MANAGEMENT AND LEADERSHIP AND PERSONAL DEVELOPMENT

OPEN COURSES

APPRENTICESHIPS

SUPPORT SERVICES

ISSUE: 01/09/2026

PETA®

ASPIRE TO LEARN ▸ APPLY TO ADVANCE

Welcome...

PETA offers over 200 courses and apprenticeship programmes in the most sought-after professional, digital and technical skillsets – from management training to health and safety qualifications, IT skills and engineering.

Today, PETA is one of the largest and most respected training providers on the south coast and we will continue to build on this reputation, transforming careers and building the next generation of business leaders and technical experts.

Our directory reflects a wide and increasingly flexible range of training, learning and development solutions. From short courses, tailored or bespoke training, webinars through to qualification-led outcomes including apprenticeships and advisory and consultancy services, we can offer a tailored service that aligns to the needs and requirements of your business. These can be delivered at customer's locations or in our dedicated training centres which are designed to create a quality environment for learning.

On behalf of all the team at PETA, we look forward to supporting your people development experience which we hope will lead to enhanced performance and you can join us in our belief of Aspiring to Learn and Applying to Advance yourself and your business.

Fiona Stilwell

CEO

Why Partner with PETA?

OUR PURPOSE

Our purpose is to create fair opportunities for young people to advance from education to employment and help local businesses champion personal development as a means of driving commercial growth.

We invest in people and support them in their aspiration to be the very best they can be, for themselves, their careers and for the businesses they work in.

Our Vision is to build the next generation of engineers, technical experts and business leaders and create a world where people training is at the forefront of business strategy.

OUR VALUES

ASPIRE - We whole-heartedly support our customers in their aspirations to grow by developing the skills they need to get there

LEARN - We always listen, learn and question the norm to create new best practices and encourage a lifelong passion for learning

APPLY - We champion the application of learning and its impact on business prosperity and personal growth

ADVANCE - We give local businesses and people a voice in how adult education and training should advance to best meet their personal and commercial needs

AGILE LEARNING SOLUTIONS

Our learning and development solutions offer a range of agile, adaptable and impactful courses. Training is flexible, so it works in harmony with busy work across a wide range of topics and delivery options:

- Short taught courses combined with pre- and post-course eLearning modules
- eLearning solutions covering Corporate and Apprenticeship programmes
- Qualification and endorsed programmes from respected organisations
- Tailored corporate courses aligned to your specific needs, business context and goals including blended learning options
- Coaching options, facilitating insights and perspective in establishing the conditions for behavioural and skills development
- Mentoring through advisory services in Safety, HR, Training, Lean and IT initiatives

Programmes can be delivered at our Portsmouth Training Centre or at your business premises on a date and time to suit you. Many of our courses offer multiple bookings discounts, enabling you to get the best from your learning and development budget.

Our team are on hand to help you to select the right training, learning and development for your business – all part of our service and commitment to you.

ADVISORY SERVICES

Tailored support from a trained professional to help you tackle key projects or day-to-day essentials in Safety, HR, Training and Business Improvement.

MEMBERSHIP

Enjoy discounts of 15% or more, the opportunity to attend key events for free and a whole host of other benefits as part of the PETA business community.

APPRENTICESHIP AND MANAGED SERVICES

Our Apprentice recruitment and Managed Service solutions help you to get the very best from your levy and access co-investment funds where applicable.

VENUE HIRE - BOOK OUR FACILITIES

Our amazing venue at Access Point is equipped with a range of conference rooms and our renowned Conference Room, perfect for awards ceremonies and prestigious events. Members get a 20% discount on our standard room hire rates.

Keep in contact with us at:

- www.peta.co.uk
- www.facebook.com/PETA.Training
- www.linkedin.com/company/peta-ltd
- www.twitter.com/PETA_training

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Professional Skills

Management and Leadership

CMI Level 3 Certificate in The Principles of Management and Leadership

Gain the skills and knowledge to lead, organise and motivate teams

Duration	6.5 days	
Fees (+ VAT)	Member	£2,096.00
	Non-Member	£2,466.00
Start Date(s)	2026	2027
		15 April

RELATED COURSES

- CMI Level 5 Certificate in Management and Leadership

BOOK ONLINE »

WHO IS IT FOR?

* First-line managers, supervisors or team leads keen to expand their capability and impact * Employees recently promoted into management roles wanting to develop core leadership competencies * Aspiring managers who want a recognised qualification to validate their management skills and advance their career * Professionals seeking a credible stepping stone to further leadership development and higher-level CMI qualifications

PLEASE NOTE

The assessment methods may be subject to change by the CMI This course specification has been put together to achieve the key learning aims appealing to a broad range of customers. PETA are able to use this course as the basis of a bespoke programme if you would like the learning outcomes to be specific to your organisation. Contact us for more information on our bespoke training options.

COURSE OVERVIEW

The CMI Level 3 Certificate in The Principles of Management and Leadership is a rigorous, accredited qualification designed for new and aspiring managers aiming to build a strong foundation in leadership.

Delivered in three modules Principles of Management & Leadership, Managing a Team to Achieve Results, and Managing Daily Activities to Achieve Results, this programme offers practical, real-world learning.

You'll gain the confidence to lead teams, manage resources effectively, and deliver consistent results. Embedded in the learning are the skills and mindsets that distinguish competent managers from highly respected leaders.

Whether you are supervising a team for the first time, stepping up from individual contributor to manager, or seeking to solidify your credentials, this course gives you the tools and recognition needed to succeed in today's complex workplace.

