

**Short Course Programme  
August 2008 – Feb 2009  
(4.0 Version)**



**What is Business Point?**

Business Point provides flexible and affordable training designed specifically for business and industry. Business Point:

- Works with new and established businesses of all sizes
- Offers accessible and flexible training for all key sectors
- Accesses funding to support employee training
- Provides training advice and support
- Listens to local and regional employers
- Supports small and medium enterprises including the self-employed

This brochure provides details of our current **Short Courses**. These range from training designed to help you meet legislative requirements to focused workshops to help improve all round business performance.

The approach is professional and customer-focused, with pricing structures and provision regularly reviewed to reflect the needs of business and industry and ensure value for money.

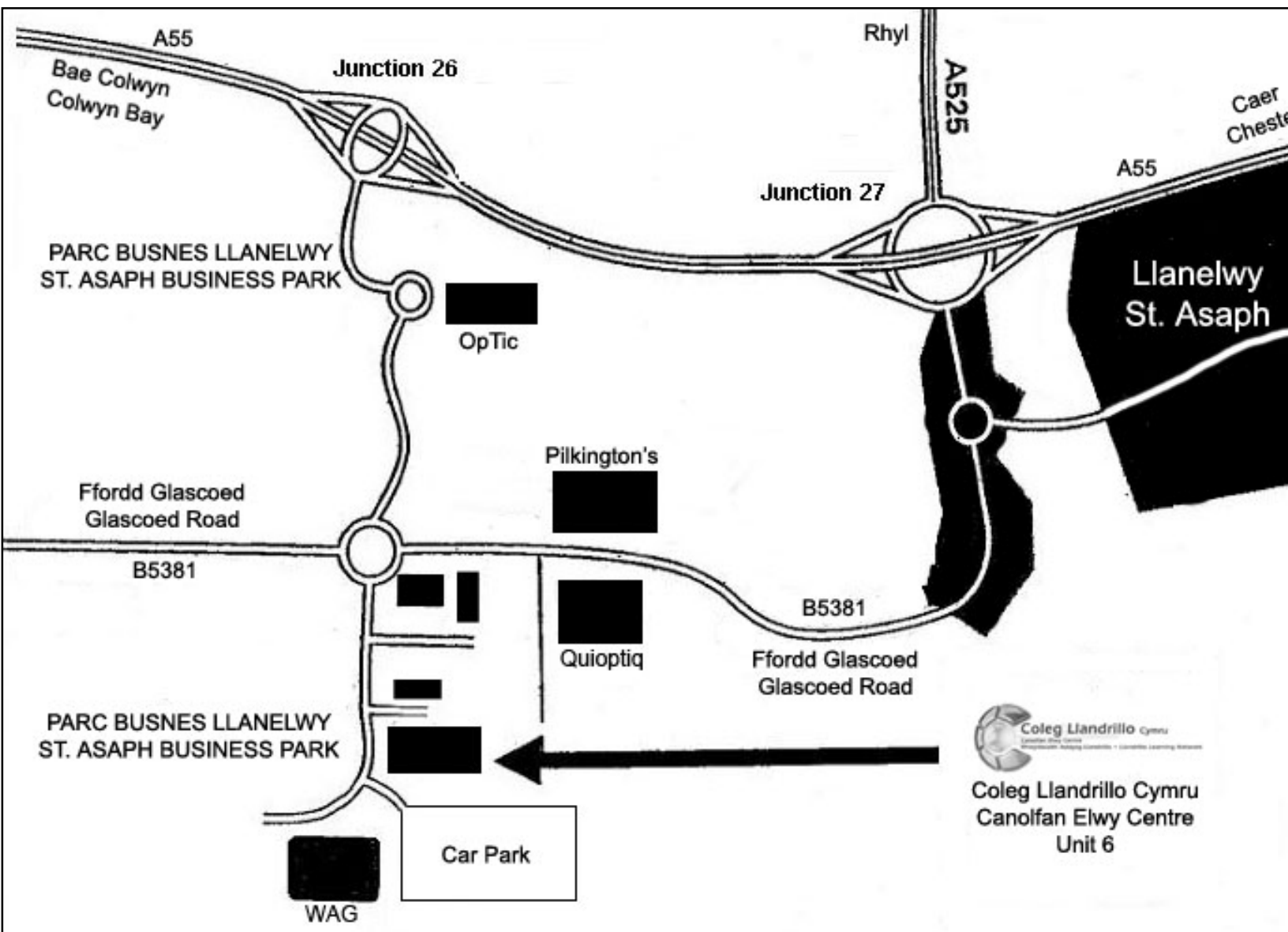
We can offer short courses at our training centres or alternatively we can deliver training on your business premises. Provision offered can be accredited or 'bespoke' non-accredited courses and can be designed to fit around working patterns.

