

Non Certificated Courses

<i>Course Title</i>	<i>Method of Delivery</i>	<i>Price per Course (upto 12 delegates)</i>	<i>Course Description</i>
Appraisal Skills	10.00 am - 3.00 pm Onsite or via MS Teams	£360.00	During this 1 day course we will explore the skills and behaviours necessary to carry out effective performance appraisal meetings.
Building Self Confidence & Assertiveness	10.00 am - 3.00 pm Onsite or via MS Teams	£360.00	You are excellent at what you do and yet you still do not feel confident in yourself. In this 1 day course we will discuss possible reasons why you may be lacking in confidence and suggest strategies to help build your confidence. We will also look at assertiveness and the use of language, body language and vocal information can help us be more assertive and how, in turn, this can link to an increase in confidence.

Building Trust & Respect in the Workplace	10.00 am - 3.00 pm Onsite or via MS Teams	£360.00	Well known management author, Stephen Covey, wrote about “13 Behaviours of a High Trust Leader”. In this 1 day course we will review these 13 behaviours including Character and Competence Traits and reflect on their importance in the workplace.
Bullying and Harassment in the Workplace	10.00 am - 3.00 pm Onsite or via MS Teams	£360.00	This 1 day course will give you practical advice on how to help prevent and deal with incidents of bullying and harassment in the workplace.
Change Management	10.00 am - 3.00 pm Onsite or via MS Teams	£360.00	In this 1 day course we will discuss workplace reasons for change, understand reasons for resistance to change and identify ways of managing change effectively. The course is suitable for new or experienced supervisors, leaders or managers.
Communicating Assertively	10.00 am - 3.00 pm Onsite or via MS Teams	£360.00	During this 1 day course you will learn different assertiveness techniques that will enable you to communicate and deal with situations more confidently.
Conflict Management	10.00 am - 3.00 pm Onsite or via MS Teams	£360.00	During this 1 day course we will explore different strategies for preventing, handling and resolving conflict.

Creative Solutions	10.00 am - 3.00 pm Onsite or via MS Teams	£360.00	In this 1 day course we will discuss how to make better decisions through creative problem solving, recognise techniques to develop creativity and how to transform creativity apply into practical business solutions. The course is suitable for supervisors, leaders/managers and other personnel involved with decision making.
Customer Service	10.00 am - 3.00 pm Onsite or via MS Teams	£360.00	This 1 day course will ensure you and your staff always project the correct image to your potential customers and clients to make your company stand out from the crowd. It is designed for anyone who has both face to face and telephone contact with customers and is written with both the customer and the organisation in mind to maximise service and customer care.
CV Writing	10.00 am - 3.00 pm Onsite or via MS Teams	£360.00	During this 1 day course you will learn how to create a winning CV that stands out and improves your chance of getting an interview.
Difficult Conversations	10.00 am - 3.00 pm Onsite or via MS Teams	£360.00	In this 1 day course we will explore different ways of approaching difficult conversations including hints and tips on how to start off the conversation to make the experience as pain free as possible.
Interview Skills for the Interviewee	10.00 am - 3.00 pm Onsite or via MS Teams	£360.00	This 1 day course will introduce you to the process of preparing and applying for a new position and give you confidence when being interviewed.

Interview Skills for the Interviewer	10.00 am - 3.00 pm Onsite or via MS Teams	£360.00	The key focus of this 1 day course is on recruitment interviews and will help you gain the specialist knowledge and practical skills to prepare for and undertake interviews with a view to increasing your chance of selecting the right candidate.
Introduction to Project Management	10.00 am - 3.00 pm Onsite or via MS Teams	£360.00	This 1 day course will enable you to plan projects more successfully through the application of a project framework and the use of project software, tools and techniques. The course is designed for anyone involved in project working who has no knowledge or experience of project management.
Lean Continuous Improvement	10.00 am - 3.00 pm Onsite or via MS Teams	£720.00	During this 2 day course we will explore practical methods, tools and techniques that can be used to continually improve organisational processes, products, and services.
Managing Meetings	10.00 am - 3.00 pm Onsite or via MS Teams	£360.00	This 1 day course shares good practice in planning and conducting effective meetings that avoid time wasting and frustration. Tips will also be provided on how to create user-friendly minutes and action plans. The course is designed for anyone who is responsible for managing meetings but has little or no experience of how to do so.

