

# Short Course Programme February 2012 - July 2012



## 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.

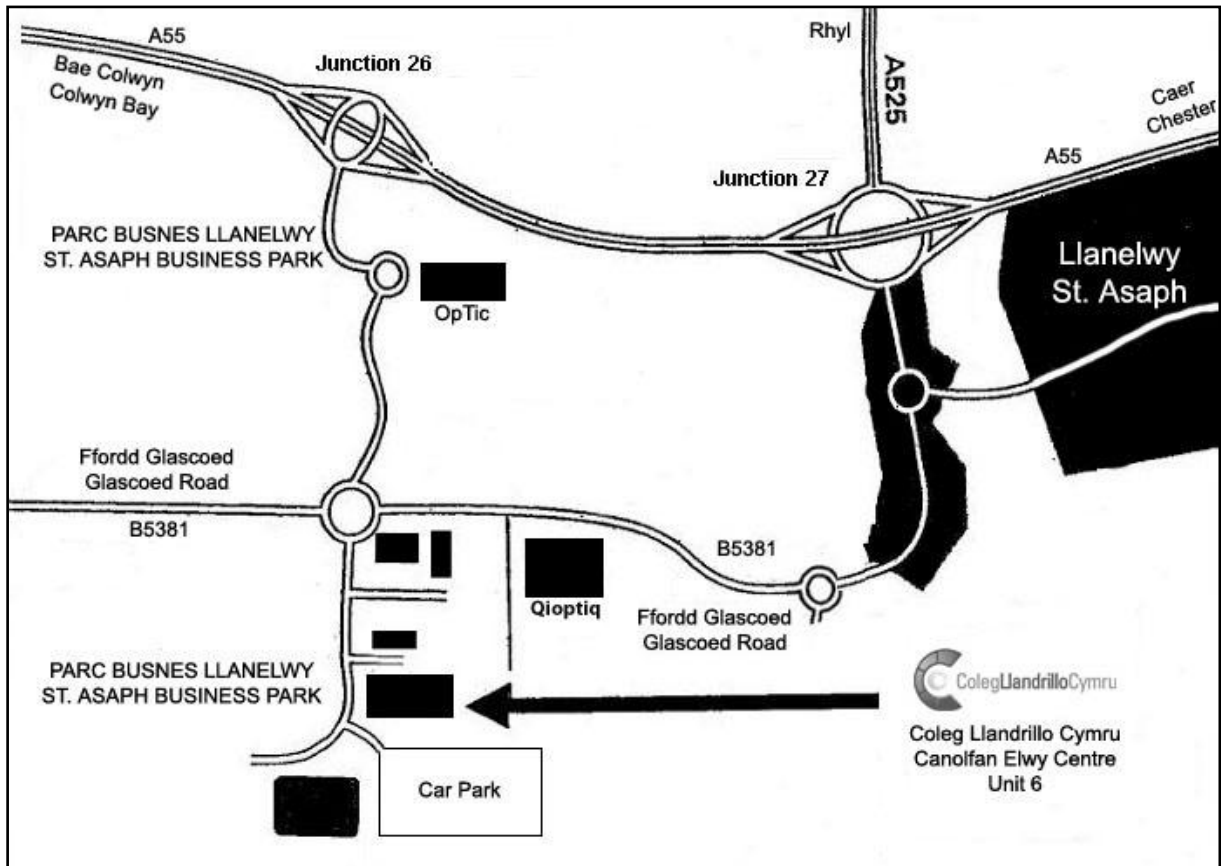


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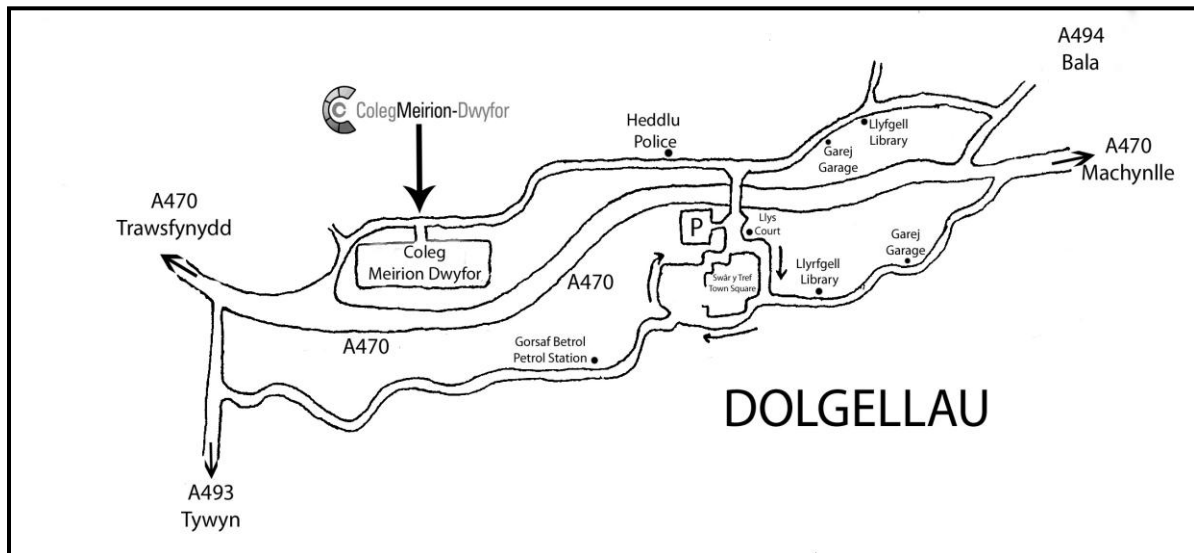
[businesspoint@llandrillo.ac.uk](mailto:businesspoint@llandrillo.ac.uk)

