



# Portal

Hyfforddiant ac Ymgynghoriaeth | Training & Consultancy

Prospectus 2023/24

# OUR STORY

Founded in 2010, Portal is a dynamic and innovative bilingual training provider. We support organisations with their learning and development strategies to enhance the capacity of their workforce.

Delivering qualifications at levels 2 to 7, we are experienced in supporting the professional development of a wide range of roles, from those new to their positions through to experienced senior leaders. There are over 500 individuals currently accessing and engaged with our programmes.

Portal prides itself on providing tailored support to all our learners and, where relevant with organisations, ensuring solid, constructive relationships with all employers. We listen to the needs of the individuals and their organisation to provide qualifications which will allow both to grow together happily. If we feel that we are not best placed to help, then we'll be honest in stating so and try to find alternatives. Being honest and having integrity whilst enjoying our work is very much at the heart of all we do.



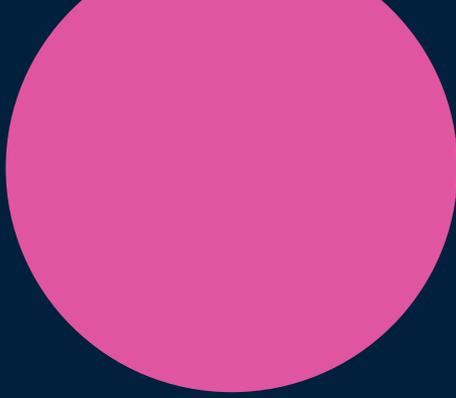
**Gwawr Booth**  
Managing Director



**Jan Hart**  
Director of Quality



**Clare Jeffries**  
Director of Operations



# CONTENTS

6	<b>Leadership &amp; Management</b>
7	ILM Level 2 Award and Certificate in Leadership and Team Skills
8	ILM Level 3 Award, Certificate and Diploma in Management
9	Apprenticeship - ILM Level 3 Diploma in Management
10	ILM Level 4 Award, Certificate and Diploma in Leadership and Management
11	Higher Apprenticeship - ILM Level 4 Diploma in Management and Leadership
12	ILM Level 5 Award, Certificate and Diploma in Leadership and Management
13	Higher Apprenticeship - ILM Level 5 Diploma in Management and Leadership
14	ILM Level 7 Award, Certificate and Diploma in Leadership and Management
15	ILM Level 7 NVQ Diploma in Strategic Management and Leadership
16	<b>Sport</b>
17	Level 2 Certificate in Activity Leadership - Coaching Pathway
18	Level 3 Diploma in Delivering Physical Activity and Sport Within a School Environment
19	<b>Coaching &amp; Mentoring</b>
20	ILM Level 2 Award in Effective Mentoring Skills
21	ILM Level 3 Award and Certificate in Effective Coaching
22	ILM Level 3 Award and Certificate in Effective Mentoring
23	ILM Level 3 Certificate in Effective Coaching and Mentoring
24	ILM Level 5 Certificate and Diploma in Effective Coaching and Mentoring
25	<b>Learning &amp; Development</b>
26	City & Guilds Level 3 Award in Education and Training
27	City & Guilds Level 3 Award and Certificate in Assessment and Quality Assurance
28	City & Guilds Level 4 Award and Certificate Qualifications for Quality Assurance
29	<b>Short Courses</b>
30-33	Short Course details and prices
34	<b>How to apply</b>

LEADING  
YOU TO WHERE  
YOU WANT  
TO BE.

## UNDERSTANDING THE QUALIFICATIONS

All units within our qualifications are allocated a credit value. The number of credits you complete will determine whether the qualification you achieve is an Award, Certificate or Diploma.

<b>Award</b>	Number of credits required: <b>5-12</b> (Approx.)
<b>Certificate</b>	Number of credits required: <b>13-36</b> (Approx.)
<b>Diploma</b>	Number of credits required: <b>37+</b>
<b>Non-Accredited</b>	Learning and Development opportunities - from short courses to longer term programmes.

## FUNDING

Apprenticeships are funded by Welsh Government. Eligibility criteria for funding are explained further within each section of the prospectus. Look out for the icon to see which courses are fully funded.



FULLY FUNDED BY WELSH GOVERNMENT

## WELSH MEDIUM DELIVERY

As a proud bi-lingual company, we offer Welsh delivery. All resources produced by Portal are available through the medium of Welsh, however where a Welsh equivalent does not exist, it is due to reading materials being only available through the medium of English.

# UNDERSTANDING THE LEVELS

<b>LEVEL 2</b>	<p>These qualifications are equivalent to:</p> <ul style="list-style-type: none"> <li>• Grades 1 CSEs</li> <li>• Grade A-C GCSE or O Levels</li> <li>• Foundation Apprenticeships</li> </ul>	<p>We offer Level 2 qualifications in:</p> <ul style="list-style-type: none"> <li>• Essential Skills</li> <li>• Team Leading Skills</li> <li>• Leadership and Team Skills</li> <li>• Mentoring</li> <li>• Activity Leadership</li> </ul>
<b>LEVEL 3</b>	<p>These qualifications are equivalent to:</p> <ul style="list-style-type: none"> <li>• AS/A Levels</li> <li>• Apprenticeships</li> <li>• International Baccalaureate Diploma</li> </ul>	<p>We offer Level 3 qualifications in:</p> <ul style="list-style-type: none"> <li>• Essential Skills</li> <li>• Leadership and Management</li> <li>• Coaching and Mentoring</li> <li>• Assessing Vocational Achievement</li> <li>• Supporting Physical Education and School Sport</li> <li>• Award in Education and Training</li> </ul>
<b>LEVEL 4</b>	<p>These qualifications are equivalent to:</p> <ul style="list-style-type: none"> <li>• Certificate of Higher Education (CertHE)</li> <li>• Higher National Certificate (HNC)</li> </ul>	<p>We offer Level 4 qualifications in:</p> <ul style="list-style-type: none"> <li>• Leadership and Management</li> <li>• Internal Quality Assurance Assessment Processes and Practices</li> </ul>
<b>LEVEL 5</b>	<p>These qualifications are equivalent to:</p> <ul style="list-style-type: none"> <li>• Diploma of Higher Education (DipHE)</li> <li>• Foundation Degree</li> <li>• Higher National Diploma (HND)</li> </ul>	<p>We offer Level 5 qualifications in:</p> <ul style="list-style-type: none"> <li>• Leadership and Management</li> <li>• Coaching and Mentoring</li> </ul>
<b>LEVEL 7</b>	<p>These qualifications are equivalent to or provide credits towards:</p> <ul style="list-style-type: none"> <li>• Master's Degree</li> <li>• Postgraduate Certificate</li> <li>• Postgraduate Diploma</li> </ul>	<p>We offer Level 7 qualifications in:</p> <ul style="list-style-type: none"> <li>• Leadership and Management</li> </ul>