Additional courses may be scheduled after going to press so please contact us for the latest schedule of dates or alternatively visit our website.

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# CONTENTS

<b>Training Advisors .....</b>	<b>4</b>
<b>Health, Safety and the Environment .....</b>	<b>5</b>
<b>First Aid .....</b>	<b>9</b>
<b>Licenses and Door Supervisor Courses .....</b>	<b>10</b>
<b>Food Safety .....</b>	<b>11</b>
<b>I.T. Training .....</b>	<b>13</b>
<b>Skills for Business .....</b>	<b>15</b>
<b>Personal Professional Development .....</b>	<b>17</b>
<b>Early Bird Seminars .....</b>	<b>18</b>

## Training Advisors

Would you like an informal discussion with one of our team of **Business Point Training Advisors**? They will help you to identify a range of training options suited to the needs of your business.

Training Advisors can also assist with finding sources of funding for training, where available.

**Tailored Training** is available in a wide range of skills such as IT, Management, Customer Service and Health and Safety. If preferred, this training can be delivered on your premises at a time to suit you.

The college has a team of specialist work-based **Basic Skills** tutors who are able to visit your workplace to offer a wide range of support to any staff within your organisation - enhancing self confidence, motivation and overall ability within any job role. This requires a sensitive approach and we will be pleased to discuss all aspects with you before any training is introduced.

For further information or advice please contact us via any of the Business Point contact details listed below.

## Tutors

A team of professional, dedicated tutors with substantial industry experience in their specialist fields are committed to providing quality, flexible and affordable training specifically designed to meet the needs of business and industry.

A Training Advisor and IT Specialist are available to visit your organisation free of charge to discuss your training needs.

## Fees

All course fees are payable in advance and include exam fees. In the event of cancellation, course fees are non-refundable. All one-day courses held at St Asaph include a buffet lunch.

## Health, Safety and Environment

	Duration	Fees	Dates
<p><b>Environmental Awareness</b></p> <p>This course outlines the impact of new environmental legislation on your business and will explain your legal duty of care. It covers environmental issues, pollution, energy and water, transport, environmental law and management. It is accredited by the Chartered Institute of Environmental Health.</p> <p>Assessment: Multiple-choice exam</p>	<p>1 day</p> <p>09.15 – 16.00</p>	<p>£45</p>	<p>10<sup>th</sup> Oct</p>

	Duration	Fees	Dates
<p><b>Health and Safety in the Workplace</b></p> <p>This Level 2 qualification provides an introduction to general health and safety, legal requirements, fire safety, equipment at work, manual handling, COSHH and safe working practices. It is suitable for employers and employees and is accredited by the Chartered Institute of Environmental Health.</p> <p>Assessment: Multiple-choice exam</p> <p>Suggested progress: CIEH Intermediate Certificate in Supervising Health &amp; Safety</p>	<p>1 day</p> <p>09.15 – 16.00</p>	<p>£45</p>	<p>14<sup>th</sup> Aug 28<sup>th</sup> Aug 18<sup>th</sup> Sept 14<sup>th</sup> Oct 29<sup>th</sup> Oct 21<sup>st</sup> Nov 3<sup>rd</sup> Dec 6<sup>th</sup> Jan 2<sup>nd</sup> Feb 20<sup>th</sup> Feb</p>

	Duration	Fees	Dates
<p><b>The Principles of Manual Handling</b></p> <p>This course is aimed at anyone carrying out manual handling tasks. It covers the process of manual handling at work, assessing the risks in manual handling, injuries and the activities which cause them and the responsibilities imposed by the Manual Handling Operations Regulations. It is accredited by the Chartered Institute of Environmental Health.</p> <p>Assessment: Multiple-choice exam</p>	<p>½ day</p> <p>09.15 – 13.00</p>	<p>£35</p>	<p>18<sup>th</sup> Aug 17<sup>th</sup> Nov 5<sup>th</sup> Feb</p>

	Duration	Fees	Dates
<p><b>Moving and Handling People</b></p> <p>For details of this course please contact Business Point.</p>	<p>1 day</p>	<p>£50</p>	<p>tbc</p>

