

Learning Academy Directory 2018



Learning Academy Directory 2018

How do I learn best?

Talent, Leadership and Management Development

Work Place Essential Skills

Analytical Skills

Research, Analysis and Statistics Community

Fast Stream and Placement Student Network Group

Contact Us



Foreword

The Learning Academy has been created to meet the development needs and build the skills of the ONS workforce. Our ambition is to provide the learning and development that helps to drive the transformation of our services.

To do this we work collaboratively to design and implement high value learning interventions based on the real time needs of those who work inside the organisation. Achieving the best possible outcome will depend upon bringing together a clear understanding of the authentic needs of the organisation, the ability to source and design cutting edge content and identifying the most effective methods of delivery to give learners the best chance to succeed.

The programmes and learning opportunities contained within this Learning Academy Directory have been developed and commissioned with a wide range of partners, engaging ONS and other public sector bodies in the process. They represent the culmination of planning and creative collaboration with the needs of the workforce in mind.

Learning is not just about gaining knowledge, but also about improving the things we do, finding new solutions and changing the way we think. To really improve, we must challenge ourselves, be curious about what we do and work at the edge of our competence. Building a growth mindset will help us to embrace the opportunity to learn and be the best we can be.

I hope that the Learning Academy Directory will encourage you to take advantage of participating in the wide range of learning on offer, helping you to achieve your personal excellence.

Dr Neil Wooding
Director Business Services and Development

Introduction

The Learning Academy celebrated its first anniversary in Spring 2017, and to mark our continuing progress we are producing a second edition of our Learning Academy Directory. Here you will find the comprehensive range of our learning and development activities.

As you browse through the directory you will find a whole range of options aimed at developing your skills, knowledge and career. We have used straight forward categories to help you find what you are looking for.

Our new approach has seen us introduce management pathways, digital events, new online learning and even more data science programmes to help upskill the workforce.

In some instances the Learning Academy may not always be able to provide a specific learning event that you or your team needs. We have the expertise to help you to plan and run such events and we will continue to work in partnership with you. From autumn 2017 onwards we will be taking forward a new approach with relationships built on a formal framework so we can all manage expectations clearly. You will also see a new Learning and Development strategy for ONS, and a more sustained process to evaluate the overall return on expectation of learning.

Please take your time to get to know the Learning Academy Directory and we look forward to welcoming you on your learning journey.

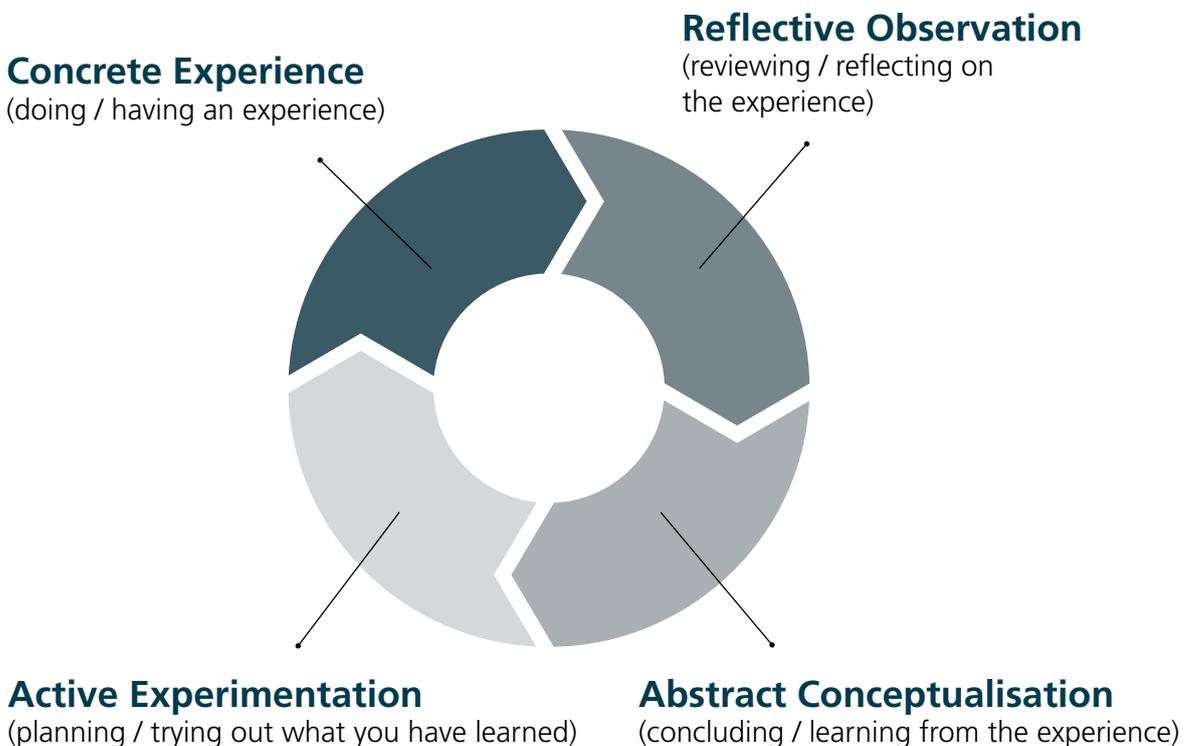
Paul Littler
Head of Learning and Development

How do I learn best?

Whatever you are expecting from learning, it's worth taking some time to consider the what, why and how of your own development.

- What are you looking to gain from learning? Is it because you need to improve your skills to become more effective at work or to enhance your career options for the future (perhaps both)?
- Why is a 'course' the best way to gain the learning you need in order to develop? Are there other ways that you could improve your knowledge and capability, perhaps with a coach or mentor, or through reading, observing other people's successful practice or participating in projects?
- How do you learn best? Are classrooms the right learning environment for you or do you prefer more activity based development?

A simple way of thinking about learning is to apply Kolb's learning theory which sets out four distinct styles or preferences which are based on a four stage learning cycle. Kolb's model is a nice and simple description of how we as learners choose to gain knowledge and experience, but also explains how the cycle of learning is relevant to us all.



If you think about how you approach work or projects which step of the cycle do you prefer to start with? How we do things also shows how we learn. If you can use your natural style you are likely to learn more quickly and much more easily as different learning and development interventions suit us more than others. Honey and Mumford propose four styles of learning and various online tools will help you to identify your style. Don't forget that applying all four learning styles makes you a more rounded learner.

Looking through this directory you will see the range of Learning Academy opportunities listed under headings to help you find the right activity for your choice of development. We hope that you will be able to find the right blend of learning to educate, challenge and support you.

We have used colour to categorise the range of learning on offer. Using the contents you will be able to find:

- Talent, Leadership and Management development aimed at building capability and stretching your learning. It also offers a three tier pathway for aspiring, new and experienced managers.
- Work place essentials to get you on board with ONS culture and practices
- Analytical offers career specific growth and learning across ONS and GSS
- Research, Analysis and Statistics Community learning and development
- Fast Stream and Placement Student Network Groups support and development opportunities

In addition to the Learning Academy programmes we also offer design support to help teams and services to create bespoke learning and development to meet their specific needs.

The GSS Careers team are developing a digital Living Library platform for staff to connect with people outside their work area, to encourage knowledge sharing among different business areas in ONS, as well as a chance for staff to share their life experiences with others.

Learning Styles – Honey and Mumford

Learning styles can be classed as activist, theorist, pragmatist and reflector following Kolb's learning cycle: do, review, learn, apply. Each learning style describes preferences in the way a person likes to learn, and has advantages and disadvantages.

Enjoy doing this questionnaire and discovering what kind of learner you are. It will help you to become more self-aware about the way that you learn, helps to prepare you for tasks at work and in life and will help you to critically reflect on your own learning practice.

There is no time limit on this questionnaire. It will probably take you no more than ten minutes to complete. There is no right or wrong answer and you may find that taking this questionnaire more than once can produce different results over time as you change the way you prefer to learn. Make sure that you spend time considering your response. Tick if you strongly agree with a statement. If you disagree more than you agree, put a cross.

1. I like to be absolutely correct about things
2. I quite like taking risks
3. I prefer to solve problems using a step-by-step approach rather than guessing
4. I prefer simple, straightforward things rather than something complicated
5. I often do things 'just because I feel like it' rather than thinking about it first
6. I don't often take things for granted. I like to check things out myself
7. What matters most about what you learn is whether it works in practice
8. I actively seek out new things to do
9. When I hear about a new idea I immediately start working out how I can try to do it
10. I am quite keen on sticking to fixed routines, keeping to timetables etc.
11. I take great care in working things out. I don't like jumping to conclusions
12. I like to make decisions very carefully and preferably after weighing up all of the possibilities first
13. I don't like loose ends. I prefer to see things fit into some sort of pattern
14. In discussions I like to get straight to the point
15. I like the challenge of trying something new and different

16. I prefer to think things through before coming to a conclusion
17. I find it difficult to come up with wild ideas off the top of my head
18. I prefer to have as many bits of information about a subject as possible, the more I have to sift through the better
19. I prefer to jump in and do things as they come along rather than plan things out in advance
20. I tend to judge other people's ideas on how they work in practice
21. I don't think that you can make a decision just because it feels right. You have to think about all of the fact
22. I am rather fussy about how I do things – a bit of a perfectionist
23. In discussion I usually pitch in with lots of wild ideas
24. In discussions I put forward ideas that I know will work
25. I prefer to look at a problem from as many angles as I can before starting on it
26. Usually I talk more than I listen
27. Quite often I can work out more practical ways of doing things
28. I believe that careful logical thinking is the key to getting things done
29. If I have to write a formal message/letter I prefer to set out several rough workings before writing out the final version
30. I like to consider all of the alternatives before making up my mind
31. I don't like wild ideas. They are not very practical
32. It's best to look before you leap
33. I usually do more listening than talking
34. It doesn't matter how you do something, as long as it works
35. I can't be bothered with rules and plans, they take all the fun out of things
36. I'm usually the 'life and soul' of the party
37. I do whatever I need to do, to get the job done
38. I like to find out how things work
39. I like meetings or discussions to follow a proper pattern and to keep to a timetable
40. I don't mind in the least if things get a bit out of hand

Honey and Mumford (1986)

Learning styles questionnaire – scoring

For each question above that you ticked, circle the corresponding number below. Add up the circles (not the numbers) in each column. Your highest total is your dominant learning style, although you may find you have a combination of one or more. Read the characteristics below to find out the attributes and activities relating to your learning style.

Activist	Reflector	Theorist	Pragmatist
2	11	1	4
5	8	3	7
8	16	6	9
15	18	10	14
19	21	13	20
23	25	17	24
26	29	22	27
35	30	28	31
36	32	38	34
40	33	39	37
Total:	Total:	Total:	Total:

Characteristics

The characteristics of the four learning styles are summarised in the following table.

Learning style	Attributes	Activities
Activist	Activists are those people who learn by doing. Activists need to get their hands dirty, to dive in with both feet first. Have an open-minded approach to learning, involving themselves fully and without bias in new experiences.	<ul style="list-style-type: none"> ▶ brainstorming ▶ problem solving ▶ group discussion ▶ puzzles ▶ competitions ▶ role-play
Theorist	These learners like to understand the theory behind the actions. They need models, concepts and facts in order to engage in the learning process. Prefer to analyse and synthesise, drawing new information into a systematic and logical 'theory'.	<ul style="list-style-type: none"> ▶ models ▶ statistics ▶ stories ▶ quotes ▶ background information ▶ applying theories
Pragmatist	These people need to be able to see how to put the learning into practice in the real world. Abstract concepts and games are of limited use unless they can see a way to put the ideas into action in their lives. Experimenters, trying out new ideas, theories and techniques to see if they work.	<ul style="list-style-type: none"> ▶ time to think about how to apply learning in reality ▶ case studies ▶ problem solving ▶ discussion

Learning style	Attributes	Activities
Reflector	<p>These people learn by observing and thinking about what happened. They may avoid leaping in and prefer to watch from the sidelines. Prefer to stand back and view experiences from a number of different perspectives, collecting data and taking the time to work towards an appropriate conclusion.</p>	<ul style="list-style-type: none"> ▶ paired discussions ▶ self analysis questionnaires ▶ personality questionnaires ▶ time out ▶ observing activities ▶ feedback from others ▶ coaching ▶ interviews

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Talent, Leadership and Management Development

Introduction

The Talent, Leadership and Management Development team are responsible for ensuring that we have skilled and adaptable leaders and managers who are visionary, collaborative, strategic and successful in driving the organisation forward. We also need to ensure we have a pipeline of talented people so that the organisation can sustain delivery when people in key organisational roles leave. The team is headed by **Julia Carr** who leads on the key strands with her talented team:

- **Hannah Sommers** who focuses on talent and leadership development.
- **Sharon Sherlock** who focuses on the Management Pathways and Coaching.
- **Kris Holland** who provides support across the strands but with a focus on talent and leadership development.

What are Talent, Leadership and Management Development?

Talent, Leadership and Management Development sets the learning direction of both our current and future leaders and managers, covering 3 main strands:

1. Talent Management

Our team supports leaders and individuals in:

- Talent Review – identifying, supporting and developing people who have demonstrated the potential to operate in more senior roles;
- Succession Planning – considering the organisation's critical posts and the capabilities required for those posts, and identifying a talent pipeline for the future;
- Career development – developing individual plans / career paths to achieve personal ambitions.

2. Leadership Development

We design and deliver corporate in-house courses and work with external providers to offer relevant leadership development opportunities which focus on the latest thinking in transformational leadership.

3. Management Development

We recognise that management skills are essential for staff at all grades. Our new Management Pathways focus on three stages of the management journey:

- Aspiring managers pathway
- New managers pathway
- Experienced managers pathway

Please take your time to read through the following information to help plan your development. If you have any questions please contact a member of the team.

Category: Leadership Development

Title: SCS Leadership Development Programme

Brief description: We need to ensure that we have senior leaders who provide strong strategic and corporate direction and create a high performing culture.

This is a core programme within our corporate leadership development offerings; it is designed in-house for senior leaders at SCS level and delivered annually.

Aim: The aim of this programme is to equip our SCS senior leadership community with clear insights and skills for strong, strategic leadership by developing their knowledge of the latest thinking on leadership development.

Learning outcomes: This is a bespoke programme which focuses on current key themes which will support the delivery of organisational priorities and strategic aims.



Tutor-led



SCS staff (including those on TP at the time of the programme)



Dependent on the design and requirements



Free

Category: Leadership Development

Title: G7 & G6 Leadership Development Programme

Brief description: Building high performance leadership across the organisation is a key business priority for the organisation.

This is a core programme within our corporate leadership development offerings; it is designed in-house for senior leaders at G7 and G6 level and delivered annually.

Aim: The aim of this programme is to equip our G7 and G6 leadership community with clear insights and skills for leading and managing change successfully. It focuses on core skills and the latest thinking in transformational leadership.

Learning outcomes: This is a bespoke programme which is designed annually. It focuses on current key themes which will support the delivery of organisational priorities and strategic aims.



An immersive residential programme which includes tutor-led delivery, a keynote speaker, self-assessment diagnostics, and practical exercises



G7 and G6 staff (including those on TP at the time of the programme)



Typically two options are available: a residential event delivered over three days; or a non-residential event delivered over two days



Free

Category: Leadership Development

Title: Academi Wales: Wales Public Service Summer School

Brief description: Summer School is an intensive, residential learning experience delivered by Academi Wales. It is delivered annually.

Aim: The aim of Summer School is to bring together leaders and managers from across the public and third sector in Wales to address key issues on a specific leadership topic.

Learning outcomes: The theme and specific learning outcomes for Summer School change each year. Summer School provides the opportunity for people to work across boundaries and cultures to better understand each other and how they will become more effective 21st century leaders.

Accredited: All Summer School delegates have the opportunity to accredit their learning towards a Postgraduate Diploma in Professional Practice.



Tutor led via workshops, keynote speakers and coaching



Senior leaders in Wales



Five-day residential programme usually delivered at University of Wales, Trinity Saint David Lampeter



£500 plus travel costs to be met by the participant's business area

Note: We are working to identify a similar opportunity for colleagues in England.

Category: Leadership Development

Title: Academi Wales: Wales Public Service Winter School

Brief description: Winter School is an intensive, residential learning experience delivered by Academi Wales. It is delivered annually.

Aim: Winter School is designed as a 'stretch' programme specifically developed for top level leaders from across the public and voluntary sector in Wales to address key issues on a specific leadership topic.

Learning outcomes: The theme and specific learning outcomes for Winter School change each year. Winter School offers a platform for those individuals seeking to improve and refresh their skills as leaders and gain insight into cutting edge leadership practices. Participants will explore innovative ways to 'deliver the business', using a wealth of global knowledge and experience.



Tutor led via workshops, keynote speakers and coaching



Senior leaders in Wales – typically at SCS level and above



Four-day residential programme usually delivered at Nant Gwrtheyrn, Gwynedd in North Wales



£500 plus travel costs to be met by the participant's business area

Note: We are working to identify a similar opportunity for colleagues in England.

Category: Leadership Development

Title: Whitehall and Industry Group - Future Leaders Programme

Brief description: A practical leadership development programme for graduates (or equivalent), with two to ten years of work experience, identified as having high leadership potential.

Aim: The aim of this programme is to extend your core skills, learn new ways of working, and ultimately to present an effective strategy to the host charity to implement.

Learning outcomes: You will:

- ▶ learn how to read and influence teams and meetings, and how to manage group dynamics;
- ▶ become a more confident presenter and a capable networker;
- ▶ understand what is expected of leaders in different organisations and sectors;
- ▶ learn how to assess your impact on others;
- ▶ collaborate with fellow delegates to deliver a strategic project for a not-for-profit organisation, supported by experienced facilitators;
- ▶ be challenged to extend your core skills, to learn new ways of working, and ultimately to present an effective strategy to your host charity to implement; and
- ▶ benefit from presentation training, 1:1 coaching, and personal development.



Tutor led



Graduates (or equivalent), with two to ten years of work experience, identified as having high leadership potential



Four modules delivered over six months



£1,695

Category: Leadership Development

Title: Whitehall and Industry Group – Step up. Step Across

Brief description: This programme is for mid-career leaders or managers responsible for significant or strategically important parts of the organisation.

Aim: The aim of this programme is to help mid-career leaders or managers realise their leadership capability and map their personal leadership journey.

Learning outcomes: You will:

- ▶ learn how to raise your own and your team's performance, and how to contribute to the success of your organisation;
- ▶ learn about the resilience needed to meet management challenges;
- ▶ gain personalised, practical tools from leading management thinking; and
- ▶ work with a peer-group network of co-coaches and critical friends.



Tutor led



G7 and G6



Four modules delivered over six months



£4,850

Category: Leadership Development

Title: Whitehall and Industry Group – Senior Leaders Programme

Brief description: Brief description: The WIG Senior Leaders Programme (SLP) is aimed at experienced senior managers in the public and private sector, giving them the space to be challenged and to learn with their peers.

Aim: The aim of this programme is to offer senior leaders the chance to explore the complex nature of strategic and operational leadership in a stimulating cross-sector environment, and share challenges in a safe, supportive forum.

Learning outcomes: You will:

- ▶ gain fresh perspectives on common issues as you will work with people from diverse professional backgrounds as part of a facilitated action learning set;
- ▶ get insight into your peers' organisations as they host learning set meetings. There will be structured opportunities for set members to meet with their senior level colleagues and to discuss the hosting organisation's vision and challenges;
- ▶ come together as a wider cohort in 3 modules and learn about current issues in strategic leadership and the impact these have on you and your organisation; and
- ▶ explore practical tools for enhancing your personal leadership style and the impact of this on you and your organisation.



Tutor led



Directors



Three modules and four Action Learning Sets delivered over 10 months



£6,500

Category: Leadership Development

Title: Whitehall and Industry Group – Exchange

Brief description: A unique programme, run in partnership with the Cabinet Office, for leaders from across the sectors, that includes Directors General from the Civil Service, senior Directors in the private sector and CEOs in the wider public and third sector. Key to the process is encouraging the participants themselves to manage the agenda and focus on where they are most interested and will gain most benefit.

Aim: The aim of this programme is to give participants the opportunity to learn from common challenges, stretch their thinking and broaden their perspectives.

Learning outcomes: You will:

- ▶ work with people from different sectors to explore the differences and the similarities of their experiences and challenges;
- ▶ have the opportunity to reflect on the role of society, the economy and your leadership in a more holistic and integrated way;
- ▶ gain confidence through sharing the way you are dealing with a range of critical challenges and demands, often with similar underlying issues; and
- ▶ compare approaches to the inevitable constraints and distractions that come with operating at a senior level.



Tutor led



Directors General



Six modules delivered over nine months



£5,000

Category: Talent Development

Title: G7 & G6 High Potential Programme

Brief description: The G7 & G6 High Potential Programme is our corporate Talent Programme offering which has been developed in partnership with the Whitehall & Industry Group.

Aim: The aim of this programme is to develop talented Grade 7 and Grade 6 staff with the potential, ability, engagement and aspiration for more senior leadership roles.

Learning outcomes: Through this programme you will:

- ▶ hone your communication skills;
- ▶ understand what is expected of mid-tier leaders across a range of organisations;
- ▶ become more confident and capable at networking and creating connections;
- ▶ be more skilful in leading people through change;
- ▶ build greater insight into your own leadership style and how you can get the best out of your team; and
- ▶ embed a variety of tools and techniques within your leadership practice.



Tutor-led delivered in modular format which includes practical workshops, master classes, organisational visits, diagnostic exercises and project based learning



High potential G7 and G6 staff



The programme is delivered annually in a series of modules over 10 months. The modules vary from two to three days in length



Free

How to register your interest: Dates for the application process are published annually. For more information email leadership.development@ons.gov.uk

Category: Talent Development

Title: Civil Service High Potential Stream: Future Leaders Scheme

Brief description: The Future Leaders Scheme contributes to creating a strong, diverse, and robust pipeline for the most senior roles in government. It is a cross-government scheme for talented and high potential Grade 7 and 6 staff.

