

**AoC Beacon Award Winner 2008-2009 - Coleg Llandrillo Cymru
Welsh Assembly Award for College Engagement with Employers**

Short Course Programme Feb 2010– Jul 2010



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.

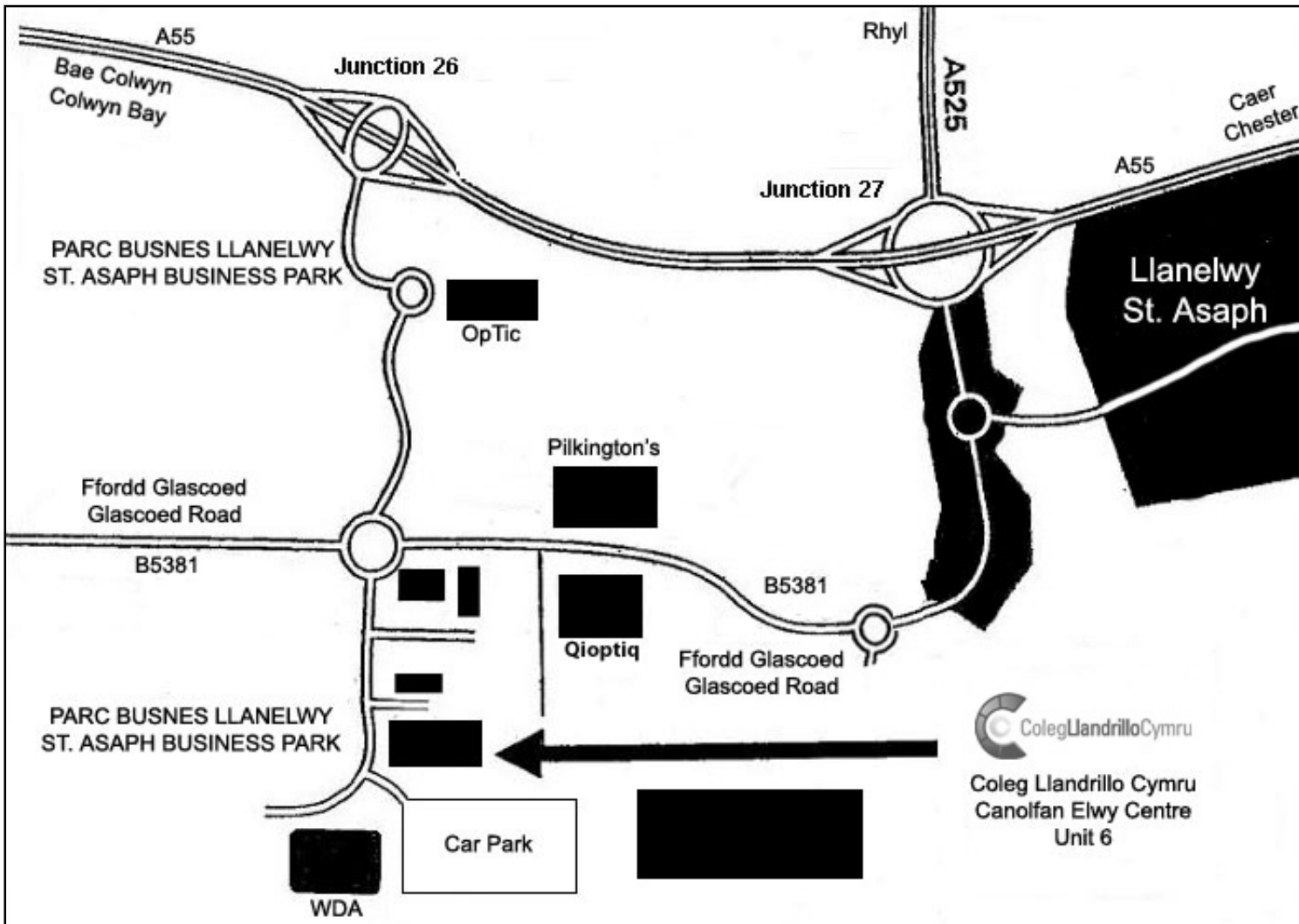
Our approach is professional and customer-focused, with pricing structures and provision regularly reviewed to reflect the needs of business and industry and to ensure value for money.