CMI Level 5 Certificate in Management and Leadership

Develop your leadership skills and awareness to get better results

Duration	6.5 days	
Fees (+ VAT)	Member	£2,328.00
	Non-Member	£2,738.00
Start Date(s)	2026	2027
	3 November	27 May

BOOK ONLINE »

WHO IS IT FOR?

This qualification is ideal for middle managers already operating in a leadership capacity or those preparing to move into senior roles. If you're accountable for teams, resources or change initiatives and are looking to upgrade your strategic influence and leadership credibility, this course is for you.

PLEASE NOTE

The assessment methods may be subject to change by the CMI.

COURSE OVERVIEW

The CMI Level 5 Certificate in Management & Leadership is a distinguished qualification aimed at practising middle managers who aspire to operate at a higher strategic level. Delivered through tutor-led peer learning and actionable workplace assignments, this programme is designed to sharpen your leadership effectiveness and prepare you for senior management responsibilities. You'll explore three core modules: *Principles of Operational Leadership & Management in an Organisational Context, Managing Stakeholder Relationships, and Managing Change.*

Through this immersive learning experience, you will assess your strengths, identify development opportunities and align your leadership actions with powerful organisational outcomes. Graduates leave positioned to influence strategy, lead transformation and drive business performance.

First Line Leadership in Engineering

Gain the skills and knowledge to lead, organise and motivate teams

Duration	4 days	
Fees (+ VAT)	Member	£1,510.00
	Non-Member	£1,776.00
Start Date(s)	2026	2027
	21 October	

BOOK ONLINE »

WHO IS IT FOR?

This programme is designed to help new leaders in engineering grow their skills over time. It teaches the basics of strong leadership, with a focus on what works in engineering. The goal is to create leaders who can inspire others, handle tough situations, and earn respect from their teams. By learning these skills, new leaders can help their team members succeed both personally and professionally. Ultimately, this programme aims to develop successful leaders who make a real difference in the engineering sector.

PLEASE NOTE

Our First-Line Leadership in Engineering programme offers flexibility through optional 'bolt-on' modules at a 25% reduced rate at the time of booking. These modules allow participants to tailor their learning experience to their specific needs and career goals. Each module can be added individually to the core programme, providing a cost-effective way to expand your skill set. By choosing 'bolt-on' modules, you can create a personalised development path that aligns with your organisation's requirements and your professional aspirations. These modules consist of: * Building Personal Resilience * Commercial Impact * Presentation Skills * Project Management At the time of booking your place on to the First Line Leadership in Engineering course, please advise which additional modules you would like to access so that availability and price can be detailed in more detail. This course specification has been put together to achieve the key learning aims appealing to a broad range of customers. PETA are able to use this course as the basis of a bespoke programme if you would like the learning outcomes to be specific to your organisation. Contact us for more information on our bespoke training options.

COURSE OVERVIEW

Module detail

- Module 1: Communication – The Springboard to Success
- Module 2: People Leadership – Today and for the Future
- Module 3: Managing Tasks and Sustaining High Performance
- Module 4: Problem Solving and Process Improvement
- Coaching Sessions

Management Essentials

Develop the essential skills to succeed in management

Duration	6 day - once per week	
Fees (+ VAT)	Member	£1,549.00
	Non-Member	£1,776.00
Start Date(s)	2026	2027
	3 December	3 March
		1 July

RELATED COURSES

- CMI Level 3 Certificate in The Principles of Management and Leadership
- CMI Level 5 Certificate in Management and Leadership
- IOSH Managing Safely

BOOK ONLINE »

WHO IS IT FOR?

Step into management with confidence through PETA's Management Essentials course — ideal for newly promoted or aspiring managers who want to lead teams effectively from day one. This practical and engaging programme provides the core skills needed to manage people, performance and priorities with confidence.

PLEASE NOTE

This course specification has been put together to achieve the key learning aims appealing to a broad range of customers. PETA are able to use this course as the basis of a bespoke programme if you would like the learning outcomes to be specific to your organisation. Contact us for more information on our bespoke training options.

COURSE OVERVIEW

You'll explore the essential building blocks of successful management, including:

- Understanding the difference between leadership and management
- Communicating effectively and using positive body language
- Building and maintaining high-performing teams
- Managing time, priorities and delegation
- Understanding financial principles such as profit and loss, working capital and cash flow
- Applying employment law in practice, including recruitment, discipline and dismissal
- Leading with professionalism and emotional intelligence

By the end of this course, you'll be equipped to drive team performance, strengthen communication, and make informed decisions that align with your organisation's goals. Whether you're stepping into your first management role or developing existing skills, Management Essentials gives you the tools and confidence to manage with purpose and impact.

Data-Driven Leadership

Translating Data into Decisive Direction

Duration		
Fees (+ VAT)	**Member**	**£**
	Non-Member	**£**
Start Date(s)	2026	2027

BOOK ONLINE »

WHO IS IT FOR?

This course is ideal for managers and leaders who want to make smarter, data-informed decisions. Perfect for those responsible for strategy, performance or operations, it helps turn business data into actionable insights that drive improvement and results.

PLEASE NOTE

This course specification has been put together to achieve the key learning aims appealing to a broad range of customers. PETA are able to use this course as the basis of a bespoke programme if you would like the learning outcomes to be specific to your organisation. Contact us for more information on our bespoke training options.