# Portal

## LEADERSHIP & MANAGEMENT

Develop your Leadership and Management potential with one of our Qualifications.

Our Leadership and Management qualifications aim to develop your skills in managing people, systems and processes. They will equip you with knowledge, tools and techniques to enhance your competence and career as a leader and manager.

### Leadership and Management Pathway



### Additional Information For Apprenticeships Funded By Welsh Government

#### ELIGIBILITY

For the apprenticeship programmes within this section, the eligibility rules below apply;

#### Individuals who:

- Have the right to work in the UK
- Have a contract of employment for at least 16 hours a week
- Are not following any other Welsh Government funded programmes
- Do not hold a degree in the same area of study as the apprenticeship programme

#### If you are between 16-24 and apply for:

- Level 3 - You will need to have been employed for less than 12 months in your current job role unless you are progressing immediately from a level 2 to a level 3 programme

#### If you are over 25 and apply for:

- Level 3 - You will need to be new to your employment unless you are progressing immediately from a level 2 to a level 3 programme.

We would need to discuss your role, responsibilities and employment duration within your role.

#### ESSENTIAL SKILLS

The following Essential Skills courses are required or will need to be completed:

- Level 2 or 3 Application of Number
- Level 2 or 3 Communication
- Level 2 or 3 Digital Literacy

# ILM LEVEL 2 AWARD AND CERTIFICATE IN LEADERSHIP AND TEAM SKILLS



Willows  
High School  
Cardiff

## Who is this qualification for?

These qualifications are ideal for practicing team leaders, helping them become more effective and confident in their role. They also support new or aspiring team leaders by helping them to make the transition from working in a team to leading a team.

## Benefits for Individuals

- Learn core leadership and team management skills
- Put these skills into practice in your workplace
- Improve your team's performance
- Get nationally recognised qualifications

## Benefits for Employers

- Motivated and competent team leaders
- Increased productivity
- Customise these qualifications to suit organisational and individual needs

## How is the Qualification Assessed?

- Assignments

### Award

#### Example Units

- Developing Yourself as a Team Leader
- Planning and Monitoring Work
- Managing Yourself
- Understanding Effective Team Working
- Developing the Work Team
- Workplace Communication

**5 Months**

**£487 (Exc VAT)**

### Certificate

#### Example Units

- Using Resources Effectively and Efficiently in the Workplace
- Understanding Change in the Workplace
- Solving Problems and Making Decisions
- Understanding Leadership
- Understanding Stress Management in the Workplace
- Setting Team Objectives in the Workplace

**9 Months**

**£757 (Exc VAT)**

# ILM LEVEL 3 AWARD, CERTIFICATE AND DIPLOMA IN MANAGEMENT

## Who is this qualification for?

These qualifications are ideal for individuals who have management responsibilities but no formal training, and are serious about developing their abilities. They particularly support practising team leaders seeking to move up to the next level of management, and managers who need to lead people through organisational change or other pressures.

## Benefits for Individuals

- Gain a range of key management skills
- Develop leadership capabilities to motivate and engage teams and manage relationships confidently
- Gain a recognised qualification for your personal development

## Benefits for Employers

- Effective and confident first-line managers
- Better relationships and communication within teams
- Managers with tools to develop their own skills and abilities

## How is the Qualification Assessed?

- Assignments



Gwent  
Dragons  
Newport

### Award

#### Example Units

- Solving Problems and Making Decisions
- Planning and Allocating Work
- Developing Yourself and Others
- Understand How to Establish an Effective Team

**5 Months**

**£600 (Exc VAT)**

### Certificate

#### Example Units

- Understanding Leadership
- Leading and Motivating a Team Effectively
- Understanding How to Motivate to Improve Performance
- Understanding Stress Management in the Workplace

**9 Months**

**£890 (Exc VAT)**

### Diploma

#### Example Units

- Understanding the Management Role to Improve Management Performance
- Developing Your Leadership Styles
- Developing the Work Team
- Delegating Authority in the Workplace

**12 Months**

**£1249 (Exc VAT)**



# APPRENTICESHIP - ILM LEVEL 3 DIPLOMA IN MANAGEMENT

## Who is this qualification for?

The Level 3 Diploma in Management includes both knowledge and competence units and is suitable for individuals who have some prior experience in a team leading or management job role. Although, this is not a formal requirement. This qualification will build and develop new skills to enhance their management career.

## Benefits for Individuals

- Gain an in-depth understanding of what is expected of a manager
- Manage your team effectively
- Gain a recognised qualification for your personal development

## Benefits for Employers

- First-line managers with proven competence in the role
- A broad selection of optional units to tailor the qualification to suit your organisations learning and development needs

## How is the Qualification Assessed?

Mixed Methods which could include:

- Written work
- Professional discussion
- Question and answer
- Observation of performance
- Work products



**Jonathan Watkins-Stuart**  
Portal Team Leader and Assessor

### Diploma

#### Mandatory Units

- Manage Personal and Professional Development
- Manage Team Performance
- Principles of Leadership and Management
- Principles of People Management
- Principles of Business

#### Example Optional Units

- Manage Individuals' Performance
- Develop and Implement an Operational Plan
- Develop Working Relationships With Stakeholders
- Develop a Presentation
- Deliver a Presentation
- Employee Rights and Responsibilities
- Encourage Learning and Development

#### Essential Skills Level 2 or 3 AON, Communication and Digital Literacy

- Method of Assessment: Controlled Tasks and Test

**17 Months  
Fully Funded**

# ILM LEVEL 4 AWARD, CERTIFICATE AND DIPLOMA IN LEADERSHIP AND MANAGEMENT

## Who is this qualification for?

These qualifications are designed for aspiring middle managers. These qualifications help learners to really get to grips with their role, gain comprehensive business knowledge, and develop the technical skills they need to lead effectively at this level.