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 'customised' non-accredited courses and can be designed to fit around your 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.

businesspoint@llandrillo.ac.uk www.llandrillo.ac.uk/businesspoint

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Business Development Advisors (BDAs)

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

BDAs can also assist in finding sources of funding for training, if available.

Customised 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.

Coleg Llandrillo Cymru 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. This will enhance self confidence, motivation and overall ability within any job role. Basic Skills training requires a sensitive approach and we will be pleased to discuss all aspects with you before any programmes are 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 BDA 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. Regrettably, in the event of cancellation, course fees are non-refundable. All one-day courses held at St Asaph include a buffet lunch

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

Health, Safety and Environment

	Duration	Fees	Dates
<p>Environmental Awareness</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, 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>7th May</p>

	Duration	Fees	Dates
<p>Health and Safety in the Workplace</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 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>26th Feb</p> <p>18th Mar</p> <p>22nd Apr</p> <p>21st May</p> <p>24th Jun</p> <p>28th Jul</p>

	Duration	Fees	Dates
<p>The Principles of Manual Handling</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. 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>5th Feb</p> <p>27th Apr</p> <p>29th Jun</p>

	Duration	Fees	Dates
<p>Moving and Handling</p> <p>For details of this course please contact Rhyl College on 01745 354797 or Business Point.</p>	<p>1 day</p>	<p>£50</p>	<p>tbc</p>

	Duration	Fees	Dates
<p>The Principles of COSHH</p> <p>This course is aimed at those who use substances hazardous to health in offices, shops and factories. It covers the definition effects of and types of hazardous substances. 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>12th Feb</p> <p>24th Mar</p> <p>2nd Jun</p>

	Duration	Fees	Dates
<p>Fire and Safety</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>13.15 – 17.00</p>	£35	<p>12th Feb</p> <p>24th Mar</p> <p>2nd Jun</p>

	Duration	Fees	Dates
<p>Risk Assessment</p> <p>This course is aimed at managers, supervisors and those who have responsibility for risk assessment in the workplace. It provides knowledge of the legislation, principles of risk assessment and the methods used to carry out a risk assessment.</p> <p>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>	£125	<p>31st Mar, 1st & 6th Apr</p>

	Duration	Fees	Dates
<p>Managing Safely (IOSH)</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. It is accredited by the Institute of Occupational Safety and Health.</p>	<p>4 days</p> <p>09.00 – 17.00</p>	£300	<p>3rd, 4th, 10th & 11th Mar</p> <p>26th, 27th, 28th, May & 1st Jun</p>

	Duration	Fees	Dates
<p>NEBOSH National Diploma</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 delegates with the expertise required to undertake a career as a Health and Safety Practitioner. It also provides a sound basis for progression to postgraduate study.</p> <p>Prerequisite: NEBOSH General Certificate in Occupational Safety and Health</p> <p><i>*If Course Fees are being paid by you personally, payment may be paid in stages by Standing Order. An initial payment of 20% is required on enrolment, followed by 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>6 months Tutorial by arrangement</p>	*£2,000	<p>13th Aug</p> <p>Exam tbc</p>

	Duration	Fees	Dates
<p>National General Certificate in Occupational Safety and Health (NEBOSH)</p> <p>This course provides an industry accepted professional qualification for practising health and safety advisors. The course also provides the compliance for internal competency 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 and Safety Environment.</p>	<p>18 weeks</p> <p>1 day per week</p> <p>+ exam</p> <p>09.00 – 17.00</p>	<p>£600</p>	<p>26th Jan to 18th May</p> <p>Exam 11th Jun</p>