COURSE OVERVIEW

In today's fast-moving business environment, leaders must make informed decisions quickly and confidently. The Data Driven Leadership course offers a practical, hands-on two-day learning experience that equips managers at all levels with the essential skills to analyse data, interpret insights, and lead with impact.

Across two engaging days, you'll begin with an introduction to data analytics and tools like Power BI, then move into applying data to guide leadership decisions, such as identifying efficiency improvements, mitigating business risk, and driving innovation.

Attendees will gain confidence in making informed decisions backed by data, presenting insights clearly, and aligning data-driven strategies with organisational goals. Whether you're a first-line manager or a senior leader, this course will enhance your ability to lead through change, spot opportunities, and foster a culture where data is at the heart of decision-making.

Commercial Impact – Skills for Business

Applying Commercial Awareness to Business Operations

Duration	**2 days**	
Fees (+ VAT)	**Member**	**£753.00**
	Non-Member	**£886.00**
Start Date(s)	2026	2027
		26 January
		18 May

BOOK ONLINE »

WHO IS IT FOR?

This course is your gateway to business excellence. Designed for a diverse range of professionals eager to elevate their strategic thinking. No MBA is required—just bring your determination, an open mind, and a passion for commercial excellence. Whether you're an emerging talent or a seasoned professional, if you're committed to sharpening your business acumen and becoming an indispensable asset to your organisation, this course is your next strategic move.

PLEASE NOTE

This course specification has been put together to achieve the key learning aims appealing to a broad range of customers. PETA are able to use this course as the basis of a bespoke programme if you would like the learning outcomes to be specific to your organisation. Contact us for more information on our bespoke training options.

COURSE OVERVIEW

This comprehensive program focuses on five key areas:

- Commercial Awareness - Develop a keen understanding of the factors that influence business performance. Learn to identify market trends, customer needs, and competitive dynamics that shape commercial decisions.
- The Business Environment - Gain insights into the external forces that impact businesses. Enhance your ability to anticipate changes and position your organisation proactively.
- Financial Acumen - Acquire the skills to interpret financial data, assess the financial health of a business, and make decisions that positively impact the bottom line.
- Strategy and Business Operations - Explore the interplay between strategic planning and day-to-day operations. Learn to align operational activities with overarching business goals and optimise processes for efficiency and effectiveness.
- Developing a Commercial Mindset - Shift from a narrow functional view to a holistic business perspective that considers the implications of decisions across the organisation.

Mate to Manager – Making the Transition

Make the move from team member to team leader

Duration	1 day	
Fees (+ VAT)	Member	£376.00
	Non-Member	£443.00
Start Date(s)	2026	2027
	6 October	7 January
	24 November	15 February
		23 March
		4 May
		10 June
		21 July

RELATED COURSES

- Management Essentials
- Manager to Leader

BOOK ONLINE »

WHO IS IT FOR?

Strong, confident managers build high-performing teams. This course helps new leaders avoid common pitfalls, strengthen relationships, and develop the confidence and credibility needed to lead with impact. It provides the essential foundations for effective leadership and long-term success in a management role.

PLEASE NOTE

This course specification has been put together to achieve the key learning aims appealing to a broad range of customers. PETA are able to use this course as the basis of a bespoke programme if you would like the learning outcomes to be specific to your organisation. Contact us for more information on our bespoke training options.

COURSE OVERVIEW

Make the move from team member to confident manager with PETA's Mate to Manager – Making the Transition course. Designed for newly promoted supervisors, team leaders, and first-time managers, this practical one?day programme builds the skills and confidence needed to manage people effectively and lead successfully from day one.

What You'll Learn

- How to transition confidently from colleague to manager, establishing professionalism, authority, and credibility.
- Effective communication and delegation skills to motivate, engage, and lead your team successfully.
- Practical techniques for setting clear expectations and managing performance with confidence and consistency.
- How to balance increasing workloads and priorities, staying organised while meeting business demands.
- An understanding of different leadership styles and how to apply them to achieve the best results with different people and situations.

Manager to Leader

The Next Step to Unlocking Your Leadership Potential

Duration	1 day	
Fees (+ VAT)	Member	£669.00
	Non-Member	£787.00
Start Date(s)	2026	2027
	2 November	2 March
		3 June

RELATED COURSES

- Management Essentials
- CMI Level 3 Certificate in The Principles of Management and Leadership
- CMI Level 5 Certificate in Management and Leadership

BOOK ONLINE »

WHO IS IT FOR?

This course is ideal for experienced managers, team leaders, and supervisors who are ready to take the next step into strategic leadership. It's particularly valuable for those responsible for motivating teams, managing change, and driving performance across departments or projects. The Manager to Leader course is also well-suited for individuals who want to strengthen their ability to influence others, lead with vision, and make a greater impact at an organisational level.

PLEASE NOTE

This is a one day classroom based course plus two x 1 hour virtual coaching sessions held at weeks 2 and 4 following the course. This course specification has been put together to achieve the key learning aims appealing to a broad range of customers. PETA are able to use this course as the basis of a bespoke programme if you would like the learning outcomes to be specific to your organisation. Contact us for more information on our bespoke training options.

