

be
business enterprise

be...informed

be...prepared

be...motivated

be...confident!



Short Courses for Business
Autumn 2009

Professional Short Courses

Management • Business • Payroll • Human Resources
• Health and Safety • Technical Skills



Investing now *could pay dividends later...*

Now is the time to build the foundations for future sustainable growth and flexibility. Future proof your business, your skills, your staff with the support of The Bournemouth and Poole College Business Enterprise Team.

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mpact. Businesses who have recently undertaken training have reported a measurable impact and clear, fast results.

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ationally recognised qualifications across all sectors. We have accredited courses and qualifications at all levels to match your business needs.

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alue for money. All our courses and training services are competitively priced delivering you cost-effective training solutions.

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ngage your staff as they could be your best asset! Demonstrate your commitment to their personal development and you will reap the rewards.

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kills and knowledge improve business performance. Ensure you have the right people, with the right skills in the right job.

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rain your team in the specific ways of your business. Ask us about customised, flexible training to suit your organisational demands.

be in touch

Call us today to arrange a **FREE**, no obligation consultation
Call 01202 205500 Email be@thecollege.co.uk

bespoke Training

**We can deliver courses for your staff on your premises.
Contact our Business Enterprise Team on 01202 205500
for more information about customised training packages.**

Professional Management Training

Ask about our full portfolio of management training to suit those new to a management/supervisory role, middle managers and those operating at a more senior level. All our courses are delivered by professional and experienced trainers.

Here's an example of management training recruiting now!

Chartered Management Institute (CMI) Level 3 Certificate in First Line Management

22 September 2009

£600 per person

11 weeks part time

Delivered at our Poole campus, this course is suitable for those aspiring or moving into a role in first line management. September's course will encompass "Improving Team Performance" and "Management Communication". No formal qualifications are required however candidates are offered an informal interview. This course is assessed by assignment work and includes your annual registration to CMI membership.

Institute of Leadership and Management (ILM) Level 3 First Line Management

One Day modules

£175 per person per unit

Work towards a nationally recognised qualification suitable for first line managers. This modular approach enables you to fit your study around your work and other commitments, building your portfolio of skills. Alternatively, use the units as stand alone qualifications to boost your management skills. Each unit is achieved through attendance at college followed by production of an assessed assignment. The cost of each module includes ILM registration.

Marketing & Business Development units

- Managing Projects†27 November
- Working with Costs and Budgets†11 November
- Writing for Business†11 December

Management & Leadership units

- Achieving Objectives through Time Management†18 November
- Effective Meetings for Managers†16 October
- Giving Briefings and Making Presentations†7 October
- Introduction to Leadership†19 October
- Managing Creativity and Innovation†23 October
- Managing Customer Service†6 November
- Understanding the communication process†13 November

HR, Coaching & Performance units

- Coaching and Training your work team†9 December
- Managing Performance†4 December
- Recruiting, Selecting and Inducting new staff†25 November



Other Management Training available includes:

- NVQ level 3, 4, 5 in Management (awarded by the Chartered Management Institute - CMI)
- Level 4 Introductory Diploma in Management (CMI)
- Level 5 Diploma in Management (CMI)
- Level 7 Diploma in Strategic Management & Leadership (CMI)
- Level 3 Certificate First Line Management & Leadership (awarded by the Institute of Leadership and Management - ILM)
- Level 3 Certificate in Personnel Practice (awarded by the Chartered Institute of Personnel and Development - CIPD)
- Level 3 Certificate in Training Practice (CIPD)

† Course fees include workbook, parking and lunch. Comfortable, modern venues. Vegetarians catered for upon request. Refreshments included.

Improving business performance...

Short courses with maximum impact.

Book now for short courses designed to improve your individual knowledge in the workplace. Suitable for individual candidates or small businesses/owners.

Business Skills

Dealing with Difficult People†

20 November (College Certificate)

£150 per person

Learning how to manage complaints calmly and constructively will help you resolve conflict, leading to improved customer relations. This workshop will introduce you to strategies for dealing with different types of difficult people in various situations. Equip yourself with reliable techniques that will extend beyond the workplace.

The Write Stuff†

25 September (College Certificate)

£150 per person

Improve your written communications in every way. A very practical and useful course, teaching you how to improve and enhance all written communications for your business. This course will focus on the structure, content, style, tone and layout of communication tools such as email, letters, memos and reports.

Book-Keeping & Payroll Skills

Introduction to Computerised Book Keeping using SAGE†

9 October (College Certificate)

£200 per person

A very useful and practical course for those wanting to get to grips with Sage Line 50. Understand how to use this accounting package for tasks such as setting up customer and supplier accounts, processing invoices and credit notes, cash and bank payments/receipts, producing a VAT return, compiling financial reports. No previous experience required, but you should have reasonable computer skills.

Sage Payroll†

4 December (College Certificate)

£200 per person

Payroll is often one of the most time-consuming tasks for any company, but is vitally important. Sage Payroll is used by over 50,000 companies across the UK to automate their payroll processing. It conforms to the latest government legislation and covers National Insurance, Tax Calculations and SSP/SMP. This one day course will teach you the fundamental usage of the system.