	Duration	Fees	Dates
<p>NEBOSH Certificate in Fire Safety and Risk Management</p> <p>This qualification is aimed at those who need to ensure that their organisation meets its responsibilities under Fire Safety legislation. 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.</p>	<p>7 weeks</p> <p>1 day per Week</p> <p>+ exam</p> <p>09.00 - 17.00</p>	<p>£300</p>	<p>7th Apr to 26th May</p> <p>Exam 9th Jun</p>

	Duration	Fees	Dates
<p>NEBOSH National Certificate in Construction Health and Safety NCCI only</p> <p>This qualification is aimed at Supervisors, Managers and CDM Co-ordinators within the construction industry who are required to ensure that activities under their control are undertaken safely; and who may need to ensure that contractors are working safely. It is also appropriate for Supervisors and Managers working in industries where temporary workplaces are a feature of their activities.</p>	<p>12 weeks</p> <p>1 day per week</p> <p>+ exam</p> <p>09.00 – 17.00</p>	<p>£475</p>	<p>4th Mar to 3rd June</p> <p>Exam 10th June</p>

	Duration	Fees	Dates
<p>NEBOSH Certificate in Environmental Management</p> <p>This qualification is designed for anyone who has a responsibility for managing environmental issues as part of their work. The focus is on assessing environmental management systems with reference to UK Legislation and will provide a sound basis in environmental management. The qualification will benefit companies in all industry sectors who are seeking to implement effective environmental management and gain ISO 14001 accreditation.</p>	<p>9 weeks</p> <p>1 day per week</p> <p>+ exam</p> <p>09.00 – 17.00</p>	<p>£300</p>	<p>8th Mar to 10th May</p> <p>Exam 10th Jun</p>

	Duration	Fees	Dates
<p>Supervising Health and Safety</p> <p>This qualification will enable Managers and Supervisors to improve the health and safety culture in their organisation, whatever its size or activity.</p>	<p>3 days</p> <p>09.15 – 16.00</p> <p>+ Exam tbc</p>	<p>£120</p>	<p>18th, 19th & 23rd Feb</p>

	Duration	Fees	Dates
<p>Stress Awareness</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. It 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>19th May</p>

	Duration	Fees	Dates
<p>Conflict Resolution and Personal Safety (Level 2)</p> <p>This CIEH qualification introduces positive steps to take when faced with confrontational behaviour.</p> <p>Assessment: Multiple-choice exam</p>	<p>1 day</p> <p>09.15 – 16.00</p>	<p>£45</p>	<p>30th Apr</p> <p>9th Jun</p>

First Aid

	Duration	Fees	Dates
Emergency First Aid This one day course covers the life-saving skills of resuscitation, unconsciousness, choking, bleeding and heart attack.	1 day 09.15 – 16.00	£60	10 th Feb 10 th Mar 12 th April 12 th May 14 th June 9 th Jul

	Duration	Fees	Dates
First Aid at Work Certificate This Health & Safety Executive approved course enables an employee to become a First Aider in their workplace, learning through practical sessions. Delegates will be expected to lie and knee on the floor, appropriate dress is desirable.	3 days 09.15 – 16.00	£150	22 nd 23 rd & 24 th Feb 7 th 8 th & 9 th Apr 2 nd 3 rd & 4 th Jun 14 th , 15 th & 16 th Jul

	Duration	Fees	Dates
First Aid at Work Update This two day course provides an update for the First Aid at Work Certificate course. A current, in-date certificate must be provided at the time of booking.	2 days 09.15- 16.00	£90	9 th & 10 th Feb 29 th & 30 th Mar 13 th & 14 th May 1 st & 2 nd Jul

Licencees and Door Supervisors

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

	Duration	Fees	Dates
BIAB National Certificates for Personal Licence Holders 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. Assessment: Multiple-choice exam	2 days 09.15 – 16.00 (Includes exam)	£125	1 st & 2 nd Feb 1 st & 2 nd Mar 13 th & 14 th Apr 4 th & 5 th May 7 th & 8 th Jun 28 th & 29 th Jun