Aim: The Scheme provides a formal leadership development curriculum which enables you to accelerate your learning and develop your personal leadership effectiveness as part of a cohort of other high-potential civil servants from across government.

Learning outcomes: You will have an opportunity to develop personal learning goals through:

- ▶ leadership modules;
- ▶ networking and senior sponsorship;
- ▶ executive coaching and action learning sets;
- ▶ elective modules on diversity and the priority capability areas;
- ▶ participant-led 'knowledge bites', in which you will share your knowledge and expertise with your scheme peers.



Experiential and taught learning



High Potential Grade 7 and 6 staff



Two year programme. The majority of taught learning is during phase 1 (year 1), while phase 2 (year 2) is a year of self-led development and consolidation



Costs are circa £7,500 payable by the individual's business area

How to register your interest: The application process is launched annually in June. For more information email leadership.development@ons.gov.uk

Category: Talent Development

Title: Civil Service High Potential Stream: Senior Leaders Scheme

Brief description: The Senior Leaders Scheme contributes to creating a strong, diverse and robust pipeline for the most senior roles in government in order to generate a stronger succession plan for the Civil Service. It is a cross-government scheme for talented and high potential Deputy Directors who show high potential for Director roles.

Aim: The Scheme provides a comprehensive leadership development curriculum, which allows you to accelerate your learning and develop your personal leadership effectiveness as part of a cohort of other high-potential civil servants from across government.

Learning outcomes: You will have an opportunity to develop personal learning goals through:

- ▶ core taught leadership modules;
- ▶ networking and senior sponsorship;
- ▶ executive coaching and action learning sets;
- ▶ elective modules on diversity and the priority capability areas;
- ▶ participant-led 'knowledge bites' in which you share your knowledge and expertise with your peers; and
- ▶ exposure to different sectors through organisational visits and secondments.



Experiential and taught learning



High potential Deputy Directors (SCS PB1)



Two year programme. The majority of taught learning is during phase 1 (year 1), while phase 2 (year 2) is a year of self-led development and consolidation



Costs are circa £11,500 payable by the individual's business area

How to register your interest: The application process is launched annually in June. For more information email leadership.development@ons.gov.uk

Category: Talent Development

Title: Civil Service High Potential Stream: High Potential Development Scheme

Brief description: The High Potential Development Scheme contributes to creating a strong, diverse and robust pipeline for the most senior roles in government in order to generate a stronger succession plan for the Civil Service. It is a cross-government scheme for high potential Directors with the potential to progress to permanent secretary, head of function and chief executive roles.

Aim: The Scheme is designed to best address the development needs of directors, as well as the wider corporate requirements of the Civil Service. It aims to enhance your personal leadership; personal impact and presence; and your ability to lead across complex systems.

Learning outcomes: The High Potential Development Scheme continually evolves to best address the development needs of directors through:

- ▶ structured learning on the priority capability areas (commercial, digital and project delivery);
- ▶ senior leadership group interaction, to provide greater engagement between the cohort and senior leaders within the Civil Service and arm's length bodies;
- ▶ action learning and development conversations; and
- ▶ support with career planning and development.



Taught, residential modules



High Potential Directors (SCS PB2)



One year programme



Set annually by Civil Service Learning

How to register your interest: The application process is launched annually in October. For more information email leadership.development@ons.gov.uk

Category: Management Development: Aspiring Managers Pathway

Title: Personal Impact

Brief description: Personal impact involves your ability to create a strong impression; connect with people, and persuade, convince, motivate and draw people together to achieve their goals. This module offers an opportunity for you to increase your awareness of your personal impact.

Aim: The aim of this module is to give you the opportunity to identify the impact you have on others, the impact you want to have, and how to achieve it.

Learning outcomes: You will:

- ▶ define the concept of personal impact;
- ▶ identify self limiting beliefs;
- ▶ develop basic influencing skills and strategies.



Tutor led



Staff who aspire to work in a management role



Three hours



Free

Category: Management Development: Aspiring Managers Pathway

Title: Create your own luck

Brief description: This session explores the concept of luck and how to make the most of every opportunity.

Aim: The aim of this session is to identify and develop techniques to help you create your own luck and give you more control and energy so that you can turn ordinary situations into a positive opportunity.

Learning outcomes: By the end of the session you will be able to:

- ▶ understand how to adopt a more optimistic outlook and the benefits this will bring;
- ▶ change the way you look at a situation to regain control over the outcomes; and
- ▶ identify unusual opportunities to create more luck in your own life.



Tutor led



Staff who aspire to work in a management role



90 minutes



Free

Category: Management Development: Aspiring Managers Pathway

Title: Confidence and Assertiveness

Brief description: Being confident and assertive allows us to communicate our thoughts, beliefs, opinions and emotions in a positive way. This module offers an opportunity for you to explore confidence and assertiveness in the workplace.

Aim: The aim of this module is to increase your personal confidence and assertiveness.

Learning outcomes: You will:

- ▶ recognise your strengths and their impact;
- ▶ understand how beliefs and values affect the workplace;
- ▶ discuss the definition of assertiveness;
- ▶ identify how to be assertive; and
- ▶ create practical strategies for being more assertive in specific situations.



Tutor led



Staff who aspire to work in a management role



Three hours



Free

Category: Management Development: Aspiring Managers Pathway

Title: The Fundamentals of Management

Brief description: Management allows us to coordinate the activities of people with different knowledge and skills to achieve common goals. This module will provide an overview of, and a chance to explore, the role of a manager and some of the pitfalls to avoid.

Aim: The aim of this module is to increase your understanding of the behaviours, attitudes, and skills required to function as an effective manager.

Learning outcomes: You will have the opportunity to discuss:

- ▶ leading by example;
- ▶ building trust;
- ▶ thinking more strategically;
- ▶ developing relationships and collaboration;
- ▶ having difficult conversations; and
- ▶ personal accountability.



Tutor led



Staff who aspire to work in a management role



Three hours



Free

Category: Management Development: Aspiring Managers Pathway

Title: Building Resilience

Brief description: Resilience is the ability to cope with and rise to the inevitable challenges, problems and set-backs you meet in the course of your life, and to recover quickly from them. This module explores the subject of personal resilience and resilience in the workplace.

Aim: The aim of this module is to increase your understanding of your personal resilience and how to build resilient teams by using techniques and thinking from the latest research in the field of positive psychology.

Learning outcomes: You will discuss:

- ▶ learning to accept failure and developing a growth mindset;
- ▶ reacting appropriately and building your confidence;
- ▶ developing coping strategies and being able to bounce back; and
- ▶ resilience as a key to your success as a manager.



Tutor led



Staff who aspire to work in a management role



Three hours



Free

Category: Management Development: Aspiring Managers Pathway

Title: Creating and Maintaining High Performing Teams

Brief description: A high performing team is a group of people who share a common vision, goals, metrics and who collaborate, challenge and hold each other accountable to achieve outstanding results. This module will explore the characteristics of high performing teams and the manager's role in their development.

Aim: The aim of this module is to increase your understanding of how teams develop over time and how a manager can create an environment where a team can flourish.

Learning outcomes: You will:

- ▶ discuss team-based models and theories; and
- ▶ develop your knowledge and understanding of teams to ensure your current and future teams thrive and reach their potential.



Tutor led



Staff who aspire to work in a management role



Three hours



Free

Category: Management Development: Aspiring Managers and New Managers

Title: Civil Service Local Academy

Brief description: The Civil Service Local Academy is a part of Cabinet Office but based in our regions. The Academy's purpose is to bring together departments and agencies within each locality to deliver actions and opportunities that will bring the new vision to life and encourage more of us to be part of it - helping us become a Brilliant Civil Service.

The Civil Service Local Academy takes place annually. The event is a mix of self-discovery, personal development, team building, and leadership with delegates working together in cross-departmental teams to identify a reform based project which they will develop and deliver over 12 months.

Delegates should be proactive, willing to challenge attitudes and behaviours and be enthusiastic about creating and leading change. They should also have the potential to become leaders who are positive, dynamic and will act as role models for all civil servants.

Aim: The aims of the development opportunity are to provide opportunities for participants to:

- ▶ develop both personal and collective skills in support of a 'Brilliant Civil Service', the Civil Service vision and the Civil Service Capability Plan;
- ▶ work collaboratively with Civil Servants from other government departments based in the South West and Wales.

Talent, Leadership and Management Development

Learning outcomes: By the end of this course, you will have developed your:

- ▶ team building, presentation and feedback skills;
- ▶ leadership and innovation skills;
- ▶ Project Management skills;
- ▶ planning and delivery skills; and
- ▶ awareness of the 'bigger picture' and how your organisations work towards the goals of the Civil Service.



Tutor led



AA to EO



Four days residential



Set annually

Category: Management Development: Aspiring Managers and New Managers

Title: Springboard

Brief description: Springboard is delivered by Academi Wales. The programme primarily focuses on the traditionally underdeveloped sector of staff: non-management women.

Aim: The aim of Springboard is to let women give more and get more out of their work.

Learning outcomes: You will:

- ▶ assess your current situation and take a fresh look at yourself;
- ▶ develop your self-confidence;
- ▶ set personal and professional goals and identify practical steps to achieve them;
- ▶ have a positive attitude and skills to take the next steps;
- ▶ communicate more assertively and effectively;
- ▶ present a positive image;
- ▶ increase your personal motivation; and
- ▶ deal with stress.



Tutor led



Public and third sector women in Wales who aspire to management or are in their first management role



Four modules delivered over three months



Free

Note: we are working to identify a similar opportunity for colleagues in England.

Category: Management Development: New Managers Pathway

Title: Buddy to Boss

Brief description: The transition from team member to team leader is one of the most challenging work changes. This session will explore the transition from working with your peers and friends to managing them as direct reports.

Aim: The aim of this session is to enable you to make the transition from buddy to boss as smoothly as possible. This means you'll be able to be a good friend and a good leader at the same time.

Learning outcomes: By the end of the session you will be able to:

- ▶ understand and diffuse the various tensions that arise when we manage our friends;
- ▶ use six tactics to help you move from peer to leader without offending your friend; and
- ▶ know where to find support for you in your new role.



Tutor led



Staff who are new to a management role



One hour and 30 minutes



Free

Category: Management Development: New Managers Pathway

Title: Confidence and Assertiveness

Brief description: Being confident and assertive allows us to communicate our thoughts, beliefs, opinions and emotions in a positive way. This module offers an opportunity for you to explore confidence and assertiveness in the workplace.

Aim: The aim of this session is to increase your personal confidence and assertiveness.

Learning outcomes: You will have the opportunity to:

- ▶ recognise your strengths and their impact;
- ▶ understand how beliefs and values affect the workplace;
- ▶ discuss the definition of assertiveness;
- ▶ identify how to be assertive; and
- ▶ create practical strategies for being more assertive in specific situations.



Tutor led



Staff who are new to a management role



One hour and 30 minutes



Free

Category: Management Development: New Managers Pathway

Title: Managing Attendance

Brief description: Keeping people at work and helping them get back to work as soon as possible can help maintain an employee's health and wellbeing and improve organisational effectiveness. This session will discuss attendance and why it is important to manage absences.

Aim: The aim of this session is to give you the confidence and techniques to enable you to manage attendance effectively.

Learning outcomes: You will:

- ▶ discuss practical steps to prevent absence;
- ▶ identify and overcome barriers to addressing absence;
- ▶ understand how to take informal action; and
- ▶ understand the importance of keeping records including business systems.



Tutor led



Staff who are new to a management role



Two hours



Free

Category: Management Development: New Managers Pathway

Title: Managing Performance

Brief description: The fundamental goal of performance management is to promote and improve employee effectiveness. It is a continuous process where managers and individuals work together to plan, monitor and review the progress of the individual's work objectives and goals. This session will look at how to manage performance effectively.

Aim: The aim of this session is to deepen your understanding of the difference between conduct and performance and why it is important to manage performance.

Learning outcomes: You will:

- ▶ discuss practical steps to prevent poor performance;
- ▶ identify barriers to addressing performance and discuss how to overcome them;
- ▶ understand how to take informal action; and
- ▶ understand the importance of keeping records including business systems.



Tutor led



Staff who are new to a management role



Two hours



Free

Category: Management Development: New Managers Pathway

Title: Managing Probation

Brief description: A probation period gives you some time to make sure that the selection you made for your vacancy was the right choice. It is an opportunity to evaluate the new employee's performance, commitment and general suitability for the role, and to take the necessary action if they are failing to meet the requirements. This session will cover how to manage probation effectively

Aim: The aim of this session is to deepen your understanding of the probation period and why it is important to manage probation.

Learning outcomes: You will:

- ▶ understand what is being managed during a probation;
- ▶ identify and overcome barriers to addressing probation;
- ▶ understand how to take informal action;
- ▶ understand the importance of timely action; and
- ▶ understand the importance of keeping records including business systems.



Tutor led



Staff who are new to a management role



Two hours



Free

Category: Management Development: New Managers Pathway

Title: Managing Conduct

Brief description: This session will cover how to manage conduct effectively

Aim: Discipline can be about conduct issues or performance issues, and sometimes both. The aim of this session is to deepen your understanding of the difference between conduct and performance issues and to enable you to manage conduct effectively

Learning outcomes: You will:

- ▶ understand why it is important to have and manage discipline;
- ▶ discuss practical steps to prevent misconduct;
- ▶ identify barriers to addressing misconduct and how to overcome them;
- ▶ understand how to take informal action; and
- ▶ understand the importance of keeping records including business systems.



Tutor led



Staff who are new to a management role



Two hours



Free

Category: Management Development: New Managers Pathway

Title: Goal Setting and Giving Feedback

Brief description: Personal goals can spur individuals to new achievements; reward them with a sense of accomplishment when a goal is reached; and link their actions directly to the objectives of the team, Division and organisation. Constructive feedback is essential to an individual's development.

This module will cover the value of setting goals and how to deliver constructive feedback.

Aim: The aim of this module is to help you understand the goal setting process and update you on the Performance Check-In process.

Learning outcomes: You will:

- ▶ understand how personal goals relate to organisational goals;
- ▶ understand the purpose and value of feedback; and
- ▶ be able to deliver feedback in an effective and structured way.



Tutor led



Staff who are new to a management role



Three hours



Free

Category: Management Development: New Managers Pathway

Title: Effective Meetings & Decision Making

Brief description: Meetings are an essential time for individuals to communicate and collaborate but effective meetings need some thought and planning so that the time is well spent and effective decisions are made. This module focuses on running effective meetings and making effective decisions.

Aim: The aim of this module is to build on your understanding of the key characteristics of effective meetings and the decision making process.

Learning outcomes: You will:

- ▶ understand the key characteristics of effective and ineffective meetings;
- ▶ learn how to prepare for and facilitate meetings;
- ▶ identify techniques for bringing meetings back on track;
- ▶ understand how to ensure that all meetings end in action;
- ▶ discuss a rational decision-making process from framing the problem to evaluating a solution;
- ▶ identify a well-structured and considered decision-making approach;
- ▶ explore the two core approaches to decision making; and
- ▶ understand how our cognitive biases can lead to bad decisions.



Tutor led



Staff who are new to a management role



Three hours



Free

Category: Management Development: New Managers Pathway

Title: Motivation and Delegation

Brief description: Motivation is what causes us to act and is frequently used to describe why a person does something. Linked to motivation is the topic of delegation – one of the most important management skills. Effectively delegated work can develop an individual and increase their motivation.

Aim: The aim of this module is to help you get the most from your team by investigating various theories of motivation and discussing ways to delegate effectively.

Learning outcomes: You will:

- ▶ define motivation;
- ▶ determine what actions you can put in place to provide a motivating environment in which your team can achieve high levels of performance;
- ▶ define delegation;
- ▶ examine why delegation can be hard for some managers;
- ▶ explore why the act of delegation is an important management tool; and
- ▶ learn techniques for delegating effectively.



Tutor led



Staff who are new to a management role



Three hours



Free

Category: Management Development: New Managers Pathway

Title: Managing a Team

Brief description: When you move from being a worker to a line manager, one of the biggest challenges facing you will be is how to manage a team effectively. This module will focus on the new set of skills, tools and techniques you need.

Aim: The aim of this module is to increase your understanding of teams and change.

Learning outcomes: You will:

- ▶ discuss what makes a team;
- ▶ analyse and understand roles;
- ▶ explore how to achieve balance in your approach by discussing John Adair's Leadership model;
- ▶ conduct a stakeholder analysis; and
- ▶ consider how to manage during change.



Tutor led.



Staff who are new to a management role.



Three hours



Free

Category: Management Development: New Managers Pathway

Title: Understanding and Developing your Team

Brief description: Organisations are much more likely to perform well when their people work effectively as a team. Good teamwork creates synergy – where the combined effect of the team is greater than the sum of individual efforts. This module will deepen your understanding of the psychological contract between an organisation and its employees.

Aim: The aim of the module is to give you the opportunity to consider how teams form and develop and your management style.

Learning outcomes: You will:

- ▶ discuss Tuckman's theory of team development;
- ▶ consider a simple 'Performance/Potential' matrix for evaluating team members;
- ▶ explore the different behaviour types in teams; and
- ▶ consider when to step in or step away as a manager.



Tutor led.



Staff who are new to a management role.



Three hours



Free

Category: Management Development: New Managers Pathway

Title: Leadership Styles

Brief description: There are many styles and approaches to leadership. This module will consider a range of styles and theories.

Aim: the aim of this module is to deepen your understanding of leadership styles and conduct a self assessment.

Learning outcomes: You will:

- ▶ explore Leadership versus Management;
- ▶ discuss Core Leadership Theory: Trait, Behavioural, Contingency & Power;
- ▶ consider the advantages and disadvantages of leadership styles; and
- ▶ complete a self assessment questionnaire.



Tutor led.



Staff who are new to a management role.



Three hours.



Free

Category: Management Development: New Managers Pathway

Title: Creative Thinking and Innovation

Brief description: Creativity, allied with innovation, is now recognised as central to organisational performance. Drawing on some of the world's greatest creativity and innovation experts from Edward de Bono through Michael Michalko to Tom Kelly, and some of the world's most creative organisations such as Google and Amazon, the course demonstrates that creativity is not the domain of a few 'natural' individuals but it is a process that can be learnt and practiced by all of us.

Aim: The aim of this module is to deepen your understanding of the numerous ideas and concepts that are associated with creativity and innovation. The course is highly practical, participatory and hands-on and uses a multi-media approach.

Learning outcomes: You will be able to:

- ▶ think more creatively;
- ▶ generate more original ideas;
- ▶ use a number of different techniques for problem solving;
- ▶ view problems and decisions from different perspectives;
- ▶ use a number of techniques for product and service innovation; and
- ▶ encourage a culture of innovation in your organisation.



Tutor led.



Staff who are new to a management role.



Three hours.



Free

Category: Management Development: New Managers Pathway

Title: Strategic Thinking

Brief description: The ability to think strategically is a valuable management tool. This module defines what strategy and strategic thinking is and how they can be used in the workplace.

Aim: This module provides the opportunity for you to broaden your understanding of strategic thinking and planning.

Learning outcomes: You will:

- ▶ discuss strategic theories;
- ▶ consider how we respond to Strategic Forces;
- ▶ complete a strategic 'MOT'; and
- ▶ discuss strategic planning.



Tutor led



Staff who are new to a management role



Three hours



Free

Category: Management Development: New Managers Pathway

Title: Presenting with Confidence

Brief description: Presenting information clearly and effectively is a key skill to get your message or opinion across and, today, presentation skills are required in almost every field. This event will focus on the importance of verbal and non-verbal delivery skills in making impact.

Aim: The aim of this event is to deepen your understanding of the importance of presentational skills and the key techniques to making a successful presentation.

Learning outcomes: You will:

- ▶ show how structure is vital to keeping listeners attention and gaining clarity around your key message;
- ▶ understand what nerves are and learn tips to control them, and increase participant confidence in speaking in public;
- ▶ deliver a 2 minute personal story and learn the importance of storytelling in public;
- ▶ write and deliver a 2/3 minute speech on a subject you feel passionate about; and
- ▶ learn a model for giving and receiving constructive feedback.



Tutor led



Staff who are new to a management role



One day



Free

Category: Management Development: Experienced Manager Pathway

Title: Leadership in the Organisation

Brief description: 'Leadership' is a frequently used term in all sectors and an accepted panacea for almost all organisational challenges. The danger for organisations is that we have a shared acceptance of the importance of leadership but an individual interpretation of what it looks like in practice.

This first module in the Manager to Leader Pathway will start with creating a shared understanding of leadership and an appreciation of why it is a multi-faceted construct. Participants will then be given the opportunity to understand their own leadership skills and behaviours and to consider how these fit with the needs of the organisation and the teams in which they lead.

Aim: The aim of this module is to focus on leadership and, specifically, the participants as leaders within the organisation.

Learning outcomes: You will:

- ▶ discuss the leadership culture in the organisation – what do we care about?;
- ▶ consider the Civil Service Leadership Statement and what it means to you;
- ▶ model your current style;
- ▶ discuss Action Centered Leadership;
- ▶ consider the Leadership continuum – what is right and when;
- ▶ consider how to enhance resilience;
- ▶ identify your leadership brand;
- ▶ explore leadership and practice to engage others;
- ▶ discuss leading with Emotional Intelligence; and
- ▶ consider Transformational, transactional and situational; and Leadership v Management.



Tutor led



Staff who have worked in a management role for over 1 year



Two days



Free

Category: Management Development: Experienced Manager Pathway

Title: Building a Culture of High Performance

Brief description: This second module of the Manager to Leader Pathway will focus on your relationship with your team; relationships within the team; and your relationships with team members.

Aim: The aim of the module is to look more closely at strategies and tools for managing and encouraging high performance. The themes of task, team and individual will run through this module but will be considered from the aspects of direction, development and motivation.

