

# Talent Development





## **Book your free Training consultation**

The APSCo Talent Development team is here to help and support you as you build the most compelling proposition for your people. Utilise our expertise to assist you with planning, designing and executing a meaningful learning journey tailored to your needs and delivered to instil long-term results.

We can help you understand what other members are doing and how training and development activities can support your business objectives.

Email: [\*\*talentdevelopment@apsco.org\*\*](mailto:talentdevelopment@apsco.org)



# Talent Development

**The APSCo Talent Development Portfolio includes a range of courses and programmes designed and delivered by recruitment and training experts to drive performance, enhance leadership skills and support business success.**

## **Supporting Your Ambition**

APSCo is empowering recruiters with the very latest in recruitment skills training, with internationally recognised management and leadership qualifications, facilitating individual growth through coaching and mentoring.

## **Flexible Delivery Options**

Delivery is virtual, online or face to face and has seen teams across the globe benefit from shared experiences and inspiring content. You can choose from 'open' programmes with mixed groups from several organisations or 'in company' exclusively delivered to your team.

## **Developing Entire Recruitment Careers**

From a recruiter's very first day through to management and leadership qualifications, with specialist training to support operations, the talent development portfolio supports entire careers within recruitment businesses.

## **Free Training Consultation**

To receive a free training consultation and discuss your future training needs – and how we can support your in-house training please contact

**[talentdevelopment@apsco.org](mailto:talentdevelopment@apsco.org)**

**Open to non-APSCo members - APSCo members will enjoy preferential rates.**



# The Management and Leadership Portfolio

**APSCo has worked with the Chartered Management Institute (CMI) to create two programmes with professional accreditations, specifically designed for the recruitment market to develop the leaders of today and rising stars of tomorrow.**

## **CMI Level 3 Fast Track Leadership Programme**

Designed to upskill emerging and established team leaders and managers with the tools they need to maximise both their team's and their potential.

This programme incorporates four modules; Stepping into First Line Management, Focus on Performance, Nurturing Talent and Building High Performing Teams.

The programme is delivered over 4-6 months with tutor led progress calls, assignments and dedicated support throughout the programme.

## **CMI Level 5 Advanced Leadership Programme**

Aimed at middle and senior leaders, this programme is uniquely designed to balance the practical needs of running a recruitment business with the academic requirements of a senior leadership qualification.

Delivery is our most innovative yet with content rich workshops, mastermind sessions involving peer to peer learning and in-depth discussion, 121 coaching and group tutorials.

Programme modules cover Principles of Leadership, Coaching and Mentoring with 'real world' application for recruitment businesses.

*It has been pushing me and has made me more self-aware along the way. I now feel ready for the management challenge.*

Dynamite

*Excellent, engaging, educational, enthusiastic. All the Es.*  
io173



**In addition APSCo provides a number of one day leadership courses:**

### **Leading with Emotional Intelligence**

An engaging and interactive one-day workshop, utilising your individual personality profile to enhance leadership effectiveness. Delegates will develop strategies for leadership success, by focusing on developing greater emotional intelligence.

### **Stepping into First Line Management**

This popular course provides new and existing team leaders and managers with resources they need to start building their management toolkit. Learning how to effectively communicate and engage their team, balance priorities and build a winning team mentality. This can be taken individually but is recommended as part of the FastTrack CMI Level 3 Programme.

### **Focus on Performance**

New and established managers will equally benefit from this course focusing on driving consistent business performance. They will gain the tools and confidence to set performance standards and effectively recognise and positively manage underperformance.

### **Women in Leadership**

Inspiring and supporting women in leadership to fulfil their potential is a challenge for many professional recruitment businesses today. This programme addresses the challenges that can hold women back and offers practical tools to enable them to navigate barriers more effectively.

Learners will develop the critical skills and habits that lead to effective leadership roles, such as influence through impactful communication and expanding their awareness around the power of authentic confidence, self-awareness, and mindfulness.

Alongside a full day of training, delegates will be supported to implement change in 3x90-minute workshops.