[www.llandrillo.ac.uk/businesspoint](http://www.llandrillo.ac.uk/businesspoint)

0845 450 59 60



Coleg Llandrillo Cymru, Business Point  
 Elwy Centre, Ffordd Richard Davies  
 St Asaph Business Park, St Asaph  
 Denbighshire, LL17 0LJ



Coleg Merion-Dwyfor, Business Point  
 Ffordd Ty'n y Coed, Dolgellau  
 Gwynedd, LL40 2SW

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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 & Dolgellau include a buffet lunch

### **Business Solutions Centre (BSC)**

Business Point employer network meets bi-monthly and is designed to provide a forum where businesses can access support, develop business opportunities and build on existing success.

**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)**

## **DYFODOL – IS YOUR BUSINESS LOCATED IN NORTH WEST WALES?**

If so you and your employees could benefit from a new project which will deliver a range of training and development opportunities across the region.

The DYFODOL project is part financed by the European Social Fund and aims to support companies to develop the skills of employees in work.

- The project is a partnership between Coleg Llandrillo (lead partner), Coleg Menai, Coleg Harlech WEA(N) and Deeside College
- The project is available until January 2014
- Support is offered for employers and employees of private companies (including sole trader, limited company, partnership, registered charity)
- Participating businesses must be located in Anglesey, Gwynedd, Conwy or Denbighshire
- Your company will be visited by one of our Advisors to complete a review of your company training needs

**FOR A ONE OFF FEE OF £50 PER EMPLOYEE COMPANIES WILL BE ABLE TO CHOOSE FROM A RANGE OF COURSES. ADDITIONAL PROGRAMMES WILL BE DEVELOPED TO MEET FUTURE EMPLOYER NEEDS.**

- \*ICT
- \*HEALTH AND CARE
- \*ENVIRONMENT AND RENEWABLES
- \*RETAIL
- \*HOSPITALITY AND TOURISM
- \*CUSTOMER SERVICE

**\*INDICATES COURSE MAY BE ELIGIBLE** - For more information please contact us on 0845 450 59 60 or e mail [businesspoint@llandrillo.ac.uk](mailto:businesspoint@llandrillo.ac.uk)

**PLEASE NOTE IT MAYBE NECESSARY TO CANCEL COURSES WHICH ARE UNDERSUBSCRIBED OR WHERE THERE ARE CIRCUMSTANCES OUTSIDE OUR CONTROL. IN THE EVENT OF A CANCELLATION EVERY EFFORT WILL BE MADE TO CONTACT YOU. REFUNDS WILL BE PAID BY POSTAL CHEQUE ONLY**

### **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. For information on how this 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](mailto:admissions@llandrillo.ac.uk)

# Health, Safety and Environment

St Asaph Dolgellau

*Dyfodol	Duration	Fees	Dates	Dates
<b>Environmental Awareness</b> - 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. Accredited by the Chartered Institute of Environmental Health. <b>Assessment:</b> Multiple-choice exam	1 day 09.15-16.00	£50	23 <sup>rd</sup> Feb 11 <sup>th</sup> Apr 10 <sup>th</sup> Jul	on request

	Duration	Fees	Dates	Dates
<b>Supervising Health and Safety</b> - this L3 course will enable Managers/Supervisors to improve the health and safety culture in their organisation, whatever its size or activity.	3 days 09.30-16.00 + Exam tbc	£140	16 <sup>th</sup> ,17 <sup>th</sup> & 23 <sup>rd</sup> Apr  30 <sup>th</sup> ,31 <sup>st</sup> July & 6 <sup>th</sup> Aug	on request

*Dyfodol	Duration	Fees	Dates	Dates
<b>Health and Safety in the Workplace</b> –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. <b>Assessment:</b> Multiple-choice exam	1 day 09.15-16.00	£50	2 <sup>nd</sup> March 20 <sup>th</sup> April 25 <sup>th</sup> May 6 <sup>th</sup> July	17 <sup>th</sup> Feb 27 <sup>th</sup> April 8 <sup>th</sup> June