Learning outcomes: You will:

- ▶ expand your understanding of team dynamics and the characteristics of high performing teams;
- ▶ discuss managing performance, averting conflict and courageous conversations;
- ▶ explore how to motivating yourself and others;
- ▶ identify how to plan for success by working through others;
- ▶ discuss how to build and sustain highly effective relationships by creating a trust and a supportive environment;
- ▶ discuss Mindfulness;
- ▶ consider coaching conversations using GROW;
- ▶ explore positivity and overcoming challenges – commitment v compliance;
- ▶ discuss coaching to improve listening and enhance feedback; and
- ▶ consider the impact of management styles on performance.



Tutor led



Staff who have worked in a management role for over 1 year



Two days



Free

Category: Management Development: Experienced Manager Pathway

Title: The Leader's Role in Delivering Change

Brief description: This third module of the Manager to Leader Pathway will continue to build on the themes of Leadership from Module One and Two but focus on your role in leading and managing change.

Aim: The aim of the module is to look more closely at some of the task, team and individual actions that need to be addressed to help initiate, deliver and embed change.

Learning Outcomes: You will:

- ▶ discuss the fundamentals of managing change;
- ▶ consider the types and levels of change;
- ▶ identify the steps of the change process;
- ▶ identify the obstacles to change and how to overcome them;
- ▶ discuss how to planning change effectively;
- ▶ identify methods to engage and communicate with the team effectively; and
- ▶ consider how to embed change as new business.



Tutor led



Staff who have worked in a management role for over 1 year



One day



Free

Work Place Essential Skills

Introduction

Welcome to the Work Place Essentials strand. I am **Rob Williams** and I am the strand lead. The team consists of the following talented individuals:

- **Rose Griffiths** and **Jayne Thompsett** who lead on Commercial, Project Delivery, Equality and Inclusion, plus Health and Wellbeing
- **Vicky Pickering** and **Hannah Hodge-Waller** who lead on Digital and Technology
- **Geoff Davies** who leads on Induction, Mandatory learning, Career Development plus Health and Safety. Geoff is also the lead for 'Training Tracker' our new learning management system

What is Work Place Essentials?

The Workplace Essentials strand introduces people to the ONS culture and provides them with the knowledge, skills and attitude to be an integral part of the organisation.

The strand works collaboratively with business areas in the design, commissioning, delivery and evaluation of learning activities.

These activities include:

- ONS Induction, now a mix of e-learning and classroom based activities.
- The innovative Women into Leadership Programme that has been recognised as an exemplar by the senior ONS leadership.
- Workplace health and wellbeing schemes which are attended in high numbers.
- Developing learning pathways with a variety of business areas and professions.
- The ONS Digital Passport which has been redesigned and will be released throughout the organisation.
- Digital awareness weeks which included a Micro:Bit robot competition that has been recognised as being of high value and impact by our Innovations Panel and has been adopted as part of the BBCs academic learning programme

The strand also manages 'Training Tracker', the in-house online learning mechanism that enables ONS to design and roll out its own e-learning in a cost effective manner. This is available to business areas to design business specific e-learning with our support.

The Workplace Essentials strand is there to help and develop you, please contact any of the team if you require any further information.

Category: Commercial Services

Title: Commercial Explained

Brief description: This session will give a high level overview of all aspects of Commercial Services in ONS, including detail on procurement regulations, process, contract management and Spend Controls.

The session lead will give you the opportunity to highlight any specific questions/issues you would like to address and ensure these are covered as part of the session.

Learning Aim and Objectives:

Aim: To gain an awareness of Commercial Services and the procurement principles we must adhere to as a Government organisation.

Objectives: You will understand:

- ▶ The Government procurement regulations;
- ▶ The Government procurement process; and
- ▶ The basics of contract management and spend controls.



Classroom event



This session is aimed at staff who wish to gain a basic understanding of Commercial Services and the procurement process



Two hours



Free

Category: Commercial Services

Title: Becoming a Devolved Sourcing Officer

Brief description: This session will highlight the importance of sourcing in line with procurement regulations, provide insight into understanding terms and conditions and provide hints and tips on successful negotiation.

Learning Aim and Objectives:

Aim: To provide Devolved Sourcing Officers with the full knowledge and skill required to complete the role in line with Government procurement regulations.

Objectives: You will understand:

- ▶ How to source goods and services in line with procurement regulations;
- ▶ How to appropriately apply terms and conditions of a contract within the procuring activity; and
- ▶ How to negotiate a contract to good effect.



Classroom



This course is aimed at staff that are in a role where they are required to source goods and services up to the value of £10k



Three hours



Free

Category: Commercial Services

Title: Managing Contingent Labour

Brief description: This session will explain the differences between the various types of contingent labour, dealing with performance, termination, pay rates and IR35 legislation.

Learning Aim and Objectives:

Aim: To ensure that those responsible for contingent labour staff are fully equipped with the knowledge to manage the contract effectively.

Objectives: You will understand:

- ▶ The different types of contingent labour staff that ONS recruits;
- ▶ How to manage the performance of a contingent labour staff member should issues arise;
- ▶ How to manage the termination of a contingent labour staff member;
- ▶ How to ensure the contingent staff member is on the correct pay rate; and
- ▶ How to ensure adherence to IR35 legislation when managing contingent labour.



Classroom



This course is aimed at staff responsible for contingent labour, e.g. Contractors, agency staff, service workers and delivery times



Two hours and 30 minutes



Free

Category: Digital and Technology

Title: Agile in a Nutshell

Brief description: This session is a high level overview of agile working.

Learning Aim and Objectives:

Aim: It will allow you to recognise key principles, terms and roles.

Objectives:

- ▶ You will be able to engage at a high level with colleagues about agile and decide whether you need more in-depth education because of your role.



Speaker-led



All staff



20-30 minutes



Free

Category: Digital and Technology

Title: Excel Foundation

Brief description: If you're new to working with spreadsheets, or just want to improve your basic skills, then this topic is a great place to start. Whatever version of Excel you're using, you will find resources and hints here that will teach you the basics. You'll work through step-by-step tutorials and videos, and be challenged to put what you have learned into action.

Learning Aim: Once you have completed this topic you will be able to use Excel to automate basic data processing tasks.

Objectives:

- ▶ Introduction to working with spreadsheets;
- ▶ You will have a clearer understanding of the key components of the software; and
- ▶ You will have basic working knowledge of the terminology and most commonly used functions.



CSL e-learning

All staff



Note: Some of the learning activities in this topic use digital media, for which you will need specific computing requirements. For more information, please refer to the 'Terms and Conditions' tab on the next page and read the technical specification before you purchase



60 minutes



Free

Category: Digital and Technology

Title: Let's Do Digital - 10 GDS Design Principles

Brief description: What is a digital service? How are digital services designed? These 10 principles have been embraced across government, and across many areas of ONS.

Learning Aim and Objectives: To build staff awareness of the 10 GDS principles.



Recorded presentation narrated by Terry Makewell – Chief Digital Officer for ONS.



All staff



35 minutes



Free

Category: Digital and Technology

Title: Digital by Default – The Service Standard Explained

Brief description: The Service Standard ensures digital teams build high quality government services. Before any service goes live, it must pass an assessment against these standards – that includes our own EDC, Beta website and Census amongst others.

Learning Aim and Objectives: To build a staff awareness of the digital service standard.



Recorded presentation narrated by Terry Makewell – Chief Digital Officer for ONS.



All staff



40 minutes



Free

Category: Digital and Technology

Title: Let's Do Digital - The Good, the Bad and the Digitally Ugly

Brief description: Chief Digital Officer Terry Makewell covers good examples of digital services along with bad ones. You'll also find out about companies which have been forever altered because they didn't understand what the changing environment meant to how they interact with their customers.

Learning Aim and Objectives: To build staff awareness of how to and how not to build a website.



Recorded presentation narrated by Terry Makewell – Chief Digital Officer for ONS.



All staff



One hour



Free

Category: Digital and Technology

Title: Digital by Default

Brief description: This module explains what ‘digital by default’ means for government and civil servants, delivered via e-learning you can explore the importance of moving services online for you, your department and the citizen at your own desk.

This online learning uses case studies from across government to demonstrate the different ways government is digitally transforming its services by making them more effective and accessible for customers.

Learning Aim and Objectives: To build a staff awareness of the digital service standard.

Aim: To explain what ‘digital by default’ means for government and civil servants.

Objectives:

- ▶ Explain what ‘digital’ means in a government context
- ▶ Explain why effective digital services are important
- ▶ To understand the government digital strategy



CSL e-learning



All staff



30 minutes



Free

Category: Digital and Technology

Title: Digital Skills – Listening to users

Brief description: First-hand accounts from real civil servants working on real customer-facing services. Carolyn Williams at DVLA is an accomplished civil servant. In this film, she speaks candidly about listening to user needs and user feedback, and offers her top tips for running a digital service and getting around obstacles. DVLA is a huge organisation running many different services. This video is a starting point for teams who are about to embark on the same transformation journey.

Learning Aim and Objectives:

Aim: To increase knowledge of how digital technology is used to deliver and transform government services.

Objectives:

- ▶ To provide advice for discovering and prioritising needs; and
- ▶ Writing and refining user stories.



CSL e-learning



All staff



20 minutes



Free

Category: Digital and Technology

Title: Digital Skills – Starting with user needs

Brief description: First-hand accounts from real civil servants working on real customer-facing services. Why do we focus on users in the first place? What's the benefit? Lisa Scott from GOV.UK explains why the site was built with users and user needs in mind and why meeting those needs early on solved a lot of problems later.

Learning Aim and Objectives:

Aim: To increase knowledge of how digital technology is used to deliver and transform government services.

Objectives:

- ▶ To provide advice for discovering and prioritising needs; and
- ▶ Writing and refining user stories.



CSL e-learning



All staff



20 minutes



Free

Category: Digital and Technology

Title: Digital Skills – Using social media in public services

Brief description: First-hand accounts from real civil servants working on real customer-facing services. Jobcentres in South London are leading the way in terms of social media engagement with users. In this film, Daniel Riches & Izzy Mehmet from the Department for Work and Pensions explain how social media sites are being put to practical use, changing the whole experience of using a jobcentre. How does this approach change the experience for jobseekers and the work of jobcentre staff?

Learning Aim and Objectives:

Aim: To increase knowledge of how digital technology is used to deliver and transform government services through the use of social media..

Objectives:

- ▶ Have wider understanding of the importance of social media and our users; and
- ▶ Working knowledge of the use of social media across wider government.



CSL e-learning



All staff



20 minutes



Free

Category: Digital and Technology

Title: Helping customers in the digital world – ‘Digital by Default’

Brief description: This e-learning module is designed to help Operational Delivery Professionals and their customers make the shift to digital by default service delivery.

Learning Aim and Objectives:

Aim: This e-learning session identifies the basic skills needed to help Operational Delivery Professionals become more confident in the use of digital services.

Objectives: This includes:

- ▶ The basics of why government is going digital and how it may affect our customers;
- ▶ How customers can already use digital channels to access government services;
- ▶ How government and other digital services, especially on GOV.UK, can be found and accessed on the internet;
- ▶ Some of the reasons customers may find it difficult to access digital services and what you can do to help them;
- ▶ Choosing the right way to communicate or respond to customers in the digital age and the variety of media now available; and
- ▶ A series of exercises and challenges to work through to acquire and hone your new digital skills.



CSL e-learning



All staff



One hour



Free

Category: Digital and Technology

Title: Helping customers in the digital world – Managing digital services

Brief description: Aimed primarily at line managers and team leaders this module is designed to provide them with a better understanding of the digital agenda and how they can support their teams in the drive towards digital government services.

Learning Aim and Objectives:

Aim: To help line managers and team leaders improve their understanding of the digital agenda and how they can support their teams in the drive towards digital government services.

Objectives: This includes:

- ▶ The basics of why government is going digital and how it may affect our customers;
- ▶ How customers can already use digital channels to access government services;
- ▶ How government and other digital services, especially on GOV.UK, can be found and accessed on the internet;
- ▶ Some of the reasons customers may find it difficult to access digital services and what you can do to help them;
- ▶ Choosing the right way to communicate or respond to customers in the digital age and the variety of media now available; and
- ▶ A series of exercises and challenges to work through to acquire and hone your new digital skills.



CSL e-learning



All staff



One hour and 20 minutes



Free

Category: Digital and Technology

Title: Helping customers in the digital world – Delivering a digital strategy

Brief description: Aimed primarily at senior leaders this module aims to help them effect change in departments, moving teams towards the shift to digital government services.

Learning Aim and Objectives:

Aim: Help senior leader's effect change in departments, moving teams towards the shift to digital government services.

Objectives: This includes:

- ▶ The basics of why government is going digital and how it may affect our customers;
- ▶ How customers can already use digital channels to access government services;
- ▶ How government and other digital services, especially on GOV.UK, can be found and accessed on the internet;
- ▶ Some of the reasons customers may find it difficult to access digital services and what you can do to help them;
- ▶ Choosing the right way to communicate or respond to customers in the digital age and the variety of media now available; and
- ▶ A series of exercises and challenges to work through to acquire and hone your new digital skills.



CSL e-learning



Senior leaders



30 minutes



Free

Category: Digital and Technology

Title: Digital Awareness Week

Brief description: A full week of blended activities to help embed the ONS Digital agenda.

This event consists of a variety of sessions delivered through: keynote speakers, topical modules relevant to the organisation, overviews of digital processes and tools used across the organisation and, of course an opportunity to learn or utilise skills in Coding.

Learning Aim and Objectives:

- ▶ To increase awareness of the ONS digital agenda;
- ▶ To support staffs digital learning requirements at all grades;
- ▶ To foster opportunities to work collaboratively; and
- ▶ To encourage curiosity, creativity and celebrate success.



A variety of learning methods



All ONS Staff



One week



Twice a year



Free

Category: Digital and Technology

Title: SharePoint Show and Tell

Brief description: In preparation for the main rollout of SharePoint (the replacement document management system for Lotus Notes) the project team will be presenting Show and Tell sessions to introduce staff to the new system and different ways of working.

Learning Aim and Objectives:

Aim: To give staff an introduction to the new SharePoint system.

Objectives: The processes we have been focusing on will aid user adoption and understanding of how SharePoint operates. These include:

- ▶ Show and tell sessions to give Users an introduction to SharePoint and how they will use it for common document management functions; and
- ▶ Training documentation including "How To" guides



CSL e-learning



Face to face Show & Tells with video link to London



One hour



Free

Category: Digital and Technology

Title: Writing for the Web

Brief description: This half-day practical workshop is an introduction to web writing. We will cover the basics of best practice, such as writing in plain English, structuring your content for how people read online and establishing a tone of voice, along with hints and tips for those writing technical or statistical material. This is aimed at anyone who regularly writes content for publication on our website, Reggie or other channels.

Learning Aim and Objectives:

Aim: To help everyone at ONS write content that is in plain English, based around user needs and in line with best practice for digital platforms.

Objectives: To give attendees a strong understanding of:

- ▶ user needs and how they inform content;
- ▶ how users read online;
- ▶ how to plan and structure content;
- ▶ how to write content that is in plain English and tailored to how people read online;
- ▶ how to track the performance of their content on the ONS website once published; and
- ▶ how to make sure content is accessible.



Presentation slides with exercises



All staff



Three hours



Free

Category: Digital and Technology

Title: Hour of Code

Brief description: Coding is becoming more prevalent in many areas of work and home – and is forming part of the curriculum in schools. Learning coding skills can help foster basic computer skills, curiosity and problem solving skills; which are essential in all areas of the office.

Learning Aim and Objectives:

This course serves as a basic introduction to coding. By the end of this session you will be able to:

- ▶ Create Simple code using an iPad and the Microbit App;
- ▶ Enhance critical thinking and problem solving skills; and
- ▶ Have a basic knowledge of JavaScript using the Microbit Block Editor.



Classroom session on iPads



Suitable for complete beginners and those wishing to know more about coding



One hour



Free



Newport, Titchfield and London

Category: Digital and Technology

Title: The Adaptive Delivery Framework (Aydee) in a Nutshell

Brief description: This session will show you how the ONS enables agile delivery within the context of change including projects, programmes and services.

Learning Aim and Objectives:

Aim: To show how Aydee provides a tool kit of information, techniques and examples that can act as a reference guide, a catalyst for team discussion, induction for new teams/people and as a signpost to other information relating to Agile and Delivery of Change.

Objectives: To harness the benefits of agile working whilst continuing to have sufficient levels of control and assurance.



Presenter-led



All staff



30 minutes



Free

Category: Digital and Technology

Title: User Centred Design in a Nutshell

Brief description: This session will explain the importance of understanding your users and not making assumptions about their needs - taking a user-centered approach to design.

Learning Aim and Objectives:

Aim: To understand the role of user researchers and user experienced designers, to explain what a user-centered approach is and describe techniques for validating user needs.

Objectives: To understand the ways that the design of services, products and interfaces can change as more user feedback is received. To reinforce the importance that usability has in helping deliver a service that users will be able to use first time.



Presenter-led



All staff



30 minutes



Free

Category: Digital and Technology

Title: Digital Accessibility

Brief description: "Digital accessibility is the ability of a website, mobile application or electronic document to be easily navigated and understood by a wide range of users, including those users who have visual, auditory, motor or cognitive disabilities." WhatIs.Com

Aim: To increase awareness and share best practice with the office.

We aim to be the model for an inclusive organisation. Everyone should have same access to our data and information, regardless of if they use assistive technology or not.

With an ageing population, hearing and visual needs will become more common. In UK, more than 6.3 million are dyslexic, 1.5 million have learning disability and 2 million live with sight loss.

Objectives:

- ▶ To understand the importance of digital accessibility;
- ▶ To understand what the digital publishing team do to improve access to statistics for all user groups;
- ▶ To understand the four different types of accessibility needs and how these can vary for different people; and
- ▶ To understand what you can do to improve the information you share internally and externally to improve communications.



Presentation



All staff



60 minutes



Free

Category: Digital and Technology

Title: Yammer Training

Brief description: Yammer is a great communication tool, allowing for cross site, cross team and cross organisation collaboration – are you using this tool to its maximum potential?

Learning Aim and Objectives:

This course serves as a basic introduction to Yammer, at the end of this course you will be able to:

- ▶ Recognise the layout of yammer;
- ▶ Demonstrate posting a new Update, Poll or Praise;
- ▶ Identify the uses of groups in Yammer; and
- ▶ Determine steps you can take to make Yammer successful in your area.



Computer based session



Suitable for complete beginners and/or those wishing to know more about Yammer



One hour



Free



Newport, Titchfield and London

Category: Digital

Title: Yammer for Managers, Administrators and Group Creators

Brief description: Yammer is a great communication tool, allowing for cross site, cross team and cross organisation collaboration – come along to find out how you can encourage your staff to use this tool to its maximum potential.

Learning Aim and Objectives:

This course highlights group creation, content curation, and management tools for Yammer. By the end of this session you will be able to:

- ▶ Understand what groups mean for Yammer;
- ▶ How to create a new group in Yammer;
- ▶ Have a basic overview of crafting content for Yammer; and
- ▶ Be able to remove posts from groups you manage.



Half hour talk based session



Staff with a working knowledge of Yammer who need additional guidance on creating or administering groups



Half hour



Free



Newport, Titchfield and London

Category: Digital

Title: Eventbrite for Users

Brief description: Eventbrite is the ONS' booking mechanism of choice for courses, seminars, talks and events. Learn where to find events, how to book on and how to add these events to your calendar; and ask any questions you may have.

Learning Aim and Objectives: By the end of this session you will be able to:

- ▶ Find Events on Eventbrite in a variety of ways;
- ▶ Sign up to Events; and
- ▶ Add events to your calendar.



Interactive computer based session



Suitable for complete beginners and/or those wishing to know more about Eventbrite



One hour



Free



Newport, Titchfield and London

Category: Digital

Title: Eventbrite for Event Organisers

Brief description: Eventbrite is the ONS' booking mechanism of choice for courses, seminars, talks and events. Learn the correct procedure for Eventbrite use in ONS and learn how to manage your events for greatest success.

Learning Aim and Objectives: By the end of this session you will be able to:

- ▶ Understand the correct procedure for creating an Eventbrite event;
- ▶ Understand how to invite attendees to events;
- ▶ Manage attendee numbers;
- ▶ Send emails to your event attendees; and
- ▶ Check Attendees into your events.



Classroom based sessions. Delivered in small groups or on a one to one basis



Users and business areas creating events through eventbrite



One Hour



Free



Newport, Titchfield and London

Category: Digital

Title: Trello Training

Brief description: Trello is a collaboration tool that organizes your projects into boards. Trello has the capacity to be used in conjunction with Agile techniques, to create digital Kanban Boards and to break down large tasks into smaller manageable segments.

Learning Aim and Objectives: By the end of this session you will be able to:

- ▶ Have a greater understanding of how you can use Trello in your area;
- ▶ See how Trello can be accessed from any device; and
- ▶ Demonstrate how to create a new board and new cards within it.



Computer based delivery



Suitable for complete beginners and/or those wishing to know more about Trello



One hour sessions



Free



Newport, Titchfield and London

Category: Digital and Technology

Title: Smart Survey Training

Brief description: Smart Survey is the Learning Academies tool of choice for creating surveys and questionnaires for use within the ONS and GSS.

Learning Aim and Objectives: By the end of this tutorial you will learn how to create and review responses to surveys within Smart Survey



One to One or small group sessions



Staff intending to create surveys or questionnaires for internal consumption



30 minutes



Free



Newport, Titchfield and London

Category: Equality, Inclusion and Wellbeing

Title: Women in Leadership Programme

Brief description: This is the flagship career mentoring programme that enables staff to become powerful and pragmatic. It contains a range of courses, which are particularly tailored towards women, better enabling them to progress towards leadership roles. Attendees will learn how to define what they want honestly and clearly, set achievable goals that are purposeful to them as well as presenting themselves with confidence and credibility. Courses include a mentoring workshop, assertiveness training, application writing, interview skills, presenting with confidence and personal resilience.

