Course Schedule 2011/12	Chamber Member Price + VAT	Non-Member Price + VAT	Duration	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
Customer Care & Communication															
Customer Service Essentials	£195	£215	Full Day		25			20						3	
Professional Telephone Techniques	£195	£215	Full Day			24				28					14
Effective Communication & Assertiveness	£195	£215	Full Day	5					14				26		
Sales & Marketing															
Successful Sales Techniques	£215	£240	Full Day	26						16					
Telesales - Getting Results	£215	£240	Full Day			1				6					
Marketing - The Essential Guide	£215	£240	Full Day	19				30				25			
Professional Negotiation Skills	£215	£240	Full Day			21				26					
Key Account Management	£215	£240	Full Day								23			20	
Introduction to Sales ILM L2 Award	£655	£695	7 Full Days		14,21,28	4,11,18,25				23,30	13,20,27	4,11			
Search Engine Optimisation *NEW*	£215	£240	Full Day			8					17				
Social Networking - Facebook, Twitter and Blogs *NEW*	£215	£240	Full Day					24					20		
Developing People & Improving Performance															
Professional Presentation Skills	£215	£240	Full Day			22						11			
Training Coaching & Mentoring	£215	£240	Full Day						7						
Train the Trainer CIEH Level 3 Award in Training Skills & Practice	£465	£535	3 Full Days		17, 24, 31								18,25	2	
Preparing to Teach in the Lifelong Learning Sector (PTLL)	£695	£785	5 Full Days		17,24, 31	7,14							18,25	2,9,16	
Workplace Mentoring ILM Level 3 Award	£495	£545	6 Half Days			8,15,22,29	6,13				24	1,8,15,22,29			
Senior Manager & Director Development															
Employment Law for Business	£240	£280	Full Day	7						15					
Directors Personal Legal Liability	£240	£280	Full Day		4							16			
Strategic Business Planning	£420	£485	2 Full Days			9,17					17,24				
Inspirational Leadership	£240	£280	Full Day	20				12					12		
Creating an Enterprising Culture *NEW*	£240	£280	Full Day		5						3				
Optimising People Resource *NEW*	£240	£280	Full Day				2						15		
Management Excellence through High Performance *NEW*	£240	£280	Full Day		14						5				
Management Essentials															
Time Management & Effective Delegation *NEW*	£215	£240	Full Day			22								19	
Finance for Non Financial Managers	£215	£240	Full Day		3					29					10
Managing Change in the Workplace	£215	£240	Full Day					10						10	
Appraising People & Performance & Performance Management *NEW*	£215	£240	Full Day	7						14					
Project Management *NEW*	£215	£240	Full Day				16						29		
The Supervisory Suite															
Organising Yourself	£95	£120	Half Day-am	9				27					15		
People & Team Management	£95	£120	Half Day-pm	9				27					15		
Planning the Team's Work	£95	£120	Half Day-am	16					3				22		
Briefing the Team	£95	£120	Half Day-pm	16					3				22		
Effective Communication	£95	£120	Half day-am	23					10				29		
Motivating the Team	£95	£120	Half Day-pm	23					10				29		
Managing Difficult People	£95	£120	Half day-am	30					17					6	
Monitoring the Team's Work	£95	£120	Half Day-pm	30					17					6	
Introduction to Decision Making	£95	£120	Half day-am		7				24					13	
Managing Budgets	£95	£120	Half Day-pm		7				24					13	
10 Tools Supervisory Suite Full Programme	£800	£995	Half Days x 10												
Management Accredited Qualifications															
PRINCE2® - Foundation (Project Management)	£740	£793	3 Full Days		4,5,6							21,,22,,23			
PRINCE2® - Practitioner (Project Management)	£660	£710	2 Full Days		13,14							31	1		
Institute of Leadership & Management (ILM) Level 3	£555 - £1840	£620 - £1945	Variable												
Institute of Leadership & Management (ILM) Level 5	£660 - £1945	£735 - £1995	Variable												
Introduction to Sales ILM L2 Award *NEW*	£655	£695	7 Full Days		14,21,28	4,11,18,25				23,30	13,20,,27	4,11			
Workplace Mentoring ILM Level 3 Award *NEW*	£495	£545	6 Half Days			8,,15,22,29	6,13				24	1,8,15,22,29			
Foundation Degree in Leadership & Management	£1,440 per year	£1,440 per year	2 Years												
Foundation Degree in Early Childhood Studies	£960 per year	£960 per year	2 Years 6 Months												
Business Essentials (Health and Safety & Quality)															
Health & Safety in the Workplace Level 2 Award (CIEH Accredited)	£175	£195	Full Day	8				12				14			
Risk Assessment - Principles & Practice Level 2 Award (CIEH Accredited)	£175	£195	Full Day		3				6				6		
Environmental Principles & Best Practice Level 2 Award (CIEH Accredited)	£175	£195	Full Day				5								6
Principles of Manual Handling Level 2 Award (CIEH Accredited)	£90	£100	Half Day-am				8							5	
IOSH Managing Safely	£575	£635	5 Full Days		31	7,14,21,28							11,18,25	2,9	
NEBOSH General Certificate in Health & Safety	£1,300	£1,400	13 Full Days	29	6,13,20,27	3,10,17,24	1,8,9,12			29	5,12,19,26	3,10,17,24,31	7,8,11		
Emergency First Aid at Work (HSE Approved)	£105	£130	Full Day			8				27					7
First Aid at Work (Accreditation for First Aiders)	£210	£235	3 Full Days					9,16,23					2,9,16		
Internal Quality Auditing ISO9001:2008	£215	£240	Full Day				13							23	
International Trade															
Export Documentation - Getting it Right	£260	£295	Full Day	13						6					
Payments for Exports including Letters of Credit	£260	£295	Full Day		26						17				
Managing Customs Visits and Audits	£110	£120	Half Day					17						11	
IT for Business Efficiency															
Windows 7 and Office 2010	£105	£130	Full Day					10						10	
Microsoft Word - Intermediate to Advanced	£105	£130	Full Day	12						6					
Microsoft Excel - Basic to Intermediate	£105	£130	Full Day		10						4				
Microsoft Excel - Intermediate to Advanced	£105	£130	Full Day			8						15			
Microsoft PowerPoint	£105	£130	Full Day										12		
ECDL (European Computer Driving Licence)	£185 - £405	£205 - £475	Variable												