*Dyfodol	Duration	Fees	Dates	Dates
<b>The Principles of Manual Handling</b> - 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. <b>Assessment:</b> Multiple-choice exam	½ day 09.15-13.00  or 1 day	£35   £50	15 <sup>th</sup> Feb 4 <sup>th</sup> April 6 <sup>th</sup> June on request	5 <sup>th</sup> Mar 11 <sup>th</sup> July

	Duration	Fees	Dates	Dates
<b>Moving and Handling</b> - for details of this course please Business Point on 0845 450 59 60	1 day	£50	on request	on request

*Dyfodol	Duration	Fees	Dates	Dates
<b>Conflict Resolution and Personal Safety (Level 2)</b> - this CIEH qualification introduces positive steps to take when faced with confrontational behaviour. <b>Assessment:</b> Multiple-choice exam	1 day 09.15-16.00	£50	10 <sup>th</sup> Apr	21 <sup>st</sup> Mar 20 <sup>th</sup> July

	Duration	Fees	Dates	Dates
<b>Fire and Safety (Level 1)</b> - this course helps those in work to develop their understanding of the key principles of Fire & Safety. Accredited by the Chartered Institute of Environmental Health. <b>Assessment:</b> Multiple-choice exam	½ day 13.15-16.00	£35	15 <sup>th</sup> Feb 4 <sup>th</sup> April 6 <sup>th</sup> June	15 <sup>th</sup> Mar 11 <sup>th</sup> July

*Dyfodol	Duration	Fees	Dates	Dates
<b>Fire Safety Principles (Level 2)</b> - this course will benefit anyone who has been appointed to carry out fire warden/marshall duties in the workplace. Accredited by the Chartered Institute of Environmental Health. <b>Assessment:</b> Multiple-choice exam	1 day 09.15-16.00	£50	26 <sup>th</sup> April 23 <sup>rd</sup> July	7 <sup>th</sup> Feb 30 <sup>th</sup> May

	Duration	Fees	Dates	Dates
<b>The Principles of COSHH</b> - 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. Accredited by the Chartered Institute of Environmental Health. <b>Assessment:</b> Multiple-choice exam	½ day 09.15-13.00	£35	8 <sup>th</sup> March 31 <sup>st</sup> May	18 <sup>th</sup> May

	Duration	Fees	Dates	Dates
<b>Risk Assessment</b> - 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. Accredited by the Chartered Institute of Environmental Health. <b>Assessment:</b> Work-based project.  <b>CIEH L3 Award in Fire Safety Risk Assessment &amp; Control</b> – for additional information contact John Pierce on 0845 450 59 60	2 days 09.00-17.00	£145	13 <sup>th</sup> & 14 <sup>th</sup> Feb 14 <sup>th</sup> & 15 <sup>th</sup> May	on request

	Duration	Fees	Dates	Dates
<b>Hygiene in Health &amp; Social Care</b> - this course is designed as an introduction to hygiene. It ensures vulnerable people are not exposed to unnecessary risk and will help those in the private and voluntary health care sectors, to play their part in maintaining a clean and safe environment. <b>Assessment:</b> Multiple-choice exam	½ day 09.15 – 13.00	£35	on request	on request

*Dyfodol	Duration	Fees	Dates	Dates
<b>Stress Awareness</b> - 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. Accredited by the Chartered Institute of Environmental Health. Classroom assessment carried out.	1 day 09.15-16.00	£50	14 <sup>th</sup> Feb 19 <sup>th</sup> April 21 <sup>st</sup> Jun	on request

*Dyfodol	Duration	Fees	Dates	Dates
<b>Managing Safely (IOSH)</b> - 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.  <b>*Concession available on Dolgellau site only</b>	4 days 09.00-17.00	£300	26 <sup>th</sup> , 27 <sup>th</sup> Mar 2 <sup>nd</sup> & 3 <sup>rd</sup> Apr  11 <sup>th</sup> , 12 <sup>th</sup> , 18 <sup>th</sup> & 19 <sup>th</sup> June	6 <sup>th</sup> , 7 <sup>th</sup> 13 <sup>th</sup> & 14 <sup>th</sup> March

	Duration	Fees	Dates	Dates
<b>IOSH Working Safely Level 2</b> – this course introduces a completely new approach to health and safety training and offers all the basics in a high impact interactive package. Working safely is for people at any level. It focuses on why health and safety is important, and how individuals can make a real difference by changing their behaviour.	1 day 09.00-17.00	£65	9 <sup>th</sup> Feb 24 <sup>th</sup> July	on request

	Duration	Fees	Dates	Dates
<b>NEBOSH National Diploma</b> - 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. <b>Prerequisite:</b> NEBOSH General Certificate in Occupational Safety and Health, Applicants will be required to attend an interview prior to acceptance onto this course.  <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>	18 months  1 day per week+ exams  09.00-17.00  Unit D only - tutorial by arrangement	£3,000	17 <sup>th</sup> Aug 2012	tbc

