



# Courses for Business

*delivered by West Thames College*

**Spring-Summer 2012**



**The Edge** is the employer-focused training division of West Thames College. We work in partnership with businesses to provide strategic learning and development programmes. Our short courses are ideal for people working in small to medium sized organisations.

### **About us**

Our business training is designed to assist working professionals to develop their skills in key areas. Our training team consists of qualified professionals who all have experience of delivering training to a wide range of businesses across all sectors. They will share their expertise with you, to ensure that you and your staff work together to make your business more effective.

### **Venue**

Training takes place in the beautiful Grade II listed Spring Grove House at the West Thames College Isleworth campus, once home to the botanist and explorer Sir Joseph Banks, first director of Kew Gardens. We can also deliver training at your premises or any location of your choice.

### **Conference hire**

Spring Grove House is a spacious and elegant house, full of charm and period features, and is the perfect venue for all your special functions, business conferences, meetings and training events.

Audio-visual and conference equipment can be provided on request and catering can be arranged for complete menus, buffets or snacks, as required.

To discuss hiring Spring Grove House or to arrange a visit, please phone **020 8569 7173** or email [conferencehire@west-thames.ac.uk](mailto:conferencehire@west-thames.ac.uk).



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All information correct at time of printing (November 2011) but may be subject to change.

Please check our website **giveyourbusiness**[theedge.com](http://www.theedge.com) for the latest information.

## Other training

We offer customised training in many areas, including management skills, customer service, finance, IT skills, food safety, health and safety, and first aid. We offer many types of high quality training solutions, delivered by industry specific expert consultant trainers at discounted rates.

Our range of management training courses and leadership training courses can be tailored to meet your organisation's specific needs. We work with our clients in order to fully understand their needs and to deliver a practical training programme that will give incredible results.

Please contact us to arrange a meeting to discuss your learning and development needs:

Call Cameron Tement on **020 8326 2421** or email **cameron.tement@west-thames.ac.uk**.

# High impact courses

## High impact training sessions

These courses are aimed at businesses of all sizes and sectors, and can help your staff achieve their full potential and allow your business to perform better. They also allow you to “taste” the quality of our training before committing to a customised programme, and provide excellent opportunities for networking with other businesses.

## Fees

Prices include materials, training, and light refreshments.

**All fees are non-refundable.** Please note that we cannot give refunds for places once booked. A change of delegate for a booked course place is acceptable; just notify us before the course date. In extremely rare cases the college reserves the right to cancel an individual course giving 10 working days’ notice.

## For further information

Please call Cameron Ternent on **020 8326 2421** or email **cameron.terment@west-thames.ac.uk**, or see our website **giveyourbusinesstheedge.com** for full course outlines.



# High impact half day workshops

Please see  
our website  
for full course  
outlines.

## Work smarter, not harder £49

Prioritise, assert yourself with colleagues, and use your time more productively.

Thursday 1 March OR Wednesday 16 May, 9.30am - 12.30pm

## Coping with change £49

Turn stress into a positive.

Thursday 1 March OR Wednesday 16 May, 2pm - 5pm

## Dealing with difficult people £49

Practical solutions for handling aggressive or awkward behaviour.

Friday 16 March OR Thursday 14 June, 2pm - 5pm

## Everyone's a customer £49

How small changes in attitude and perception make everyone's job easier.

Wednesday 21 March OR Thursday 7 June, 9.30am - 12.30pm

## Making that sale £49

Understanding clients and their behaviours can help you close the sale.

Wednesday 13 June, 9.30am - 12.30pm

## Negotiating successfully £49

Learn to plan tactics, focus on outcomes and manage concessions.

Wednesday 13 June, 2pm - 5pm

## Assertiveness £49

Develop greater confidence and control.

Wednesday 18 April OR Thursday 21 June, 9.30am - 12.30pm

## Confident presentations £49

How to control your nerves, gain confidence and focus on your message.

Wednesday 18 April OR Thursday 21 June, 2pm - 5pm

## Handling conflict £49

When disagreement leads to conflict, how can you ensure people feel they've been treated with care and respect?

Wednesday 7 March OR Tuesday 19 June, 9.30am - 12.30pm

## Planning strategically £49

Identify opportunities and plan what to prioritise.

Thursday 10 May, 9.30am - 12.30pm

## Winning business through marketing £49

Learn to define your target markets and identify and attract prospective clients.

Thursday 10 May, 2pm - 5pm

## Finance for non-financial managers £89

Tuesday 26 June, 9.30am - 4.30pm

# People management

## People management training sessions

These courses are aimed at businesses of all sizes and sectors, and can help you and your staff achieve their full potential and allow your organisation to perform better. Let us help you develop your key people management skills, to ensure the success and enhance the effectiveness and performance of you and your team.

## Fees

Prices include materials, training, and light refreshments.

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## For further information

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# People management workshops

## Appraisal skills £49

Help staff achieve their full potential.

Thursday 3 May OR Wednesday 4 July, 9.30am – 12.30pm

## Handling disciplinary and grievances £49

Implement procedures fairly, ethically and legally.