	Duration	Fees	Dates
<p><b>The Principles of COSHH</b></p> <p>This course is aimed at those who use substances hazardous to health in offices, shops and factories. It covers the risks and controls available, definition and types of hazardous substances and the effects of hazardous substances on health. It is accredited by the Chartered Institute of Environmental Health.</p> <p>Suggested progression: CIEH Intermediate Health &amp; Safety Certificate in the Workplace</p> <p>Assessment : Multiple-choice exam</p>	<p>½ day</p> <p>09.15 – 13.00</p>	<p>£35</p>	<p>11<sup>th</sup> Aug</p> <p>13<sup>th</sup> Oct</p> <p>19<sup>th</sup> Jan</p>

	Duration	Fees	Dates
<p><b>Fire and Safety</b></p> <p>This short course provides an introduction to the safe working practices which can be implemented in the home and workplace to reduce the risks of fire</p> <p>Assessment: Multiple-choice exam</p>	<p>½ day</p> <p>09.15 – 13.00</p>	<p>£35</p>	<p>6<sup>th</sup> Aug</p> <p>6<sup>th</sup> Oct</p> <p>1<sup>st</sup> Dec</p> <p>2<sup>nd</sup> Feb</p>

	Duration	Fees	Dates
<p><b>Risk Assessment</b></p> <p>This course is aimed at managers, supervisors and those who have responsibility for risk assessment in the workplace. It provides delegates with knowledge of the legislation, the principles of risk assessment and the methods used to carry out a risk assessment; work-based project. It is accredited by the Chartered Institute of Environmental Health.</p>	<p>2.5 days</p> <p>09.00 – 17.00</p> <p>09.15 – 13.00</p>	<p>£125</p>	<p>3<sup>rd</sup>, 4<sup>th</sup> &amp; 5<sup>th</sup> Sept</p> <p>14<sup>th</sup>, 15<sup>th</sup> &amp; 16<sup>th</sup> Jan</p>

	Duration	Fees	Dates
<p><b>Managing Safely (IOSH)</b></p> <p>This is an essential course for employers and employees who have responsibility for the health and safety of others in the workplace. The course covers risk assessment, health and safety legislation, fire, electricity, display screen users, work equipment, manual handling and chemicals. It is accredited by the Institute of Occupational Safety and Health.</p>	<p>4 days</p> <p>09.00 – 17.00</p>	<p>£300</p>	<p>25<sup>th</sup>/26<sup>th</sup> Sept</p> <p>2<sup>nd</sup>/3<sup>rd</sup> Oct</p> <p>&amp;</p> <p>10<sup>th</sup>/11<sup>th</sup> Dec</p> <p>17<sup>th</sup>/18<sup>th</sup> Dec</p>

	Duration	Fees	Dates
<p><b>NEBOSH National Diploma</b></p> <p>This course is for aspiring health and safety professionals, building directly upon the foundation of knowledge provided by the NEBOSH General Certificate. It is designed to provide students with the expertise required to undertake a career as a Health and Safety Practitioner and also provides a sound basis for progression to postgraduate study.</p> <p><i>*If you are paying your Course Fees personally, payment may be paid in stages by Standing Order. An initial payment of 20% is made on enrolment and Standing Order payments made until the end of the course.</i></p>	<p>12 months</p> <p>1 day per week</p> <p>+ exams</p> <p>09.00 – 17.00</p>	<p>*£2,000</p>	<p>12<sup>th</sup> Sept – 14<sup>th</sup> Aug</p>

	Duration	Fees	Dates
<p><b>National General Certificate in Occupational Safety and Health (NEBOSH)</b></p> <p>This course provides an industry accepted professional qualification for practising health and safety advisors. It covers a wide range of practical health and safety topics. The course also provides the compliance for <b>internal competency</b> as specified by the HSE management regulations. It is accredited by the National Examining Board for Occupational Safety and Health .</p> <p>Prerequisite: Working in a Health &amp; Safety Environment</p>	<p>16 weeks</p> <p>1 day per week</p> <p>+ exam</p> <p>09.00 – 17.00</p>	<p>£600</p>	<p>12<sup>th</sup> Aug – 5<sup>th</sup> Dec</p>

	Duration	Fees	Dates
<p><b>NEBOSH Certificate in Fire Safety and Risk Management</b></p> <p>This qualification is for Managers and Supervisors who need to ensure that their organisation meets its responsibilities under Fire Safety legislation. Courses leading to this qualification should equip holders to carry out fire risk assessments of most low risk workplaces and identify the range of fire protective and preventative measures required. It is therefore suitable for people moving into Fire Safety Advisor roles.</p>	<p>8 weeks</p> <p>1 day per Week</p> <p>+ exam</p> <p>09.00 - 17.00</p>	<p>£300</p>	<p>16<sup>th</sup> Oct – 4<sup>th</sup> Dec</p>