Learning Aim and Objectives:

To equip women with the support, tools and techniques they need to excel into leadership roles at the same rate as their male counterparts

During the programme, you'll:

- ▶ Gain confidence in effective mentor/ mentee conversations;
- ▶ Understand the concept of assertiveness and develop an action plan for applying it;
- ▶ Know your leadership brand and how to apply it;
- ▶ Understand the value of goal setting and how to apply it;
- ▶ Be able to effectively plan for an interview and implement that plan on the day;
- ▶ Be able to plan an effective presentation and manage your nerves when presenting it; and
- ▶ Understand tools and techniques for developing self awareness and emotional intelligence as well as the ability to adapt to a constantly changing environment.

Work Place Essential Skills



There are a variety of learning activities across the 6 month period, including classroom tutorials, interactive and self-assessment tasks, coffee mornings, homework activities and a celebratory event at the end of the programme



This programme is aimed at women in the Civil Service who are exploring the next stage in their career and want the support required, to clarify and achieve their goals



Six months



Free



Newport, Titchfield and London

Category: Equality and Inclusion

Title: International Women's Day

Brief description: This day sees the world celebrating the achievements of women – and there is much to shout about. This day also marks a call to action. We are aware that progress has slowed in many parts of the world and that urgent steps are needed to accelerate gender parity. One of the most powerful ways we can influence how quickly gender parity is achieved is through championing a #BeBoldForChange campaign within our own organisation.

International Women's Day in ONS is an event packed full of inspirational speakers from inside and outside the organisation. It gives you an opportunity to pledge your commitment to achieving gender balance across the ONS where you can listen to people discussing the bold actions they are taking and see how you can encourage this movement towards equality.



Conference/discussion/presentation



Target audience: This programme is aimed at women in the Civil Service who are exploring the next stage in their career and want the support required, to clarify and achieve their goals



One day



March 2018



Free



Newport, Titchfield and London

Category: Equality and Inclusion

Title: An Introduction to Gender Identity

Brief description: An introduction to Gender Identity fosters an open and honest discussion around gender identity, introducing learners to the correct terminology and demystifying common misconceptions and “awkward questions” someone may have around Trans* Gender people. This session is delivered through the Friends of Spectrum group.

Learning aim and objectives: The session enhances knowledge around Transgender issues, within the workplace, the country and globally. The session enables the learner to challenge and raise issues with inappropriate behavior or comments around Trans* issues. This session also covers non-binary identity, relating to people who may not identify as either male or female.



Classroom session



All staff



One hour



Check Eventbrite for availability.



Free



Newport, Titchfield and London

Category: Equality and Inclusion

Title: A Brief History of LGBT Rights

Brief description: An upbeat interactive session with a serious message; learners are divided into groups and compete against each other. The first activity involves listing countries where homosexuality is a criminal offense; the second a "Play your cards right" style activity involving placing key UK LGBT Rights on a timeline. This session is delivered through the Friends of Spectrum group.



Classroom session



All staff



One hour



Check Eventbrite for availability.



Free



Newport, Titchfield and London

Category: Equality and Inclusion

Title: Multiple Identity Sessions

Brief description: Sessions involve a selection of Videos around the multiple aspects of people's identify and a facilitated discussion for the group.

LGBT* and Age

LGBT* and Disability

LGBT* and Religion

LGBT* and Black and Minority Ethnicities (BAME)

This session is delivered through the Friends of Spectrum group.



Classroom session



All staff



One hour



Check Eventbrite for availability.



Free



Newport, Titchfield and London

Category: Equality and Inclusion

Title: Bisexuality Awareness

Brief description: Bisexuality is an often misunderstood sexuality. Bisexuals are often labelled as indecisive or greedy; this presentation and question and answer session aims to dispel some of the common misconceptions around one of the most common sexualities. This session is delivered through the Friends of Spectrum group.



Classroom session



All staff



One hour



Check Eventbrite for availability.



Free



Newport, Titchfield and London

Category: Equality and Inclusion

Title: Asexuality Awareness

Brief description: Asexuality is the absence or abhorrence of sexual attraction; this session aims to explore this more, highlighting the constant thread that sexuality plays in everyday life including advertising and the media. The session will have a question and answer section to ask those “awkward questions” you have maybe felt unable to ask. This session is delivered through the Friends of Spectrum group.



Classroom session



All staff



One hour



Check Eventbrite for availability.



Free



Newport, Titchfield and London

Category: Equality and Inclusion

Title: Coming Out Activity

Brief description: An LGBT person has to make daily decisions on whether to reveal their sexuality; however this normally follows a larger “coming out” event when they tell friends and family or work colleagues and the news spreads. This can be a very scary time as you are unable to control the information when it is out. How will your family react, will you keep your friendships and will you be discriminated against at work? This interactive session puts you in the shoes of someone coming out as LGBT. This session is delivered through the Friends of Spectrum group.



Classroom session



All staff



One hour



Check Eventbrite for availability.



Free



Newport, Titchfield and London

Category: Equality and Inclusion

Title: Intersex Awareness

Brief description: "Intersex" is a general term used for a variety of conditions in which a person is born with a reproductive or sexual anatomy that doesn't seem to fit the typical definitions of female or male. Intersex people often have additional needs within the workplace; but the condition is often misunderstood. This informative session introduces learners to what it means to be Intersex, correct terminology and includes a question and answer session. This session is delivered through the Friends of Spectrum group.



Classroom session



All staff



One hour



Check Eventbrite for availability.



Free



Newport, Titchfield and London

Category: Equality and Inclusion

Title: LGBT Equality – Working Together

Brief description: Are Straight and Cisgender (Gender matches sex at birth) Allies important? How can this group of people amplify the voices of LGBT* people and join the fight for equality? This session discusses these issues, the concept of being a good ally and a role model and aims to empower those who leave the session to take action. This training is specific for LGBT* issues, however the concepts expressed are easily transferable to being an ally for any marginalised group. This session is delivered through the Friends of Spectrum group.



Classroom session



All staff



One hour



Check Eventbrite for availability.



Free



Newport, Titchfield and London

Category: Health and Wellbeing

Title: Step Up Challenge

Brief description: This is the team based step counting challenge. Active people live longer and healthier lives. Being active can:

- ▶ Reduce the risk of heart disease by half
- ▶ Lower the risk of strokes
- ▶ Reduce the risk of some cancers, particularly colon and breast cancer
- ▶ Reduce the risk of type 2 diabetes and can help to control diabetes
- ▶ Improve mood and reduces the risk of depression
- ▶ Manage weight and reduce blood pressure

Learning Aim and Objectives:

To equip staff with the support and tools they need to engage in walking activities that provide benefits to overall physical and mental wellbeing

During the challenge, you'll:

- ▶ Build a habitual pattern of daily walking;
- ▶ Practice your team based skills;
- ▶ Push yourself to walk further distances; and
- ▶ Contribute to the improvement of your own overall health.



Each participant must have a FitBit (or similar equivalent) to take part. Pedometers are available for loan but are limited. If the participant does not have a team to take part with, the Learning Academy will coordinate the creation of new teams



All staff



Two weeks



Free



Newport and Titchfield

Category: Health and Wellbeing

Title: Desk Yogalates

Brief description: Working at a desk all day does have some serious side effects on our bodies. A desk job means much more time spent indoors, less time spent moving and too much time spent at workstations resulting in less time moving that contributes to a number of musculoskeletal health issues. The neck, shoulders and back are a critical part of good posture habits. This session equips attendees with the knowledge of sitting correctly.

Learning Aim and Objectives: The aim of this session is to give an introduction to postural awareness.

By the end of this workshop participants will:

- ▶ Understand what is meant by good posture;
- ▶ Practice standing and sitting in good posture to prevent or alleviate back pain;
- ▶ To execute simple exercises to tighten lengthened postural muscles to improve posture; and
- ▶ To demonstrate simple stretches to use throughout the working day to assist in increasing proper posture.



Practical session



All staff



One hour



During the Health & Wellbeing Awareness focus weeks in September & January



Free



Newport and Titchfield

Category: Health and Wellbeing

Title: Postural and Spinal Assessments

Brief description: These half hour outreach sessions will include a postural assessment and mini physical exam to identify the cause of any pain/ biomechanical dysfunction. It will identify if the attendee needs to be advised to see a practitioner specific to their problems or treated for any specific problem, such as repetitive strain injury, desk based postures and sporting injuries.

Learning Aim and Objectives: To help identify the cause of the staff member's aches/ pains / discomfort and show them how is best to deal with the problem and to identify any postural problems not yet causing an issue but that could lead to pain or poor biomechanics in the future.

By the end of this session, participants will undertake:

- ▶ A brief medical history and history of the pain of complaint;
- ▶ To question in order to identify if there are any underlying musculoskeletal problems;
- ▶ A postural assessment;
- ▶ To receive advice of treatments such as: ice, heat, a simple stretch or exercise that may help; and
- ▶ To be signposted to a point of referral such as a GP, chiropractor or another practitioner specific to their problems.



One to one sessions



All staff



30 minutes



During the Health & Wellbeing Awareness focus weeks in September & January



Free mini assessment, there will however be a cost to the individual if referral treatment is required (dependent on condition)



Newport

Category: Health and Wellbeing

Title: The Secret of Healthy Weight loss

Brief description: Weight loss can be challenging and it is an individual journey. So, what are the secrets of losing weight and keeping it off? This is a one hour session led by a qualified nutritionist to get some tips that might make the difference to your diet and future health

Learning Aim and Objectives

To educate attendees on healthy eating for weight loss

By the end of this activity, participants will be aware of:

- ▶ Nutritious portable lunches;
- ▶ Snack ideas to prepare to bring to work;
- ▶ The importance of fluid intake;
- ▶ Making sensible food choices;
- ▶ Select the best time to eat meals; and
- ▶ Correct portion size



Classroom session



All staff



One hour



During the Health & Wellbeing Awareness focus weeks in September & January



Free



Newport and Titchfield

Category: Health and Wellbeing

Title: Smoking Cessation Programme

Brief description: This is a seven week programme run by NHS Stop Smoking Wales. It offers free Nicotine replacement therapy or medication to those that would like to give up smoking, as well as a smoking cessation advisor who will help with the withdrawal symptoms and other barriers that smokers face when giving up. Each week the carbon monoxide levels in the lungs are tested to check your progress.

Learning Aim and Objectives: To stop smoking to improve health and well-being.

Primary objectives:

- ▶ To identify a suitable quit date and committing to it;
- ▶ To advise on medication and the best way to use the products supplied;
- ▶ To provide information on the withdrawal process and the physical changes that is experienced during the initial few weeks of stopping smoking.;
- ▶ To measure weekly improvements by recording the decrease of carbon monoxide readings in the lungs; and
- ▶ To motivate participants to remain smoke free towards the end of the programme.



Classroom session providing advisory support



All staff, particularly suitable for those that smoke or vape



One hour



During the Health & Wellbeing Awareness focus weeks in September & January



Free



Newport and Titchfield

Category: Health and Wellbeing

Title: Circuit Training

Brief description: This session is a type of interval training; it gives participants the benefit of muscle toning along with an intense cardio workout by performing a variety of exercises. Adaptations are given at each circuit to suit all fitness levels and individual needs.

Learning Aim and Objectives: To provide participants with a range of safe and effective circuit based exercises covering all components of physical fitness.

Throughout the activity participants will be required to:

- ▶ To warm up the body through mobilisation of joints, pulse raising activities and dynamic stretching;
- ▶ To raise the heart rate and improve cardiovascular fitness by performing high impact exercises;
- ▶ To increase muscular strength by using weighted exercises;
- ▶ To practice repeated movements to improve muscular endurance and coordination;
- ▶ To perform stretches at the end of the session to enhance flexibility; and
- ▶ To decrease overall stress levels



Practical classroom session



All staff



One hour



During the Health & Wellbeing Awareness focus weeks in September & January



Free



Newport and Titchfield

Category: Health and Wellbeing

Title: Personal Resilience

Brief description: This is a programme of learning that will supply attendees with the skills needed to improve their ability to deal with uncertainty and change.

Learning Aim and Objectives: To explore the causes of negative stress, poor confidence and self esteem and equip learners with tools that can be used to change and alter their stress levels and emotional state.

By the end of this activity, participants will:

- ▶ Be able to discuss various tools that can be used to change confidence and self esteem levels;
- ▶ Feel empowered and confident enough to try these tools and techniques learned to create a new future;
- ▶ Reduce stress levels and improve control of emotional well-being; and
- ▶ Embed the tips and tools taught in the session into daily life.



Classroom session



All staff



One hour



Monthly



Free



Newport and Titchfield

Category: Health and Wellbeing

Title: Assertiveness

Brief description: Assertiveness is the quality of being self-assured and confident without being aggressive. This is a programme of learning that will supply attendees with the skills needed to enable them to become more assertive.

Learning Aim and Objectives: This programme has been designed to address the issues surrounding non-assertive behaviour and give the delegate an understanding of assertiveness together with tools and strategies to make real changes in their day to day lives.

By the end of the programme participants will be able to:

- ▶ Handle confrontation more easily and satisfactorily;
- ▶ Feel less stressed;
- ▶ Have greater self-confidence;
- ▶ Be more tactful;
- ▶ Improve your image and credibility;
- ▶ Be able to disagree more convincingly but in a way that maintains the effectiveness of a relationship;
- ▶ Resist other people's attempts to manipulate you through bullying, emotional blackmail, flattery etc; and
- ▶ Feel better about yourself and other people;



Classroom session



All staff



Two x two hours



Monthly



Free



Newport and Titchfield

Category: Health and Wellbeing

Title: Coping with stress and pressure

Brief description: If you sometimes get stressed or feel that you might not be coping well with pressure, this session can offer you some tips to help you manage. You'll gain valuable ideas and tips on how to maintain your wellbeing, enhance your resilience and reduce your stress levels. You can use this course as advice for yourself, as well as help for a colleague. This is a facilitated session where discussion is encouraged.

Learning Aim and Objectives

To identify effective stress management strategies.

Upon completion, you will be able to:

- ▶ Differentiate between stress and pressure;
- ▶ Better manage a range of pressure factors;
- ▶ Explain the roles people have to play in dealing with stress;
- ▶ Describe things you can do to combat both stress and pressure;
- ▶ List the indicators that alert you to potential negative issues (either your own or your colleagues') and what corrective action you might take; and
- ▶ Discuss as a group any points raised in the session.



Classroom session



All staff



One hour



Monthly



Free



Newport and Titchfield

Category: Health and Wellbeing

Title: Relaxation – some practical techniques

Brief description: This practical orientated workshop is a great introduction to how relaxation can help calm our minds and heal our bodies to reduce daily stress. It outlines the benefits of relaxation and takes you through a series of relaxation techniques, progressive muscle relaxation and visual guided imagery. These holistic tools are designed to reduce the physical and psychological tensions associated with stress and promote wellbeing of the workforce.

Learning Aim and Objectives: To introduce some simple practical relaxation techniques to apply to everyday life and reduce stress symptoms.

By the end of this workshop, participants will:

- ▶ Understand the benefits of relaxation;
- ▶ Practice breathing exercises to slow down breathing in order to calm the mind and body;
- ▶ Perform mobility and stretch exercises to relieve muscle tension; and
- ▶ Carry out progressive muscle relaxation to relax the entire body.



Practical classroom session



All staff



45 minutes



Quarterly



Free



Newport and Titchfield

Category: Health and Wellbeing

Title: Stretch & Chill

Brief description: Many people are stiff, tight, and aching from long periods of time spent working at a desk. Specifically, desk workers can get particularly tight in their hips and shoulders from sitting down, hunching over, and not moving for hours on end. During this session participants, will be taken through a series of stretches designed to improve mobility and flexibility in targeted areas. It will also promote relaxation and the feeling of physical and mental well-being.

Learning Aim and Objectives: To stretch muscles tightened by desk bound work and use breathing techniques to promote relaxation.

By the end of the workshop, participants will understand how:

- ▶ To release tension in tight muscles associated with long periods of time sitting at a desk;
- ▶ To enable muscles to work more effectively with increased range of movement at each joint;
- ▶ To decrease the risk of injury or conditions related to poor desk posture; and
- ▶ To encourage relaxation to decrease stress levels.



Practical classroom session



All staff



One hour



During the Health & Wellbeing Awareness focus weeks in September & January



Free



Newport and Titchfield

Category: Project Delivery

Title: Introduction to Project Delivery

Brief description: This course covers a range of subjects from typical roles and responsibilities within a project through to project delivery within the context of the Civil Service.

Learning Aim and Objectives:

This topic introduces you to the fundamentals of successful project delivery. You'll learn about project lifecycles, as well as commonly used project delivery features and approaches.

After completing this topic, you'll:

- ▶ Appreciate the importance of effective project delivery and the role you can play;
- ▶ Have knowledge of Agile and Waterfall, two of the more commonly used project management approaches; and
- ▶ Be more confident about delivering and participating in projects.



There are a variety of learning activities within this topic, including online tutorials, videos and self-assessment tasks. This can be conducted in a classroom with an additional, value added discussion section



This is applicable for civil servants of all grades, whether you are new to the Civil Service, working on a project for the first time or involved with developing policy



Two hours



£55



Newport and Titchfield

Category: Project Delivery

Title: How Projects Run

Brief description: This topic introduces you to the DNA of a typical public sector project. You'll learn how organisational structures allow for timely and effective decision-making. You'll learn how governance processes exert control over that decision-making. And you'll find out about the role that assurance plays in assessing whether a project's activities are organised, executed and controlled appropriately.

Learning Aim and Objectives:

Appreciating how leadership structures, clearly defined roles, activities, governance and assurance mechanisms feature within a project and why they matter. This is an important part of understanding what makes a project successful.

After completing this topic, you will:

- ▶ Know how Civil Service projects are structured and delivered; and
- ▶ Be able to participate in, or lead, projects that are run effectively and in the public interest.



A variety of learning activities feature within this topic, including online tutorials, a video and a self-assessment task. These activities cover structures, governance and assurance – and you'll also hear from a Senior Responsible Officer (SRO) regarding their project management experiences. This can be conducted in a classroom with an additional, value added discussion section



This is applicable for civil servants of all grades, who are working on a project for the first time or working in project environments



One hour



£55



Newport and Titchfield

Category: Project Delivery

Title: Getting it right: scope and change

Brief description: Anyone who has ever worked on a project knows that, as it develops, change is inevitable. Changes occurring in the scope of a project are perfectly natural, not a sign of something going wrong. As long as these changes are proactively managed, the project should still be a success. It's when changes aren't managed appropriately that 'scope creep' becomes a factor; something which requires careful management at all times.

Learning Aim and Objectives:

This topic is designed to introduce you to the processes for managing the scope and quality of a project. You'll learn how and why things can change within a project, considering factors such as political developments or changing customer requirements. You'll find out how change can be accommodated, managed and communicated through a change control process.

After completing this topic, you will:

- ▶ Understand the relationship which exists between time, cost and quality;
- ▶ Be aware of the principles for controlling change within a project; and
- ▶ Ensure that both scope and quality factors are effectively managed, resulting in more efficient project delivery.



This is an online topic, featuring over an hour of online tutorials, a video and a quiz. This can be conducted in a classroom with an additional, value added discussion section



This is applicable for civil servants of all grades, who are working on a project for the first time or working in project environments



One hour 15 minutes



£55



Newport and Titchfield

Category: Project Delivery

Title: Identifying customer and stakeholder requirements

Brief description: This course looks at the process of defining requirements and how to create a customer and stakeholder engagement strategy. You'll have the chance to work through a case study to determine how you would manage the process and will be given tips and advice for transferring what you have learned back into the workplace.

Learning Aim and Objectives:

This topic will introduce you to the importance of customer requirements, but you'll also consider how simply agreeing requirements is not enough. You need to ensure that the right customers and stakeholders are identified in the first place.

You'll also learn how best to communicate with those groups and how to make the most of their involvement throughout the project lifecycle.

After completing this topic, you will:

- ▶ Understand how to identify both your customers and your stakeholders;
- ▶ Be able to design projects that meet these groups' requirements from the outset; and
- ▶ Produce better outcomes by proactively engaging with, and managing, these groups.



This is an online topic, featuring over an hour of online tutorials, a video and a quiz. This can be conducted in a classroom with an additional, value added discussion section



This is applicable for civil servants of all grades, who are working on a project for the first time or working in project environments



One hour 30 minutes



£55



Newport and Titchfield

Category: Project Delivery

Title: Project planning

Brief description: This topic will show you how best to plan your projects in order for them to be proactively managed, delivered and evaluated. You'll be introduced to the tools available to help you create an effective plan and taken through the most important considerations of the planning process. These include giving the planning the time it deserves, learning from previous projects, fully involving the appropriate stakeholders and building in sufficient flexibility.

Learning Aim and Objectives:

To introduce delegates to the tools available to them for effectively plan within projects. The course will cover all important factors to consider when planning.

After completing this topic, you will:

- ▶ Be able to create an effective project plan; and
- ▶ Be able to exert greater control over the projects you are involved with.



This is an an online topic, featuring over an hour of online tutorials, a video and a quiz. This can be conducted in a classroom with an additional, value added discussion section



This is applicable for civil servants of all grades, who are working on a project for the first time or working in project environments



One hour 30 minutes



£55



Newport and Titchfield

Category: Project Delivery

Title: Managing risk, issues and dependencies

Brief description: Risks are a fact of life. They can never be completely avoided; only ever managed and mitigated. Doing this successfully never makes headline news but the opposite is also true. Within a project environment, the challenge lies in understanding where the biggest risks lie and mitigating the causes of those risks, not their potential impact.

Learning Aim and Objectives:

This topic will introduce you to the fundamentals of project risk management. You'll learn about risks and issues (the latter being the manifestation of the former), as well as assumptions and dependencies (both of which can become risks). You'll find out how all of these are identified, assessed and managed.

After completing this topic, you will:

- ▶ Be able to contribute to risk and issue management processes within a project team;
- ▶ Ensure that risks, issues and dependencies are correctly monitored and managed; and
- ▶ Ensure the projects you're involved with stand a greater chance of succeeding.