## Benefits for Individuals

- Consolidate your management skills and experience
- Develop the capabilities and personal awareness you need to be a leader
- Get a recognised qualification for your personal development

## Benefits for Employers

- Middle managers with an advanced understanding of their role and function in your organisation
- Managers who can assess and improve their own leadership styles and behaviours
- The ability to customise this qualification to your organisation's learning and development needs

## How is the Qualification Assessed?

- Assignments



Willows  
High School  
Cardiff

### Award

#### Example Units

- Understanding the Management Role to Improve Performance
- Planning and Leading a Complex Team Activity
- Developing Your Leadership Style

**5 Months**

**£687 (Exc VAT)**

### Certificate

#### Example Units

- Developing People in the Workplace
- Managing Remote Workers
- Developing Individual Mental Toughness
- Managing Projects in the Organisation

**9 Months**

**£1131 (Exc VAT)**

### Diploma

#### Example Units

- Assessing Your Own Leadership Capability and Performance
- Managing Customer Relations
- Managing Risk in the Workplace
- Understanding the Organisational Culture and Content

**12 Months**

**£1454 (Exc VAT)**



# HIGHER APPRENTICESHIP - ILM LEVEL 4 DIPLOMA IN MANAGEMENT AND LEADERSHIP

## Who is this qualification for?

The level 4 Diploma is a Higher Apprenticeship programme that aims to develop your management and leadership skills and techniques through a mixed assessment method, providing you with a qualification that is highly valued within education and internationally recognised across all sectors of industry.

## Benefits for Individuals

- Develops your ability to lead, motivate and inspire others which could aid career development and promotion opportunities
- An accredited qualification that is transferable across multiple professions
- Flexible learning approach, working around you and your commitments

## Benefits for Employers

- Develops the employee's management and leadership skills to enhance productivity and competitiveness
- A valuable personal development tool which provides clear benefits to those who want to self develop or want career progression
- Flexible choice of units in order that you can tailor the qualification to close skill gaps in your organisation

## How is the Qualification Assessed?

Mixed Methods which could include:

- Written work
- Professional discussion
- Question and answer
- Observation of performance
- Work products



The experience I have gained from this qualification will benefit my organisation whenever I next introduce innovative ideas or operational changes.

**Mathew Evans**  
St Cyres

### Diploma

#### NVQ - Practical Element

- Develop and Implement an Operational Plan
- Provide Leadership and Management
- Develop Working Relationships With Stakeholders
- Manage Personal and Professional Development
- Managing Personal Development

#### VRQ - Theoretical Element

- Managing and Implementing Change in the Workplace
- Understanding the Management Role to Improve Management Performance
- Managing Stress and Conflict in the Organisation
- Understanding and Developing Relationships in the Workplace
- Managing Improvement
- Developing Critical Thinking

#### Essential Skills Level 2 or 3 AON, Communication and Digital Literacy

- Method of Assessment: Controlled Tasks and Test

**17 Months**  
**Fully Funded**

# ILM LEVEL 5 AWARD, CERTIFICATE AND DIPLOMA IN LEADERSHIP AND MANAGEMENT

## Who is this qualification for?

These qualifications are designed for new practising middle managers, helping them to develop their skills and experience, improve performance and prepare for senior management responsibilities.

## Benefits for Individuals

- Use core management techniques to drive better results
- Develop ability to lead, motivate and inspire
- Provide strategic leadership as well as day-to-day management
- Benchmark your managerial skills
- Raise your profile in your organisation

## Benefits for Employers

- Encourage strategic thinking at this level of management to foster business improvement
- Engage middle managers with training and development – these qualifications are designed to provide clear, measurable benefits to career-minded professionals
- The ability to customise this qualification to your organisation's learning and development needs

## How is the Qualification Assessed?

- Assignments



### Award

#### Example Units

- Managing Improvement
- Making a Financial Case
- Developing Critical Thinking
- Leading Innovation and Change

**5 Months**

**£708 (Exc VAT)**

### Certificate

#### Example Units

- Managing Customer Relations
- Managing Remote Workers
- Managing Efficiency and Effectiveness
- Managing Projects in the Organisation

**9 Months**

**£1285 (Exc VAT)**

### Diploma

#### Example Units

- Managing Mental Health in the Workplace
- Managing Own Continuous Professional Development
- Partnership Working
- Developing Own Leadership Capability Using Action Learning

**12 Months**

**£1620 (Exc VAT)**



# HIGHER APPRENTICESHIP - ILM LEVEL 5 DIPLOMA IN MANAGEMENT AND LEADERSHIP

## Who is this qualification for?

The level 5 Diploma is a Higher Apprenticeship programme that aims to develop your management and leadership skills and techniques through mixed assessment methods, providing you with a qualification that is highly valued within education and internationally recognised across all sectors of industry.

## Benefits for Individuals

- Develops your ability to lead, motivate and inspire others which could aid career development and promotion opportunities
- An accredited qualification that is transferable across multiple professions
- Flexible learning approach, working around you and your commitments

## Benefits for Employers

- Develops the employee's management and leadership skills to enhance productivity and competitiveness
- A valuable personal development tool which provides clear benefits to those who want to self develop or want career progression
- Flexible choice of units in order that you can customise the qualification to close skill gaps in your organisation

## How is the Qualification Assessed?

Mixed Methods which could include:

- Written work
- Professional discussion
- Question and answer
- Observation of performance
- Work products



The Leadership and Management course offered by Portal Training has greatly assisted my continued professional development and will certainly help further enhance my career prospects.

