

be
business enterprise



be...informed

be...prepared

be...motivated

be...confident!

Short Courses for Business January - March 2010

Professional Short Courses

Management • Business • Payroll • Human Resources
• Health and Safety • Sales

Working together...

During times of recession and economic downturn it becomes even more important for businesses to work together and support each other for mutual benefit.

Here at The Bournemouth and Poole College our Business Enterprise team is working hard to support employers through difficult times. We can't guarantee to recession-proof your business, but we can guarantee to help you make sure your staff are skilled and effective at work to put you in the best possible position for the green shoots of recovery.

- S**ave money by using Business Enterprise to source your training.
- U**nderstanding your business is important to us. Our account handlers will get to know you, and work with you.
- C**urrently we are working with over 150 companies large and small to support skills training. To read our catalogue of case studies visit: www.thecollege.co.uk/employers/casestudies.php
- C**ommunication matters. As part of our service to you we will keep you informed about new initiatives and relevant information.
- E**very penny counts - which is why our training provides cost-effective solutions, plus you don't pay for our consultancy service!
- S**kills are important in any business. Our qualifications and training courses are suited to all abilities and cover most sectors, and can be tailored to suit your needs.
- S**hare our success. The Bournemouth and Poole College has attained the Training Quality Standard (TQS) for our outstanding service to employers. Let us share this success with you.

be in touch

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

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Short Courses for Business

Business Skills

Touch Typing

2 days, call for dates

£200 per person

The majority of jobs today involve some level of computer keyboard skills. If you don't know your QWERTY from your elbow – then this course could help you type with more accuracy and confidence and save you valuable time. A practical course designed to benefit anyone regularly using a computer – especially those entering a lot of keyboard data.

Assertiveness Training

Thursday 4 February

£150 per person

Ever wished you'd handled a situation differently or expressed yourself more clearly – especially in a work situation? Learn how to understand yourself, your behaviour and develop the skills required to be more assertive by adopting a positive approach. This session emphasises the value of clear, calm, frank communication. Clearly defined techniques will be taught on the day to help you make an immediate impact.

Telephone Techniques

Friday 12 February

£150 per person

Probably the No1 tool for most businesses – but only as effective as the person using it! This practical workshop will focus on communication techniques and improve your confidence and conversational skills. An ideal one-day course for staff who need to polish their telephone manner and develop their customer service skills. Enhance your customer relations and first impressions by giving a positive telephone experience.

Time Management

Friday 12 March

£175 per person*

Too much to do – too little time? If that sounds familiar and you regularly feel overwhelmed and stressed by your workload then this Time Management session will be hugely beneficial. Learn how to plan ahead, prioritise, keep interruptions to a minimum, and generally make your day more effective and efficient. Time Management is an essential business tool but will also positively reflect on your work: life balance.

** This workshop is run as a stand alone session achieving a 'college certificate' or can be used as a module for the ILM Certificate (Institute of Leadership and Management). Call for more details.*

Minute Taking

Friday 26 March

£200 per person

Accuracy of recording meetings is an essential business tool but can also be a legal requirement in certain situations. This extremely useful seminar is aimed at anyone who needs to record and minute key notes from any size or type of meeting. You'll learn hints, tips and techniques to improve your listening skills and identify what is relevant, and how to record it accurately and speedily.

Finance

Introduction to Sage Book Keeping

Friday 29 January

£200 per person

With over 500,000 companies now using it, Sage is by far the UK and the world's most popular business accounting software. This practical workshop is suited for those who want to gain a basic understanding of Sage Line 50. Use this world-leading software to help you set up basic accounts, process invoices and credit notes, process payments and produce a VAT return. No previous Sage experience needed, but you do need to have reasonable computer skills.

Advanced Sage Book Keeping

Friday 12 March

£200 per person

This advanced workshop is for those who have some experience of the Sage programme and wish to develop their skills and knowledge and utilise it more fully. We will give you an in-depth look at producing general financial reports, processes for month-end and year-end reports and VAT returns. You will learn about depreciation, recurring entries, pre-payment and accruals to help you keep your financial records up to date and accurate.

Finance for Non Financial People

Thursday 18 March

£200 per person

This one day course is an ideal introduction to finance for those who do not have a financial background or specific financial role – but still need to get to grips with 'the bottom line' of profit and loss, cash flow etc. Jargon-busting, this session will help non-financially experienced staff feel more confident and competent in understanding the importance of sound financial practice.



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.

Improving business performance...