	Duration	Fees	Dates	Dates
<p><b>National General Certificate in Occupational Safety and Health (NEBOSH)</b> - this course provides an industry accepted professional qualification for practising health and safety advisors. 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><b>Prerequisite:</b> Working in a health and Safety Environment</p>	<p>18 weeks</p> <p>1 day per week+ exam</p> <p>9.00-17.00</p>	£650	7 <sup>th</sup> Aug 2012	tbc

	Duration	Fees	Dates	Dates
<p><b>NEBOSH Certificate in Fire Safety and Risk Management</b> - this qualification is aimed at those who need to ensure that their organisation meets its responsibilities under Fire Safety legislation. The 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>	£395	3 <sup>rd</sup> Apr	tbc

	Duration	Fees	Dates	Dates
<p><b>NEBOSH National Certificate in Construction Health and Safety NCCI &amp; 2 *ONLY</b> - 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.</p> <p><i>*To obtain the full NEBOSH certificate delegates will need to successfully complete the NGCI (management module). For additional information please contact Ros Hall on 0845 450 59 60</i></p>	<p>11 weeks</p> <p>1 day per week</p> <p>+ exam</p> <p>09.00-17.00</p>	£495	8 <sup>th</sup> Mar	tbc

	Duration	Fees	Dates	Dates
<p><b>NEBOSH Certificate in Environmental Management</b> - 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 who are seeking to implement effective environmental management and gain ISO 14001 accreditation.</p>	<p>8 weeks</p> <p>1 day per week + exam</p> <p>09.00-17.00</p>	£395	27 <sup>th</sup> Feb	tbc

	Duration	Fees	Dates	Dates
<b>NEBOSH Certificate in the Management of Health &amp; Well-Being at Work</b> - a well implemented health and well-being programme will help reduce absenteeism and staff turnover, leading to increased skill retention & meet employer legislative requirements for General Managers, Supervisors and HR Personnel who have responsibility for the health of the workforce.	8 weeks 1 day per week + exam 09.00-17.00	£495	28 <sup>th</sup> Mar	

## First Aid

<b>*Dyfodol</b>	Duration	Fees	Dates	Dates
<b>Emergency First Aid at Work</b> - this one day course covers the life-saving skills of resuscitation, unconsciousness, choking, bleeding and heart attack.	1 day 09.15-16.00	£60	24 <sup>th</sup> Feb 5 <sup>th</sup> Apr 5 <sup>th</sup> May 29 <sup>th</sup> Jun 31 <sup>st</sup> July	5 <sup>th</sup> Mar 14 <sup>th</sup> May 9 <sup>th</sup> Jul

	Duration	Fees	Dates	Dates
<b>First Aid at Work Certificate</b> - 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	1 <sup>st</sup> , 2 <sup>nd</sup> & 3 <sup>rd</sup> Feb 28 <sup>th</sup> , 29 <sup>th</sup> & 30 <sup>th</sup> Mar 2 <sup>nd</sup> , 3 <sup>rd</sup> & 4 <sup>th</sup> May 25 <sup>th</sup> , 26 <sup>th</sup> & 27 <sup>th</sup> July	17 <sup>th</sup> , 18 <sup>th</sup> , & 19 Apr 10 <sup>th</sup> , 11 <sup>th</sup> & 12 <sup>th</sup> Jul

	Duration	Fees	Dates	Dates
<b>First Aid at Work Update</b> - this course provides an update for the First Aid at Work Certificate course. An in date certificate must be provided at the time of booking.	2 days 09.15-16.00	£90	15 <sup>th</sup> & 16 <sup>th</sup> Mar 30 <sup>th</sup> Apr & 1 <sup>st</sup> May 21 <sup>st</sup> & 22 <sup>nd</sup> Jun	on request

## Licencees and Door Supervisors

The following courses are accredited by the British Institute of Innkeepers Awarding Body (BIIAB) - all delegates attending BIIAB and CIEH courses are required to produce photographic identification such as a valid driving license or passport.

			<i>St Asaph</i>	<i>Dolgellau</i>
	<b>Duration</b>	<b>Fees</b>	<b>Dates</b>	<b>Dates</b>
<b>BIIAB Award for Personal Licence Holders</b> - 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. <b>Assessment:</b> Multiple-choice exam, 28 out of 40 to achieve a pass.	2 days 09.15-16.00 (Includes exam)	£125	6 <sup>th</sup> & 7 <sup>th</sup> Feb 5 <sup>th</sup> & 6 <sup>th</sup> Mar 24 <sup>th</sup> &25 <sup>th</sup> Apr 22 <sup>nd</sup> & 23 <sup>rd</sup> May 13 <sup>th</sup> &14 <sup>th</sup> June 17 <sup>th</sup> &19 <sup>th</sup> July	2 <sup>nd</sup> & 3 <sup>rd</sup> Apr 9 <sup>th</sup> & 10 <sup>th</sup> Jul