This is an online topic, featuring over an hour of online tutorials, a video and a quiz. This can be conducted in a classroom with an additional, value added discussion section



This is applicable for civil servants of all grades, who are working on a project for the first time or working in project environments



Two hours



£55



Newport and Titchfield

Category: Project Delivery

Title: Understanding and using business cases

Brief description: With the pressure on government finances, how a business case is put together could be the difference between a programme being progressed or not. This course covers topics relating to the successful design and delivery of a business case in a project environment.

Learning Aim and Objectives:

This topic examines how and why business cases are so important within government and the Civil Service. Using best practice, it will cover what needs to be included in a business case to make it more successful.

After completing this topic, you will be able to:

- ▶ Develop a compelling business case, as well as be able to distinguish between different types of business and identify their key features;
- ▶ Work effectively with other business partners to ensure all objectives and key performance indicators are aligned; and
- ▶ Identify how your role supports the collaborative development of business cases.

Work Place Essential Skills

This topic features a variety of learning activities to help you understand the best way to develop a business case. These include case studies and a facilitated workshop



Other preparatory work to be completed before the workshop includes online tutorials, self-assessments and videos from the Head of the Civil Service, the Chair of the Public Accounts Committee and colleagues from the Finance, Policy and Project Delivery professions



People new to using or contributing to business cases that require more detailed knowledge of how they are developed, will benefit from this. It is also for managers who want to refresh, improve or enhance their skills in this area or civil servants who want to better understand the impact of business cases on their role



Five hours



£249



Newport and Titchfield

Category: Project Delivery

Title: Outcomes and benefits

Brief description: It is important to understand that the benefits are the entire reason for undertaking a project and that they must therefore remain at the forefront of your mind throughout the lifecycle. You will learn how to identify project outcomes and benefits and how to remain focused on them to get the best results, not just considering them at the beginning and end of a project

Learning Aim and Objectives:

This topic will introduce you to the main role of projects in Government, helping you to understand what we mean by outcomes and benefits and how these are achieved and realised

You will understand:

- ▶ Recognise what project benefits are and how they are important throughout its lifecycle;
- ▶ Identify the many different benefits Civil Service projects have; and
- ▶ Explain who is responsible for the benefits of a particular project.

This is an online topic, made up of tutorials, online resources providing information and tools, a video and quiz. There is also an example exercise for you to complete, where you are asked to identify outcomes and benefits of an example project.



A video of a projects benefit expert from the Infrastructure and Project Authority will give you the benefit of their experiences. A list of top tips and additional learning material will also be available. There is also a quiz for you to complete that tests your understanding of the way



This is applicable for civil servants of all grades, who are working on a project for the first time or working in project environments



One hour 30 minutes



£55



Newport and Titchfield

Category: Project Delivery

Title: APM Project Fundamentals Qualification (PFQ)

Brief description: The APM Project Fundamentals Qualification course follows the syllabus provided by APM, which is built around the APM Body of Knowledge 6th edition. The course provides delegates with a broad understanding of the underpinning tools, techniques and principles that are fundamental to successful project delivery.

Learning Aim and Objectives:

To provide delegates with an overview of the tools, techniques and principles used within project environments.

You will understand:

- ▶ How to differentiate between project management and the operating environment;
- ▶ How to define the management structure by which projects operate;
- ▶ How to apply project management planning;
- ▶ How to describe project scope management;
- ▶ How to contribute to scheduling and resource management;
- ▶ How to apply risk management and issue management;
- ▶ How to define project quality management;
- ▶ How to manage communication in the project environment;
- ▶ How to recognise the importance of stakeholder management; and
- ▶ How to explain principles of leadership and teamwork.

Work Place Essential Skills



Two day intensive course with a multiple choice examination (60 questions, 50% pass rate)



For those who wish to gain a broad understanding of the principles of the profession. No prior knowledge or experience is required for this qualification, which will offer the individual the knowledge to make a positive contribution to any project. If working in the Project Delivery Profession you can access the career path to see if it is essential for your role. If you work outside of the profession and require this qualification, you will need authorisation from the Head of Profession for PMD



Two day intensive course with a multiple choice examination (60 questions, 50% pass rate)



£260



Newport and Titchfield

Category: Project Delivery for the Profession

Title: PRINCE2 Foundation

Brief description: The purpose of the foundation level is to confirm you have sufficient knowledge and understanding of the PRINCE2 method to be able to work effectively with, or as a member of, a project management team working within an environment supporting PRINCE2. The foundation level is also a pre-requisite for the practitioner certification.

Learning Aim and Objectives:

To provide delegates with a framework covering the wide variety of disciplines and activities required within a project.

You will understand:

- ▶ How to establish a common and consistent approach to project delivery;
- ▶ How to effectively control the cycle of a project ;
- ▶ How to implement effective review and assurance processes ensuring delivery of plans and business cases;
- ▶ How to ensure flexible decision points throughout the project, better controlling deviations from the plan;
- ▶ How to involve management and stakeholders at the right points during the project;
- ▶ How to establish good communication channels between the project and relevant business areas; and
- ▶ How to develop a means of capturing and sharing lessons learned.

Work Place Essential Skills



Three day course with a multiple choice examination (75 questions, 50% pass rate)



This qualification is aimed at Project Managers and aspiring Project Managers. It is also relevant to other key staff involved in the design, development and delivery of projects. If working in the Project Delivery Profession you can access the career path to see if it is essential for your role. If you work outside of the profession and require this qualification, you will need authorisation from the Head of Profession for PMD



Three day course with a multiple choice examination (75 questions, 50% pass rate)



£633



Newport and Titchfield

Category: Project Delivery for the Profession

Title: Agile Project Management (Foundation and Practitioner)

Brief description: This topic introduces you to the DSDM (Dynamic Systems Development Method) framework for Agile. At the foundation level, you find out about the philosophy and principles of Agile working. At the practitioner level, you look at how to practically apply this framework, considering issues like risk management and project planning

Learning Aim and Objectives:

To provide delegates with the ability to use Agile effectively, allowing projects to be concluded rapidly and more efficiently, without any loss of control and quality

After completing this topic, you will:

- ▶ Understand and be able to articulate the benefits of an Agile approach to project management; and
- ▶ Be able to operate as a project manager in an Agile environment.



This is a 5 day workshop with some online preparation and follow-up activities (foundation and practitioner)



This topic includes a 3 day workshop which will prepare you for the 1 hour foundation exam that takes place at the end of the third day. Learners are encouraged to familiarise themselves with the DSDM framework in advance.



They should allow time for evening study to work through sample exam questions (foundation only)



This qualification is aimed at Project Managers and aspiring Project Managers. It is also relevant to other key staff involved in the design, development and delivery of projects. If working in the Project Delivery Profession you can access the career path to see if it is essential for your role. If you work outside of the profession and require this qualification, you will need authorisation from the Head of Profession for PMD



£946



Newport and Titchfield

Category: Project Delivery for the Profession

Title: Managing Successful Programmes (MSP) Qualification (Foundation & Practitioner)

Brief description: Managing Successful Programmes (MSP) best practice guidance comprises a set of Principles and a set of Processes for use when managing a programme. MSP supports the successful delivery of transformational change through the application of programme management. It is very flexible and designed to be adapted to meet the needs of local circumstances.

The MSP framework is based on three core concepts:

- ▶ MSP Principles. These are derived from positive and negative lessons learned from programme experiences. They are the common factors that underpin the success of any transformational change
- ▶ MSP Governance Themes. An organization's approach to programme management.
- ▶ MSP Transformational Flow. This provides a route through the lifecycle of a programme

Learning Aim and Objectives:

To provide delegates with sufficient knowledge and understanding of the MSP guidance to interact effectively with those involved in the management of a programme or act as an informed member of a Programme office team, business change team or project delivery team working within an environment supporting MSP.

You will understand:

- ▶ How to establish a common framework for all key parties (client, contractors and stakeholders) within which to work;
- ▶ How to maintain a strong emphasis on the identification and realization of measurable benefits;
- ▶ How to ensure strong stakeholder engagement focus ensuring that stakeholders have the opportunity to participate at key stages throughout the life of the programme;
- ▶ How to establish and maintain clear communication links between governance, the delivery team and the operational teams; and
- ▶ How to establish and manage good governance throughout the lifecycle of the programme.

Work Place Essential Skills



5 days (foundation and practitioner) with an examination



3 days (foundation only) with an examination



MSP certification is aimed at current and aspiring programme managers. It is also highly relevant to those who require an understanding of the terminology, principles and themes of MSP, including project managers, business change managers, senior responsible owners and portfolio/ programme office personnel. If working in the Project Delivery Profession you can access the career path to see if it is essential for your role. If you work outside of the profession and require this qualification, you will need authorisation from the Head of Profession for PMD



£1,276



Newport and Titchfield

Category: Project Delivery for the Profession

Title: P3O (Portfolio, Programme and Project Offices) Certification Foundation and Practitioner

Brief description: P3O (Portfolio, Programme and Project Offices) brings together a set of principles, processes and techniques to facilitate effective portfolio, programme and project management through enablement, challenge and support structures. These structures can bridge the gap between the strategy/policy makers and the delivery arm of the organization.

Learning Aim and Objectives:

The purpose of P3O is to provide universally applicable guidance that enables individuals and organisations to successfully establish, develop and maintain appropriate business support structures

You will understand:

- ▶ How to inform senior management decision-making on such things as strategic alignment, prioritisation, risk management and optimisation of resource to successfully deliver their business objectives;
- ▶ How to identify and realise business outcomes and benefits via programmes; and
- ▶ How to successfully deliver project outputs that enable benefits within time, cost and quality restraints.

Work Place Essential Skills



5 days (foundation and practitioner) with an examination



3 days (foundation only) with an examination



P3O certification is aimed at individuals fulfilling management, functional or generic roles within a portfolio/programme/project support office environment aligned to P3O. Naturally, it also applies to those aiming to establish a new support office environment based on the P3O framework. If working in the Project Delivery Profession you can access the career path to see if it is essential for your role. If you work outside of the profession and require this qualification, you will need authorisation from the Head of Profession for PMD



£1,071



Newport and Titchfield

Category: Induction

Title: Corporate Induction

Brief Description: This e-learning course gives new entrants to ONS all the information they need to work safely on site, and an awareness of the policies and procedures of ONS. It is followed by a half day classroom session within the first month of employment.

Learning Aim and Objectives:

By the end of the course you will:

- ▶ know more about ONS;
- ▶ be aware of ONS Security and Health and Safety policies and procedures;
- ▶ have an understanding of other key policies that affect you as an employee, and know where to find them;
- ▶ have met staff from some key business areas;
- ▶ have met other new entrants; and
- ▶ have had the opportunity to ask any questions.



E-learning and half day classroom session



This course is mandatory for all new starters (excluding contractors, agency staff and contingency staff)



3 hours E-learning and half day classroom session



Monthly



Free



Newport, Titchfield and London

Category: Induction

Title: Welcome to ONS for Agency staff and Contingency workers

Brief Description: This course is designed to welcome contractors to ONS and ensure that they have all of the information necessary to work safely onsite.

Learning Aim and Objectives:

By the end of this course you will:

- ▶ Know more about ONS;
- ▶ Be aware of ONS Security and Health and Safety policies;
- ▶ Have met staff members from some key areas;
- ▶ Have met other contractors; and;
- ▶ Had the opportunity to ask questions;



Classroom session



This course is mandatory for contractors, agency staff and contingency staff if their contract is longer than three months or longer



Half day



Monthly



Free



Newport, Titchfield and London

Category: Mandatory learning

Title: Responsible for information

Brief Description: Designed for anyone who handles information and needs to share and protect it, this online learning covers the government security classifications and introduces you to aspects of fraud and bribery.

The course is divided into 6 topics and ends with an assessment. You will need to pass this course with a score of 80% or more to be able to add it to your civil service learning record.

Learning Aim and Objectives: On completing this learning, you will understand:

- ▶ how to protect information in the workplace, on the move and online;
- ▶ the impact of fraud and how to spot it and report it; and
- ▶ how bribery can occur and its consequences.



E-learning



All staff



90 minutes



Must be completed annually



Free



Newport, Titchfield and London

Category: Mandatory learning

Title: Unconscious bias

Brief Description: This course helps you to understand unconscious bias and how it affects attitudes, behaviours and decision-making.

This course is particularly useful if you are a line manager. You learn practical techniques that will help you reduce the impact of unconscious bias and so, ultimately, create a more inclusive and diverse team.

This course ends with an assessment. You need to pass with a score of 80% or more to be able to add it to your civil service learning record.

Learning Aim and Objectives:

On completion, you'll understand:

- ▶ what unconscious bias is - the concepts and the theory;
- ▶ how unconscious bias can influence attitudes and behaviours;
- ▶ how unconscious bias can shape personal and group decision-making and have an impact on people management processes (such as recruitment, performance management, development, reward and promotion), organisational culture and business performance; and
- ▶ which techniques to use to help you identify, challenge, prevent and remove areas of unconscious bias in the workplace;



E-learning



All staff



One hour



Must be completed annually



Free



Newport, Titchfield and London

Category: **Mandatory learning**

Title: **Health and safety awareness for all staff**

Brief Description: Everyone needs to be able to identify, manage and control health and safety risks in the workplace.

Learning Aim and Objectives:

On completing this e-learning, you'll understand:

- ▶ what is meant by health and safety and why it is important;
- ▶ how to maintain a safe and healthy working environment; and
- ▶ the health and safety roles and responsibilities of colleagues, for example, line managers and trade union safety representatives.



E-learning



This is for all staff, although if you are a line manager then you should complete 'Health and safety awareness for managers' instead



One hour



This course must be completed every three years



Free

Category: Mandatory learning

Title: Health and safety awareness for managers

Description: This course helps you understand your duties and responsibilities under health and safety law and gives you the information you need to effectively manage and improve health and safety in your area.

Learning Aim and Objectives:

On completing this e-learning, you'll:

- ▶ be familiar with the key pieces of health and safety legislation and how they affect you;
- ▶ understand the health and safety risks staff face and how to manage them;
- ▶ know how to promote a positive health and safety culture; and
- ▶ be aware of the laws for accident reporting and investigation.



E-learning



This is for managers



One hour



This course must be completed every three years



Free

Category: Mandatory learning

Title: Equality and Diversity essentials

Description: Providing an introduction to workplace diversity and an overview of equality legislation, this course includes practical activities designed to advance equality and inclusion and improve customer service.

You must complete all the topics in this e-learning (including 'Next steps') and pass the assessment with a score of 80% or more.

Learning Aim and Objectives:

By the end of this course, you'll understand:

- ▶ the meaning and importance of equality and diversity;
- ▶ the main features of equality legislation;
- ▶ the benefits of equality and diversity and what they mean for the Civil Service;
- ▶ your own role and responsibilities in creating an inclusive working environment and in meeting the needs of diverse customers; and
- ▶ the different types of inappropriate behaviour, language and bias, and how to deal with them.



E-learning



All staff



One hour



This course must be completed every three years



Free

Category: Mandatory learning

Title: Basic Fire Awareness

Description: Designed for all staff, this course provides a basic knowledge of fire prevention in the office and the dangers of fire.

There is no certificate for this course.

Learning Aim and Objectives:

On completion, you'll be able to:

- ▶ prevent and minimise the risk of fire by applying the principles of the 'fire triangle';
- ▶ react appropriately on discovering a fire or hearing a fire alarm;
- ▶ take the correct action to protect yourself and others from the effects of smoke and fire;
- ▶ understand which is the most suitable extinguisher to use on a particular type of fire; and
- ▶ identify potential fire hazards in the office and know how best to deal with them.



E-learning



All staff



35 minutes



This course must be completed every three years



Free

Category: Mandatory learning

Title: Performance management

Description: This online learning is recommended for new line managers but is suitable for everyone, either as a refresher or as a foundation in effective performance management. It works with any performance management system and should be used alongside your departmental policy, procedures and guidance on performance management.

Learning Aim and Objectives:

On finishing this e-learning, you'll understand performance management and the annual cycle, and how to:

- ▶ set objectives;
- ▶ have constructive conversations;
- ▶ make performance discussions effective;
- ▶ manage dips in performance; and
- ▶ manage development needs;



E-learning



All staff



Two hour



This course must be completed every two years



Free

Category: Career Development

Title: Career conversations

Brief description: A one hour conversation with a career advisor to give you the opportunity to look at what you want to get out of your career, identify your skills gaps, and create an action plan for completing those skills gaps.

Learning Aim and Objectives: To provide an opportunity for attendees to discuss career development with an expert from their desired profession.

The purpose of this session is to:

- ▶ Pass on knowledge from profession experts to attendees who wish to develop their careers;
- ▶ Encourage people to examine their skills and skills gaps;
- ▶ Provide suggestions for people to help fill their skills gaps;
- ▶ Give an opportunity for more experienced members of staff to develop themselves through acting as career advisors; and
- ▶ Generate a positive culture of career development across ONS.



One to one session



All staff



One hour



Arranged by request



Free



Newport, Titchfield and London

Category: Career Development

Title: CV Writing

Brief description: This course is designed to provide learners with the most up to date techniques and skills in CV preparation and self-marketing strategies, updating your CV with relevant skills and help identify how to make the most of experience and knowledge, making you stand out from the crowd.

Learning Aim and Objectives:

To enable attendees to write a good CV.

By the end of the workshop, delegates will be able to:

- ▶ Write a CV that demonstrates your skills and experience;
- ▶ Understand the importance of writing a bespoke CV tailored to the post; and
- ▶ Know what employers are looking for in a CV.



Classroom session



All staff applying for posts both inside of and outside of ONS



Half day



Quarterly



Free



Newport, Titchfield and London

Category: Career Development

Title: Interview Techniques

Brief Description: This course is designed to help you perform at your best during an interview. It's about creating a favourable first impression and giving you the best possible chance of being offered the role.

Learning Aim and Objectives: This session explores the interview structure and how you can make an impactful impression from the outset.

By the end of the workshop you will:

- ▶ Be the best interviewee you can possibly be;
- ▶ Help the Civil Service secure the best possible pool of internal applicants for each available role; and
- ▶ Improve your chances of a long, varied and fulfilling career.



Classroom session



All staff applying for posts both inside of and outside of ONS



Three hours and 30 minutes



Quarterly



Free



Newport, Titchfield and London

Category: Career development

Title: Train the trainer (including presentation skills)

Brief Description: This topic gives a good base to anyone who plans to deliver training courses and covers the design, delivery and evaluation of training as well as a focus on presenting skills

Learning Objectives:

This course will:

- ▶ Help you design effective and engaging training content;
- ▶ Enable you to confidently deliver presentations;
- ▶ Allow you to identify the difference between training and presenting; and
- ▶ Show you how to effectively evaluate training sessions.



Classroom session



Any staff that will need to deliver training



One day



Every six months or as requested



Free



Newport, Titchfield and London

Category: Career Development

Title: Pre-retirement

Brief Description: This topic highlights and explores the broad range of lifestyle and financial considerations that emerge when you retire.

Learning Objectives:

This course will ensure you:

- ▶ Identify and prioritise those aspects of retirement which concern you the most;
- ▶ Consider the personal implications of retirement and the impact it may have on your relationships, home life and health;



Classroom session



All staff considering their retirement options



One day



Every six months



Free



Newport, Titchfield and London

Category: Health and Safety

Title: Smart DSE training

Brief Description: Completing a DSE assessment is a mandatory part of the induction into ONS, and usually the H&S team aim for all new staff to complete a DSE assessment within 12 weeks of their start date. This training will provide delegates with the knowledge and awareness of what to look for when conducting a DSE assessment, and permits attendees to conduct their own assessment at the desk. In a world where technology is on the rise, and there is more and more call for smart working across the organisation; the use of portable equipment when smart working is covered in this training session to instruct portable equipment users how to remain “DSE compliant” by conducting a dynamic self-assessment.

Learning Aim and Objectives:

This course will ensure you:

- ▶ Gain a good understanding of how to use display screen equipment
- ▶ Know how to complete an online DSE assessment
- ▶ Conduct dynamic DSE assessments when smart working



Classroom session



This course is mandatory for all new starters (including contractors, agency staff and contingency staff). This course is recommended for staff who are embarking upon smart working



90 minutes



Monthly



Free



Newport, Titchfield and London

Category: Health and Safety

Title: First Aid qualification

Brief Description: Having a qualified first aider in the office isn't just a legal requirement. Employees also find it highly reassuring to work in a place where medical emergencies can be dealt with promptly and efficiently. This topic is aimed at anyone who wants to be either an accredited first aider or the appointed person who oversees first aid arrangements. This learning is delivered by the British Red Cross.

Learning Aim and Objectives:

By the end of this course you will:

- ▶ receive your First Aid at Work certification, which is valid for 3 years;
- ▶ know how to treat injuries and medical conditions such as breaks, sprains, burns, poisoning and eye injuries; and
- ▶ know the correct procedures for handling major incidents involving heart attacks, strokes, epilepsy, asthma and diabetes.



Classroom session



Employees who are part of an organised first aid scheme or who are eligible through an assessment of their first aid needs. Please consult with your line manager to understand the arrangements in your area



Three days



As necessary



Free



Newport, Titchfield and London

Category: Health and Safety

Title: First Aid re-qualification

Brief Description: If you're a qualified first aider, your qualification lasts for 3 years. This topic, approved by the Health and Safety Executive, will refresh your first aid knowledge and skills as well as renewing your qualification for a further 3 years.

This course is delivered by the British Red is suitable for anyone who holds a current First Aid at Work certificate that is due to expire shortly. You should renew your qualification within a month of your certificate expiring.

Learning Aim and Objectives:

After completing this course, you will:

- ▶ renew your First Aid at Work certification for a further 3 years; and
- ▶ refresh your knowledge of dealing with injuries and medical conditions such as bone injuries, poisoning, burns, anaphylactic shock, heart attacks and strokes.