Management & Staff Development

CMI (Chartered Management Institute) Level 3 First Line Management

Tuesday 5 January (11 weeks)

£600 per person

This 11-week course is ideal for candidates who are moving into or aspiring to a role in First Line Management. This excellent qualification is designed to help you develop your own management skills, with an emphasis on improving team dynamics and performance. No formal entry qualifications are required, although you will be invited in for an interview to determine if this is the right level for you. Course fees include membership to the highly respected CMI.

Motivation and Team Building

Friday 26 February

£200 per person*

This workshop will help you identify the components of effective teams, how to create a successful team and how to motivate and recognise individuals. We will look at the dynamics of how different people work together, and establish a useful toolkit to help you implement good practice at your place of work.

* This workshop is run as a stand alone session achieving a 'college certificate' or can be used as a module for the ILM Certificate (Institute of Leadership and Management). Call for more details.

Train the Trainer

2 Days - Thursday 18 & 25 February

£350 per person

This two day course will help you identify the role of training within your organisation and how the training cycle works. You'll learn how to set meaningful objectives and provide effective delivery, along with how to extract and give useful developmental feedback. Conducted over a 2 week period, you will be encouraged to utilise your skills from session one, and feed back your experiences on the second session. An excellent course for anyone in a supervisory or management position involved in training or cascading knowledge.

Sales Skills

Selling Skills

Thursday 11 March

£200 per person

Whether selling is directly related to your job description or not, there will always be occasions where you need to deploy effective selling skills. This fascinating workshop will give you practical hints and tips on how to overcome your personal barriers to 'selling' and how to influence and sell to others, through proven techniques and effective communication. An ideal workshop for those new to a selling role or for anyone who would like to develop powerful 'influencing' skills.



BV Dairy

An independent dairy, BV Dairy employs over 70 people and has undertaken a structured programme of Business Improvement Techniques across all areas. Managing Director, Jim Highnam says

“The BIT training has really increased staff involvement. The course is very well structured and promotes a systematic approach towards identifying how improvements can be made in any area. The evidence speaks for itself.”

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.

**Our
future.
It's in
our hands.**



**Train to
Gain**



Train to Gain is a successful national government initiative designed to develop the skills of British workers. The Bournemouth and Poole College is a leading provider of Train to Gain qualifications, with specialist teaching faculties to support vocation-specific training. Subsidies and grants are available to directly support employers and their staff.

The Business Enterprise team will work with you to provide an effective training solution.

We offer:

- Professional and prompt service
- A personal account handler
- Complimentary skills assessment and audit
- Bespoke and off the shelf training solutions
- High quality provision across all sectors
- Flexible delivery to match your business needs
- Excellent value for money
- An advisory service on funding and grants

Train to Gain also funds or subsidises NVQs across all sectors.

The College deliver:

- Advice and Guidance
- Business and Administration
- Business Improvement Techniques
- Child Care (learning and development)
- Customer Service
- Distributive Warehouse Operations
- Food and Drink Service
- Food Processing and Cooking
- Health and Social Care
- IT Users (ITQ)
- Management
- Playwork
- Retail
- Road Passenger Vehicle Driving
- Support Services (Healthcare)
- Teaching Assistants
(Supporting Teaching and Learning in Schools)
- Team Leading

Train to Gain includes **Leadership and Management** grants of up to £1000 for SMEs (5-249 FTE). To find out more contact our **Business Enterprise team** on

01202 205500



U Drive

Richard Sutton, General Manager of the Dorset based family owned firm has committed to encouraging his entire staff to undertake customer service training funded by the Train to Gain initiative. Richard says

“During the credit crunch it is vital that any business stays ahead of the game. At U-Drive we know we offer value for money and now I am confident that we will wow our customers with even greater customer service as well. An efficient business and a happy workforce will help us ride out the economic storm.”

Train to Gain has directly contributed to many local organisations' training and staff development initiatives. Read our catalogue of case studies at www.thecollege.co.uk/employers/casestudies.php and contact **Business Enterprise** on **01202 205500** to take advantage of funding now!

Are you up to speed with current Health and Safety legislation in the workplace?

The College offers a comprehensive range of short courses suitable for employees in a wide range of sectors.

- Abrasive Wheels
- Door Supervisors
- Food Safety in Catering
- Gas Safety Training
- Health & Safety Awareness
- Health & Safety Risk Assessment
- Health & Safety Level 2 Award
- IOSH Managing Safely
- Managing Food Safety in Catering
- NEBOSH Diploma Modules A - C
- Personal Licence Holders
- Portable Appliance Testing
- Supervising Food Safety



All our courses run on a regular basis throughout the year.

For more information and booking call the **Business Enterprise team** on **01202 205500**.

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www.thecollege.co.uk

bourne**mouth** & poole
the college