COURSE OVERVIEW

If you're ready to move beyond managing tasks and into the realm of true leadership, the Manager to Leader programme is your next step. This intensive one-day course, complemented by two one-hour virtual coaching sessions in weeks 2 and 4, guides managers through the transformation from being a doer to becoming a leader who inspires, influences and creates high-performing teams. You'll explore what impactful leadership really means—covering key themes such as :

- leadership styles and their effect on organisational success
- integrity, values, ethics and vision in leadership
- team dynamics and how to lead high-performance culture
- change management techniques to manage resistance and deliver results
- cultivating a culture of continuous improvement and employee ownership The course finishes with action-planning, setting you up to apply your learning back in the workplace and using the follow-up coaching sessions to embed your new skills. By the end, you'll be equipped to lead with clarity, influence and confidence, stepping into a more strategic leadership role within your organisation.

Finance for Non - Financial Managers

De-mystify the language of finance

Duration	1 day	
Fees (+ VAT)	Member	£365.00
	Non-Member	£430.00
Start Date(s)	2026	2027
	17 December	6 April
		13 July

RELATED COURSES

- Microsoft Excel Introduction
- Management Essentials

BOOK ONLINE »

WHO IS IT FOR?

This practical one-day course is designed for new and existing managers who need to build confidence in financial management. It provides a clear, working understanding of key financial principles and shows how they are applied in real business settings to support better decision-making and stronger performance.

PLEASE NOTE

This course specification has been put together to achieve the key learning aims appealing to a broad range of customers. PETA are able to use this course as the basis of a bespoke programme if you would like the learning outcomes to be specific to your organisation. Contact us for more information on our bespoke training options.

COURSE OVERVIEW

- Understand the three core financial reports including the balance sheet, cash flow forecast, and profit and loss, and how they support business decisions.
- Make informed long-term investment decisions by comparing options and assessing financial impact.
- Build confidence with financial terminology, understanding key terms and what they mean in practice.
- Use budget performance to improve business responsiveness and control financial outcomes.
- Apply ratio analysis to interpret performance and understand what sits behind the numbers.
- Understand fixed and variable costs, including the importance of break-even analysis for profitable decision?making.

High Performing Teams

Motivate your team to be the best

Duration	1 day	
Fees (+ VAT)	Member	£365.00
	Non-Member	£430.00
Start Date(s)	2026	2027
	13 October	11 January
		13 April

RELATED COURSES

- Mate to Manager – Making the Transition
- Management Essentials

BOOK ONLINE »

WHO IS IT FOR?

This interactive one day course helps leaders improve team performance by building a culture of productivity, motivation, and accountability. It equips you with practical strategies to engage your team, increase ownership, and achieve more consistent results.

PLEASE NOTE

This course specification has been put together to achieve the key learning aims appealing to a broad range of customers. PETA are able to use this course as the basis of a bespoke programme if you would like the learning outcomes to be specific to your organisation. Contact us for more information on our bespoke training options.

COURSE OVERVIEW

- Understand what makes a high-performing team, using Bruce Tuckman's team development model.
- Recognise how individual perceptions and mindsets impact team behaviour and performance.
- Manage conflict constructively using proven tools and techniques that strengthen team relationships.
- Develop positive team attitudes to increase motivation, engagement, and productivity.
- Use vision, values, and team purpose to align goals and drive shared commitment.
- Create motivation and momentum within your team, encouraging ownership and continuous improvement.

AI Adoption, Procurement & Governance (AU0010)

Leading responsible AI adoption with confidence, control, and clarity

Duration		
Fees (+ VAT)	**Member**	**£**
	Non-Member	**£**
Start Date(s)	2026	2027

BOOK ONLINE »

WHO IS IT FOR?

Apprenticeship units are short, flexible training programmes designed to help employers quickly upskill their workforce in critical skill areas. This level 5 leadership unit will help learners to ensure AI is introduced safely, ethically, and effectively with structured governance and informed decision-making. Over the course of 7 training sessions, learners will focus on the frameworks and processes required to adopt AI responsibly. Learners will develop the skills to evaluate suppliers, implement governance controls, and ensure compliance with regulatory and ethical standards.

PLEASE NOTE

To be eligible, learners must be aged 19+ and in full-time employment. Individuals currently undertaking an apprenticeship cannot enrol on Apprenticeship Units. Funding may be available through Apprenticeship Levy or government funding,

COURSE OVERVIEW

By the end of this unit, learners will be able to:

- Evaluate AI tools, suppliers, and implementation approaches
- Establish governance and assurance frameworks
- Manage risk, compliance, and ethical considerations
- Support organisation-wide adoption through clear policies and communication
- Ensure AI solutions are scalable, secure, and aligned to business needs

AI Strategy & Opportunity Apprenticeship Unit (AU0009)

Empowering leaders to shape effective, data-driven AI strategies

Duration	6 day - once per week	
Fees (+ VAT)	Member	£0.01
	Non-Member	£0.01
Start Date(s)	2026	2027
	12 October	11 February

BOOK ONLINE »

WHO IS IT FOR?

Apprenticeship units are short, flexible training programmes designed to help employers quickly upskill their workforce in critical skill areas. This level 5 leadership unit will help learners to build a clear, evidence-based approach to AI adoption. This strategic leadership training has been designed for organisations at the beginning of their AI journey. Over the course of 6 training sessions, leaders will be equipped with the knowledge and tools to identify where AI can add value, assess risks, and develop a robust organisational strategy. It focuses on understanding AI capabilities, evaluating opportunities, and making informed investment decisions that align with business goals.