	<b>Duration</b>	<b>Fees</b>	<b>Dates</b>	<b>Dates</b>
<b>BIIAB Level 2 Award in Door Supervision – 4 parts</b> – anyone wishing to work as a door supervisor in the UK, needs a licence to practise, issued by the Security Industry Authority (SIA). To apply for a licence you are required to have passed a recognised door supervisor qualification. This course is endorsed by the SIA, regulated by Ofqual and designed for those who wish to work in the industry. The qualification is awarded to learners who successfully complete four parts:  <ol style="list-style-type: none"> <li>1) <b>Working in the Private Security Industry</b></li> <li>2) <b>Conflict Management for the Private Security Industry</b></li> <li>3) <b>Working as a Door Supervisor</b></li> <li>4) <b>Physical Intervention</b></li> </ol> <b>Assessment: Part 1, 2 &amp; 3</b> Multiple-choice exam. <b>Part 4</b> - Individual Practical Assessment.	5 days 09.15-16.00 Includes exam & assessment)	£500	20 <sup>th</sup> , 21 <sup>st</sup> , 27 <sup>th</sup> , 28 <sup>th</sup> Feb & 5 <sup>th</sup> Mar  14 <sup>th</sup> , 15 <sup>th</sup> , 21 <sup>st</sup> , 24 <sup>th</sup> & 29 <sup>th</sup> May	on request

<b>*Dyfodol</b>	<b>Duration</b>	<b>Fees</b>	<b>Dates</b>	<b>Dates</b>
<b>BIIAB Award in Responsible Alcohol Retailing</b> - 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. <b>Assessment:</b> 25 questions – 2 sections	1 day 09.15-16.00	£50	1 <sup>st</sup> Mar	on request

	<b>Duration</b>	<b>Fees</b>	<b>Dates</b>	<b>Dates</b>
<b>Level 1 Award in Food Safety in Catering</b> - this course is aimed at people who transport food (do not prepare/handle) e.g. hospital porters etc. Accredited by the Chartered Institute of Environmental Health.	½ day 13.00 -16.00	£35	20 <sup>th</sup> March	21 <sup>st</sup> Mar 24 <sup>th</sup> May 5 <sup>th</sup> Jul

<b>*Dyfodol</b>	<b>Duration</b>	<b>Fees</b>	<b>Dates</b>	<b>Dates</b>
<b>*Level 2 Award in Food Safety in Catering</b> - 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.  <b>Assessment:</b> Multiple-choice exam Suggested Progression: CIEH Level 3 Award in Supervising Food Safety in Catering	1 day 09.15-16.00	£50	8 <sup>th</sup> Feb 14 <sup>th</sup> March 18 <sup>th</sup> April 16 <sup>th</sup> May 20 <sup>th</sup> Jun 12 <sup>th</sup> July	8 <sup>th</sup> Feb 7 <sup>th</sup> Mar 25 <sup>th</sup> Apr 23 <sup>rd</sup> May 20 <sup>th</sup> Jun 4 <sup>th</sup> Jul

	<b>Duration</b>	<b>Fees</b>	<b>Dates</b>	<b>Dates</b>
<b>Level 2 Award in Food Safety in Catering Refresher</b> - 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. The course is accredited by the Chartered Institute of Environmental Health.	½ day 09.30-12.30	£35	20 <sup>th</sup> Mar	21 <sup>st</sup> Mar 24 <sup>th</sup> May 5 <sup>th</sup> Jul

<b>*Dyfodol</b>	<b>Duration</b>	<b>Fees</b>	<b>Dates</b>	<b>Dates</b>
<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 planners.  <b>Assessment:</b> Multiple-choice exam	1 day 09.15-16.00	£50	30 <sup>th</sup> May	9 <sup>th</sup> Feb 22 <sup>nd</sup> Mar 21 <sup>st</sup> Jun

	Duration	Fees	Dates	Dates
<p><b>Level 3 HACCP</b> (Hazard Analysis Critical Controls Point) - this course is designed to help business owners and managers of small and medium sized catering and hospitality businesses understand the new '5' star grading system in relation to implementing HACCP. It covers the 12 steps in the HACCP process and the controls required to ensure food safety.</p> <p><b>Assessment:</b> Written assignment is mandatory.  <b>Prerequisite:</b> Highly recommend Level 2 Food Safety Award - Suggested Progression: Level 3 Award in Supervising Food Safety in Catering.</p>	<p>1½ days 09.15-16.00</p>	<p>£75</p>	<p>29<sup>th</sup> Feb &amp; 7<sup>th</sup> Mar  11<sup>th</sup> &amp; 18<sup>th</sup> July</p>	<p>tbc</p>