**Graham Stephens,**  
Adapt



### Diploma

#### NVQ - Practical Element

- Managing Strategic Change
- Develop Business Process
- Contribute to the Development of a Strategic Plan
- Provide Leadership and Management

#### VRQ - Theoretical Element

- Developing Critical Thinking
- Leading Innovation and Change
- Managing Improvement
- Making a Financial Case
- Understanding the Management Role to Improve Management Performance
- Managing Stress and Conflict
- Managing Own Continued Professional Development

#### Essential Skills Level 2 or 3 AON, Communication and Digital Literacy

- Method of Assessment: Controlled Tasks and Test

**21 Months**  
**Fully Funded**

# ILM LEVEL 7 AWARD, CERTIFICATE AND DIPLOMA IN LEADERSHIP AND MANAGEMENT

## Who is this qualification for?

These qualifications are designed to enable existing and aspiring senior managers, who recognise they must satisfy various stakeholders and want to invest in their own personal brand. It will help managers to create organisational and personal impact through high level engagement with practice, innovation and critical thinking, and is underpinned by practical and applied research and the application of theoretical frameworks.

## Benefits for Individuals

- Use an enquiry led approach to develop your specific leadership and management skills
- Develop and enhance your personal brand
- Develop, implement and evaluate high-level, strategic business cases
- Develop knowledge and skills to support your future career aspirations

## Benefits for Employers

- Combines leadership development with 'real work' projects
- Senior leaders and managers who have the ability to think and act strategically
- Senior leaders and managers who make informed evidence based decisions
- Motivated staff who can create and maintain a high-performance culture
- Senior team members who are self-aware and take responsibility for self-development

## How is the Qualification Assessed?

- Assignments



RSD  
Social Care  
Swansea

### Award

#### Example Unit

- Developing Strategic Leadership and Management Capability

5 Months

£957 (Exc VAT)

### Certificate

#### Example Unit

- Developing Leadership and Management Capability Through Enquiry

9 Months

£1466 (Exc VAT)

### Diploma

#### Example Units

- Developing Leadership and Management Capability Through Enquiry
- Developing a High-Level Business Case
- Developing and Maintaining a High-Performance Culture and Optimising Resources

12 Months

£2654 (Exc VAT)

# ILM LEVEL 7 NVQ DIPLOMA IN STRATEGIC MANAGEMENT AND LEADERSHIP

## Who is this qualification for?

This qualification is ideal for senior managers or those about to take their first step into senior management. It centres around developing the strategic leadership and management skills needed to succeed at this high level.

## Benefits for Individuals

- Develop skills in strategic business planning
- Get an in-depth understanding of what is expected from senior leaders and managers
- Learn to lead strategically and evaluate your impact on your organisation
- Get a recognised qualification for your personal development

## Benefits for Employers

- Senior managers with the ability to think and act strategically
- Promote a culture of organisational learning and development
- Flexible choice of units in order that you can customise the qualification to close skill gaps in your organisation

## How is the Qualification Assessed?

Mixed Methods which could include:

- Written work
- Professional discussion
- Question and answer
- Observation of performance
- Work products



Through the learning and support given by Portal and my dedicated assessor I am now able to align business processes with strategic thinking and the difference it immediately started to make on my day-to-day functioning was incredible.

**Kathy Pritchard,**  
GreenThumb

## Diploma

### Example Units

- Develop a Strategic Business Plan
- Execute a Strategic Business Plan
- Provide Strategic Leadership and Direction
- Develop a Business Strategy
- Design Business Processes
- Shape Organisational Culture and Values
- Lead the Development of a Quality Strategy
- Optimise the Use of Technology
- Obtain Financial Resources

**12 - 15 Months**  
**£2654 (Exc VAT)**

Unlock your true potential with one of our Sports based Qualifications.

Portal's suite of Sports qualifications are accredited by 1st4Sport and offer development opportunities for individuals leading and contributing to physical activities both in private and school-based settings.

This qualification suite offers programmes that, subject to eligibility, are currently fully funded by Welsh Government.

## Sports Course Options



## Additional Information for our Sports Courses Funded By Welsh Government

### ELIGIBILITY

For the apprenticeship programmes within this section the below eligibility rules apply.

#### Individuals who:

- Have the right to work in the UK
- Have a contract of employment for at least 16 hours a week
- Are not following any other Welsh Government funded programmes
- Do not hold a degree in the same area of study as the apprenticeship programme

We would need to discuss your role, responsibilities and employment duration within your role

### ESSENTIAL SKILLS

The following Essential Skills courses are required or will need to be completed:

- Level 2 or 3 Application of Number
- Level 2 or 3 Communication
- Level 2 or 3 Digital Literacy



# LEVEL 2 CERTIFICATE IN ACTIVITY LEADERSHIP - COACHING PATHWAY

## Who is this qualification for?

The qualification is suitable for:

- Learners working in a relevant activity leadership role,
- Learners within a coaching environment e.g. grass root sports coaches, leisure operatives, community sports officers, club coaches etc,
- Learners who wish to become involved in coaching.

It is designed for those who have responsibility for the planning, delivery and evaluation of linked and progressive coaching sessions.

## What does it cover?

The learner will:

- Focus on skills and competencies required to be able to plan, deliver and review a series of linked and progressive sport and physical activity coaching sessions, either working independently or as part of a coaching team.
- Be introduced to the principles and practices of safe, ethical and effective practice in leading activity sessions, in order to confirm competence to the required standard in an appropriate sport environment.
- Develop an understanding of their rights and responsibilities as an employee in the Active Learning and Leisure sector.

