementation will be outlined. It is envisaged that, by the end of the five modules, the participants will be in a position to progress to the final ETP Training Programme, aimed at implementing ETP in each of the participating business.