	Duration	Fees	Dates
<p><b>NEBOSH National Certificate in *Construction Health and Safety</b></p> <p>This qualification is for Supervisors, Managers and CDM Co-ordinators within the construction industry who are required to ensure that activities under their control are undertaken safely. It is likely to prove useful for those concerned with the management of buildings who may need to ensure that contractors are working safely. The qualification is also appropriate for Supervisors and Managers working in other industries such as utilities, and even broadcasting, where temporary workplaces are a feature of their activities.</p> <p><i>*Price is £300 for pilot course only and the cost of subsequent courses will be increased.</i></p>	<p>12 weeks</p> <p>1 day per week</p> <p>+ exam</p> <p>09.00 – 17.00</p>	<p>*£300</p>	<p>5<sup>th</sup> – 26<sup>th</sup> Nov</p> <p>&amp;</p> <p>7<sup>th</sup> Jan – 25<sup>th</sup> Feb</p>

	Duration	Fees	Dates
<p><b>Supervising Health and Safety</b></p> <p>Supervisors have both a legal and moral responsibility to look after the health and safety of their employees. This qualification will enable Managers and Supervisors to improve the health and safety culture in their organisation, whatever its size or activity.</p>	<p>2 day</p> <p>9.15 – 16.00</p> <p>+</p> <p>Exam tbc</p>	<p>£120</p>	<p>8<sup>th</sup> &amp; 9<sup>th</sup> Dec</p> <p>12<sup>th</sup> &amp; 13<sup>th</sup> Feb</p>

	Duration	Fees	Dates
<p><b>Stress Management</b></p> <p>This course raises awareness of the likely sources of work-related stress. It is aimed at general workers and also serves as an introduction to the condition for more senior staff. The qualification will enable employees to contribute to strategies which combat work-related stress.</p>	<p>1 day</p> <p>09.15 – 16.00</p>	<p>£45</p>	<p>19<sup>th</sup> Nov</p>

	Duration	Fees	Dates
<p><b>Resolution and Personal Safety</b></p> <p>This Level 2 CIEH qualification enables employees to protect themselves in the face of confrontational behaviour. The qualification will also help organisations to protect their staff as well as their operational effectiveness.</p> <p>Assessment: Multiple-choice exam</p>	<p>1 day</p> <p>9.15 – 16.00</p>	<p>£45</p>	<p>3<sup>rd</sup> Nov</p> <p>12<sup>th</sup> Jan</p>

## First Aid

	Duration	Fees	Dates
<p><b>Emergency First Aid</b></p> <p>This one day course covers the lifesaving skills of resuscitation, maintaining an airway and dealing with major bleeds and burns.</p>	<p>1 day</p> <p>09.15 – 16.00</p>	<p>£60</p>	<p>8<sup>th</sup> Aug</p> <p>12<sup>th</sup> Sept</p> <p>8<sup>th</sup> Oct</p> <p>7<sup>th</sup> Nov</p> <p>10<sup>th</sup> Dec</p> <p>9<sup>th</sup> Jan</p> <p>6<sup>th</sup> Feb</p>

	Duration	Fees	Dates
<p><b>First Aid at Work Certificate</b></p> <p>The course covers the lifesaving skills of resuscitation, maintaining an airway, dealing with major bleeds and burns dressings and other skills needed to administer first aid. This course has been approved by the Health and Safety Executive and the certificate issued will be valid for three years.</p>	<p>4 days</p> <p>09.15 – 16.00</p>	<p>£150</p>	<p>4<sup>th</sup> – 7<sup>th</sup> Aug</p> <p>8<sup>th</sup> – 11<sup>th</sup> Sept</p> <p>27<sup>th</sup> – 30<sup>th</sup> Oct</p> <p>24<sup>th</sup> – 27<sup>th</sup> Nov</p> <p>15<sup>th</sup> – 18<sup>th</sup> Dec</p> <p>26<sup>th</sup> – 29<sup>th</sup> Jan</p> <p>16<sup>th</sup> – 19<sup>th</sup> Feb</p>

	Duration	Fees	Dates
<p><b>First Aid at Work Update</b></p> <p>This two day course provides an update for the First Aid at Work Certificate course.</p>	<p>2 days</p> <p>09.15- 16.00</p>	<p>£90</p>	<p>24<sup>th</sup> &amp; 25<sup>th</sup> Sept</p> <p>23<sup>rd</sup> &amp; 24<sup>th</sup> Feb</p>