## How is the Qualification Assessed?

- Written and verbal activities
- Observation
- Evidence from the workplace



**Fit and Fed Project**  
Newport County

### Certificate

#### Activity Leadership Example Units

- Support the Work of Your Team and Organisation
- Support Equality and Diversity in Active Leisure and Recreation
- Lead Activity Sessions
- Prepare for Activity Sessions
- Conclude and Review Activity Sessions

#### Coaching Example Units

- The Role of the Coach
- Plan a Series of Coaching Sessions
- Deliver a Series of Coaching Sessions
- Review a Series of Coaching Sessions
- Technical Coaching Requirements for Sport and Physical Activity

#### In addition to the above, learners will also need to complete;

- Award in Employment Awareness in Active Leisure and Learning
- Essential Skills in Application of Number
- Essential Skills in Communication where applicable.

**15 Months**  
**Fully Funded**



# LEVEL 3 DIPLOMA IN DELIVERING PHYSICAL ACTIVITY AND SPORT WITHIN A SCHOOL ENVIRONMENT

## Who is this qualification for?

The qualification is designed for learners who have the opportunity to demonstrate competence in supporting the delivery of physical education and sport activities in a school sport environment. These would include:

- Sports coaches in a school environment
- Higher level teaching assistants
- Teaching assistants
- Sports development officers
- Those responsible for physical activity and wellbeing in a school environment
- Youth workers based in schools

## What does it cover?

The learner will:

- Develop knowledge and skills in order to independently lead the delivery of PE and sports programmes in a school sport environment.
- Develop their literacy and numeracy skills through the completion of Essential Skill Qualifications

## How is the Qualification Assessed?

- Written and verbal tasks
- Observation
- Workplace evidence
- Discussions with your assessor



**Fit and Fed Project**  
Newport County

## Diploma

### Example Units

- Inclusive Learning Environments for Children and Young People
- Child Development Models and Domains
- Providing Safe Environments for Children and Young People
- Developing Relationships Within the School Community
- Schools and their Communities

**In addition to the above, learners will also need to complete;**

- Level 3 Award in Employment Awareness in Active Leisure and Learning
- Essential Skills in Application of Number
- Essential Skills in Communication where applicable.

**18 - 21 Months**  
**Fully Funded**

# Portal

## COACHING & MENTORING

Unlock your true potential with one of our Coaching and Mentoring Qualifications.

The ILM accredited Coaching and Mentoring qualifications are for those who wish to develop their knowledge and skills in order to understand and undertake effective mentoring or coaching in a range of situations. The suite offers a programme to suit learners at all levels from those starting out as a coach or mentor to those who have significant responsibility for effective coaching and mentoring as part of their daily role.

### Coaching and Mentoring Pathway



Our Coaching and Mentoring qualifications will enhance your skills to enable you to develop the people you coach and/or mentor. As a professional Coach/Mentor you require a unique set of skills such as:

- Empathy
- Creativity
- Curiosity
- Intuition

Our courses will introduce coaching behaviours and competences. These will help to transform your coachee's and mentee's needs and aspirations into reality.

## ILM LEVEL 2 AWARD IN EFFECTIVE MENTORING SKILLS

### Who is this qualification for?

This is a qualification for those who wish to develop their knowledge and skills in order to understand and undertake effective mentoring in a range of situations, such as within an organisation, the voluntary sector and community groups.

### Benefits for Individuals

- Develop an understanding of the role and nature of mentoring
- Utilise mentoring skills to reflect on own performance and learn key listening and questioning techniques
- Understand how to organise mentoring activities and plan for effective mentoring sessions
- Reflect on own performance to identify actions for improvement.

### Benefits for Employers

- Gives employees the skills and knowledge to develop effective mentoring practice within their own roles and responsibilities
- Develops a mentoring culture in your organisation by introducing key mentoring skills and techniques

### How is the Qualification Assessed?

- Assignment
- Evidence Demonstrating 3 Hours Practical Mentoring Record, Mentoring Feedback and Reflection

“

We love working with Portal because of the flexibility of learning, especially through Covid-19 restrictions. The qualifications that they offer are suitable and relevant to our industry and it has been great for our senior managers. Our real day-to-day work can be applied to the qualification, we didn't need to simulate or create more work.

**Norman Parselle,**  
CEO - County in the  
Community

”

#### Award

- Understanding Mentoring
- Developing Mentoring Skills

**5 Months**

**£448 (Exc VAT)**

# ILM LEVEL 3 AWARD AND CERTIFICATE IN EFFECTIVE COACHING

## Who is this qualification for?

These qualifications are for learners at all levels who want to develop their knowledge and skills in effective coaching within an organisational context. They are ideal for both new and existing coaches.

## Benefits for Individuals

- Know what it takes to be an effective coach
- Understand the role and responsibilities of effective coaching
- Learn a recognised coaching model and the tools and techniques to support it

## Benefits for Employers

- Implement effective coaching to improve organisational performance
- Ensure the individuals developed as coaches are equipped with the skills, knowledge and understanding they require

## How is the Qualification Assessed?

- Assignment
- Reflection Activity
- 6 Coaching Hours (Award) or 12 Coaching Hours (Certificate) and a Reflective Journal



RSD  
Social Care  
Swansea

### Award

#### Example Units

- Understanding Good Practice in Coaching Within an Organisational Context
- Undertaking Coaching Within an Organisational Context
- Reflecting On Coaching Skills Within an Organisational Context

**7 Months**

**£683 (Exc VAT)**

### Certificate

#### Example Units

- Understanding Good Practice in Coaching Within an Organisational Context
- Undertaking an Extended Period of Coaching Within an Organisational Context
- Reflecting On Coaching Skills Within an Organisational Context

**9 Months**

**£763 (Exc VAT)**



# ILM LEVEL 3 AWARD AND CERTIFICATE IN EFFECTIVE MENTORING

## Who is this qualification for?

These qualifications are for learners at all levels who want to develop their knowledge and skills in effective mentoring within an organisational context. They are ideal for both new and existing mentors.