Thursday 3 May OR Wednesday 4 July, 2pm – 5pm

## Recruiting professionally: how to prepare a shortlist £49

Accelerate screening and prepare a short list.

Thursday 24 May, 9.30am – 12.30pm

## Selecting the right person £49

Make objective judgements based on evidence.

Thursday 24 May, 2pm – 5pm

## Managing underperformers £49

How to communicate difficult messages and agree improvement plans.

Friday 16 March OR Thursday 14 June, 9.30am – 12.30pm

## Building a top team £49

Effective strategies to ensure that your team is really performing.

Wednesday 21 March OR Thursday 7 June, 2pm – 5pm

## Delegation at work £49

Delegation is the key to better management. How do you get it right every time?

Wednesday 7 March OR Tuesday 19 June, 2pm – 5pm

## Managing and motivating performance £49

Bring out the best in people, motivate and support them to deliver their best.

Friday 18 May, 9.30am – 12.30pm

## Leading a team £49

Different approaches to management and how to work together as an effective team.

Friday 18 May, 2pm – 5pm

## Institute of Leadership and Management (ILM)

### Level 2 Award in Team Leading 3 day course £325

This course covers effective communications, coaching, motivating, dealing with conflict and fulfilling customer requirements.

Wednesday, Thursday and Friday, 28–30 March OR 3 consecutive Thursdays, 28 June, 5 July and 12 July, 9.30am – 4.30pm

## Institute of Leadership and Management (ILM)

### Level 3 Award in First Line Management 6 day course £625

This course covers people and change, the responsibilities of the supervisor, developing supervisory skills, planning and organising the work of a team, team building, group leadership, decision making, problem solving and motivating staff.

6 consecutive Tuesdays, 17 April, 24 April, 1 May, 15 May, 22 May and 29 May, 9.30am – 4.30pm

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for full course  
outlines.

## IT training

These courses are aimed at businesses of all sizes and sectors, and can help your staff achieve their full potential and allow your business to perform better. They also allow you to “taste” the quality of our training before committing to a customised programme, and provide excellent opportunities for networking with other businesses.

### Fees

Prices include materials, training, and light refreshments.

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### For further information

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## IT training workshops

All our open courses use Microsoft Office 2007.

### Basic Excel £39

Set up spreadsheets with simple formulas; modify and print.

Tuesday 7 February OR Wednesday 11 April OR Tuesday 19 June, 9.30am - 1.30pm

### Intermediate Excel £39

Functions, formulas and charts; Excel tools; absolute and relative cell referencing.

Tuesday 14 February OR Tuesday 17 April OR Tuesday 26 June, 9.30am - 1.30pm

### Advanced Excel £39

Complex functions and formulas; developing a personalised interface; using advanced software tools.

Tuesday 21 February OR Tuesday 24 April OR Tuesday 3 July, 9.30am - 1.30pm

### Basic Word £39

Set up documents; manipulate text; modify, print, save and rename.

Wednesday 8 February OR Thursday 12 April OR Wednesday 20 June, 9.30am - 1.30pm

### Intermediate Word £39

Tabs, headers and footers, tables, clip art, headings, styles, bullets and numbers.

Wednesday 15 February OR Wednesday 18 April OR Wednesday 27 June, 9.30am - 1.30pm

### Advanced Word £39

Mail merge; importing objects; drawing and symbols; orders, groups and forms.

Wednesday 22 February OR Wednesday 25 April OR Wednesday 4 July, 9.30am - 1.30pm

### Intermediate PowerPoint £39

Customise presentations; connect to other files, programs and web sites with action buttons and hyperlinks.

Thursday 16 February OR Thursday 19 April OR Thursday 28 June, 9.30am - 1.30pm

### Advanced PowerPoint £39

Create very professional presentations using backgrounds, animation, pictures, movies and sound clips.

Includes tips on communicating with your audience.

Thursday 23 February OR Thursday 26 April OR Thursday 5 July, 9.30am - 1.30pm

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## Food safety, health and safety, and first aid training

We also offer:

- Levels 2, 3 and 4 CIEH Food Safety Awards
- Levels 2, 3 and 4 CIEH Health & Safety Awards in the Workplace
- Level 3 CIEH Risk Assessment
- CIEH HACCP (for food businesses)
- HSE First Aid - from 1 day to 4 day

Courses at Levels 3 and 4 are aimed at those working as supervisors and managers.

### Other training

We also offer one-day appointed persons training, 3-day first aid at work, 2-day first aid at work refresher, automated external defibrillator, Primary Care Trust Courses for doctors' surgeries, Ofsted paediatric first aid courses, AMSPAR medical terminology courses, CIEH Manual Handling Principles and Practice Level 2 Award.

### Fees

Prices include materials, training, and light refreshments.

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### For further information

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## Food safety

### **CIEH Level 2 award £75**

For anyone working in a catering, manufacturing or retail setting where food is prepared, cooked and handled. The course covers legislation, food safety hazards, temperature control, refrigeration, chilling and cold holding, cooking, hot holding and reheating, food handling, principles of safe food storage, cleaning, and food premises and equipment.