PLEASE NOTE

To be eligible, learners must be aged 19 or over and employed full-time. Individuals who are currently enrolled on an apprenticeship programme are not eligible to undertake standalone Apprenticeship Units. This training is funded either through the Apprenticeship Levy or, for eligible non-levy paying employers, may be available at no cost. When a booking is submitted through the website, a member of our team will contact you to confirm delegate details and discuss the funding arrangements to ensure the enrolment process is completed smoothly.

COURSE OVERVIEW

By the end of this unit, learners will be able to:

- Evaluate AI opportunities using data-driven analysis
- Define and communicate an AI strategy aligned to organisational goals
- Assess feasibility, risk, and organisational readiness
- Engage stakeholders to build support for AI initiatives
- Monitor emerging trends to inform future strategy

AI Delivery & Organisational Transformation (AU0011)

Embedding AI into operations for lasting organisational impact

Duration		
Fees (+ VAT)	**Member**	**£**
	Non-Member	**£**
Start Date(s)	2026	2027

BOOK ONLINE »

WHO IS IT FOR?

Apprenticeship units are short, flexible training programmes designed to help employers quickly upskill their workforce in critical skill areas. This level 5 leadership unit will help learners to successfully implement and scale AI solutions while managing organisational change and workforce impact Over the course of 7 training sessions, leaders move from strategy to delivery - focusing on embedding AI into operations, managing change, and ensuring long-term success. It covers workforce transformation, risk management, and performance monitoring to support sustainable AI adoption.

PLEASE NOTE

To be eligible, learners must be aged 19+ and in full-time employment. Individuals currently undertaking an apprenticeship cannot enrol on Apprenticeship Units. Funding may be available through Apprenticeship Levy or government funding,

COURSE OVERVIEW

By the end of this unit, learners will be able to:

- Lead AI delivery aligned to organisational strategy
- Manage workforce and operational impacts of AI adoption
- Implement risk management and compliance processes
- Monitor performance and adapt AI systems as needed
- Communicate AI risks and opportunities to stakeholders

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Professional Skills

Personal Development

Train the Trainer

Outstanding training skills to deliver powerful and effective training

Duration	2 days	
Fees (+ VAT)	Member	£753.00
	Non-Member	£886.00
Start Date(s)	2026	2027
	5 October	11 January
		26 April
		12 July

RELATED COURSES

- Presentation Skills
- Microsoft PowerPoint

BOOK ONLINE »

WHO IS IT FOR?

Training others requires skill, the confidence and professionalism to deliver training that results in a positive performance impact. This course is ideal for those responsible for the design and delivery of training to others; from short sessions through to full day activities.

PLEASE NOTE

This course specification has been put together to achieve the key learning aims appealing to a broad range of customers. PETA are able to use this course as the basis of a bespoke programme if you would like the learning outcomes to be specific to your organisation. Contact us for more information on our bespoke training options.

COURSE OVERVIEW

- Learning styles and impact on success
- Importance of objectives; business and/or individuals
  - Understanding the training cycle;
- Identify need, set objectives, design, delivery, evaluation
- Building self-confidence
- Keeping people engaged; enthusiasm, patience, body language
- Structuring and delivering training:
  - The basics; timing, location, environment
  - Structure the learning in steps
  - Engaging the learner from the start
  - Maintaining engagement; overcoming challenges
  - The art of communications; voice, listening skills and questioning
  - Mentoring and coaching techniques
  - Validating learning
- Evaluation of impact

Presentation Skills

Deliver confident and professional presentations

Duration	2 days	
Fees (+ VAT)	Member	£753.00
	Non-Member	£886.00
Start Date(s)	2026	2027
		11 February
		15 July

RELATED COURSES

- Microsoft PowerPoint
- Communication Skills

BOOK ONLINE »

WHO IS IT FOR?

This course is for anyone who needs to develop the skills to deliver effective presentations to a range of audiences and applications such as delivering a sales pitch, rolling out a new product line, pitching for new business or engaging with internal or external stakeholders.

PLEASE NOTE

This course specification has been put together to achieve the key learning aims appealing to a broad range of customers. PETA are able to use this course as the basis of a bespoke programme if you would like the learning outcomes to be specific to your organisation. Contact us for more information on our bespoke training options.

COURSE OVERVIEW

- The shape and form of effective presentations
- Defining the presentation objectives
- How to select, structure and prepare the most effective materials and visual aids
- Allocating time to ensure commitment
- Preparing and using notes effectively
- Contingency plans – the benefits and pitfalls of new technology
- Calming nerves and learning to relax
- Effective use of voice and body, including controlling potentially distracting mannerisms
- Attracting and maintaining interest by ensuring audience commitment
- Handling questions and objections to ensure a positive outcome
- Contingency plans

Communication Skills

Effective communication improves business productivity

Duration	1 day	
Fees (+ VAT)	Member	£365.00
	Non-Member	£430.00
Start Date(s)	2026	2027
	24 September	4 March
	15 December	26 May

RELATED COURSES

- Sales and Negotiation Skills
- Assertiveness Skills

BOOK ONLINE »

WHO IS IT FOR?

For any individuals who need to understand the art of communication, ensuring effective delivery of a message at all levels reducing the time and energy wasted by trying to clarify ambiguous messages, or unclear instructions.

PLEASE NOTE

This course specification has been put together to achieve the key learning aims appealing to a broad range of customers. PETA are able to use this course as the basis of a bespoke programme if you would like the learning outcomes to be specific to your organisation. Contact us for more information on our bespoke training options.