# Foundation Recruiter Portfolio

**A suite of one day courses which are combined to create the Foundation Programme. This programme delivers the recruitment skills needed to thrive in a professional recruitment firm and is the perfect complement to in-house onboarding and skills training, or act as an excellent refresher.**

## **Resourcing and Candidate Management**

Focused on each element of resourcing and candidate management this course will provide delegates with the ability to develop their own resourcing strategy and ensure they are creating meaningful candidate relationships. Topics include identifying key candidates, profiling and qualifying eligible talent and effective questioning.

## **Recruitment Sales**

This workshop provides practical sales skills for recruitment professionals. It will build confidence and enthusiasm from qualifying a lead, uncovering client needs, quality questioning and closing techniques. This course serves as an introduction to sales, a refresher or for consultants who have not yet performed a sales function.

## **Growing Client Relationships**

Building long-term meaningful relationships with clients is key to developing a profitable desk. Understanding how to become a trusted advisor, building your on and offline networks and having structure and principals to conduct effective clients visits and online meetings.



# Advanced Recruiter Portfolio

**To meet the needs of recruiters with at least 18 months' experience, the advanced recruiter courses will challenge consultants to grow their business and focus attention on increasing success rates and maximising opportunities.**

## Strategic Sales

For experienced consultants wanting to take their desks to the next level, this workshop provides all the tools needed to identify the best opportunities and develop a quarterly business plan that will both support growth of new business and increase business levels from current clients.

## Transformational Sales Skills

The landscape of recruitment sales has undergone a significant transformation in recent years, demanding a fresh approach and updated skill set to thrive in this competitive industry.

From crafting impactful introductions to mastering advanced questioning techniques, harnessing the power of technology, and developing both online and offline sales strategies, our course equips recruiters with the most effective sales tools, techniques, and methods available today.

## Retained Search – Win, win

Retained search provides you with the guarantee of being paid for the work you invest in recruiting for your clients, but it also requires a different approach with its own challenges and unique expectations.

In this interactive 1-day course you will gain the knowledge to understand when retained business is the best approach, the confidence to sell it and the skills to deliver it.

## Land & Expand

Assimilating the traits of top recruiters, our expert trainer will highlight the tactics, tools and techniques required to successfully penetrate key accounts, maximise existing contacts and ultimately build lasting and profitable client relationships.

## Personal Effectiveness

We all want to ensure we are working in the most effective ways in extremely busy environments. Our ability to communicate, be resilient and focus on the right areas has never been more important. This course will enable delegates to increase personal performance through planning and managing priorities, building confidence to communicate more effectively and increasing confidence to manage stakeholder relationships to maximise results.

*Definitely worth the time, even if you've been in recruiting for a little bit I definitely learned better ways to go about communication and finding candidates.*

**Aquent UK**



# Legal and Compliance Training

**APSCo's Legal team has created a range of courses to support both consultants and legal and compliance specialists within recruitment firms.**

## Legal and Compliance

Designed to support legal and compliance specialists and managers this comprehensive workshop provides detailed information on how the sector is regulated enabling recruitment firms to establish best practice in recruitment, selection and onboarding of candidates. It also provides valuable insight into supporting and training internal stakeholders within the recruitment business.

## Contracts Managing Your Risk

Designed to support legal and compliance specialists and managers this practical and interactive course will bring contracts to life by providing a thorough understanding of the key commercial and legal risks associated with negotiating contracts. Delegates will be taken through all the required compliance steps from client briefs to terminating assignments.

## Compliance+ for Recruiters

A self-directed, practical course with exceptional video content, useful downloads and multiple choice quizzes provides recruiters with the essential compliance they need to be successful and mitigate risk within the professional recruitment market. There is also the opportunity to gain APSCo Compliance+ Recruiter accreditation after an end point exam.

## Handling Allegations

Providing owners, directors, senior staff and designated safeguarding officers with the skills and understanding to respond to allegations against candidates and staff members. The course examines the role of recruitment services when concerns are raised and explores the procedure for investigation and highlights some of the common pitfalls and statutory obligations following the conclusion of an investigation.