	Duration	Fees	Dates
Static Security This course is accredited by EDEXCEL and recognised by the SIA Authority. It provides the core knowledge and understanding for Static Patrol Security work. Assessment: two multiple choice exams.	4 Days (includes exams) 09.15-16.00	£250	9 th 10 th 16 th & 17 th Feb

	Duration	Fees	Dates
BIAB Door Supervisor - Unit 1 This course is accredited by the BIAB 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. Assessment: Multiple-choice	2 days 09.15 – 16.00 (Includes exam)	£125	15 th & 16 th Mar 10 th & 11 th May 19 th & 20 th Jul

	Duration	Fees	Dates
BIAB Door Supervisor – Unit 2 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 BIAB and recognised by the SIA. Assessment: Multiple-choice exam	2 days 09.15 – 16.00 (Includes exam)	£125	22 nd & 23 rd Mar 17 th & 18 th May 26 th & 27 th Jul

	Duration	Fees	Dates
<p>BIIAB Award in Responsible Alcohol Retailing</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</p>	<p>1 day</p> <p>09.15 – 16.00</p>	<p>£45</p>	<p>21st April</p>

Food Safety

	Duration	Fees	Dates
<p>Level 2 Award in Food Safety in Catering</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</p> <p>Suggested Progression: CIEH Level 3 Award in Supervising Food Safety in Catering</p>	<p>1 day</p> <p>09.15 – 16.00</p>	<p>£45</p>	<p>3rd Feb</p> <p>24th Feb</p> <p>17th Mar</p> <p>15th Apr</p> <p>28th Apr</p> <p>20th May</p> <p>9th Jun</p> <p>30th Jun</p> <p>28th Jul</p>

	Duration	Fees	Dates
<p>Level 2 Award in Food Safety in Catering Refresher</p> <p>This course is for clients who already have a Food Safety Level 2 qualification that is 3 years old. The course provides updates and any legislative changes that have taken place over the last three years. An original (or copy) of the clients current certificate must be provided at the time of booking. A college Llandrillo certificate will be given after successfully completing this course.</p>	<p>½ day</p> <p>09.30 – 12.30</p>	<p>£35</p>	<p>3rd Mar</p> <p>7th Jun</p>

	Duration	Fees	Dates
<p>Level 1 Award in Food Safety in Catering</p> <p>This course is aimed at people who transport food (do not prepare/handle) e.g. hospital porters etc. The course is accredited by the Chartered Institute of Environmental Health.</p>	<p>1/2 day</p> <p>13.00 – 16.00</p>	<p>£35</p>	<p>3rd Mar</p> <p>7th Jun</p>

	Duration	Fees	Dates
Healthier Food & Special Diets (Nutrition) - 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 planners. Assessment: Multiple-choice exam	1 day 09.15 – 16.00	£45	9 th Mar 5 th Jul

	Duration	Fees	Dates
Level 3 HACCP (Hazard Analysis Critical Controls Point) This 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	24 th May

	Duration	Fees	Dates
Supervising Food Safety in Catering - 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	19 th 20 th & 26 th Apr

	Duration	Fees	Dates
Managing Food Safety in Catering 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. Assessment: Two assignments need to be completed and submitted as well as taking the exam at the end of the course.	6 weeks 1 day per week + exam	£275	7 th Jan – 11 th Feb Exam 25 th Mar

IT Training for Microsoft Office 2002, XP and 2003 (2007 available on request)

	Duration	Fees	Dates
Microsoft Excel 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: 22 nd Feb, 11 th Mar, 15 th Apr, 10 th May, 28 th Jun. Intermediate: 1 st Feb, 1 st Mar, 25 th Mar, 6 th May, 24 th Jun. Advanced: 4 th Feb, 19 th Apr, 8 th Jul.

	Duration	Fees	Dates
Microsoft Access 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: 11 th Feb, 8 th Mar, 29 th Apr. Intermediate: 25 th Feb, 22 nd Apr. Advanced: On Request

	Duration	Fees	Dates
Microsoft Publisher One day course which covers the Publisher screen, handling text, formatting text, manipulating images, arranging items, and manipulating objects.	1 day 09.15 – 16.00	£50	22 nd Mar 20 th May

	Duration	Fees	Dates
Microsoft Word 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 th Feb, 24 th May. Intermediate: 4 th Mar, 3 rd Jun. Advanced: 18 th Mar.