COURSE OVERVIEW

- Communication and the communication process
- Different types of communication and when to use them
- Barriers to communication
- Communication styles
- Communicating assertively and the behaviours to avoid
- Critical skills – questioning and listening
- The relevance of body language and use of the voice
- Positive and negative language
- Handling difficult conversations

Assertiveness Skills

Communicate with confidence and positivity

Duration	1 day	
Fees (+ VAT)	Member	£365.00
	Non-Member	£430.00
Start Date(s)	2026	2027
	10 November	23 February
		25 May

RELATED COURSES

- Communication Skills
- Sales and Negotiation Skills

BOOK ONLINE »

WHO IS IT FOR?

Assertiveness is an essential quality in business and has a strong crossover in our personal lives. This course is for individuals who need to manage relationships effectively in a confident, self-assured manner.

PLEASE NOTE

This course specification has been put together to achieve the key learning aims appealing to a broad range of customers. PETA are able to use this course as the basis of a bespoke programme if you would like the learning outcomes to be specific to your organisation. Contact us for more information on our bespoke training options.

COURSE OVERVIEW

- Defining assertive, submissive, passive and aggressive behaviour
- Communication preferences
- The basic steps to developing an assertive approach
- Managing relationships – the ability to disagree constructively and with confidence
- Establishing and maintaining an assertive manner

Time Management

Take time to make time

Duration	1 day	
Fees (+ VAT)	Member	£365.00
	Non-Member	£430.00
Start Date(s)	2026	2027
	1 October	19 January 20 April 20 July

RELATED COURSES

- Assertiveness Skills
- Communication Skills

BOOK ONLINE »

WHO IS IT FOR?

This one-day course will introduce a broad range of time management techniques and is perfect for those who are finding it difficult to manage their time to complete work within the working day.

COURSE OVERVIEW

- Work drivers and influencers
- Taking control of the working day: developing clear priorities
- Delegation as a time management tool
- Dealing with interruptions – telephone, colleagues, visitors, email and meetings
- Time wasters – alleviate or eliminate
- Setting realistic and achievable objectives, dealing with deadlines and learning to say "No"

Building Personal Resilience and Wellbeing

Perform at your best by building resilience

Duration	1 day	
Fees (+ VAT)	Member	£365.00
	Non-Member	£430.00
Start Date(s)	2026	2027
	7 December	9 March 8 June

RELATED COURSES

- Employment Law for Managers
- Qualsafe Level 3 Award in Mental Health First Aid in the Workplace (RQF)

BOOK ONLINE »

WHO IS IT FOR?

This one-day course offers a transformative and practical approach to understanding stress, pressure, and personal resilience. Designed for anyone seeking to improve their wellbeing and performance, it helps participants recognise what truly causes them stress and equips them with the tools to respond more effectively. Through guided reflection and practical techniques, delegates learn how to differentiate between healthy pressure and harmful stress, understand their unique triggers, and build the attributes that underpin strong personal resilience.

PLEASE NOTE

This course specification has been put together to achieve the key learning aims appealing to a broad range of customers. PETA are able to use this course as the basis of a bespoke programme if you would like the learning outcomes to be specific to your organisation. Contact us for more information on our bespoke training options.

COURSE OVERVIEW

By exploring what resilience looks like both personally and in the workplace, participants gain strategies they can apply immediately to remain calm, focused, and adaptable during periods of change or increased demand. The course also supports individuals in developing healthier habits, improving emotional control, and sustaining motivation even when faced with competing priorities.

For organisations, this training delivers significant business value. A resilient workforce is more engaged, more productive, and better equipped to navigate constant change. By reducing stress-related absenteeism and strengthening overall wellbeing, companies benefit from higher morale, improved retention, and a more positive workplace culture.

This course ensures attendees leave with clear, actionable methods to manage stress effectively, support their own mental health, and contribute to a more resilient, motivated, and high-performing team.

ISO 9001 - Compliance Auditing

Understand the auditing role to help shape tomorrow

Duration	2 days	
Fees (+ VAT)	Member	£753.00
	Non-Member	£886.00
Start Date(s)	2026	2027
	26 October	9 March
		19 July

BOOK ONLINE »

WHO IS IT FOR?

This two day ISO 9001:2015 auditing course is designed for individuals responsible for conducting quality audits. It builds the essential knowledge and practical skills needed to plan and carry out a full audit of an organisation's Quality Management System in line with ISO 9001:2015 requirements.

PLEASE NOTE

**To gain maximum value from this course, attendees should have a sound working knowledge of ISO 9001:2015 and quality management principles. ** This course specification has been put together to achieve the key learning aims appealing to a broad range of customers. PETA are able to use this course as the basis of a bespoke programme if you would like the learning outcomes to be specific to your organisation. Contact us for more information on our bespoke training options.

COURSE OVERVIEW

Day 1

- Understand ISO 9001 standards, including key changes introduced in the 2015 update.
- Recognise the role and responsibilities of the auditor in supporting compliance and improvement.
- Develop the core attributes of an effective auditor to carry out audits professionally and objectively.
- Understand first, second, and third? party audits and their purpose.
- Present clear audit findings that support improvement and informed decision?making.
- Apply effective corrective actions to address issues and maintain ISO 9001 certification.

Day 2

- Apply auditing skills through a practical case study, simulating a real company quality system audit.
- Take part in peer group review, sharing insights and strengthening audit judgement.
- Learn how to categorise non? compliance accurately against ISO 9001 system requirements.