## Licencees and Door Supervisors

The following courses are accredited by the British Institute of Innkeepers Awarding Body (BIIAB)

	Duration	Fees	Dates
<p><b>BIIAB National Certificates for Personal Licence Holders</b></p> <p>This nationally recognised qualification is designed for anyone authorising the retail sale of alcohol in licensed premises including: pubs, bars, hotels, restaurants, off-licences, supermarkets, convenience stores and all entertainment establishments.</p> <p>Assessment: Multiple-choice exam Pass rate 28 out of 40 (correct)</p>	<p>2 days</p> <p>09.15 – 16.00</p> <p>(Includes exam)</p>	<p>£125</p>	<p>4<sup>th</sup> &amp; 5<sup>th</sup> Aug 2<sup>nd</sup> &amp; 3<sup>rd</sup> Sept 6<sup>th</sup> &amp; 7<sup>th</sup> Oct 3<sup>rd</sup> &amp; 4<sup>th</sup> Nov 8<sup>th</sup> &amp; 9<sup>th</sup> Dec 5<sup>th</sup> &amp; 6<sup>th</sup> Jan 4<sup>th</sup> &amp; 5<sup>th</sup> Feb</p>

	Duration	Fees	Dates
<p><b>BIIAB Door Supervisor - Unit 1</b></p> <p>This course is accredited by the BIIAB and recognised by the Security Industry Authority (SIA). It provides the core knowledge and understanding required for this work, including roles and responsibilities of the Door Supervisor.</p> <p>Assessment: Multiple-choice exam Pass rate 28 out of 40</p>	<p>2 days</p> <p>09.15 – 16.00</p> <p>(Includes exam)</p>	<p>£125</p>	<p>15<sup>th</sup> &amp; 16<sup>th</sup> Sept 10<sup>th</sup> &amp; 11<sup>th</sup> Nov 12<sup>th</sup> &amp; 13<sup>th</sup> Jan</p>

	Duration	Fees	Dates
<p><b>BIIAB Door Supervisor – Unit 2</b></p> <p>This course follows on from Unit 1 and prioritises the discipline of conflict management. It covers avoiding conflict; recognising, defusing and resolving conflict; effective communication and customer service skills and self awareness. The course is accredited by the BIIAB and recognised by the Security Industry Authority (SIA).</p> <p>Assessment: Multiple-choice exam (video scenario) Pass rate 24 out of 40</p>	<p>2 days</p> <p>09.15 – 16.00</p> <p>(Includes exam)</p>	<p>£125</p>	<p>22<sup>nd</sup> &amp; 23<sup>rd</sup> Sept 17<sup>th</sup> &amp; 18<sup>th</sup> Nov 19<sup>th</sup> &amp; 20<sup>th</sup> Jan</p>

	Duration	Fees	Dates
<p><b>BIIAB Award in Responsible Alcohol Retailing</b></p> <p>This course is designed for anyone who works on licensed retail premises, including bar staff, waiting-on staff and supermarket cashiers. It covers the legislation relating to under age sales, serving persons who are drunk and also the licensing objectives.</p> <p>Assessment: 25 questions – 2 parts Part 1 – 3 compulsory questions Part 2 – pass rate 14 out of 22</p>	<p>1 day</p> <p>09.15 – 16.00</p>	£45	<p>11<sup>th</sup> Aug</p> <p>15<sup>th</sup> Dec</p>

	Duration	Fees	Dates
<p><b>BIIAB National Certificate for Designated Premises Supervisors</b></p> <p>This course is designed to provide designated Premises Supervisors with an understanding of their role and their responsibilities in relation to the Licensing Act 2003. It also highlights the practical day-to-day issues involved in running licensed premises.</p> <p>Assessment: 30 Multiple choice questions Pass rate 24 out of 30</p>	<p>1 day</p> <p>09.15 – 16.00</p>	£70	<p>26<sup>th</sup> Feb</p>