	Duration	Fees	Dates	Dates
<p><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.</p> <p><b>Assessment:</b> Multiple-choice exam  <b>Prerequisite:</b> Recommend Level 2 Food Safety Qualification</p>	<p>3 days 09.30-16.00</p>	<p>£140</p>	<p>9<sup>th</sup>, 10<sup>th</sup> &amp; 17<sup>th</sup> May</p>	<p>29<sup>th</sup> Feb, 1<sup>st</sup> &amp; 8<sup>th</sup> Mar</p>

	Duration	Fees	Dates	Dates
<p><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.</p> <p><b>Assessment:</b> 2 assignments and end of course exam are mandatory  <b>Prerequisite:</b> Applicants will be required to attend an interview prior to acceptance onto this course.</p>	<p>6 weeks 1 day per week  + exam  09.30-16.00</p>	<p>£275</p>	<p><b>Available from Sept 2012</b></p>	<p>tbc</p>

**IT Training for Microsoft Office 2007 & 2010  
(Other versions available on request)**

**St Asaph**

**Dolgellau**

	<b>Duration</b>	<b>Fees</b>	<b>Dates</b>	<b>Dates</b>
<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	<b>Intro:</b> 20 <sup>th</sup> Feb, 23 <sup>rd</sup> Apr, 11 <sup>th</sup> Jun <b>Intermediate:</b> 8 <sup>th</sup> Mar, 28 <sup>th</sup> May <b>Advanced:</b> 22 <sup>nd</sup> Mar, 9 <sup>th</sup> Jul	<b>Intro:</b> 10 <sup>th</sup> May, 21 <sup>st</sup> Jun <b>Interm:</b> 5 <sup>th</sup> Jul <b>Adv:</b> on request

	<b>Duration</b>	<b>Fees</b>	<b>Dates</b>	<b>Dates</b>
<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	<b>Intro :</b> 23 <sup>rd</sup> Feb, 26 <sup>th</sup> Apr <b>Intermediate:</b> on request <b>Advanced :</b> on request	<b>Intro:</b> 24 <sup>th</sup> May <b>Interm:</b> 19 <sup>th</sup> Jul

	<b>Duration</b>	<b>Fees</b>	<b>Dates</b>	<b>Dates</b>
<b>Microsoft Publisher</b> - 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	2 <sup>nd</sup> Feb 5 <sup>th</sup> Jun	on request

	<b>Duration</b>	<b>Fees</b>	<b>Dates</b>	<b>Dates</b>
<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	<b>Intro:</b> 16 <sup>th</sup> Apr, 18 <sup>th</sup> Jun <b>Intermediate:</b> 19 <sup>th</sup> Mar, 3 <sup>rd</sup> May, 28 <sup>th</sup> Jun <b>Advanced:</b> 29 <sup>th</sup> Mar, 12 <sup>th</sup> Jul	<b>Intro:</b> 19 <sup>th</sup> Apr <b>Interm:</b> 7 <sup>th</sup> Jun

	<b>Duration</b>	<b>Fees</b>	<b>Dates</b>	<b>Dates</b>
<b>Presentations using MS PowerPoint 2007</b> – two day course which covers designing and creating a PowerPoint slide show which complements your presentations.	2 day 09.15-16.00	£85	27 <sup>th</sup> Feb & 5 <sup>th</sup> March 14 <sup>th</sup> & 21 <sup>st</sup> May 16 <sup>th</sup> & 23 <sup>rd</sup> Jul	on request

## 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.

### St. Asaph

*Dyfodol	Duration	Fees	Dates
<b>ECDL Essentials (Level 1)</b> Covers 3 modules: IT Security for Users; IT User Fundamentals; Using the Internet and Email	11 weeks 09.30 – 12:30	£100	tbc

*Dyfodol	Duration	Fees	Dates
<b>ECDL Extra (Level 2)</b> Covers 4 modules: Word Processing; Spreadsheets; Presentation; Improving Productivity Using IT	22 weeks 09.30 – 12:30	£120	tbc

NEW Arrival	Duration	Fees	Dates
<b>ITQ Level 2 - Certificate for IT Users (formerly CLAiT+)</b> Combine your attendance at our one day computing courses with work-based study and online activities to achieve this popular IT Qualification.	Flexible	£125	Flexible tbc with tutor

	Duration	Fees	Dates	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	17 <sup>th</sup> Feb 12 <sup>th</sup> Jun	on request

	Duration	Fees	Dates	Dates
<b>Training Skills and Practice</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 09.30-16.00	£195	12 <sup>th</sup> , 13 <sup>th</sup> , 19 <sup>th</sup> Mar  9 <sup>th</sup> , 10 <sup>th</sup> & 16 <sup>th</sup> July	on request

	Duration	Fees	Dates	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	1 <sup>st</sup> Mar	on request

	Duration	Fees	Dates	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	£50	16 <sup>th</sup> Feb 14 <sup>th</sup> Jun	on request