Project Management

Demonstrate a disciplined and structured approach to managing projects

Duration	1 day	
Fees (+ VAT)	Member	£365.00
	Non-Member	£430.00
Start Date(s)	2026	2027
	3 December	8 February
		4 May

RELATED COURSES

- ISO 9001 - Compliance Auditing
- Microsoft Project

BOOK ONLINE »

WHO IS IT FOR?

Ideal for individuals responsible for leading small or large projects, this course builds the essential tools and techniques of effective project management. It enables a structured, practical approach to planning and resource deployment, helping project leaders deliver projects on time, on budget, and to a successful conclusion.

PLEASE NOTE

This course specification has been put together to achieve the key learning aims appealing to a broad range of customers. PETA are able to use this course as the basis of a bespoke programme if you would like the learning outcomes to be specific to your organisation. Contact us for more information on our bespoke training options.

COURSE OVERVIEW

- Set clear project aims and objectives to ensure focus, alignment, and measurable success.
- Define the project effectively, establishing scope, deliverables, and expectations from the outset.
- Identify work scope, assumptions, and risks to minimise uncertainty and improve decision-making.
- Understand project organisation and the power of the team, enabling effective collaboration and accountability.

Sales and Negotiation Skills

Learn the art of sales and negotiation to differentiate yourself from the competition

Duration		
Fees (+ VAT)	Member	£
	Non-Member	£
Start Date(s)	2026	2027

BOOK ONLINE »

WHO IS IT FOR?

Individuals who build relationships with customers and persuade them to make purchases through the art of negotiation, generate a culture of repeat business which is at the heart of all sales activities. This course is primarily for individuals who are new to the sales process and need to develop face-to-face sales and negotiation skills.

PLEASE NOTE

This course specification has been put together to achieve the key learning aims appealing to a broad range of customers. PETA are able to use this course as the basis of a bespoke programme if you would like the learning outcomes to be specific to your organisation. Contact us for more information on our bespoke training options.

COURSE OVERVIEW

- Understanding the sales process and effective selling
- Skills and behaviours of a great salesperson
- The principles and stages of negotiation
- Strategies for negotiating
- Effective communication behaviours
  - Using questions
  - Active listening skills
  - Using silence
  - Recognising signals
- Your product/service and how it benefits the customer
- Features and benefits and how to present these in the most powerful way
- Developing your own negotiation style
- How to handle customer objections
- Knowing when to close a sale

Employment Law for Managers

Act in confidence when dealing with key employment laws

Duration	1 day	
Fees (+ VAT)	Member	£365.00
	Non-Member	£430.00
Start Date(s)	2026	2027
	26 November	10 March
		7 June

BOOK ONLINE »

WHO IS IT FOR?

This introductory management course is ideal for managers who need to confidently handle people-related issues while applying best practice employment legislation, workplace boundaries, and organisational policies. It helps reduce risk, improve consistency, and support fair, legally compliant decision-making when managing people.

PLEASE NOTE

This course specification has been put together to achieve the key learning aims appealing to a broad range of customers. PETA are able to use this course as the basis of a bespoke programme if you would like the learning outcomes to be specific to your organisation. Contact us for more information on our bespoke training options.

COURSE OVERVIEW

- Understand core HR responsibilities to handle people issues confidently and consistently.
- Identify different types of workers and their contract requirements to ensure compliance.
- Understand salary and benefits to support fair and transparent reward practices.
- Manage disciplinary, grievance, and dismissal processes fairly and effectively.
- Carry out effective appraisals to support performance and development.
- Manage sickness absence confidently, balancing wellbeing and business needs.
- Support equality and diversity to promote fair and inclusive workplaces.

Recruitment and Interviewing Skills

Attract and retain top talent

Duration		
Fees (+ VAT)	Member	£
	Non-Member	£
Start Date(s)	2026	2027

RELATED COURSES

- Employment Law for Managers
- Communication Skills

BOOK ONLINE »

WHO IS IT FOR?

This course provides practical guidance and best-practice insights to help you plan and deliver effective recruitment campaigns. It supports better decision-making, improves candidate attraction, and ensures a structured, compliant recruitment process.

PLEASE NOTE

This course specification has been put together to achieve the key learning aims appealing to a broad range of customers. PETA are able to use this course as the basis of a bespoke programme if you would like the learning outcomes to be specific to your organisation. Contact us for more information on our bespoke training options.

COURSE OVERVIEW

- Understand why effective recruitment matters, reducing cost, risk, and staff turnover.
- Build a strong employer brand to attract and retain high-quality candidates.
- Clearly define vacancy requirements and explore the most effective recruitment options.
- Create compliant, compelling recruitment adverts, understanding legal do's and don'ts.
- Deliver a positive candidate experience that enhances reputation and engagement.
- Select the right candidates through effective sifting and shortlisting techniques.
- Prepare for successful interviews, using strong questioning, varied selection methods, and accurate assessment.

Apprentice Coaching and Mentoring Workshop

Providing a coach and mentor, with the right skills and knowledge, to provide this support will ensure this happens.

Duration	1 half-day	
Fees (+ VAT)	Member	£56.00
	Non-Member	£66.00
Start Date(s)	2026	2027
	25 September	5 March
	13 October	11 June
	22 October	
	11 December	

BOOK ONLINE »

WHO IS IT FOR?

**This workshop is only available to those organisations who have recruited a PETA apprentice. ** This workshop is designed for anyone supporting a PETA apprentice, equipping coaches and mentors with the skills and confidence to support apprentices effectively throughout their apprenticeship.