## Benefits for Individuals

- Know what it takes to be an effective mentor
- Understand the role and responsibilities of effective mentors
- Learn a recognised mentoring model and the tools and techniques to support it

## Benefits for Employers

- Implement mentoring to improve organisational performance
- Ensure the individuals developed as effective mentors are equipped with the skills, knowledge and understanding they require

## How is the Qualification Assessed?

- Assignment
- 6 Mentoring Hours (Award) or 12 Mentoring Hours (Certificate) and a Reflective Journal
- Reflection Activity

Willows  
High School  
Cardiff

### Award

#### Example Units

- Understanding Good Practice in Mentoring Within an Organisational Context
- Undertaking Mentoring Within an Organisational Context
- Reflecting On Mentoring Skills Within an Organisational Context

**7 Months**

**£683 (Exc VAT)**

### Certificate

#### Example Units

- Understanding Good Practice in Mentoring Within an Organisational Context
- Undertaking an Extended Period of Mentoring Within an Organisational Context
- Reflecting On Mentoring Skills Within an Organisational Context

**9 Months**

**£763 (Exc VAT)**

## ILM LEVEL 3 CERTIFICATE IN EFFECTIVE COACHING AND MENTORING

### Who is this qualification for?

This qualification is for learners who wish to gain the knowledge, skills and confidence to effectively coach or mentor people within an organisational context. It is also an ideal qualification for those who wish to commence a career in coaching or mentoring.

### Benefits for Individuals

- Know what it takes to be an effective coach and mentor
- Understand the role and responsibilities of effective coaches and mentors
- Learn how to manage coaching and mentoring processes using recognised models

### Benefits for Employers

- Implement effective coaching and mentoring to improve organisational performance
- Ensure the individuals developed as coaches and mentors are equipped with the skills, knowledge and understanding they require.

### How is the Qualification Assessed?

- 2 Assignments
- 12 Mentoring Hours and Completion of a Journal
- Reflection Activity

“The course has helped me to plan more effectively for change management and to understand the different needs of different managers and how to ensure they work effectively to make changes within the school.”

**Natalie Havard,**  
Newtown High School

### Certificate

#### Mandatory Units

- Understanding Good Practice in Coaching Within an Organisational Context
- Understanding Good Practice in Mentoring Within an Organisational Context

#### Optional Units – Group 1

- Undertaking an Extended Period of Coaching Within an Organisational Context
- Reflecting On Coaching Skills Within an Organisational Context

#### Optional Units – Group 2

- Undertaking an Extended Period of Mentoring Within an Organisational Context
- Reflecting On Mentoring Skills Within an Organisational Context

**You will need to complete both mandatory units and both units within group 1 or group 2**

**10 Months**

**£938 (Exc VAT)**

# ILM LEVEL 5 CERTIFICATE AND DIPLOMA IN EFFECTIVE COACHING AND MENTORING

## Who is this qualification for?

These qualifications are for managers and those with significant responsibility for effective coaching and mentoring as part of their daily role within an organisational context. They are also ideal for individuals who wish to move into a development role or start a career as a freelance coach or mentor.

## Benefits for Individuals

- Be able to assess your own skills, knowledge and behaviours as a coach and mentor
- Know how to manage the coaching or mentoring process within an organisational context
- Deepen your understanding of how the organisational context can affect coaching or mentoring
- Plan, deliver and review your coaching and mentoring

## Benefits for Employers

- Ensure the individuals you develop as effective coaches and mentors are equipped with the skills, knowledge and understanding they require
- Develop a coaching and mentoring culture so that individuals can improve their performance and organisational productivity

## How is the Qualification Assessed?

- Assignment
- 18 Hours Coaching or Mentoring (Certificate) or 54 Hours Coaching or Mentoring (Diploma) and Completion of a Journal
- Reflection Activity



## Certificate

### Example Units

- Understanding the Skills, Principles and Practice of Effective Coaching and Mentoring Within an Organisational Context
- Undertaking Effective Coaching or Mentoring Within an Organisational Context
- Reviewing Own Ability as a Coach or Mentor Within an Organisational Context

**12 Months**

**£1400 (Exc VAT)**

## Diploma

### Example Units

- Understanding the Skills, Principles and Practice of Effective Coaching and Mentoring Within an Organisational Context
- Undertaking an Extended Period of Effective Coaching or Mentoring Within an Organisational Context
- Reviewing Own Ability as a Coach or Mentor Within an Organisational Context

**16 Months**

**£1700 (Exc VAT)**

Unlock your learning and development potential with our range of teaching, assessing and quality assurance qualifications.

These City and Guilds accredited programmes offer insight into the principles and practices of teaching, assessing and quality assurance which will equip you in your role as a tutor, trainer, assessor or IQA. The suite of qualifications offers opportunities for trainee or experienced practitioners and offers knowledge and understanding units alongside practical, competence-based units.

# Portal

## LEARNING & DEVELOPMENT

### Learning and Development Pathway



# CITY & GUILDS LEVEL 3 AWARD IN EDUCATION AND TRAINING

## Who is this qualification for?

The Level 3 Award in Education and Training provides an introduction to teaching, including exploration of the roles and responsibilities of teachers and trainers as well as guidance, mentoring and instruction on how to plan and deliver teaching sessions and provide feedback to learners.

These qualifications can help you to progress in teaching and training roles in a wide range of sectors.

## Benefits for Individuals

- Learn core teaching skills
- Put these skills into practice
- Improve your teaching practice and lesson outcomes
- Get a nationally recognised qualification

## Benefits for Employers

- Competent and qualified staff members

## How is the Qualification Assessed?

- Assignment
- Micro teach
- Reflective account



## Award

### Level 3 Award in Education and Training Example Units

- Understanding Roles, Responsibilities and Relationships in Education and Training
- Understanding and Using Inclusive Teaching and Learning Approaches in Education and Training
- Understanding Assessment in Education and Training

7 Months

£651 (Exc VAT)

## Award

### Level 3 Award in Education and Training (L&D Pathway) Example Units

- Understanding Roles, Responsibilities and Relationships in Education and Training
- Facilitate Learning and Development For Individuals (Learning and Development Unit)
- Facilitate Learning and Development in Groups (Learning and Development Unit)
- Understanding the Principles and Practices of Assessment (Learning and Development Unit)

7 Months

£655 (Exc VAT)

# CITY & GUILDS LEVEL 3 AWARD AND CERTIFICATE IN ASSESSMENT AND QUALITY ASSURANCE

## Who is this qualification for?

The Level 3 qualifications provide a pathway for learners to understand assessment processes and practices and if then required, to qualify as an assessor. The qualification suite offers knowledge only awards and also awards that include the assessment of vocational and/or competence-based practice. These qualifications offer options for practicing and aspiring assessors who want to gain qualifications in assessment.