Classroom session



Employees who are part of an organised first aid scheme or who are eligible through an assessment of their first aid needs. Please consult with your line manager to understand the arrangements in your area



Two days



As necessary



Free



Newport, Titchfield and London

Category: Health and Safety

Title: Evac+ chair training

Brief Description: This training will provide practical instruction and training in the use of the evacuation chairs that we have in the stairwells of our fire towers in Newport. The aim of the session is to provide the Personal Emergency Evacuation Plan (PEEP) assistants enough knowledge and experience to use the evacuation chairs in an emergency.

Learning Aim and Objectives:

On completion, attendees of this course will:

- ▶ Understand how to use Evac+ chairs to safely evacuate those who need assistance; and
- ▶ Have practiced using the Evac+ chairs.



Classroom session



Employees who are volunteer PEEP assistants. Please consult with your line manager to understand the arrangements in your area



One day



As necessary



Free



Newport, Titchfield and London

Category: Health and Safety

Title: Fire warden training

Brief Description: The Regulatory Reform (Fire Safety) Order 2005 came into effect on the 1st April 2006 and places greater responsibility on the employer to make the correct fire arrangements – including Fire Training and Fire equipment.

This course is approved by the Institution of Fire Engineers and can help you protect your staff and business from the devastation caused by fire.

Learning Aim and Objectives:

At the end of this course you'll understand:

- ▶ Action on discovering a fire;
- ▶ Common causes of fire;
- ▶ Fire drills and evacuation;
- ▶ Fire safety legislation;
- ▶ Fire safety precautions;
- ▶ The role of fire marshal; and
- ▶ Using fire extinguishers.



Classroom session



In order to attend this training you must first approach your site Health and Safety practitioner to register your interest in becoming a fire warden



Four hours



As necessary



Free



Newport, Titchfield and London

Analytical Skills

Introduction

The Analytical learning and development team is made up of a team manager who sets the strategic learning and development plan in place. Supporting them are two Learning and Development Officers, one who is responsible for the design and delivery of statistical learning (including accredited learning) and **Julian Boyer** who supports learning and development for the Government Statistical Service (GSS). **Ruth Snook** is the Statistical Trainer who is responsible for a range of statistical programmes.

What is Analytical?

The analytical work strand covers three areas:

- Statistical learning and development
- Data Science learning and development
- Economic learning and development

Each of these areas plays an integral part to supporting professional capability across ONS and the GSS. The range of learning on offer is aligned to broader aspirations and strategic objectives to ensure that skills and knowledge are in place to ensure that government statistical, economic and data science capability is provided at the most professional and high quality standards.

For learners the range of development available is broad. We offer short course programmes to develop and refresh the skills of statistical analysts. We also provide a rich source of learning on Data Science, designed in partnership with the Data Science Campus. To support this we also provide accredited learning in the shape of level 3 and level 5 programmes, as well as high level professional development through the MSc Data Science for Government through University College London, Oxford Brookes University and the University of Southampton.

Not all of our learning is classroom based as we offer high quality online packages to ensure flexibility of choice to meet a range of different needs. We utilise the enormous range of skills and talent within ONS to deliver learning, and we also buy in learning from the best suppliers on the market.

Within the analytical strand we also feature learning and development offered by the thriving RAS community. Offered as a range of intelligence sharing, guest speakers and taught sessions the community provides a supportive and in depth way of improving and sharing best practice.

Please take your time to read through the following information to help plan your personal and professional development.

Category: Economics – Academic pathway

Title: AS/A2 Economics (educational attainment Level 3) – ONS Newport only

Brief description: The aim of the course is to provide students with an understanding of how markets and the economy work. Students develop the knowledge and skills needed to understand and analyse data, think critically about issues and make informed decisions. The course will also introduce participants to the key concepts of microeconomics and macroeconomics.

The course is delivered in two years (AS delivered in year 1; A2 delivered in year 2) and is delivered on site by Coleg Gwent at the ONS Newport site.

Learning outcomes:

By the end of the course, participants will:

- ▶ Be able to draw upon data from different sources;
- ▶ Use basic and advanced models;
- ▶ Develop an understanding of Economic issues; and
- ▶ Explore current economic behaviour.

This is a Level 3 qualification which, on completion, will enable staff to continue their studies to higher level academic attainment, if required.



This is College-led classroom delivery at the Newport ONS site only. Coleg Gwent delivers the course following the WJEC syllabus



This course is aimed at ONS colleagues who are interested in acquiring a solid Economic qualification at Level 3



3.5 hour weekly sessions



Sep – May



Costs are re-calculated at the start of each academic intake and will depend on how many students enrol to the course. The pre-requisite for this course is a GCSE or O-Level in English and Mathematics at grade C or above

Category: Statistical – Statistical Learning Pathway – Academic pathway

Title: AS/A2 Maths (educational attainment Level 3) – ONS only

Brief description: This course provides training in a wide range of mathematical topics and aims to develop manipulative and problem solving skills. The course is 2 years in duration. This is a Level 3 qualification which on completion, will enable staff to continue their studies to higher level academic attainment, if required.

Learning outcomes: By the end of the course, participants will:

- ▶ have developed their understanding of Mathematics and mathematical processes;
- ▶ developed their logical reasoning skills;
- ▶ be able to read and comprehend mathematical arguments and articles concerning application of mathematics; and
- ▶ have developed an awareness of the relevance of Mathematics to other fields of study and the world of work.



Onsite by Coleg Gwent at the Newport ONS site - (AS delivered in year 1; A2 delivered in year 2)



Offsite at Fareham College for Titchfield ONS site – (AS delivered only over 2 years)



2.5 hour weekly sessions (Sept – May in Newport)



Three 1 hour 45 minute twilight sessions per week (Sept to July, in Titchfield)



Sept – May or Sept – July

Costs are re-calculated at the start of each academic intake and will depend on how many students enrol onto the course. The pre-requisite for this course is a GCSE or O-Level in Mathematics at grade C or above

Category: Statistical/Data Science – Statistical Learning Pathway – Academic pathway

Title: Diploma in Data Analytics (educational attainment Level 4) – ONS/GSS

Depending upon the delivery cycle and availability of training providers for this course, it is anticipated that this will be ready for its first cohort intake in winter 2017/18.

Some of the course modules that are being considered for inclusion are (this is not an exhaustive list):

- ▶ Develop own effectiveness and professionalism
- ▶ Principles of data management infrastructure
- ▶ Data analysis tools
- ▶ Data analysis: Data science
- ▶ Statistical analysis of data sets
- ▶ Designing and developing computer programmes (various)



It is likely that this will be a series of taught courses varying from 1 to 8 days, provided by an external provider



This course is aimed at any ONS/GSS staff who are interested in progressing their learning to Level 4 in Data Analytics



The diploma is a 2 Year Programme however, there is the option to take individual modules as CPD

The costs are currently unknown. The pre-requisite for this course is Level 3 attainment, in the forms of:



- **A-Levels, or equivalent, including the Level 3 IT Diploma, Welsh or International Baccalaureate, or a relevant Level 3 Technical Certificate;**
- **A Level 3 Apprenticeship; ora number of years employment within a technology/telecommunications industry**

There will be a rigorous application process to ensure that applicants can demonstrate that they have a reasonable expectation of achieving the required outcomes of the Level 4 Diploma. This can be supported by the demonstration or evidence of prior achievement or performance in the role prior to starting the course.

Category: Statistical/Data Science – Statistical Learning Pathway – Academic pathway

Title: MSc in Data Analytics for Government (CPD, PGCert, Diploma, MSc) – Level 7 – ONS/GSS

Brief description: The MSc in Data Analytics for Government launches in Sep/Oct 2017 for all government analytical staff who are looking to develop their Level 7 learning. The MSc is available via University College London, Oxford Brookes University and University of Southampton. There is a set of 4 core modules after which students may follow a statistical pathway, a data science pathway, or a combination of both. Modules may also be taken as 'stand alone' for Continuous Professional Development (CPD). Costs for the full MSc and individual modules vary by University.

Learning outcomes: By the end of the course, participants will be able to demonstrate a wide breadth of statistical and/or data science knowledge (depending on the University attended and the pathway undertaken). An example of the learning outcomes includes:

- ▶ Concepts and frameworks used in Official Statistics;
- ▶ Data Science fundamentals, including working with big and open data and understanding the challenges of working with unstructured data;
- ▶ The statistical theory underpinning a wide variety of research, design and data collection methods;
- ▶ Coding and programming techniques in R and other relevant software
- ▶ Traditional survey research and analytical techniques, including regression, demographic methods, index numbers and time series analysis
- ▶ Data mining and applied data mining techniques for information extraction and indexing;
- ▶ Large scale parallel processing through the use of distributed systems.

Analytical Skills

Modules are delivered as follows, depending on the University attended:



- University of Southampton – each module is delivered in a block week
- University College London – each module is delivered one day per week across one term
- Oxford Brookes University – each module is delivered one day per week across one term

All modules are taught sessions and are assessed either by examination or through coursework



Analysts and Data Scientists who are keen to progress their learning to Level 7



University College London and Oxford Brookes University are investigating the possibility of delivering their modules via 'streaming' from Sep 2018

The costs vary by the University of choice:



- Southampton University: full MSc - £9,000; CPD modules - £800
- University College London: full MSc - £14,000; CPD modules - £1400
- Oxford Brookes University: full MSc - £7,200; CPD modules - £420

You must have already attained a numerical degree level course (Level 6), or a non-numerical degree course with Continuing Professional Development/work experience within a numerical field, before you can apply for the MSc in Data Analytics for Government



Delivery of the modules in other UK locations is currently being investigated and will be promoted via the GSS website

Category: Statistical

Short Course Programme and Statistical Analysts Scheme (ODP/Introductory Analyst)

The Short Course Programme consists of one or two day classroom based teaching events to develop staff in analytical and quality aspects of the Generic Statistical Business Process Model.



Courses run at two different levels.

- ▶ **Introductory** - no prior knowledge is required. The course provides an introduction and understanding to the subject. Modules may be taken as 'one-off' modules for continuous professional development (CPD) or as part of the ONS accredited Statistical Analysts Scheme.
- ▶ **Advanced** - open to all staff with a good working knowledge of the subject area.

Title: The Statistical Analysts Scheme (SA Scheme)

Brief description: The current SA Scheme provides participants with the opportunity to develop their knowledge and skills through undertaking a combination of modules with associated course assessments. On passing all assessments, an ONS certificate is provided, which may provide new opportunities for staff within their department.

Six modules are to be selected from the 14 that are currently available (see below).

- ▶ Quality and Statistics
- ▶ Administrative Data
- ▶ Geography for Statistics
- ▶ Data Linkage
- ▶ Editing and Imputation
- ▶ Introduction to Questionnaire Design
- ▶ Sample Design and Estimation (Social)
- ▶ Sample Design and Estimation (Business)
- ▶ Seasonal Adjustment
- ▶ Index Numbers
- ▶ Statistical Disclosure Control
- ▶ Introduction to National Accounts
- ▶ Population Statistics and the Census
- ▶ Communicating Statistics

Analytical Skills

The details of the 14 modules are outlined in the ensuing pages.



This is a series of six, one-day taught sessions, which are currently delivered at the Newport and/or Titchfield ONS sites. Six assessments must be undertaken and completed within one month of the end of the course



This is aimed at all ONS/GSS staff who are interested in building knowledge across six different analytical areas with the intention of gaining an internal certificate



Six, one- day modules are taken over six months of course launch

The cost of this course is free to ONS staff. For Government staff who are external to ONS, the course fees are identified for each module. It is expected that those who attend this course have one of the following:



- at least 2 years experience of working within a statistical production area;
- RSS Ordinary Certificate; or equivalent knowledge, e.g. A-Levels in Mathematics or a degree with a substantial element of statistics.



Newport and/or Titchfield

Category: Statistical - Short Course Programme – Introductory Level

Title: Quality and Statistics (SA Scheme) – ONS/GSS

Brief description: This is a one day classroom based session for staff to increase awareness in the area of quality and statistics. The course aims to introduce some of the quality considerations appropriate to the production of Official Statistics.

Learning outcomes: By the end of the course, participants will gain:

- ▶ an understanding of the importance of quality through aligning with specific aspects; of the Code of Practice, and through following the Generic Statistical Business Process Model (GSBPM);
- ▶ knowledge in the practical application of quality and how to implement it; and
- ▶ an overview of relevant guidance and tools.



This is a one-day taught session, delivered at the Newport and Titchfield ONS sites. This may be taken as a one-off module, or in combination with other modules as part of the SA Scheme



This is aimed at any ONS/GSS staff who are interested in increasing their knowledge of ensuring quality within statistical outputs



One day



The cost of this course is free to ONS staff. For Government staff who are external to ONS, the module fee is £172. There are no pre-requisites for this course, unless being undertaken as part of the SA Scheme



Newport and Titchfield

Category: Statistical - Short Course Programme – Introductory Level

Title: Administrative Data (SA scheme) – ONS/GSS

Brief description: This is a one day classroom based session aimed at providing participants with an introduction to administrative data and, the differences between survey and administrative data by:

- ▶ highlighting some of the challenges when linking different datasets; and
- ▶ providing an insight into the legal issues around acquiring administrative data.

Learning outcomes: By the end of the course, participants will have developed an understanding of:

- ▶ what is meant by the term administrative data
- ▶ the benefits and limitations of using administrative data
- ▶ how to access administrative data
- ▶ the principles behind matching and linking microdata; and
- ▶ assessing the quality of administrative data.



This is a one-day taught session, delivered at the Newport and Titchfield ONS sites. This may be taken as a one-off module, or in combination with other modules as part of the SA Scheme



This is aimed at any ONS/GSS staff who are interested in increasing their knowledge and understanding in the field of administrative data



One day



The cost of this course is free to ONS staff. For Government staff who are external to ONS, the module fee is £172. There are no pre-requisites for this course, unless being undertaken as part of the SA Scheme



Newport and Titchfield

Category: Statistical - Short Course Programme – Introductory Level

Title: Geography for Statistics (SA Scheme) – ONS/GSS

Brief description: This is a two-day event, combining classroom and computer based activity. It will introduce participants to the importance of geography in the collection, production and use of statistics. The course also teaches the generic elements of geographic knowledge and understanding needed for good analysis and research.

Learning outcomes: By the end of the course, participants will:

- ▶ be informed about of the issues with geography when used for statistics in the UK, as well as solutions to deal with them;
- ▶ understand spatial thinking and how it helps to get statistics right;
- ▶ identify the different types of statistical maps, understand their application and interpretation;
- ▶ be able to produce a statistical map using appropriate software;
- ▶ be aware of the importance of the GSS Geography Policy; and
- ▶ know about sources of geography data for Official Statistics.



This is a two-day event combining tutor led class, group and individual activities. It involves the use of geographic tools and software for map creation. It is delivered at the Newport and Titchfield ONS sites. This may be taken as a one-off module, or in combination with other modules as a mandatory part of the SA Scheme



This is aimed at those interested in increasing their knowledge and understanding about the importance of geography in the statistical system



Two days



The cost of this course is free to ONS staff. For Government staff who are external to ONS, the course fee is £309. There are no pre-requisites for this course, unless being undertaken as part of the SA Scheme



Newport and Titchfield

Category: Statistical - Short Course Programme – Introductory Level

Title: Data Linkage (SA Scheme) – ONS/GSS

Brief description: This is a one day classroom based session aimed at providing participants with an introduction to the principles, theory and practice of data linkage. Data linkage is playing an increasing role in producing statistics, to support a wide range of users and uses, through integration of data from multiple sources. Please note that this course does not include any computer-based practical data linkage exercises.

Learning outcomes: By the end of the course, participants will be able to understand:

- ▶ the difficulties involved in data linkage;
- ▶ desirable qualities of matching variables;
- ▶ how to prepare datasets before matching;
- ▶ different types of linkage methods;
- ▶ how to link very large datasets;
- ▶ how to evaluate the quality of your matches; and
- ▶ how to link encrypted datasets.



This is a one day taught session, delivered at the London, Newport and Titchfield ONS sites. This may be taken as a one-off module, or in combination with other modules as part of the SA Scheme



This is aimed at any ONS/GSS staff who are interested in increasing their knowledge and understanding of data linkage



One day



The cost of this course is free to ONS staff. For Government staff who are external to ONS, the module fee is £172. There are no pre-requisites for this course, unless being undertaken as part of the SA Scheme



London, Newport and Titchfield

Category: Statistical - Short Course Programme – Introductory Level

Title: Editing and Imputation (SA Scheme) – ONS/GSS

Brief description: This is a one day classroom based session, aimed at introducing participants to the processes of editing and imputing in surveys. The course considers the editing process of detecting and correcting errors in survey response data, as well as the imputation process of estimating for non-response in surveys. The focus of the course and practical examples will mostly relate to business surveys.

Learning outcome: By the end of the course, participants will be able to understand:

- ▶ the vital importance of editing and imputation; and
- ▶ how editing and imputation methods are implemented in practice.



This is a one day taught session, delivered at the Newport ONS site only. This may be taken as a one-off module, or in combination with other modules as part of the SA Scheme



This is aimed at any ONS/GSS staff who are interested in increasing their knowledge and understanding of editing and imputation in surveys



One day



The cost of this course is free to ONS staff. For Government staff who are external to ONS, the course fee is £172. There are no pre-requisites for this course, unless being undertaken as part of the SA Scheme



Newport

Category: Statistical - Short Course Programme – Introductory Level

Title: Introduction to Questionnaire Design and Testing (SA Scheme) – ONS/GSS

Brief description: This is a one day classroom based session for staff to increase their knowledge and understanding of the design and testing of questions and questionnaires. The aim of the course is to introduce participants to data collection methodology and how it is applied to the survey development process.

Learning outcomes: By the end of the course, the participant will be able to understand and identify:

- ▶ different sources of non-sampling error, focusing on measurement error and non-response error;
- ▶ different modes of data collection including mixed modes and web data collection;
- ▶ questionnaire and question design principles including different types of questions, sources of measurement error, including mode effects, and potential ways to mitigate them;
- ▶ qualitative and quantitative methods for developing and testing questions, including expert review and cognitive question testing; and
- ▶ methods of analysing and reporting on qualitative data.



This is a one-day taught session, delivered at the Newport and Titchfield ONS sites and if required at the offices of other Government departments. This may be taken as a one-off module, or in combination with other modules as part of the SA Scheme



This is aimed at any ONS/GSS staff who are interested in increasing their knowledge in the design and testing of questionnaires



One day



The cost of this course is free to ONS staff. For Government staff who are external to ONS, the module fee is £172. There are no pre-requisites for this course, unless being undertaken as part of the SA Scheme



Newport and Titchfield

Category: Statistical - Short Course Programme – Introductory Level

Title: Sample Design and Estimation (Social) - (SA Scheme) – ONS/GSS

Brief description: This is a one day classroom based session which explores aspects of sampling and estimation that are particularly applicable to social (household) surveys.

Learning outcomes: By the end of the course, participants will be able to understand:

- ▶ the use of sampling frames;
- ▶ sample design and different sampling methods;
- ▶ estimation of simple statistics under various designs and their associated standard errors and confidence intervals; and
- ▶ the use of weights.



This is a one or two day taught session, delivered at Newport and Titchfield ONS sites. This may be taken as a one-off module, or in combination with other modules as part of the SA Scheme



This is aimed at any ONS/GSS staff who are interested in increasing their knowledge and understanding of editing and imputation in surveys



One day



The cost of this course is free to ONS staff. For Government staff who are external to ONS, the module fee is £172. There are no pre-requisites for this course, unless being undertaken as part of the SA Scheme



Newport and Titchfield

Category: Statistical - Short Course Programme – Introductory Level

Title: Sample Design and Estimation (Business) - (SA Scheme) – ONS/GSS

Brief description: This two-day classroom based session aimed at introducing participants to sampling design and estimation considerations in business surveys. The course considers the sampling frame, sample design, calibration weights, outliers and the estimation process.

Learning outcomes: By the end of the course, participants will be able to understand:

- ▶ the importance of creating and maintaining good sampling frames;
- ▶ the need for a sampling selection method that can provide good quality and representative results;
- ▶ how sampling is done for business surveys in ONS (use of the IDBR);
- ▶ the main estimators of population totals used in ONS business surveys
- ▶ design and calibration weights;
- ▶ under what circumstances each estimator is appropriate and to be aware of different methods for assessing the accuracy of estimators;
- ▶ what outliers are and why they occur;
- ▶ some methods of outlier detection and treatment strategies; and
- ▶ the Winsorisation method.



This is a two-day taught course, delivered at the Newport ONS site only. This may be taken as a one-off module, or in combination with other modules as part of the SA Scheme



This is aimed at any ONS/GSS staff who are interested in increasing their knowledge and understanding of sample design and estimation in business surveys



Two days



The cost of this course is free to ONS staff. For Government staff who are external to ONS, the course fee is £309. There are no pre-requisites for this course, unless being undertaken as part of the SA Scheme



Newport

Category: Statistical - Short Course Programme – Introductory Level

Title: Seasonal Adjustment (SA Scheme) – ONS/GSS

Brief description: This is a one and a half day classroom and computer based session, aimed at providing participants with a basic introduction to the theory behind seasonal adjustment and the seasonal adjustment process. An overview is also given of the US Census Bureau's software X-13ARIMA-SEATS, which is the GSS recommended software for seasonal adjustment.

Learning outcomes: By the end of the course, through a mixture of theory and practical application of X-13ARIMA-SEATS, course participants will gain an understanding of:

- ▶ the basic theory underpinning seasonal adjustment;
- ▶ how to perform basic seasonal adjustment using X-13ARIMA-SEATS;
- ▶ how to quality assure seasonal adjustment; and
- ▶ issues to consider when publishing seasonally adjusted estimates.



This is a one and a half day taught session, delivered at the Newport ONS site only. This may be taken as a one-off module, or in combination with other modules as part of the SA Scheme



This is aimed at any ONS/GSS staff who are interested in undertaking applied learning in seasonal adjustment



One and a half days



The cost of this course is free to ONS staff. For Government staff who are external to ONS, the course fee is £258. There are no pre-requisites for this course, unless being undertaken as part of the SA Scheme



Newport

Category: Statistical - Short Course Programme – Introductory Level

Title: Index Numbers (SA Scheme) – ONS/GSS

Brief description: This is a one day classroom based session, aimed at introducing participants to the theory behind index numbers and the techniques used in practice.