† Course fees include workbook, parking and lunch. Comfortable, modern venues. Vegetarians catered for upon request. Refreshments included.

Human Resource Skills

Essentials of Employment Law†

25 September (College Certificate)

£150 per person

This workshop is for those who are new to an HR role/managing people and provides a general overview of employment law and personnel practice. You will learn how to identify employees' statutory rights, understand the importance of Equality and Diversity in the workplace, and best practice when hiring and firing.

Managing Redundancies†

9 October (College Certificate)

£150 per person

During an economic downturn you may find that you need to implement a redundancy programme in your business. This workshop will focus on the legal necessities as well as equipping you with the required people skills to ease the process. The session will cover alternative options to redundancy, the legal requirements of the consultation process, fair and objective selection criteria and techniques on how to deliver a difficult message.

Disciplinary and Grievances†

23 October (College Certificate)

£150 per person

Knowing how to manage or avoid conflict in the workplace is essential. This course is suitable for those requiring a general understanding of the Dispute Resolution process. You will learn how to identify when it is appropriate to proceed to formal disciplinary action, how to create a clear and fair set of policies to protect your organisation, understand the investigation process maintaining accurate records and develop the skills to chair a hearing.

Equality and Diversity†

4 December (College Certificate)

£150 per person

As part of the modern business world it is essential that your company or organisation has a good understanding of Equal Opportunities legislation and its impact in the workplace. This workshop will look at legislation, clarifying the importance of equality, and how to create a clear and fair set of policies to protect your organisation. An awareness of equality and diversity will enable you to react and act appropriately and avoid any discriminatory issues arising.

Family Friendly Rights in the Workplace

20 November (College Certificate)

£150 per person

A course for employers and managers that will explain your legal obligations and enable you to operate in a 'family friendly' way. You will learn about the various Family Friendly benefits available to staff, how to be legally compliant and empathetic to staff with requests, protecting your organisation from Employment Tribunals and how to ensure that all staff are dealt with objectively and equally.

Improving business performance

Short Courses Continued...

Health and Safety

Contact 01202 205648 for more information on the following courses:

NEBOSH General Certificate

10 September or 10 December £1300 per person

This 13 week day release course is for managers, supervisors and staff from all types of organisations who need a broad understanding of health and safety issues. The certificate helps you to manage risk effectively. The NEBOSH certificate is a nationally recognised qualification suitable for career progression. The College also offers the NEBOSH Diploma.

IOSH Managing Safely

7 October (4 days over 4 weeks) £495 per person

This short course is suitable for managers and supervisors in any organisation. It will give you the knowledge and tools to tackle any health and safety issues you may be responsible for. Successful candidates will receive a nationally recognised certificate awarded by the Institute of Occupational Safety and Health (IOSH).

Health & Safety Awareness

14 October and 11 November £140 per person

This one day course has been designed to raise awareness of the duties and responsibilities for employers and employees under current health and safety legislation. The course is suitable for anyone requiring a working knowledge of health and safety practices within any business.

Risk Assessment

21 October & 18 November £140 per person

Under health and safety legislation, employers are required to conduct suitable and sufficient risk assessments. This course provides the framework necessary for carrying out these assessments. It will give you guidance on the methods of risk assessment and the hierarchy of control measures.

be in touch

Call the Business Enterprise office at The College on

Tel: 01202 205500

Email: be@thecollege.co.uk

Technical Skills

Introduction to AutoCAD

24 September £150 per person

AutoCAD is used in many industries including mechanical and civil engineering, architecture, interior and garden design. This 9 week evening course is aimed at newcomers to Computer Aided Design (CAD). Previous experience of Computer Aided Draughting/Design is not essential although you should be familiar with IT and Microsoft Windows applications.

Abrasive Wheels

19 October & 23 November £140 per person

Under the Health and Safety at Work Act 1974 employers are directly responsible for the health and safety of their employees. Employers requiring their staff to use abrasive wheels are required to provide instruction and training in the use of this equipment as a statutory requirement. This course includes practical sessions using grinding machines.

“Health and Safety at work is of paramount importance. I feel more confident knowing I understand some of the legislation involved”



Other Professional Courses Starting Soon

- **Accounting** - AAT Foundation, Intermediate and Technician
- **Financial Planning Certificate** (Parts 1 – 4)
- **Mortgage Advice & Practice** – CeMAP (Parts 2/3)
- **Book Keeping** – OCR Level 1 Diploma
- **Computerised Book Keeping** – OCR Level 1 Certificate
- **Manual Book Keeping** – IAB Level 2/3 Certificate
- **Computerised Book Keeping** – IAB Level 2/3 Certificate
- **Manual Payroll** – IAB Level 2/3 Certificate
- **Computerised Payroll** – IAB level 2/3 Certificate

To book your short courses call The Business Enterprise Team on **01202 205500** or email **be@thecollege.co.uk**