<b>*Dyfodol</b>	Duration	Fees	Dates	Dates
<b>Telephone Service Skills</b> - this course will help you provide first class telephone service. The workshops combine practical and discussion sessions with computer based activities.	1 day 09.15-16.00	£75	16 <sup>th</sup> Mar 4 <sup>th</sup> May	on request

	Duration	Fees	Dates	Dates
<b>Customer Service Skills</b> - 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.	1 day 09.15-16.30	£50	19 <sup>th</sup> Jun	on request

*Dyfodol	Duration	Fees	Dates	Dates
<b>Edexcel BTEC WorkSkills</b> – this course offers a wide-ranging package of bite-size learning units at Levels 1, 2 and 3. Learners accumulate credit at their own pace to gain an Award, Certificate or Diploma in one of four pathways: Sustainable Employability Skills, Work Placement Skills, Personal Life Skills and Skills for Business	Flexible on your premises or open learning	From £125 - varies according to Level & Award, Certificate or Diploma	Flexible on your premises or open learning	on request

*Dyfodol	Duration	Fees	Dates	Dates
<b>Edexcel Level 1 BTEC Award in Introduction to Contact Centres</b> – 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	Flexible on your premises or open learning	tbc

*Dyfodol	Duration	Fees	Dates	Dates
<b>Edexcel Level 2 BTEC Certificate in Contact Centre Skills</b> – covers the 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	Flexible on your premises or open learning	tbc

*Dyfodol	Duration	Fees	Dates	Dates
<b>Edexcel Level 3 BTEC Certificate in Contact Centre Supervisory Skills</b> – 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	Flexible on your premises or open learning	tbc

	<b>Duration</b>	<b>Fees</b>	<b>Dates</b>	<b>Dates</b>
<b>Effective Minute Taking</b> - this course covers the purposes and types of minutes, roles, terminology, documents, legislative requirements, reported speech, hints and tips.	½ day 09.15-12.30	£35	13 <sup>th</sup> Feb 6 <sup>th</sup> Jun	on request

	<b>Duration</b>	<b>Fees</b>	<b>Dates</b>	<b>Dates</b>
<b>WorldHost Wales</b> - a brand new course in Wales, the WorldHost™ programme covers the Principles of Customer Service in a modern and energetic format. The course can be used to ensure quality of front-line customer service in your business and across a wide variety of industries.  * Concession maybe available for more details contact Christine Evans on 0845 450 59 60	1 day 09.30-16.30	<b>*£70</b>	12 <sup>th</sup> Jan 10 <sup>th</sup> Feb 15 <sup>th</sup> Mar 19 <sup>th</sup> Apr 24 <sup>th</sup> May 12 <sup>th</sup> Jun	15 <sup>th</sup> Feb 20 <sup>th</sup> Mar 12 <sup>th</sup> Apr 22 <sup>nd</sup> May

<b>NEW ARRIVAL</b>	<b>Duration</b>	<b>Fees</b>	<b>Dates</b>	<b>Dates</b>
<b>Debtor Management</b> – this course is designed at managing debtor issues before they spiral out of control and how to collect debts from customers without damaging the trading relationship. Starting from the pre-order stage highlighting the essential checks and documents you will need to protect you if you are not paid. Pricing structures and payments in various industries are covered. Suitable for small-medium sized businesses without their own dedicated credit control and debt collection department.	1 day 09.15-16.00	£50	7 <sup>th</sup> Mar	on request

	<b>Duration</b>	<b>Fees</b>	<b>Dates</b>	<b>Dates</b>
<b>Team Working</b> - 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	£50	21 <sup>st</sup> Mar	on request

	<b>Duration</b>	<b>Fees</b>	<b>Dates</b>	<b>Dates</b>
<b>Appraisals and Performance Management</b> - this course will provide advice/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.	1 day 09.15-16.30	£50	6 <sup>th</sup> Feb 7 <sup>th</sup> Jun	on request

<b>*Dyfodol NEW ARRIVAL</b>	<b>Duration</b>	<b>Fees</b>	<b>Dates</b>	<b>Dates</b>
<b>Equality and Diversity</b> – this workshop will provide delegates with the basic skills, knowledge, awareness and appreciation of equal opportunities in the workplace. Key points covered will cover defining Equality and Diversity, recognising the advantages of Equality and Diversity in the workplace, your Equality and Diversity Policy document, legislation and the impact on the organisation	½ day 09.30-12.30	£35	24 <sup>th</sup> Feb 20 <sup>th</sup> Apr 1 <sup>st</sup> Jun 27 <sup>th</sup> Jul	on request

	Duration	Fees	Dates	Dates
<p><b>Marketing</b> - 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</p> <p><b>'Early Bird Marketing Seminars</b> - The 'M' Word, Image Matters and Make the Difference.</p>	<p>1 day 09.15-16.00 or 08.00-10.00am (3 sessions)</p>	£50	<p>22<sup>nd</sup> Feb 11<sup>th</sup> May</p>	on request