Learning outcomes: By the end of the course, participants will be able to understand:

- ▶ the uses of index numbers, in government and wider;
- ▶ the definitions of value and value share;
- ▶ Laspeyres and Paasche price and volume indices;
- ▶ the basics of how to choose an index formula; and
- ▶ the definitions of deflation and referencing.



This is a one day taught session, delivered at the Newport ONS site only. This may be taken as a one-off module, or in combination with other modules as part of the SA Scheme



This is aimed at any ONS/GSS staff who are interested in what index numbers are and how they are applied in practice



One day



The cost of this course is free to ONS staff. For Government staff who are external to ONS, the course fee is £172. There are no pre-requisites for this course, unless being undertaken as part of the SA Scheme



Newport

Category: Statistical - Short Course Programme – Introductory Level

Title: Statistical Disclosure Control (SA Scheme) – ONS/GSS

Brief description: This is a one day classroom based session aimed at introducing participants to the potential disclosure risks and available statistical disclosure control methods.

Learning outcomes: By the end of the course, participants will understand:

- ▶ what is meant by statistical disclosure risk and statistical disclosure control;
- ▶ why there is a need to protect data against disclosure;
- ▶ how to recognise situations where there is a risk of statistical disclosure;
- ▶ the disclosure techniques and tools that are used to protect data; and
- ▶ be aware of the ONS / GSS guidance for disclosure control.



This is a one day taught session, delivered at the London, Newport and Titchfield ONS sites. This may be taken as a one-off module, or in combination with other modules as part of the SA Scheme



This is aimed at any ONS/GSS staff who are interested in increasing their knowledge and understanding of the recommended disclosure control methods for official statistics



One day



The cost of this course is free to ONS staff. For Government staff who are external to ONS, the course fee is £172. There are no pre-requisites for this course, unless being undertaken as part of the SA Scheme



London, Newport and Titchfield

Category: Statistical - Short Course Programme – Introductory Level

Title: Introduction to National Accounts (SA Scheme) – ONS/GSS

Brief description: This is a one day classroom session, aimed at introducing participants to the different approaches to measuring Gross Domestic Product (GDP). The course will also introduce the Balance of Payments, the division of the economy into sectors, and balancing theory and practice.

Learning outcomes: By the end of the course, participants will be able to;

- ▶ describe the three approaches to measuring GDP;
- ▶ understand what is included in the Balance of Payments;
- ▶ list the characteristics of the sectors in the UK;
- ▶ understand why we need to balance; and
- ▶ identify the participants in the economy and the transactions that flow between them.



This is a one day taught session, delivered at the Newport ONS site only. This may be taken as a one-off module, or in combination with other modules as part of the SA Scheme



This is aimed at any ONS/GSS staff who are interested in increasing their knowledge and understanding of the UK National Accounts system



One day



The cost of this course is free to ONS staff. For Government staff who are external to ONS, the course fee is £172. There are no pre-requisites for this course, unless being undertaken as part of the SA Scheme



Newport

Category: Statistical - Short Course Programme – Introductory Level

Title: Population Statistics and the Census (SA Scheme) – ONS/GSS

Brief description: This is a one day classroom based session, aimed at introducing participants to key ONS demographic outputs. The course will provide an understanding of the range of outputs produced and the challenges involved.

Learning outcomes: By the end of the course, participants will be able to understand:

- ▶ key elements of conducting a census and population estimates
- ▶ migration estimates and population projections; and
- ▶ how demographic analysis is conducted by ONS.



This is a one day taught session, delivered at the Titchfield ONS site only. This may be taken as a one-off module, or in combination with other modules as part of the SA Scheme



This is aimed at any ONS/GSS staff who are interested in increasing their knowledge and understanding of population statistics and the Census



One day



The cost of this course is free to ONS staff. For Government staff who are external to ONS, the course fee is £172. There are no pre-requisites for this course, unless being undertaken as part of the SA Scheme



Titchfield

Category: Statistical - Short Course Programme – Introductory Level

Title: Communicating Statistics (SA Scheme; optional) –ONS/GSS

Brief description: This is a one day classroom-based session, aimed at introducing participants to the importance in communicating statistics of user engagement, good commentary and clear data visualisation. The course will discuss ways of improving how we communicate our statistics to a range of users, as well as consider a set of useful tools that can be used to communicate statistics effectively.

Learning outcomes: By the end of the course, participants will know:

- ▶ why user engagement is important;
- ▶ effective ways of identifying and engaging with users;
- ▶ how social media can be effective in engaging with users;
- ▶ some tools for good practice in writing about statistics;
- ▶ some 'top-tips' for effective data visualisation; and
- ▶ how to conduct a peer review.



This is a one day taught session, primarily delivered at the Newport and Titchfield ONS sites. The course can also be delivered in GSS departments on request. This may be taken as a one-off module, or in combination with other modules as part of the SA Scheme



This is aimed at all ONS/GSS staff who are interested in increasing their knowledge and skill in communicating statistics to users



One day



The cost of this course is free to ONS staff. For Government staff who are external to ONS, the course fee is £172. There are no pre-requisites for this course, unless being undertaken as part of the SA Scheme



Newport and Titchfield

Category: Statistical - Short Course Programme – Introductory Level

Title: An Introduction to Data Visualisation – ONS/GSS

Brief description: This is a one day classroom based session, aimed at introducing participants to the basic principles of data visualisation and the application in designing functional and effective static graphics for a wide audience.

Learning outcomes: By the end of the course, through use of examples and theory, participants will be able to understand:

- ▶ the fundamentals of effective data graphics at a basic level (for example in tables and charts);
- ▶ how different charts can be used to highlight particular data relationships;
- ▶ the wider potential for data visualisation to support exploration and narrative; and
- ▶ emerging trends in data visualisation, their relevance and application.



This is a one day taught session, delivered at the London, Newport and Titchfield ONS sites



This is aimed at any ONS/GSS staff who regularly produce or publish data visualisations and are interested in developing their data visualisation skills



One day



The cost of this course is free to ONS staff. For Government staff who are external to ONS, the course fee is £172. There are no pre-requisites for this course



London, Newport and Titchfield

Category: Statistical – Quality Training – Introductory Level

Title: Quality Assurance of Statistical Outputs (ONS only)

Brief description: This is a half day taught session, aimed specifically at staff in ONS output areas. The course provides a refresher in quality assurance for staff who are directly involved in the production of a statistical output and discusses the considerations and need for quality assurance practices.

Learning outcomes: By the end of the course, participants will:

- ▶ understand the considerations and need for quality assurance;
- ▶ receive examples of best practice; and
- ▶ understand the importance of sharing best practice and highlighting risk areas of quality assurance.



This is a half day taught session, delivered at the Newport and Titchfield ONS site



This is aimed at ONS staff who are directly involved in the production of a statistical output



Half day



The cost of this course is free to ONS staff and is currently not available to GSS staff. There are no pre-requisites for this course



Newport and Titchfield

Category: Statistical – Quality Training – Introductory Level

Title: Quality at ONS (ONS only)

Brief description: This is a half-day taught introductory session for all staff in output areas. The course is aimed at introducing participants to the key principles of quality management, quality assurance and quality control.

Learning outcomes: By the end of the course, participants will:

- ▶ • Understand their role in improving quality at ONS;
- ▶ • be better equipped to meet the needs of the Code of Practice for Official Statistics; and
- ▶ • be encouraged to adopt a culture of continuous improvement.



This is a half day taught session, delivered at the Newport and Titchfield ONS sites



This is aimed at ONS staff who are directly involved in the production of a statistical output



One and a half days



The cost of this course is free to ONS staff and is currently not available to GSS staff. There are no pre-requisites for this course



Newport and Titchfield

Category: Statistical - Short Course Programme – Intermediate Level

Title: Sample Design and Estimation (Social surveys) – ONS/GSS

Brief description: This is a one day classroom based session, aimed at exploring more complex aspects of sampling and estimation that are particularly applicable to social (household) surveys.

Learning outcomes: By the end of the course, through practical application of the methods, participants will be able to understand:

- ▶ the principles and practicalities behind sampling and estimation used within Official Statistics;
- ▶ when to use different sampling strategies, with particular emphasis on multi-stage sampling;
- ▶ how sample data can be used to estimate parameters of interest, with emphasis on weighting strategies that account for non-response and allow calibration to known population totals; and
- ▶ how to assess the quality of sample estimates, with attention paid to sampling errors and the use of design factors.



This is a one day taught session, delivered at the Newport and Titchfield ONS sites



This is aimed at analytical ONS/GSS staff who are interested in understanding more complex aspects of sampling and estimation in social surveys



One day



The cost of this course is free to ONS staff. For Government staff who are external to ONS, the course fee is £172. Participants will be expected to have a good working knowledge of the subject matter



Newport and Titchfield

Category: Statistical - Short Course Programme – Intermediate Level

Title: Sample Design and Estimation (Business surveys) – ONS/GSS

Brief description: This is a one day classroom based session, aimed at exploring more complex aspects of sampling and estimation that are particularly applicable to business (or establishment) surveys.

Learning outcomes: By the end of the course, through practical application of the methods, participants will understand:

- ▶ the principles and concepts behind sampling and estimation used within Official Statistics;
- ▶ when to use different sampling strategies, with particular emphasis on stratification;
- ▶ how sample data can be used to estimate parameters of interest, with emphasis on estimation methods that make best use of other available information; and
- ▶ how to assess the quality of sample estimates, including the impact of the sample design and estimator.



This is a one day taught session, delivered at the Newport ONS site only



This is aimed at analytical ONS/GSS staff who are interested in understanding the more complex aspects of sampling and estimation in business surveys



One day



The cost of this course is free to ONS staff. For Government staff who are external to ONS, the course fee is £172. Participants will be expected to have a good working knowledge of the subject matter



Newport

Category: Statistical - Short Course Programme – Intermediate Level

Title: Small Area Estimation – ONS/GSS

Brief description: This is a one day classroom based session. The course is aimed at introducing participants to the methodology applied to small area estimates, as well as developing knowledge to know when and how small area estimation methods should be applied.

Learning outcomes: By the end of the course, participants will be able to:

- ▶ understand the concepts and principles of a variety of methods;
- ▶ be aware of which methods are most commonly used and why;
- ▶ observe how different methods are applied;
- ▶ understand which techniques are used in Official Statistics; and
- ▶ combine and model survey data with other datasets.



This is a one day taught session, delivered at the Titchfield ONS site only



This is aimed at analytical ONS/GSS staff who are interested in understanding the application of methods in small area estimation



One day



The cost of this course is free to ONS staff. For Government staff who are external to ONS, the course fee is £172. Participants will be expected to have a good working knowledge of the subject matter



Titchfield

Category: Statistical - Short Course Programme – Intermediate Level

Title: Geography for Statistics – Spatial Analysis – ONS/GSS

Brief description: This is a largely practical, classroom based session using specialist geography (GIS) software. It will provide an overview of geospatial analysis theory in the context of Official Statistics, which participants will then apply and interpret in a practical context. The course is about using location to gain a deeper understanding of data analyses.

Learning outcomes: By the end of the course, participants will:

- ▶ understand what is 'special' about spatial data;
- ▶ understand some necessary spatial statistical concepts;
- ▶ be able to apply a selection of spatial statistical techniques and interpret the outputs;
- ▶ to be able to confidently identify, analyse and interpret spatial patterns in data;
- ▶ gain hands-on experience working with software designed for spatial analysis; and
- ▶ be aware of other digital sources for specialist software and information about spatial analysis.



This is a one day taught session, delivered at the Newport and Titchfield ONS sites



This is aimed at analytical ONS/GSS staff who are interested in developing their understanding of spatial analysis and the role of geography in understanding data



One day



The cost of this course is free to ONS staff. For Government staff who are external to ONS, the course fee is £172. There are absolutely no complex mathematical manipulations necessary as part of the course! However participants will be expected to have a working understanding of basic statistical concepts around descriptive statistics, measures of central tendency and exploratory data analysis



Newport and Titchfield

Category: Statistical - Short Course Programme – Intermediate Level

Title: Editing and Imputation (SA Scheme) – ONS/GSS

Brief description: This is a one day classroom based session, aimed at introducing participants to the processes of editing and imputing in business and social surveys. The course considers the editing process of detecting and correcting errors in survey response data, as well as the imputation process of estimating for survey non-response.

Learning outcome: By the end of the course, participants will be able to understand:

- ▶ the vital importance of editing and imputation;
- ▶ understand the theoretical aspects of a number of editing and imputation methods; and
- ▶ how editing and imputation methods are implemented in practice.



This is a one day taught session, delivered at the Newport and Titchfield ONS sites



This is aimed at any ONS/GSS staff who are interested in increasing their knowledge and understanding of editing and imputation in business surveys



One day



The cost of this course is free to ONS staff. For Government staff who are external to ONS, the course fee is £172. There are no pre-requisites for this course



Newport and Titchfield

Category: Statistical - Short Course Programme – Intermediate Level

Title: Seasonal Adjustment – ONS/GSS

Brief description: This is a two-day classroom based session, aimed at introducing participants to the basic and advanced theory behind seasonal adjustment and the seasonal adjustment process. Theories are applied through the use of the US Census Bureau's software X-13-ARIMA-SEATS, which is the GSS recommended software for seasonal adjustment.

Learning outcomes: By the end of the course, through a mixture of theory and the practical application of X-13-ARIMA-SEATS, course participants will:

- ▶ gain an in-depth understanding of the theory underpinning seasonal adjustment (building on the Level 1 course);
- ▶ be able to perform more advanced seasonal adjustment; and
- ▶ be able to analyse their own time series.



This is a two-day taught session, delivered at the Newport ONS site only



This is aimed at analytical ONS/GSS staff who are interested in gaining more advanced knowledge of seasonal adjustment and the application of methods in X-13-ARIMA-SEATS



Two days



The cost of this course is free to ONS staff. For Government staff who are external to ONS, the course fee is £309. Participants will be expected to have a good working knowledge of the subject matter



Newport

Category: Statistical - Short Course Programme – Intermediate Level

Title: Index Numbers – ONS/GSS

Brief description: This is a one and a half day classroom based session, aimed at introducing participants to the theoretical background to index numbers. The course also discusses the index number techniques used in practice, as well as aspects of ONS price indices.

Learning outcomes: By the end of the course, participants will be able to understand:

- ▶ the definitions of value and value share;
- ▶ Laspeyres and Paasche price and volume indices;
- ▶ how to choose an index formula, from the axiomatic, economic and statistical approaches;
- ▶ the use of domains and aggregation in calculating index numbers;
- ▶ the definitions of deflation, referencing and linking;
- ▶ the aspects of ONS Price Indices; and
- ▶ the wider uses of index numbers.



This is a one and a half day taught session, delivered at the Newport ONS site only



This is aimed at analytical ONS/GSS staff who are interested in gaining more advanced knowledge of the index number techniques used in practice in Official Statistics



One and a half days



The cost of this course is free to ONS staff. For Government staff who are external to ONS, the course fee is £258. Participants will be expected to have a good working knowledge of the subject matter



Newport

Category: Statistical - Short Course Programme – Intermediate Level

Title: Hypothesis Testing – ONS/GSS

Brief description: This is a one day classroom based session, aimed at providing participants with an overview to hypothesis testing and its application in Official Statistics.

Learning outcomes: By the end of the course, through the use of examples and theory, participants will gain:

- ▶ an understanding of the basics of hypothesis testing;
- ▶ a working knowledge of statistical power; and
- ▶ an overview of more complex hypothesis testing problems and knowledge of how to deal with them.



This is a one day taught session, delivered at the Newport and Titchfield sites



This is aimed at analytical ONS/GSS staff who are interested in gaining knowledge of the advanced workings of hypothesis testing



One day



The cost of this course is free to ONS staff. For Government staff who are external to ONS, the course fee is £172. Participants will be expected to have a good working knowledge of the subject matter



Newport and Titchfield

Category: Statistical – Statistical Computing Courses – Intermediate level

Title: SAS – Data Manipulation and Basic Analysis (ONS only)

Brief description: This is a two-day practical introductory course, which uses ONS-specific examples to give participants a practical and useful introduction to SAS. The course aims to give participants a better understanding of what SAS can do and how it can be useful to their work. It will also provide background to the 'building blocks' that will enable participants to go away and start using SAS in a way which is useful for their work.

Learning outcomes: Following the course, participants will be able to use SAS for data manipulation and to calculate basic statistics by learning concepts such as:

- ▶ SAS datasets;
- ▶ Reading in and exporting data ;
- ▶ Creating variables;
- ▶ Splitting and joining datasets;
- ▶ Sorting and viewing data;
- ▶ Conditional statements;
- ▶ Summaries;
- ▶ Tabulation;
- ▶ Frequencies; and
- ▶ Basic macros.



This is a two-day taught session, delivered at the Newport and Titchfield sites



This is aimed at analytical ONS staff who are interested in gaining a basic grounding in SAS, although this may also be useful for those who already have some SAS experience



Two days



The cost of this course is free to ONS staff and is currently not available to GSS staff. There are no pre-requisites for this course; no knowledge of SAS is assumed



Newport and Titchfield

Category: Statistical – Statistical Computing Courses – Intermediate level

Title: SAS/SQL – (ONS only)

Brief description and learning outcomes: This is a one day practical course which uses ONS-specific examples to give staff a practical and useful extension to introductory SAS courses. The course aims to enhance efficiency of and enrich the set of methods used for data manipulation in SAS. The course will also build understanding about the differences of how SAS treats datasets usually and in SQL emulation, develop ability to undertake any data manipulation task in SAS using PROC SQL with supporting documentation, and develop ability to choose whether to use data step or SQL emulation in SAS.



This is a two-day taught session, delivered at the Newport and Titchfield ONS sites



This is aimed at analytical ONS staff who are proficient in using SAS for data manipulation, and are keen to extend their knowledge and skills to SQL procedures



Two days



The cost of this course is free to ONS staff and is currently not available to GSS staff. As a pre-requisite, participants are required to be proficient in using SAS for data manipulation



Newport and Titchfield

Category: Statistical Profession – The Government Statistician Group (GSG)

Title: Compulsory Learning for Members of the GSG

This section sets out the compulsory learning that is expected to be undertaken by all members of the Statistical Profession within the 18 months of commencing their employment. This is aimed at:

- ▶ Assistant Statisticians;
- ▶ Statistical Officers; and
- ▶ Statistical Data Scientists.

All members of the profession are expected to undertake the following compulsory learning:

- a) A relevant Induction course (relevant to one's career pathway);
- b) The GSG Foundations Course; and
- c) The Career Checkpoint Course.

Category: Induction Courses

Title: Statistical Fast Stream Induction

All Assistant Statisticians who were recruited in the 2015/16 (and onwards) cohorts are expected to attend this course. This course covers background information of Civil Service including values and the impact of work on UK citizens, high level exposure to senior civil servants with a chance to network and an introduction to the Fast Stream itself including career planning activities.

Two courses are run each year in London, and is managed by Civil Service Resourcing. If you have any queries, please contact jonathan.tinsley@csresourcing.gsi.gov.uk

Title: GSG Induction – One day, non-residential



This course covers the structure and governance of the GSS, the UK Code of Practice, the UK Statistics Authority Strategy and career management



Statistical Officers and Data Scientists

0-6 months in post



£100



Leeds, London and Newport

Analytical Skills

Title: The GSG Foundations Course – Two Days, non-residential



This course covers acquiring data, understanding customer needs, data analysis, working with policy, working with credibility, and presenting and disseminating data effectively



Assistant Statisticians, Statistical Officers and Data Scientists

6 - 12 months in post



£300



Leeds, London and Newport

Analytical Skills

Title: Career Checkpoint Course – Half day, non-residential (This will be launched in the autumn of 2017)



This course covers identifying learning gaps, guidance on applying for new posts and building networks



Statistical Officers and Data Scientists

18 months in post



£75



Leeds, London and Newport

To make an enquiry or to enrol (a waiting list system is in place), please contact gss.capability@ons.gov.uk

Title: Continuous Professional Development (CPD) for Members of the GSG

CPD is the process of undertaking any relevant learning activity to maintain and develop an individual's competencies throughout their career. The learning may develop knowledge and/or skills, may take the form of structured or un-structured learning activities, and will develop the individual in both statistical and non-statistical aspects.

Members of the GSG are expected to maintain a CPD log, which documents the amount of statistical and non-statistical learning undertaken in a given year.

GSG members are broadly required to undertake 60 – 100 hours of CPD activity each year, of which 30 – 50 hours should be statistical. In the early stages of a career, the upper end of this guideline will generally be required.

It is recognised that in some years, an individual may focus more on non-statistical competencies, and their statistical development will therefore fluctuate. In order to take account of this, the minimum requirement for CPD is averaged over a five year period and this is automatically calculated by the CPD log (Excel).

Prior to interview, GSG members may be required to submit their CPD log for the sift to demonstrate how individuals are continuing to develop professionally. Learning activities can take on various forms, including:+

- ▶ Training courses
- ▶ Events
- ▶ Seminars
- ▶ Work-based learning/Reading
- ▶ Further academic learning, etc.

Category: Data Science - Introductory

Title: The Art of the Possible – ONS/GSS

Brief description: This is a 2 hour bite-sized taught course, aimed at Senior Managers (G7+) across the ONS and GSS. The course explains what new tools and techniques are covered by Data Science and the opportunities they present, so that leaders can provide a clear vision for their staff.

The course explores what data science is, how it is being used in government and explores the issues and challenges around building the data science approach and toolkits into your own teams. It will demystify the jargon and provide some practical tips about tools and technologies (and share what is different about them). It will consider the “data science mindset” and discuss what it means for the way we work. The course will also explore how others across government have used data science to improve outcomes.