## Benefits for Individuals

- Learn core assessment skills
- Put these skills into practice
- Improve your assessing practice and learner experience
- Get a nationally recognised qualification

## Benefits for Employers

- Competent and qualified staff members

## How is the Qualification Assessed?

Mixed Methods which could include:

- Written work
- Professional discussion
- Question and answer
- Observation of performance
- Work products

### Award

#### Level 3 Award in Understanding the Principles and Practices of Assessment Example Units

- Understanding the Principles and Practices of Assessment

4 Months

£312 (Exc VAT)

### Award

#### Level 3 Award in Assessing Competence in the Work Environment Example Units

- Understanding the Principles and Practices of Assessment
- Assess Occupational Competence in the Work Environment

9 Months

£510 (Exc VAT)

### Award

#### Level 3 Award in Assessing Vocationally Related Achievement Example Units

- Understanding the Principles and Practices of Assessment
- Assess Vocational Skills, Knowledge and Understanding

9 Months

£510 (Exc VAT)

### Certificate

#### Level 3 Certificate in Assessing Vocational Achievement Example Units

- Understanding the Principles and Practices of Assessment
- Assess Occupational Competence in the Work Environment
- Assess Vocational Skills, Knowledge and Understanding

12 Months

£870 (Exc VAT)



# CITY & GUILDS LEVEL 4 AWARD AND CERTIFICATE QUALIFICATIONS FOR QUALITY ASSURANCE

## Who is this qualification for?

The Level 4 qualifications provide a pathway for learners to understand quality assurance processes and practices and if then required, to qualify as an Internal Quality Assurer (IQA). The qualification suite offers knowledge only awards and also awards that include the practice of IQA. These qualifications offer options for practicing and aspiring IQA's who want to gain qualifications in Quality Assurance.

## Benefits for Individuals

- Learn core internal verifier skills
- Put these skills into practice
- Improve your quality assurance practice
- Get a nationally recognised qualification

## Benefits for Employers

- Competent and qualified staff members

## How is the Qualification Assessed?

Mixed Methods which could include:

- Written work
- Professional discussion
- Question and answer
- Observation of performance
- Work products

### Award (1 Unit)

#### Level 4 Award in Understanding the Internal Quality Assurance of Assessment Processes and Practice Example Units

- Understanding the Principles and Practices of Internally Assuring the Quality of Assessment

**4 Months**

**£355 (Exc VAT)**

### Award (2 Units)

#### Level 4 Award in the Internal Quality Assurance of Assessment Processes and Practice Example Units

- Understanding the Principles and Practices of Internally Assuring the Quality of Assessment
- Internally Assure the Quality of Assessment

**9 Months**

**£733 (Exc VAT)**

### Certificate

#### Level 4 Certificate in Leading the Internal Quality Assurance of Assessment Processes and Practice Example Units

- Understanding the Principles and Practices of Internally Assuring the Quality of Assessment
- Internally Assure the Quality of Assessment
- Plan, Allocate and Monitor Work in Own Area of Responsibility

**12 Months**

**£1004 (Exc VAT)**

Portal's short courses cover a range of topics and are available via our website, accessible 24/7, and an opportunity to embark on guided but self-directed learning and study.

Short courses can be completed independently or can be grouped together to form a bespoke CPD package.

### Examples of themes from some of our short courses:

#### Self-Awareness and Personal Effectiveness

For personal and professional effectiveness it is important to be self-aware, to identify own strengths and challenge weaknesses to improve performance. The courses in this section offer insight into the different aspects of self-awareness to promote a rounded understanding of own behaviours and preferences.

#### Working With Others

Effective relationships lead to a happier and more productive workplace. The courses in this section will offer opportunities to develop skills to engage with others more successfully.

#### Communication

Clear communication is an essential skill required in business to achieve organisational objectives, mutual understanding, direction and purpose. These courses focus on areas to enhance personal effectiveness in communication.



# ACCREDITED SHORT COURSES

For some of our short courses there are options to receive accreditation from recognised awarding organisation such as ILM or City and Guilds however all courses will be recognised by a Portal Certificate of attendance.

## Leading Innovation and Change

This unit is accredited by ILM and drawn from their suite of Leadership and Management qualifications. It aims to develop an understanding of, and the opportunity to use, recognised techniques to successfully lead innovation and change.

**£239**  
Exc VAT

## Managing and Implementing Change

This unit is accredited by ILM and drawn from their suite of Leadership and Management qualifications. It aims to develop an understanding of, and provide the opportunity to learn about and apply, techniques for managing and implementing change.

**£199**  
Exc VAT

## Understanding The Management Role To Improve Performance

This unit is accredited by ILM and drawn from their suite of Leadership and Management qualifications. It is for a practising or potential manager who wants to assess the effectiveness of themselves and other managers in meeting organisational objectives.

**£199**  
Exc VAT

## Managing Improvement

This unit is accredited by ILM and drawn from their suite of Leadership and Management qualifications. It aims to develop understanding and ability to manage quality, in order to plan improvements to meet or exceed customer requirements.

**£239**  
Exc VAT

**£145**  
EXC VAT

### Developing A Whole School Positive Behaviour Management Policy Training Video

In collaboration with Mike Glavin, Portal have created video guidance for "Developing a Whole School Positive Behaviour Management Policy".