## Food Safety

	Duration	Fees	Dates
<p><b>Level 2 Award in Food Safety in Catering</b></p> <p>This Level 2 course covers a range of topics such as bacteria, safe food handling, and hygiene practices within the workplace. It also covers the legal requirements for food handlers within the workplace. The course is accredited by the Chartered Institute of Environmental Health</p> <p>Assessment: Multiple-choice exam Suggested Progression: CIEH Level 3 Award in Supervising Food Safety in Catering</p>	<p>1 day</p> <p>09.15 – 16.00</p>	£45	<p>12<sup>th</sup> Aug</p> <p>20<sup>th</sup> Aug</p> <p>10<sup>th</sup> Sept</p> <p>30<sup>th</sup> Sept</p> <p>21<sup>st</sup> Oct</p> <p>12<sup>th</sup> Nov</p> <p>2<sup>nd</sup> Dec</p> <p>8<sup>th</sup> Jan</p> <p>27<sup>th</sup> Jan</p> <p>23<sup>rd</sup> Feb</p>

	Duration	Fees	Dates
<b>Healthier Food &amp; Special Diets (Nutrition)</b> - This Level 2 CIEH qualification is designed for all those involved in the selection of menus, recipes and ingredients and provides fundamental nutritional knowledge for menu planers. Assessment: Multiple-choice exam	1 day 09.15 – 16.00	£45	15 <sup>th</sup> Aug 1 <sup>st</sup> Dec 16 <sup>th</sup> Feb

	Duration	Fees	Dates
<b>Implementing Food Safety Management Procedures</b> - This Level 3 CIEH course is designed for business owners and managers of small and medium sized catering and hospitality businesses. It covers the 12 steps in the HACCP process and the controls required to ensure food safety. Assessment: Short answer case study Prerequisite: Highly recommend Level 2 Food Safety Award - Suggested Progression: Level 3 Award in Supervising Food Safety in Catering	1 day 09.15 – 16.00	£60	8 <sup>th</sup> Sept 11 <sup>th</sup> Dec

	Duration	Fees	Dates
<b>Supervising Food Safety in Catering</b> - This Level 3 CIEH course is designed for those working in all food businesses at a supervisory level. Legislative changes have placed greater responsibility on supervisors. This course covers legal requirements and good practice and procedures for food safety and hygiene. Assessment: Multiple-choice exam Prerequisite: Recommend Level 2 Food Safety Qualification	3 days 09.15 – 16.00	£140	5 <sup>th</sup> , 6 <sup>th</sup> & 13 <sup>th</sup> Nov

	Duration	Fees	Dates
<b>Managing Food Safety in Catering</b> This level 4 CIEH course is designed for those working in food businesses at supervisory level. It provides an in-depth knowledge and understanding of food safety and the application of food management systems. It covers all the relevant legislation and reflects trends in management including Hazard Analysis and Risk Assessment.	6 weeks 1 day per week + exam	£275	17 <sup>th</sup> & 24 <sup>th</sup> Sept 1 <sup>st</sup> & 8 <sup>th</sup> Oct 15 <sup>th</sup> & 22 <sup>nd</sup> Oct 19 <sup>th</sup> Nov

## IT Training

	Duration	Fees	Dates
<b>Microsoft Excel</b> Courses available at Introductory, Intermediate and Advanced levels. Please contact us for more information about each course.	1 day 09.15 – 16.00	£50	Intro: 14 <sup>th</sup> Aug, 1 <sup>st</sup> Sept, 13 <sup>th</sup> Nov, 15 <sup>th</sup> Jan Intermediate: 21 <sup>st</sup> Aug, 18 <sup>th</sup> Sept, 29 <sup>th</sup> Jan, Advanced: 27 <sup>th</sup> Nov, 9 <sup>th</sup> Feb

	Duration	Fees	Dates
<b>Microsoft Access</b> Courses available at Introductory, Intermediate and Advanced levels. Please contact us for more information about each course.	1 day 09.15 – 16.00	£50	Intro: 8 <sup>th</sup> Sept, 12 <sup>th</sup> Jan Intermediate: 13 <sup>th</sup> Aug, 25 <sup>th</sup> Sept, Advanced: On Request

	Duration	Fees	Dates
<b>Microsoft PowerPoint</b> One day course which covers PowerPoint basics, the PowerPoint screen, formatting slides, masters and templates, graphs and charts, pictures and audio, slide show features.	1 day 09.15 – 16.00	£50	23 <sup>rd</sup> Oct, 19 <sup>th</sup> Jan

	Duration	Fees	Dates
<b>Microsoft Publisher</b> One day course which covers the Publisher screen, handling text, formatting text, manipulating images, arranging items, manipulating objects.	1 day 09.15 – 16.00	£50	20 <sup>th</sup> Aug, 20 <sup>th</sup> Nov, 12 <sup>th</sup> Feb

	Duration	Fees	Dates
<b>Microsoft Word</b> Courses available at Introductory, Intermediate and Advanced levels. Please contact us for more information about each course.	1 day 09.15 – 16.00	£50	Intro: 10 <sup>th</sup> Nov Intermediate: 4 <sup>th</sup> Dec Advanced: On Request

**Bespoke training can also be provided on a one-to-one or group basis and can be held on your premises or in the IT suite at Business Point Training Centre.**

## European Computer Driving Licence

The European Computer Driving Licence (ECDL) is an internationally recognised IT qualification which is designed to give you a benchmark qualification in computing, to enable you to develop your IT skills and enhance your career prospects.