PLEASE NOTE

**Companies are eligible for one free place per year for this course when recruiting a PETA apprentice. ** This course specification has been put together to achieve the key learning aims appealing to a broad range of customers. PETA are able to use this course as the basis of a bespoke programme if you would like the learning outcomes to be specific to your organisation. Contact us for more information on our bespoke training options.

COURSE OVERVIEW

- Introduction to apprenticeships, including what they involve and the benefits they offer.
- The role of the workplace coach and mentor, including the difference between coaching and mentoring and how the relationship works.
- Responsibilities, skills, and qualities of an effective workplace coach and mentor.
- Using the GROW model for business coaching and understanding how people learn.
- Supporting apprentices in the workplace, including inductions and ongoing development.
- Working with PETA Limited, including training plans, the assessment process, and progress reviews.
- Reviewing, recording, and evidencing progress, including providing witness testimonies.

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Apprenticeships

Business Apprenticeships

Business Administrator Level 3

Taking administration to the next level and deliver a comprehensive support service

QUALIFICATIONS

- English Functional Skills Level 2 (If required)
- Maths Functional Skills Level 2 (If required)

Duration	**15 Months**
Off-the-job-training	**12 days**
Start date	**Flexible to suit**

APPRENTICESHIP OVERVIEW

This apprenticeship develops the knowledge, skills, behaviours and attitudes of staff in the following areas:

- IT packages and systems
- Record and document production
- Decision making
- Interpersonal skills
- Communications
- Quality
- Planning and organisation
- Project management
- Understanding the organisation
- Value of own skills
- Stakeholders
- Relevant regulation
- Policies
- Business fundamentals
- Processes
- External environment factors
- Professionalism
- Personal qualities
- Managing performance
- Adaptability
- Responsibility

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Essential Information

Essential Information

PETA Course Booking Terms and Conditions

Our aim is to make your training experience with us as comfortable and pleasant as possible. Call 023 9253 8700 or email enquire@peta.co.uk for help with booking your courses.

Here is some key information to guide you.

WHEN DO THE COURSES START AND FINISH?

Most courses commence at 9.15 am and coffee and registration take place from 8.45 am. Typically, courses finish at 4.30 pm. Lunch is usually between 12.30 pm and 1.30 pm. Refreshments are provided mid-morning, lunch time and mid-afternoon.

WHAT IF I AM DISABLED OR HAVE SPECIAL NEEDS?

We are committed to offering courses and facilities that respect differing needs and are accessible to all. If you do have a requirement, please contact us and we will explore with you how best to support your specific needs.

WHAT DO I NEED TO BRING WITH ME?

Your joining instructions (sent approximately two weeks prior to the course), will explain details of venue, start time, car parking facilities and information about what you need to bring with you. We do encourage individuals to consider their traveling arrangements to minimise the impact on the environment.

FEES

All fees listed in the Directory are subject to VAT and (unless otherwise stated) include refreshments, lunch (for courses of one day or more) and all training materials. When booking your course, please be sure to familiarise yourself with our terms which are detailed on the reverse of the booking forms.

HOW TO PAY

You can book and pay online at www.peta.co.uk. Members will be invoiced on commencement of a service unless otherwise agreed. Payment is required 30 days from date of the invoice.

Non-Members are required to pay at the time of booking and can pay online, by credit card or by bank transfer. However, payment must be received PRIOR to service commencement. If a purchase order is required, please quote the number on your booking form.

HOW TO MAKE A COURSE BOOKING

- Online: www.peta.co.uk
- Telephone: 023 9253 8700
- Email: enquire@peta.co.uk

REGISTRATION FEES

Registration fees for accredited programmes are not refundable or transferable.

TRANSFERS AND CANCELLATIONS ESSENTIALS

First transfer and cancellation fees

Substitutions may be made at any time up to the start of the course. Transfers and late cancellations will, however, incur the following charges based upon the time of receipt of written notification prior to the course commencement date.

Working Days	Substitutions	Transfers	Cancellations
11-15	**Free**	**Free**	**25% Fee**
6-10	**Free**	**25% Fee**	**50% Fee**
Less than 6	**Free**	**50% Fee**	**Full Fee**

Delegates who fail to attend will be charged the full fee.

PETA CANCELLATION

In the event of cancellation for any reasons whatsoever or howsoever by PETA Ltd, the limit of PETA's liability shall be to use its best endeavours to give notice of such cancellation and no further.

CONTACT US

Any questions you would still like to ask PETA?

Call us on 023 9253 8700 or e-mail enquire@peta.co.uk

PETA
ASPIRE TO LEARN • APPLY TO ADVANCE

SUPPORT SERVICES

- Safety, health and Environment
- Training and HR
- ICT Applications Support
- Business Improvement
- Coaching Services

Book your training online at:

- www.peta.co.uk
- enquire@peta.co.uk
- 023 9253 8700

PETA Limited is an equal opportunities provider of training and welcomes all sections of the community.

PETA Management and Training Conference Centre
One Access Point, Northarbour Road
Portsmouth, Hampshire, UK PO6 3TE

APPRENTICESHIPS

- Apprenticeship Levy Managed Service
- Business
- Management
- IT and Digital
- Engineering

OPEN COURSES

- Management and Leadership
- Personal Development
- Business Improvement and Quality Management
- Customer Service and Sales
- HR Training
- Computer Applications, Software and Infrastructure
- Safety, Health and Environment
- Lift Truck and Mechanical Handling
- Engineering Skills