Learning outcomes: By the end of the course, participants will:

- ▶ understand general views of how data science and analytics are revolutionising the way we process and analyse data;
- ▶ understand core concepts in data science (What is “data science”, “machine learning”, “natural language processing” etc.) and how these techniques are being used today in government;
- ▶ consider how data science introduces different tools and ways of working, and explore how managers with data scientists in their teams can best support them to add value; and
- ▶ be able to explain some common misconceptions.



This is a 2-hour taught session, at the London, Newport and Titchfield ONS sites



This is aimed at Senior Managers (G7+) from across the ONS/GSS



Two hours



This cost of this course is free to ONS staff. For Government staff who are external to ONS, the course fee is £66. There are no pre-requisites for this course



London, Newport and Titchfield

Category: Data Science - Introductory

Title: Big Data & Data Science Explained – ONS/GSS

Brief description: This is a 60 minute bite-sized taught course, that aims to explain what big data and data science is through the use of case studies and examples from across the world and Government. The course aims to raise awareness of the concepts of Big Data and Data Science and to share what is possible.

Learning outcomes: By the end of the course, participants will:

- ▶ understand the definitions of Big Data and Data Science; and
- ▶ recognise its application in Official Statistics and elsewhere.



This is a 1-hour taught session, at the London, Newport and Titchfield ONS sites



This is aimed at any staff from across the ONS/GSS, who are keen to raise their awareness in this field



One hour



This cost of this course is free to ONS staff. For Government staff who are external to ONS, the course fee is £56. There are no pre-requisites for this course



London, Newport and Titchfield

Category: Data Science – Computing Courses - Intermediate

Title: Introduction to Coding in R – ONS/GSS

Brief description: This is a two-day classroom taught course that introduces participants to coding and graphics in R. The course aims to introduce the R syntax, several of the in-built features of R, as well as how to structure an R program. The course also teaches participants how to take an existing code base, and understand and adapt what it does.

Learning outcomes: By the end of the course, participants will:

- ▶ be able to create a R program and run it, assessing output;
- ▶ understand R code written by others;
- ▶ describe and use built in mathematical and string operations;
- ▶ read data from files into data tables;
- ▶ manipulate tables;
- ▶ write data tables to files;
- ▶ perform summary functions on whole datasets and groupings;
- ▶ combine data tables;
- ▶ develop control structures and conditional statements;
- ▶ understand usage of modules and where to find more;
- ▶ create simple graphs; and
- ▶ be able to write their own functions for re-use.



This is a two day taught session through Mango Solutions, at the London, Newport and Titchfield ONS sites



This is aimed at any staff from across the ONS/GSS, who are keen to learn to programme using R



Two-days



This programme is chargeable and can be run as a commissioned programme specifically for teams



London, Newport and Titchfield

Category: Data Science – Computing Courses - Intermediate

Title: Introduction to Coding in Python - ONS/GSS

Brief description: This is a two-day classroom taught course that introduces participants to coding and graphics in Python. The course aims to introduce the Python syntax and several of the in-built features of Python, as well as how to structure a program in Python. The course also teaches participants how to take an existing code base, and understand and adapt what it does.

Learning outcomes: By the end of the course, participants will:

- ▶ be able to create a python program and run it, assessing output;
- ▶ understand python code written by others;
- ▶ describe and use built in mathematical and string operations;
- ▶ read data from files into pandas data tables;
- ▶ manipulate tables;
- ▶ write pandas data tables to files;
- ▶ perform summary functions on whole datasets and groupings;
- ▶ combine pandas data tables;
- ▶ develop control structures and conditional statements;
- ▶ understand usage of modules and where to find more;
- ▶ create simple graphs using seaborn and pandas, with customisation through matplotlib; and
- ▶ be able to write their own functions for re-use.



This is a two-day taught session through Mango Solutions, at the London, Newport and Titchfield ONS sites



This is aimed at any staff from across the ONS/GSS, who are keen to learn to programme using Python



Two days



This programme is chargeable and can be run as a commissioned programme specifically for team



London, Newport and Titchfield

Category: Data Science – Computing Courses - Intermediate

Title: Machine Learning Approaches – ONS/GSS

Brief description: This module provides an overview of the current trends in machine learning. It is aimed at those with a good understanding of modeling principles.

Learning outcomes: Throughout the workshop, participants will gain an in depth knowledge of:

- ▶ Regression recap;
- ▶ Classification;
- ▶ Output metrics;
- ▶ Cross validation;
- ▶ K-nearest neighbour;
- ▶ Decision trees;
- ▶ Random-forests and gradient boosting;
- ▶ Support Vector Machines; and
- ▶ K-means clustering.



This is a class room led workshop delivered by Mango Solutions



This course is aimed at ONS and GSS workers who will be applying more advanced data science techniques in the workplace



Two day workshop



This programme is chargeable and can be run as a commissioned programme specifically for teams



London, Newport and Titchfield

Category: Data Science – Computing Courses - Advanced

Title: Advanced Python Programming – ONS/GSS

Brief description: This module is aimed at those familiar with the basics of the Python language who want to take their programming to the next level.

Learning outcomes: Throughout the workshop, participants will gain an in depth knowledge of:

- ▶ Iterators and iterables;
- ▶ Generators;
- ▶ Comprehensions;
- ▶ Exception handling;
- ▶ Functional programming using closures and anonymous functions;
- ▶ Object Orientated Programming in Python;
- ▶ Database I/O; and
- ▶ Accessing data via the web.



This is a class room led workshop delivered by Mango Solutions



This course is aimed at ONS and GSS workers who will be applying more advanced data science techniques in the workplace



Two day workshop



This programme is chargeable and can be run as a commissioned programme specifically for teams



London, Newport and Titchfield

Category: Data Science - Computing Courses - Advanced

Title: Advanced R Programming – ONS/GSS

Brief description: This module is aimed at those familiar with the basics of the R language who require knowledge of more advanced data handling techniques and formal code development.

Learning outcomes: Throughout the workshop, participants will gain an in depth knowledge of:

- ▶ Advanced data objects and data manipulation;
- ▶ The Apply Family of Functions;
- ▶ Advanced graphics – lattice, GGplot2 and grid;
- ▶ The R class system;
- ▶ Advanced function writing; and
- ▶ Unit testing and building R packages.



This is a class room led workshop delivered by Mango Solutions



This course is aimed at ONS and GSS workers who will be applying more advanced data science techniques in the workplace



Two day workshop



This programme is chargeable and can be run as a commissioned programme specifically for teams



London, Newport and Titchfield

Category: Data Science – Computer Courses – E-Learning - Intermediate

Title: DataCamp online courses in R and/or Python – ONS/GSS

Brief description: DataCamp offers two levels of courses:

- ▶ • Free introductory courses; and
- ▶ • Premium intermediate and advanced courses

These e-learning courses in R and/or Python are available via the DataCamp online portal, allowing you to learn at your own pace. You do not need to have R or Python installed on your computer, as these courses run through a browser. Introductory courses are aimed at newcomers, while the premium courses are aimed at those wishing to improve their coding or data science skills.

Learning outcome: There are currently over 80 different courses available through DataCamp including:

- ▶ Importing and Cleaning Data;
- ▶ Data Manipulation;
- ▶ Data Visualisation;
- ▶ Probability and Statistics;
- ▶ Machine Learning;
- ▶ Applied Finance; and
- ▶ Reporting.

(Please see www.datacamp.com for full details)

Analytical Skills



E-Learning via an online virtual browser. Study is undertaken at participant's own pace



This is aimed at analytical staff from across the ONS and GSS, who are keen to develop R and/or Python programming skills

One of the courses can be successfully completed within 4 – 6 hours, depending on your level of coding ability and the course chosen.



Premium courses can be accessed for free by applying to Learning Academy. Seats are allocated on a 3 weekly basis, enabling you to work your way through as many courses as you can in this time. After your 3 week allocation, your seat is returned for the next person. You may rejoin the waiting list as many times as required

For introductory courses, please create your free account online via DataCamp (www.datacamp.com). There are no pre-requisites for this course.



For premium courses, please email Learning Academy (learning.academy@ons.gov.uk) to apply for a free seat. You will be sent a questionnaire which must be returned to complete your application. While there are no pre-requisites, we suggest that you complete the introductory courses before applying for a premium seat



Flexible as delivered online

**Research,
Analysis and
Statistics
Community**

Introduction

What is RAS?

The RAS (Research, Analysis and Statistics) community in ONS consists of all specialist staff in research, statistics and economics professions. RAS has an active community run voluntarily by RAS staff with the aim of bringing together and supporting people in analytical posts in ONS. RAS covers the four professional bodies listed below:

- Government Statistician Group (GSG)
- Government Social Research (GSR)
- Government Economic Service (GES)
- Government Operational Research Service (GORS)

Being part of the RAS community provides the opportunity to network and receive communication across divisions and directorates and for RAS staff to share their knowledge and skills.

Who are the RAS committee?

There are RAS committees for each of the ONS sites; Newport, Titchfield and London. The RAS committees hold representatives across a mixture of divisions and disciplines. The committees are responsible for the organisation and promotion of RAS community events and opportunities

The RAS committee's mission is to promote a closer working environment and networking opportunity across divisions, and with external researchers and specialists where appropriate, within the specialist group. The committee aims to promote issues of particular concern to new and existing RAS staff, such as training and professional development. Closer working relations are fostered through the sharing of knowledge across the Newport, Titchfield and London sites, and with other government departments as a result of our external contacts.

Included in the RAS committee responsibilities:

- Addressing any issues affecting new and existing RAS staff across sites
- Providing links with related groups across sites
- Providing links with research related external stakeholders and other government departments
- Put on a variety of events to facilitate learning and development
- Provide inductions to new RAS staff to welcome them into the RAS community and make them aware of opportunities

Excluded from the Newport RAS committee responsibilities:

- Non-specific RAS issues
- HR responsibilities

Please contact "Newport RAS", "Titchfield RAS" or "London RAS" for more information

Category: RAS Learning and Development

Title: RAS Induction

Brief description: Introduction to the RAS community for new starters at any grade

Learning outcomes:

- ▶ To provide an introduction to the RAS community for new starters;
- ▶ To learn about opportunities available for analytical staff within ONS for career development and training;
- ▶ To learn about role of RAS committee; and
- ▶ To network with other analytical staff.



Seminar



New staff at any grade who align to one of the following government professions: Government Social Research, Government Operational Research Service, Government Economics Service, Government Statisticians Group



Usually 1-2 hours



The RAS Committee on each site will invite new starters to attend an induction within their first few weeks/month. The induction is held at Titchfield and Newport exclusively for staff at respective sites

Category: RAS Learning and Development

Title: RAS Events / RAS Technical Seminars

Brief description: Regular (usually monthly) seminar series for ONS analytical staff, organised by RAS committee. This is an opportunity for analytical staff to present their research in an informal and supportive environment. Seminars may also include presentations from external stakeholders.

Learning outcomes:

- ▶ To gain knowledge of research, analysis and outputs being produced by analytical community; and
- ▶ To network with other analytical staff.



Seminar



Primarily aimed at RAS community, but talks open to all staff



1 hour



Free



These events are hosted in both Titchfield and Newport sites and usually a video link is provided. London are able to dial into the talks

Category: RAS Learning and Development

Title: RAS Competency-based interviewing workshop

Brief description: This two hour workshop provided by the RAS committee will introduce approaches and hints and tips for completing competency-based applications and preparing for competency-based interviews using the Civil Service Competency Framework and profession specific frameworks. You will be able to practice your interview examples and get feedback from your group.

Learning outcomes:

- ▶ Understand how to use the STAR or other structures to give your competency examples more impact;
- ▶ Hints and tips for preparing your application or for your interview; and
- ▶ Support RAS EOs (or HEOs) discussions on development requirements for promotion to RO (or SRO) with line managers.



Workshop



Placement students, RAS EOs and Statistical Officers, RO and equivalents



Two hours, usually available once per month



The RAS Committee on each site will invite new starters to attend an induction within their first few weeks/month.



Free



The induction is held at Titchfield and Newport exclusively for staff at respective sites

Category: RAS Learning and Development

Title: RAS Conference

Brief description: Annual conference for analytical staff to share their research in an informal and supportive environment.

Learning outcomes: Attending the conference is an essential way to help in knowledge transfer as well as improving networking. Attending the conference will help to:

- ▶ Develop more of a consistent approach across the professional groups within ONS;
- ▶ Share knowledge across professional groups within ONS;
- ▶ Encourage RAS staff to learn about the work that goes on across the ONS; and
- ▶ Encourage RAS staff to develop links and contacts with people across sites, directorates and divisions.



Seminar



Primarily aimed at RAS community



One day



Annually



Free



The event is hosted annually at either Titchfield or Newport (alternating each year) and staff are provided transport between sites. The conference is streamed live to the non-host site for staff unable to travel

Fast Stream and Placement Student Network Group

Introduction

Welcome to the Fast Stream and Placement Student Network Group (PSNG). I am **Denise Blackmore**, head of ONS Fast Stream Talent and along with **Alison Shanahan** the Fast Stream Grade manager we lead on all things Fast Stream and student placement related.

What is the Fast Stream?

The scheme is a cross-government talent programme across a number of professions within the civil service, designed for those who show leadership potential.

The programme gives opportunities and training to talented individuals so they are able to progress quickly to become future leaders in the civil service.

Within ONS we offer the following activities:

- 1-1 Fast Stream Career Reviews to identify skills and strengths gained as well as gaps to help facilitate next posting.
- Fast Stream Welcome which will outline key roles and responsibilities. You will also be introduced to your Fast Stream peers as well as the Fast Stream team.
- Fast Stream Induction to familiarize yourself with ONS Fast Stream policy.
- Guidance for Fast Stream managers to help line managers identify what is expected of them and to differentiate between expectations of Fast Streamers vs. main stream roles.

What is the PSNG? (Placement Student Network Group)

A work placement is a period of time when students have the opportunity to gain real-life experience working in the public or private sector. The PSNG offer support to students in ONS, from year long 'sandwich students' to six week 'A' Level students.

Within ONS we offer:

- PSNG meetings to discuss career development.
- PSNG Conference which provides an opportunity for students to share their research with past, present and future placement students.
- Mock assessment centres designed to give students an idea of what to expect should they be interested in applying for the Fast Stream or mainstream grades.

Please contact Denise Blackmore or Alison Shanahan for further information.

Category: ONS Fast-Stream Support

Title: Fast-Stream Induction

Brief description: Introduction to the Fast-Stream in ONS for new starters to the schemes

Learning outcomes:

By the end of the session, you will:

- ▶ have been introduced to the Fast-Stream in ONS;
- ▶ know who the key contacts are;
- ▶ be aware of the Fast-Stream policy and how it will affect you;
- ▶ know what is expected of you;
- ▶ know about opportunities available within ONS and wider for career development and training;
- ▶ know what the Fast-Stream Talent Team can provide for you; and
- ▶ have had a chance to meet other new Fast-Stream staff.



Seminar



New staff at the Fast-Stream Grade whether central or non-centrally managed



1 hour



The Fast-Stream Talent Team will invite new starters to attend an induction within their first few weeks/month. The induction is held at Newport and Titchfield. Any new Fast-Streamers in London will be invited to attend in person or audio link

Category: ONS Fast-Stream Support

Title: Fast-Stream Guidance for Managers

Brief description: Guidance for line managers of Fast-Stream staff in ONS

Learning outcomes:

By the end of the session, you will

- ▶ have been introduced to the Fast-Stream in ONS;
- ▶ be aware of the main aspects of the Fast-Stream policy and how you can use it;
- ▶ understand what is expected of a Fast-Streamer;
- ▶ understand what is expected of a manager of a Fast-Streamer;
- ▶ know about opportunities available within ONS and wider for career development and training for Fast-Streamers;
- ▶ know what the Fast-Stream Talent Team can provide for you; and
- ▶ have had the opportunity to network with other managers of Fast-Stream staff.



Seminar



Managers of Fast-Streamers whether central or non-centrally managed



1 hour



The Fast-Stream Talent Team will invite managers of new starters to attend this session within the first few weeks/month. Any other managers of Fast-Streamers can attend for a refresher by emailing the GSS Careers inbox. The session is held at Newport and Titchfield. Any managers in London will be invited to attend in person or by audio link

Category: ONS Fast-Stream Support

Title: Fast-Stream Welcome

Brief description: Welcome to the Fast-Stream in ONS for new starters to the schemes

Learning outcomes:

By the end of the session, you will:

- ▶ have met a member of the Fast-Stream Talent Team in ONS and had an opportunity to introduce yourself;
- ▶ know about the support available from the Fast-Stream Talent Team and how to get it;
- ▶ understand what is expected of a Fast-Streamer; and
- ▶ have had the opportunity to discuss what you want to get out of your time at ONS and your career as a Fast-Streamer.



1-1 discussion



New staff at the Fast-Stream Grade whether central or non-centrally managed



30 Minutes



The Fast-Stream Talent Team will invite new starters to attend a welcome meeting within their first few weeks/month. The session is held at Newport, Titchfield and London

Category: ONS Fast-Stream Support

Title: Fast-Stream Career Reviews

Brief description: 6 monthly 1-1 reviews for Fast-Streamers in ONS

Learning outcomes:

By the end of the session, you will:

- ▶ have shared your skill and knowledge learning outcomes as evidenced in your continuous professional development plan (CPD);
- ▶ have discussed your skills strengths and gaps;
- ▶ have discussed options for filling gaps in your current post;
- ▶ have discussed desirable attributes of your next posting;
- ▶ have shared any issues and discussed potential resolution actions; and
- ▶ have had the opportunity to provide feedback to the Fast-Stream Talent Team on your experiences.



1-1 discussion



Fast-Stream Staff in ONS whether centrally or non-centrally managed



1 hour



The Fast-Stream Talent Team will invite Fast-Streamers to attend a review every 6 months. If a review is required more frequently than 6 months, please contact GSS Careers or schedule of meeting with one of the Fast-Stream Talent Team. Held in Newport, Titchfield and London

Category: PSNG Learning and Development

Title: Placement Student Induction

Brief description: Introduction to the placement student community, and professional contacts, for placement students across professions and site.

Learning outcomes:

- ▶ To provide an introduction to important contacts for placement students;
- ▶ To learn about opportunities and training available for analytical staff within ONS; and
- ▶ To network with other placement students and analytical staff.



Seminar



Placement students who align to one of the following government professions: Government Social Research, Government Operational Research Service, Government Economics Service, Government Statisticians Group



Three hours



The PSNG will invite new starters to attend an induction within their first few weeks. The induction is held at Newport exclusively for staff at any site

Category: PSNG Learning and Development

Title: Manager Welcome Meeting

Brief description: Introduction to important contacts in the student community, discussion on standard setting and other important information regarding placement students.

Learning outcomes:

- ▶ To provide an introduction to important contacts for placement students and their managers;
- ▶ To provide managers with information on the expectations on them from students and the professions;
- ▶ To discuss the standard setting of placement students across professions and divisions; and
- ▶ To network with other managers of placement students.



Seminar



New staff at the Fast-Stream Grade whether central or non-centrally managed



Three hours



The PSNG will invite the managers of new starters to attend an induction within their first few weeks. The induction is held at Newport exclusively for staff at any site

Category: PSNG Learning and Development

Title: PSNG Meetings

Brief description: Regular (usually quarterly) formal meetings to discuss career development, graduate recruitment, performance management and other relevant topics.

Learning outcomes:

- ▶ To gain knowledge of the opportunities available to placement students during their time at ONS;
- ▶ To prepare students for the process of graduate recruitment should they wish to return to the Civil Service; and
- ▶ To network with other placement students.



Seminar



Placement students who align to one of the following government professions: Government Social Research, Government Operational Research Service, Government Economics Service, Government Statisticians Group



(Usually) One-two hours



These events are hosted in Newport and aims to use a video link to Titchfield

Category: PSNG Learning and Development

Title: PSNG Conference

Brief description: Annual conference for placement students to share their research in an informal and supportive environment.

Learning outcomes: Attending the conference is an essential way to help in knowledge transfer as well as improving networking. Attending the conference will help to:

- ▶ Develop more of a consistent approach across the professional groups within ONS;
- ▶ Share knowledge across professional groups within ONS;
- ▶ Encourage staff to learn about the work undertaken by placement students across the ONS; and
- ▶ Provide the new cohort of students with an idea of the types of work they could undertake on their placement.



Seminar



Presenters: current placement students; Audience: RAS community, incoming placement students and previous placement students



One day, annually



Free



The event is hosted annually at Newport and the conference is streamed live to Titchfield for staff unable to travel

Category: PSNG Learning and Development

Title: PSNG Mock Assessment Centre

Brief description: Annual assessment centre run to give placement students a flavor of Fast-Stream and analytical recruitment in the Civil Service.

Learning outcomes:

- ▶ Develop an understanding of the recruitment process at the ONS and wider Civil Service; and
- ▶ Gain experience in interviews, written tests, group exercises and other recruitment exercises.



Seminar



Placement students who align to one of the following government professions: Government Social Research, Government Operational Research Service, Government Economics Service, Government Statisticians Group



One day, annually [subject to change this year]



The event is hosted annually at Newport, with students in Titchfield encouraged to travel to Newport to attend

Contact Us

If you require further information about all training and development events, or wish to express an interest in an event

Internal staff should raise a **Service Desk** call

[Reggie > Service desk > I want something > Corporate services > Learning and development]

For **Leadership and Talent** enquiries please email:
leadership.development@ons.gov.uk

For **GSS Careers** enquiries please email GSS.career.strategy@ons.gov.uk

For information about the **Living Library** email: GSS.career.strategy@ons.gov.uk
or search for 'The Living Library' page on Yammer.

External staff please e-mail: learning.academy@ons.gov.uk or
GSS.capability@statistics.gov.uk

Booking on live events

The majority of training is advertised through Eventbrite. Register with Eventbrite to view courses for 2018 here: www.eventbrite.co.uk

Internal staff will also be advised of some events via Reggie.