Customised IT Training

The nature of customised training means we can design a course which suits your company's and your employees' needs. Working in consultation, we will establish the needs of the business and the learners.

Training can be delivered in our IT training suite on the St. Asaph Business Park or alternatively on your premises. We can deliver to groups or on a one-to-one basis - whichever is most convenient.

European Computer Driving Licence

The European Computer Driving Licence (ECDL) is a relevant and internationally recognised qualification for computer users.



ECDL improves your understanding and efficient use of computers. The course opens up a variety of opportunities through the broad range of skills it provides.

The qualification is widely recognised by employers as proof of ability and competence when working with IT.

The basic ECDL qualification is broken down into two levels: **ECDL Essentials** and **ECDL Extra**. These can be taken individually to obtain single certificates, or together to achieve the overall ECDL qualification.

ECDL Essentials is a Level 1 ITQ Award and consists of 3 modules: Security for IT Users, IT User Fundamentals and Internet & Email.

ECDL Extra is a Level 2 ITQ Certificate and consists of 4 modules: Word Processing, Spreadsheets, Presentation and Improving Productivity using IT.

We are taking enquiries now for September 2010; if you would like to receive information in the summer please contact us to register your interest.

e-type



e-type is a new touch typing course from the British Computer Society (BCS) that will teach you how to touch type with accuracy and speed and 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**

Personal Professional Development

	Duration	Fees	Dates
Time Management 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	8 th Feb 25 th May

	Duration	Fees	Dates
Professional Trainer Certificate 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	8 th , 10 th & 22 nd Feb

	Duration	Fees	Dates
Introduction to Employment Law 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	29 th Mar 17 th Jun

	Duration	Fees	Dates
Success Booster 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	7 th May

	Duration	Fees	Dates
Telephone Service Skills This course will help you provide first class telephone service. The workshops combine practical and discussion sessions with computer based activities.	2 days 09.15-16.00	£75	29 th Jan & 5 th Feb. 12 th & 19 th Mar. 14 th & 21 st May.

Customer Service

	Duration	Fees	Dates
Customer Service Skills - This course covers the importance of first impressions, dealing with awkward customers, handling complaints, creating long-term customer relationships, body language, assertiveness and achieving excellence. ILM* accreditation available (see p18)	1 day 09.15-16.30	£45	15 th Mar 23 rd Jun

	Duration	Fees	Dates
Edexcel Level 1 BTEC Award in Introduction to Contact Centres – this course covers Inbound and outbound contact handling, supporting technology, the roles within a contact centre team, health and safety issues, customer service in contact centres, communication skills, care and service of customers.	20 learning hours (a mix of self and tutor-guided)	£135	tbc

	Duration	Fees	Dates
Edexcel Level 2 BTEC Award in Contact Centre Skills – this course covers operational aspects of a contact centre, successful call handling, legislation and regulations, effective customer service, appropriate communication skills, selling techniques and questioning, team working in contact centres, limitations of the contact centre, exploring solutions to customer problems.	30 learning hours (a mix of self and tutor-guided)	£175	tbc

	Duration	Fees	Dates
Edexcel Level 3 BTEC Award in Contact Centre Supervisory Skills – this course covers the knowledge and understanding required for those taking on supervisory roles including effective team leadership, coaching team working concepts, communication styles, managing change, managing people, team performance, planning, contact centre technologies, health and safety and policies/ procedures in health, safety and security.	90 learning hours (a mix of self and tutor-guided)	£225	tbc

	Duration	Fees	Dates
Croeso Cynnes – A Warm Welcome is the name of the new customer service training programme in Wales which replaces ‘ Welcome Host ’. This programme has two accredited modules which can lead to a recognised customer service qualification.	Module 1 1 day 09.30–16.30 Module 2 1 day 09.30-16.30	£35p.p or in-house £210 (max12) £50p.p or in-house £300 (max 12)	18 th Feb 31 st Mar 27 th May 19 th Feb 1 st Apr 28 th May
First Impressions (Module 1) is relevant for all customer facing staff within the business, while Developing Your Team (Module 2) is targeted at staff or owners with supervisory responsibilities.			