*Wednesday 14 March OR Tuesday 12 June, 9.30am to 4.30pm*

## Food safety 3 day course

### **CIEH Level 3 award £225**

Legislation, supervisory management, temperature and contamination control, cleaning, applying and monitoring good hygiene practices, implementing good food safety procedures, and contributing to the safety training of others.

*Tuesday, Wednesday and Thursday, 22-24 May, 9.30am to 4.30pm*

## Emergency first aid

### **Run in accordance with HSE guidelines and stipulations £75**

This course trains a nominated person to take charge in the event of illness or accident when a fully qualified first aider is not mandatory and is suitable for low-risk workplaces as the minimum training as stated in the ACOP L74. Delegates receive an HSE approved certificate valid for 3 years.

*Thursday 8 March OR Wednesday 20 June, 9.30am to 4.30pm*

## First aid at work 3 day course

### **Run in accordance with HSE guidelines and stipulations £225**

This course meets the requirements of the Health and Safety (First Aid) Regulations 1981 and the ACOP L74 for the qualification of workplace first aiders. Delegates receive an HSE approved certificate valid for 3 years and a first aid manual.

*Wednesday, Thursday and Friday, 18-20 April, 9.30am to 4.30pm*

## Health and safety in the workplace

### **CIEH Level 2 award £75**

This course can be tailored to a particular business to make the training relevant to its employees. The qualification covers legislation, welfare, risk assessment, workplace equipment, manual handling, hazardous substances, ergonomics and workstation design, transport and vehicles, and noise and vibration. It is assessed via a multiple choice examination.

*Tuesday 20 March OR Wednesday 27 June, 9.30am to 4.30pm*

## Health and safety in the workplace 3 day course

### **CIEH Level 3 award £225**

This course examines health and safety from a supervisory perspective and is designed for supervisors, team leaders or managers responsible for health and safety. It will enable you to improve the health and safety culture of your organisation.

*Tuesday, Wednesday and Thursday, 10-12 July, 9.30am to 4.30pm*

## Fire warden training

### **Regulatory Reform Order (Fire Safety) 2005 £75**

This course trains nominated fire wardens to take charge in the event of fire, raise fire awareness and be vigilant to identify fire hazards. The course covers common causes of fire, action to take in the event of a fire, people's reactions to fire situations, fire protection of buildings, fire extinguishers, real firefighting practice with fire extinguishers, and how to fight a fire safely.

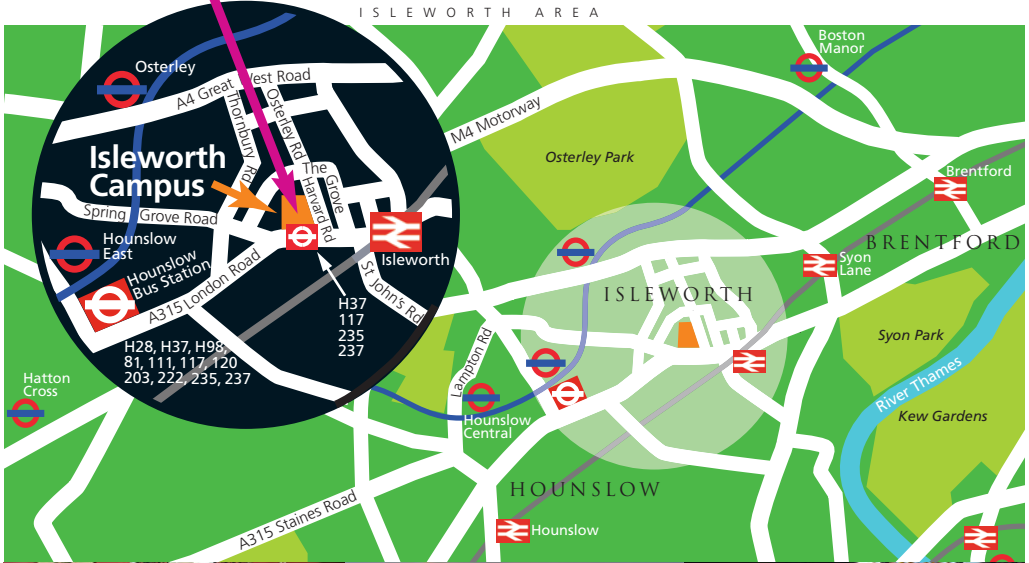
*Thursday 12 April, 10am to 1pm*




Please see  
our website  
for full course  
outlines.



## Spring Grove House West Thames College Isleworth campus

London Road, Isleworth  
Middlesex TW7 4HS



-  **Trains** run from Waterloo (central London) to Isleworth station, then 5 minutes walk.
  -  **Underground** 15 minutes from Heathrow airport to Osterley or Hounslow East underground stations (Piccadilly Line), then 10-15 minute walk, or take a bus to the college from Hounslow Bus Station.
  -  **Buses** run frequently from Hounslow. The 117, H37, 235 and 237 buses stop right outside the college.
- Car parking** limited places available (entrance on Harvard Road).



the edge at West Thames College  
give your business the edge.com  
020 8326 2010