*You'll learn so much more than you thought you needed to.*

Pioneer People





## Designated Safeguarding officer

This course provides the designated safeguarding officer (or those supporting the DSO) with the understanding and skills to respond to safeguarding concerns and safer recruitment concerns raised by consultants, clients and candidates; as well as exploring the role of the DSO in multi-agency responses and an overview of handling allegations.

This course is a mandatory requirement for anyone holding the post of DSO and should be refreshed every two years.

## Designated Safeguarding officer Refresher

All Safeguarding officers should ensure their knowledge is updated every two years. This course provides that update focusing on legislation, statutory guidance, policies, and procedures which enable the DSO to manage safeguarding and allegations within the agency and the organisation where the candidate is placed.

You may also be interested in Handling Allegations, which is a fantastic follow-on from this course.

*Awesome course!*

Nicoll Curtin



# Specialist Training Portfolio

**A range of courses focusing on specific skill sets needed within today's professional recruitment businesses to support best practice and growth.**

## **Inclusive+ Recruiter**

The Inclusive+ Recruiter ED&I training programme will enable your people to recruit more inclusively, reach diverse and underrepresented talent, and better engage with clients, candidates, and colleagues. The end of course assessment will also allow participants to gain the Inclusive+ Recruiter accreditation – a tangible demonstration to your clients and candidates that you employ inclusive recruiters and consequently giving you a distinct competitive advantage.

## **Finance for Non-Finance Managers**

A powerful course providing operational managers and business owners an insight into the key financial concepts, terminology and reports used to judge performance and make critical decisions. Providing confidence to ask the right questions, knowledge to interpret reports and ability to use information to manage day-to-day business activity.

## **Bidding to Win**

This intensive workshop takes delegates through the process of completing tender documents, providing understanding into procurement jargon and making bid/no bid decisions.

Ideal for those responsible for responding to complex tenders in a professional and timely manner, this workshop provides useful techniques to enable the production of compelling documents to win new business.

## **60 Days to Framework Success**

Many organisations work incredibly hard to secure framework contracts. Turning these contracts into successful business is no easy task.

This programme is designed to ensure you reap the rewards for all the hard work you've put in to securing the framework. Whether you work within healthcare, public sector or education this programme is for you.

You will receive the tools, templates and structure to navigate the complexities of procurement routes, building a profitable framework business and ensuring long-term framework success.

*Thorough overview of the financial indicators driving business performance and engaging throughout.*

**tmi Partners**

**Courses are delivered as either 'open' programmes, where individuals will be joined by delegates from other businesses or 'in-company' programmes, delivered for one specific organisation.**

**Courses and programmes can be delivered virtually or in-person.**

### **In-Company Training**

All courses can be fully tailored to meet the needs of your organisation by our expert training team who will discuss your requirements, the skill level of your team and advise you on content, format and expected outcomes.

Benefits of in-company training:

- Aligned to your business goals and development objectives
- Delivery and activities tailored to your niche market areas, culture and language
- Cost-effective way of training a number of employees – typically 5+
- Ability to share real-life examples in an open forum

- Flexibility to offer full courses or half-day sessions
- Enhanced teamwork – training delivered where and when you need it


All programs run throughout the year ensuring that a time and date is suitable for your company needs.

Open to non-APSCo members - APSCo members will enjoy preferential rates.

### **Free Training Consultation:**

APSCo is pleased to provide a personal approach which starts with discussing and navigating current people challenges to identify potential solutions and achieve a shared vision.





*Excellent delivery with lots of variety  
- I'm buzzing and feel that I can now  
have some fantastic structure to my  
day.*

**Smart Education**

*I came with no bid writing experience  
so to be given a full start to finish guide  
is really helpful.*

**Parity**

*I was hoping to learn about myself, I  
was hoping to learn a methodology for  
becoming a dynamic leader and I was  
hoping to learn how to manage my  
own personality. I learnt a lot about all  
these aspects.*

**HRC Recruitment**

## **For bookings and further information**

To receive a free training consultation and discuss your future training needs and how we can support your in-house training contact us.

**uk.apsco.org | 0203 117 0910 | talentdevelopment@apsco.org**