Skills for Business

	Duration	Fees	Dates
Effective Minute Taking - This course is a lively event covering the purposes and types of minutes, roles, terminology, documents, legislative requirements, reported speech, hints and tips	½ day 09.15-12.30	£35	31 st Mar 21 st May

	Duration	Fees	Dates
Competitive Tenders & Quotations - This course will provide you with the skills to confidently seek out tender opportunities, from simple 2 page quotations to complicated tenders for larger organisations and the public sector (issued guidelines). The seminar focuses on writing effective quotations and tenders to help you win new business. It includes business benefits of tendering, how to find opportunities, the tendering process, documents, writing, checking and editing a tender, policies and relevant information to support your tender.	1 day 09.15 -16.30	£45	17 th Feb 6 th May

	Duration	Fees	Dates
Presentation Skills and Public Speaking - This course will provide delegates with guidance on making speeches with impact and structure to bring a sparkle to any presentation along with the practical experience of creating a PowerPoint slideshow. In an age of 'sound-bites', public speaking and communication skills are essential skills in business.	2 days 09.15-16.30	£125	7 th & 14 th Jun

	Duration	Fees	Dates
Appraisals and Performance Management This course will provide advice and guidance on how to give effective feedback, handle difficult messages, set achievable goals, supporting other people's development, and how to use acknowledgment and praise. ILM* accreditation available	1 day 09.15-16.00	£45	16 th Apr 22 nd Jul

	Duration	Fees	Dates
Team Working - This course covers effective team working, how to create and motivate teams, team roles, communication and the importance of team goals.	1 day 09.30-16.30	£45	3 rd Feb 29 th Apr

	Duration	Fees	Dates
Change Management - This course will help you to understand and engage with the process of change in a positive and empowering way. It offers practical tools to make potentially difficult situations easier to manage. ILM* accreditation available	1 day 09.15-16.30	£45	24 th Mar 24 th Jun

	Duration	Fees	Dates
Succession Planning - 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. ILM* accreditation available	1 day 09.15-16.30	£45	8 th Mar 8 th Apr

	Duration	Fees	Dates
Negotiating Skills - 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.	2 days 09.15-16.00	£125	13 th & 14 th May

	Duration	Fees	Dates
Marketing - This course covers the principals of marketing, how to create a brand, how to identify your unique selling point (USP), how to promote products/services effectively, customer loyalty and the concepts of advertising. Flexible delivery as a one day course or alternatively as 3 'Early Bird Marketing Seminars - The 'M' Word, Image Matters and Make the Difference	1 day 09.15-16.00 or 08.00-10.00am (3sessions)	£45 £15 p.p per session	15 th Feb 17 th May On request

	Duration	Fees	Dates
Project Management - This course will provide an overview of what project management is, an understanding of its need, uses and deployment and introduce a number of CORE project management elements for consideration and future discussion.	1 days 09.15-16.30	£45	15 th Feb

***ILM accreditation is available on selected courses, an additional registration fee of £45.00 applies, contact Business Point or your BDA for full details.**

ReACT Funding

If you have recently been made redundant or have been given notice of redundancy, you may be entitled to Government funding for further training to help you find new employment. The scheme is operated by Careers Wales who will give you an interview and create a personalised career plan. You could then be able to undertake courses up to the value of **£2500** at Coleg Llandrillo Cymru

We have a number of courses, including those in this brochure, which will help you find employment in many areas including Health and Safety, Management, Hospitality, Financial Services, Information Technology, Security, Public Services and others.

For further information about how the scheme works and the courses we can offer please contact one of our student advisors on 01492 546666 ext 338/339 or email admissions@llandrillo.ac.uk