	Duration	Fees	Dates	Dates
<p><b>Social Media and Business</b></p> <p><b>PART 1 – Waking up to a new world</b> What is Social Media? Why is it important? The Social State of Mind Three types of Social Media</p> <p><b>PART 2 – Create your online marketing stage</b> Claim your brand Content - have something to say Setting up your social profiles Social Media &amp; SEO Tracking Social Media success</p>	<p>½ day 09.15-12.30</p>	£35	<p>12<sup>th</sup> Apr 20<sup>th</sup> Jun</p>	on request

## Institute of Leadership and Management (ILM) Development Awards

Take your staff development to the next level with UK's premier awarding body for leadership and management qualifications. Business Point now offer ILM development awards in four key areas of leadership and management including performance management, change management, succession planning and customer service.

Courses are designed to enhance or develop the skills and knowledge of managers and leaders and can be directly mapped against the ILM Level 3 First Line Management Modules providing progression and continuous development opportunities for all participants. In addition to courses at St Asaph, the following ILM qualifications are available via our Rhos-os-Sea campus, please contact Sian Knapper on 01492 546666 ext 487

ILM Level 3 Certificate or Award in First Line Management

ILM Level 5 Award or Diploma in Management

ILM Level 6 Award in Management

ILM Level 7 Award or Certificate in Executive Management

*Dyfodol	Duration	Fees	Dates	Dates
<p><b>Performance Management</b> – Learn how to manage performance within the workplace, and understand the value of assessing performance using a variety of formal and informal techniques to meet organizational and individual needs. This ILM development award can be <b>mapped against the ILM Level 3 – First Line Manager Modules – M3.26</b> – Managing performance (all learning outcomes met) and <b>M3.12</b> – Motivating to perform in the workplace (partial learning outcomes met).</p> <p>There is no formal assessment* – students will be provided with an ILM Certificate of Attendance.</p> <p><i>*Optional - Students may wish to complete a Work Based Assignment and obtain Unit Certificate for unit M3.26 – Managing performance at an additional cost of £40; this unit certificate can be then used to build a Level 3 Award/Certificate/Diploma in First Line Management Qualification.</i></p>	<p>2 days 09.15-16.30</p>	<p>£175</p>	<p>1<sup>st</sup> &amp; 2<sup>nd</sup> Mar  14<sup>th</sup> &amp; 15<sup>th</sup> Jun</p>	<p>23<sup>rd</sup> &amp; 24<sup>th</sup> Feb</p>

*Dyfodol	Duration	Fees	Dates	Dates
<p><b>Managing Change</b> – Understand the benefits of change in the workplace and how the process can be planned using appropriate tools and techniques, to facilitate effective change within an Organization. This ILM development award <b>can be mapped against the ILM Level 3 – First Line Manager Modules – M3.02</b> – Understanding change in the workplace (partial learning outcomes met) and <b>M3.03</b> – Planning change in the workplace (partial learning outcomes met). There is no formal assessment* – students will be provided with an ILM Certificate of Attendance.</p> <p><i>*Optional - Students may wish to complete a Work Based Assignment and obtain Unit Certificates for units M3.02 – Understanding change in the workplace &amp; M3.03 – Planning change in the workplace at an additional cost of £80; these unit certificates can be then used to build a Level 3 Award/Certificate/Diploma in First Line Management Qualification.</i></p>	<p>2 days 09.15-16.30</p>	<p>£175</p>	<p>12<sup>th</sup> &amp; 13<sup>th</sup> Apr  5<sup>th</sup> &amp; 6<sup>th</sup> Jul</p>	<p>26<sup>th</sup> &amp; 27<sup>th</sup> Apr</p>

*Dyfodol	Duration	Fees	Dates	Dates
<p><b>Managing Customer Service</b> - Understand the importance of customer service and how to care for the customer, by using recognised tools and techniques to identify their requirements and in the development of customer service standards and benchmarks. This ILM development award <b>can be mapped against ILM Level 3 – First Line Manager Modules M3.08</b> – Managing Customer Service (all learning outcomes met)</p> <p>There is no formal assessment* – students will be provided with an ILM Certificate of Attendance.</p> <p><i>*Optional - Students may wish to complete a Work Based Assignment and obtain Unit Certificate for unit M3.08 – Managing Customer Service at an additional cost of £40; this unit certificate can be then used to build a Level 3 Award/Certificate/Diploma in First Line Management Qualification.</i></p>	<p>2 days 09.15-16.00</p>	<p>£175</p>	<p>9<sup>th</sup> &amp; 10<sup>th</sup> Feb  17<sup>th</sup> &amp; 18<sup>th</sup> May</p>	<p>28<sup>th</sup> &amp; 29<sup>th</sup> Jun</p>