



Corporate



Our Service

At In-Trac, we don't just deliver training. Our service starts at the development phase and carries right through to end of service impact reports, all delivered with our expert customer care.

Design All In-Trac training is bespoke to your organisation. The content of each session is discussed with you and formally signed off prior to delivery. Once the content is agreed, final course programmes and associated materials are developed and shared with you prior to delivery.

Delivery Our courses are delivered by exceptional, qualified trainers – specialists in their subjects – and feedback from our training is consistently rated 'excellent' or 'very good' by both delegates and those commissioning the courses.

Customer Care Our dedicated, professional customer team manages and carries out all communication between In-Trac and you, the client. They will liaise directly with you and the training will be monitored at every stage to make sure you are satisfied. Our head office team is experienced, enthusiastic and empathetic.

Online All of our courses can be delivered online via Zoom, MS Teams or your online platform of choice. Our training team has substantial experience of delivering successful training online with excellent outcomes. We provide materials to learners in an electronic format.

Booking System In-Trac has in place an established, bespoke, web-based Client relationship Management system, to organise and manage all training bookings, delegate bookings, trainers, materials, evaluations, and record keeping. Within this system is a client booking system which we are able to offer to our customers free of charge on most of our contracts.

Evaluation is a critical part of our process. All delegates complete an online evaluation form, as does our trainer, so that we may feed back to you any relevant issues raised as a result of the training.

Impact Our training doesn't end at evaluation. 3 months post-delivery, we send out a post-training impact survey to monitor the effectiveness that the training has had in your organisation.

Review Through our Service Delivery Management team we meet with our clients regularly to discuss past training and how improvements can be made (if any) and discuss any future training requirements.

Managed Training Service In-Trac has many years of experience managing training contracts of all kinds for various group sizes & across organisations. We recognise the care and attention to detail required to create the perfect training experience and outcomes.

We rigorously adhere to all available corporate training guidelines, local and national policies & requirements. So, whether you are looking for a one-off course or a bespoke programme we are confident we can offer you the right training for you.

Please ask about our volume booking discounts. The details of current offers can be found on our website at www.in-trac.co.uk/offers

About In-Trac

In-Trac Training specialises in providing a comprehensive range of courses to meet the specific training needs of the Social Care, Health Care, and Education sectors. One of our core offerings is Supervision training, which follows the integrated model known as the 4x4x4 model of supervision. This model was co-developed by our founder, Jane Wannacott, and forms the backbone of our supervision training.

Our team of trainers is carefully selected based on their expertise, experience, innovative approaches, and exceptional communication skills. They bring their wealth of knowledge and practical insights to deliver engaging and effective training sessions.

At In-Trac, we understand the importance of tailoring our courses to align with the unique requirements of your team, department, and organization. Our dedicated Customer Service team works closely with you throughout the training project, ensuring that your learning outcomes are fully met. Whether you prefer virtual training sessions conducted via your preferred video conferencing platform or classroom-based learning, we are equipped to deliver the courses in the format that suits you best.

Choose In-Trac Training for a wide range of specialised courses designed to enhance the skills and knowledge of professionals in Social Care, Health Care, and Education. Our commitment to customisation, exceptional trainers, and attentive customer service ensures a high-quality learning experience for your team.

Corporate Training at In-Trac

In-Trac brings its expertise to the realm of corporate training with a wide-ranging portfolio tailored to meet the needs of organisations in various industries. With our specialised team of trainers, we offer a comprehensive selection of courses designed to enhance your organisation's knowledge, skills, and performance. Whether you are seeking training on essential topics such as Leadership Development, Effective Communication, or Conflict Resolution, or require specialised programs in areas like Ethical Decision Making or Diversity and Inclusion, In-Trac has got you covered.



Our corporate trainers possess extensive experience both as practitioners and educators, ensuring that the training we deliver is not only insightful but also practical and applicable to real-world business scenarios. We understand that each organisation has unique training requirements, which is why we are committed to providing tailored solutions to address your specific needs. If there is a specific topic you require training on that is not listed in our extensive catalogue, we invite you to reach out to us via phone, email, or our website. Our team will be delighted to discuss your requirements and

work with you to develop a customised training program that aligns with your organisation's goals and objectives.



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In-Trac Training and Consultancy Limited 36 Birkenhead Road, Hoylake, Wirral CH47 3BW



General Courses

- Intersectionality Awareness
- LGBTQIA Awareness
- Neurodiversity



Health, Safety and First Aid Courses

- Lunchtime Learning – Health and Safety Law – recognising and controlling hazards



Human Resources Courses

- Bullying & Hate Crime
- Equality, Diversity and Inclusion
- Managing Challenging Behaviour
- Recruitment & Selection
- Recruitment & Selection (Legal)
- Sexual Harassment in the Workplace – for Managers & Team Leaders



Learning Difficulty / Disability Courses

- D/deaf Awareness and a brief introduction to British Sign Language
- Managing Challenging Behaviour



Legal Courses

- Bullying & Hate Crime
- Recruitment & Selection (Legal)
- Sexual Harassment in the Workplace – for Managers & Team Leaders



Management & Leadership Courses

- De-escalation – A Proactive Approach to Conflict
- Managing Challenging Behaviour
- Sexual Harassment in the Workplace – for Managers & Team Leaders



Mental Health Courses

- Mental Health First Aid (Accredited)



Personal Development Courses

- Challenging Conversations & Conflict
- De-escalation – A Proactive Approach to Conflict
- De-Escalation – A Proactive Approach to Conflict 2-day Course
- LGBTQIA Awareness
- Managing Challenging Behaviour
- Neurodiversity
- Providing Reception Services



Safeguarding Courses

- Enhancing Professional Curiosity for Housing Staff
- LGBTQIA Awareness



Substance Misuse Courses

- Drug & Alcohol Awareness
- Substance Misuse



A-Z Course Index for Corporate Courses

- Bullying & Hate Crime
- Challenging Conversations & Conflict
- D/deaf Awareness and a brief introduction to British Sign Language
- De-escalation – A Proactive Approach to Conflict
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