The course covers 8 modules which are split into Level 1 and Level 2.

	Duration	Fees	Dates
<b>ECDL Essentials (Level 1)</b> Covers 3 modules: Use IT Systems; Operate a Computer; Internet, Intranets and Email	10 weeks 09.30 – 12:30	£100	24 <sup>th</sup> September

	Duration	Fees	Dates
<b>ECDL Extra (Level 2)</b> Covers 5 modules: Word Processing; Spreadsheets; Database; Presentation; Using IT	20 weeks 09.30 – 12:30	£120	14 <sup>th</sup> January

## e-type

e-type is a new touch typing course from the British Computer Society (BCS). You will be taught how to touch type with accuracy and speed and the course leads to a BCS Level 2 Certificate in Touch-Typing.



The course is delivered via software on a memory stick which means you can study the course on any PC. You will be guided through the course of ten comprehensive and enjoyable lessons in a planned and logical sequence that takes you on the shortest path to learning. Each self-paced lesson builds on the skills learned in previous lessons and at each step you are encouraged and motivated to continue. e-type alternates between speed practice and accuracy lessons to improve skills in both areas.

You will have a half day induction training session at the Elwy Centre which will cover health & safety and instructions on how to use the software. The e-type assessment will take place 6 weeks after your induction.

**Cost: £85**

## Skills for Business

	Duration	Fees	Dates
<p><b>Effective Minute Taking</b></p> <p>Effective minute taking is becoming even more important as organisations may have legislative requirements to keep minutes. People also require immediate information on matters discussed or actions to be taken as a result of a meeting. This short course is a lively event covering the purposes and types of minutes, roles, terminology, documents, reported speech, hints and tips.</p>	<p>½ day</p> <p>09.15-12.30</p>	<p>£35</p>	<p>17<sup>th</sup> Oct</p> <p>23<sup>rd</sup> Jan</p>
<p><b>Getting the Most from your Meetings</b></p> <p>This course will cover planning, organising and scheduling meetings, minute taking skills, effective chairing skills, handling difficult people, reaching conclusions and identifying actions.</p>	<p>½ day</p> <p>09.15-16.30</p>	<p>£35</p>	<p>22<sup>nd</sup> Aug</p>
<p><b>Public Speaking</b></p> <p>This course will provide you with guidance on making speeches with impact and structure to bring a sparkle to any presentation. In an age of 'sound-bites' public speaking and communication skills are essential skills needed for business.</p>	<p>1 day</p> <p>09.15-16.30</p>	<p>£45</p>	<p>24<sup>th</sup> Oct</p> <p>23<sup>rd</sup> Jan</p>
<p><b>Appraisals and Performance Management</b></p> <p>This course will provide advice and guidance on how to give effective feedback, handle difficult messages, set achievable goals, support other people's development and how to use acknowledgment and praise.</p>	<p>1 day</p> <p>09.15-16.00</p>	<p>£45</p>	<p>15<sup>th</sup> Jan</p> <p>5<sup>th</sup> Mar</p>
<p><b>Business Start-up</b></p> <p>This course is designed to equip people with the knowledge and skills required to set up their own business. It also provides practical advice and guidance on how to succeed.</p>	<p>1 day</p> <p>09.15-16.30</p>	<p>£45</p>	<p>19<sup>th</sup> Feb</p>

	<b>Duration</b>	<b>Fees</b>	<b>Dates</b>
<p><b>Customer Service Skills</b></p> <p>This course will help identify what customer service means to you. It covers the importance of first impressions, dealing with awkward customers, complaint handling, creating long-term customer relationships, body language, assertiveness and achieving excellence.</p>	<p>1 day 09.15-16.30</p>	<p>£45</p>	<p>9<sup>th</sup> Oct 13<sup>th</sup> Jan</p>