## NON - ACCREDITED COURSES

**£48**  
Exc VAT

Our non accredited programmes provide the opportunity to undertake Learning and Development activities from 'bite size' short course activity to longer term programmes to meet a range of needs and levels.

The benefits of non-accredited programmes, is that they provide CPD opportunities for you to develop your skills and knowledge without the requirements of formal levelling or assessment. Non-accredited programmes are recognised by a Portal Training certificate of achievement. There are numerous courses and topic areas available which can be layered to create a bespoke package.

### Coaching Skills

This short course provides an insight into coaching skills in the workplace. What skills and techniques can we draw on from coaching and mentoring professionals that will improve our working relationships and effectiveness in the workplace?

### Influencing Skills

Productive working relationships lead to a more productive workplace and this course examines how to become a better influencer looking at different styles of influencing and practical steps that can be taken to influence others at all levels in the organisation.

### Time Management

This course is centred around principles of effective working and raises self-awareness and effectiveness in own time management to achieve goals in the workplace. You will learn time management tools and techniques to work smarter and increase productivity.

### Building Confidence For Challenging Conversations

Difficult workplace conversations are inevitable and this course is for those who would like to develop their confidence in these situations. It explores the nature of 'difficult conversations' and provides practical tools and tips for managing these.

### Building Rapport and Collaboration

Effective relationships lead to a happier and more productive workplace and this course explores the importance of rapport, negotiation and influencing skills in creating harmonious working relationships.

### Understanding Emotional Intelligence

Good emotional intelligence improves communication, self-awareness and working relationships. This course introduces EI and explores one of the seminal models of EI theory against which learners will be challenged to identify how they will improve their personal effectiveness.

### CV Writing

This course examines the 'do's and don'ts' of CV writing and provides structured guidance, examples and insight into the components of an effective CV.

# SHORT COURSES COMING SOON

Enquire for more details

## **An Introduction to Managing your own Professional Development**

For personal and professional effectiveness, it is important to be self-aware. This course encourages learners to critically review their own skills, knowledge and behaviours and identify own strengths and weaknesses. It provides the opportunity and structure to plan to improve performance.

---

## **Understanding your Beliefs, Attitudes and Values**

This course offers the opportunity for introspection and raises self-awareness to examine how beliefs, attitudes and values impact own and others behaviour.

---

## **Conscious and Unconscious Bias**

Everyone holds unconscious bias and the aim of this course is to challenge learners to raise awareness of these, and consider how these have the potential to impact their behaviours, decisions and performance.

---

## **Confidence and Assertiveness**

This course is for those who would like to develop their confidence and assertiveness in the workplace. It explores different contexts and offers practical tools to develop individuals to communicate and deal with a range of situations more effectively.

---

## **Resilience**

The course offers the opportunity to understand resilience as a concept and provides tools, techniques and approaches that can be practiced to develop and sustain own levels of personal resilience.

---

## **Presentation Skills**

This course examines the 'do's and don'ts' of presenting and provides structured guidance and insight into the components of successful presentations.

---

## **Feedback**

This course explores the importance of feedback, why it is important for individual and organisation development and some practical tools and approaches to giving constructive feedback to a range of stakeholders - staff, colleagues and managers.

This is not an exhaustive list of programmes, so if you are looking for something more bespoke, a combination of short courses or something more specific, then we can tailor the themes above to address your organisation or individual requirements. If you would like to discuss how we can customise a programme for you please contact us.

## Situational Leadership

There is no 'one best way' in leadership and this course explores seminal leadership theory identifying models of situational leadership and encouraging learners to examine these in relation to their own practice in order to improve their and other's performance.

## Understanding Personality Types

This course examines the different personality types and assesses learner's own personality type to raise awareness of how their own preferences impact their behaviours and that of others.

## Communication and Interpersonal Skills

Clear communication is an essential business skill to achieve organisational objectives, mutual understanding, direction and purpose. This course focuses on the scope of communication and interpersonal skills and challenges learners to identify areas to enhance their personal effectiveness in communication.

## BESPOKE

Bespoke courses at Portal are designed in collaboration with the sponsoring organisation/individual and it is important to us that we really get to know who we are working with in order that the partnerships are productive and effective. Bespoke packages are written to meet the specific learning and development needs of the organisation and the breadth of options for bespoke courses is wide. We discuss the topic, content, mode of delivery, duration of delivery and accreditation options during the initial meetings with Portal's Professional Development Consultant.





## HOW TO APPLY

To take the next step in your journey and request more information or schedule an information session with our advisors, please get in touch:



**Jade Carey**

07784 972064

[jade.carey@portaltraining.co.uk](mailto:jade.carey@portaltraining.co.uk)



**Lowri White**

07354 902982

[lowri.white@portaltraining.co.uk](mailto:lowri.white@portaltraining.co.uk)



**Phil O'Brien**

07713 287957

[phil.obrien@portaltraining.co.uk](mailto:phil.obrien@portaltraining.co.uk)



**Shawn Staples**

07706 330206

[shawn.staples@portaltraining.co.uk](mailto:shawn.staples@portaltraining.co.uk)

Or if you have a general enquiry please contact:  
**[info@portaltraining.co.uk](mailto:info@portaltraining.co.uk)**

# PARTNERSHIPS AND ENDORSEMENT



Academi Genedlaethol ar gyfer  
Arweinyddiaeth Addysgol Cymru  
National Academy for  
Educational Leadership Wales



Cambrian  
Training  
Hyfforddiant  
Cambrian



Coleg y  
Cymoedd

## WHO WE'VE WORKED WITH

We have been extremely fortunate to have worked with great establishments from all sectors:

### Public/Private Sector



### Sports



### Education



Ysgol Gyfun  
Gŵyr

Ysgol  
Brynteg  
School

Ysgol  
Bro Preseli

Ysgol  
Cwm  
Brombil

Ysgol  
St Cyres  
School

# Portal

Leading you  
to where you  
want to be.



@PortalTraining



/PortalTrainingUK



portaltraining.co.uk