	<b>Duration</b>	<b>Fees</b>	<b>Dates</b>
<p><b>Change Management</b></p> <p>This course is designed to help you understand and engage with the process of change in a positive and empowering way. It offers practical tools to make potentially difficult situations easier for everyone involved</p>	<p>1 day 09.15-16.30</p>	<p>£45</p>	<p>20<sup>th</sup> Nov</p>

	<b>Duration</b>	<b>Fees</b>	<b>Dates</b>
<p><b>Succession Planning</b></p> <p>This course will provide a complete guide to succession planning. It covers assessing staff potential, rating performance, identifying staff knowledge gaps, effective resources planning, skill analysis and understanding staff values and behaviours.</p>	<p>1 day 09.15-16.30</p>	<p>£45</p>	<p>29<sup>th</sup> Jan</p>

	<b>Duration</b>	<b>Fees</b>	<b>Dates</b>
<p><b>Team Working</b></p> <p>This course will enable participants to work effectively in a team. It covers team roles, creating a team, motivating a team, communication and team goals and direction.</p>	<p>1 day 09.15-16.30</p>	<p>£45</p>	<p>4<sup>th</sup> Sept</p>

	<b>Duration</b>	<b>Fees</b>	<b>Dates</b>
<p><b>Negotiating Skills</b></p> <p>This course will introduce participants to the concepts of negotiation. It will help to devise a negotiating process and skills framework and will also identify ways of closing negotiations to reach an agreement.</p>	<p>2 days 09.15-12.30</p>	<p>£125</p>	<p>16<sup>th</sup> &amp; 17<sup>th</sup> Oct</p>

## Personal Professional Development

	Duration	Fees	Dates
<b>Time Management</b> This intensive introduction is valuable for anyone who wants to improve their productivity, enhance their time management skills and feel more in control of their working life.	½ day 09.15-12.30	£35	29 <sup>th</sup> Aug 21 <sup>st</sup> Nov 5 <sup>th</sup> Feb

	Duration	Fees	Dates
<b>Train the Trainer</b> If you are involved or intend to become involved in delivering training in the workplace, this course is for you. It will help you to identify the training needs of an employee, their learning styles and their preferences for the design and structures for delivery of course work. The course offers guidance on communication, assessments and securing a learner's commitment. This course is CIEH accredited.	3 days 09.15-17.00	£150	13 <sup>th</sup> 14 <sup>th</sup> & 20 <sup>th</sup> Oct

	Duration	Fees	Dates
<b>Introduction to Employment Law</b> If you employ others or are thinking of doing so then this short course is for you. It is designed as a basic introduction to the responsibilities associated with employing staff. It will cover contracts of employment, disciplinary and grievance procedures, unfair dismissal and redundancy and discrimination issues.	½ day 09.15-12.30	£35	12 <sup>th</sup> Dec

	Duration	Fees	Dates
<b>Telephone Service Skills</b> This course will help you provide first class service on the 'phone'. The workshops combine practical and discussion sessions with computer based activities.	2 days 09.15-16.00	£75	3 <sup>rd</sup> & 10 <sup>th</sup> Oct 12 <sup>th</sup> 7 19 <sup>th</sup> Dec

	Duration	Fees	Dates
<b>Success Booster</b> This course is designed to help you gain confidence, combat negative influences, overcome fear of failure and learn the secret of assertiveness.	1 day 09.15-16.30	£45	30 <sup>th</sup> Jan

## 'Early Bird' Marketing Seminars

	Duration	Fees	Dates
<b>Make the Difference</b> Identifying a unique selling point for your product or service – and how to make your business stand out from the crowd. Continental Breakfast provided	08.00-10.00 a.m.	£15	15 <sup>th</sup> Oct 28 <sup>th</sup> Jan

	Duration	Fees	Dates
<b>Image Matters</b> Promoting your product or service to help build your business name. Create client loyalty and an image for your business by raising customer perception of your product or service without spending a penny! Continental breakfast provided	08.00-10.00 a.m.	£15	14 <sup>th</sup> Nov 25 <sup>th</sup> Feb

	Duration	Fees	Dates
<b>The 'M' Word</b> Develop a marketing strategy for your business to accurately target your customers and make your marketing budget work for you. Continental Breakfast Provided	08.00-10.00 a.m.	£15	10 <sup>th</sup> Dec 18 <sup>th</sup> Mar

**Copies of College Policies, Procedures and the Assessment Appeals Procedure are held in each of the Training Rooms. Alternatively, you may request a copy by contacting us on 0845 450 5960 or visiting [businesspoint@llandrillo.ac.uk](mailto:businesspoint@llandrillo.ac.uk)**