Mentoring & Coaching in the Workplace	10.00 am - 3.00 pm Onsite or via MS Teams	£360.00	Coaching and mentoring are techniques used to develop staff using 1:1 discussions to enhance an individual's skills knowledge or work performance. Although there are key differences between the role of a mentor and a coach the two terms are often used interchangeably. In this 1 day course we will explore the advantages of using coaches and mentors in the workplace and how this can improve work relationships and outputs.
Minute and Note-Taking	10.00 am - 3.00 pm Onsite or via MS Teams	£360.00	This 1 day course covers the role of a minute taker, explores different styles of minutes and provides useful hints and tips on how to take factually accurate notes and minutes during a meeting. The course is designed for anyone who is required to take minutes and wants to improve on their note taking technique.
Motivation and Empowerment	10.00 am - 3.00 pm Onsite or via MS Teams	£360.00	During this 1 day course you will acquire the knowledge and skills required to motivate and empower your yourself and your subordinates.
MS Office for Beginners and Intermediate Levels	10.00 am - 3.00 pm Onsite or via MS Teams	£360.00	Learn how to use MS Word, Excel, Access, PowerPoint or Outlook at a beginner or intermediate level. The content of these 1 day courses are designed based on your level of knowledge and experience and will focus on the areas you need to develop.

Presentation Skills	10.00 am - 3.00 pm Onsite or via MS Teams	£360.00	The aim of this 1 day course is to enable you to use presentation software including a range of multi-media features to deliver effective presentations and to speak confidently in front of key stakeholders.
Report Writing	10.00 am - 3.00 pm Onsite or via MS Teams	£360.00	This 1 day course covers the stages of report writing and provides guidance on how to structure informative reports which look professional and are easily understood. This course is aimed at anyone who has to write or contribute to business reports, but lacks experience in this area.
Resilience Management	10.00 am - 3.00 pm Onsite or via MS Teams	£360.00	During this 1 day course we will consider how you can build on your personal resilience skills and encourage team members to develop a more resilient, positive approach to pressure and change.
Reverse Mentoring	10.00 am - 3.00 pm Onsite or via MS Teams	£360.00	During this 1 day course you will learn about reverse mentoring in the workplace, a modern mentoring format that pairs an a junior employee mentor with an experienced executive mentee. This type of mentoring gives senior executives an opportunity to stay up-to-date with the latest business technologies and workplace trends. It also helps junior employees see the larger picture and gives them a glimpse of management issues.

Sexual Harassment Awareness	10.00 am - 3.00 pm Onsite or via MS Teams	£360.00	This 1 day course aims to raise awareness of workplace sexual harassment in accordance with The Worker Protection (Amendment of Equality Act 2010) Act 2023. It focusses on the law surrounding sexual harassment and provides an awareness of legal responsibilities to protect employees from sexual harassment. It also covers inappropriate behaviours and comments, both in the workplace and online, spotting the signs, when to step in and dealing with an allegation of sexual harassment whilst supporting the victim through the process.
Team Effectiveness	10.00 am - 3.00 pm Onsite or via MS Teams	£360.00	This 1 day course includes discussion on developing a high performing team, understanding the different types of roles that exist within a team, appreciate the importance of team dynamics, analyse the barriers which prevent team being effective and develop strategies to overcome these barriers. The course is suitable for those in a supervisory/ leadership role or aspiring for promotion to one of these roles.
Time & Stress Management	10.00 am - 3.00 pm Onsite or via MS Teams	£360.00	This 1 day course looks at the causes of time and stress management difficulties and offers practical solutions. By managing their time more effectively, participants will be able to make a greater contribution to their organisation's goals – they will be more effective at work but will still be able to achieve a sensible work / life balance.

Train the Trainer	10.00 am - 3.00 pm Onsite or via MS Teams	£1,080.00	Being a great trainer is not just about being an expert in your area it's about engaging with your learners. This 3 day introductory Train the Trainer course will give you an awareness of how people learn so that the people you train get the most out of your course.
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Certificated Courses

<i>Course Title</i>	<i>Method of Delivery</i>	<i>Price per Delegate (including certification)</i>	<i>Course Description</i>
PDA Management *** SQA CERTIFICATED ***	Supported Distance	£450.00	This Professional Development Award (PDA) will develop your knowledge and understanding of the principles of management. The project based assessment enables you to apply work based leadership and management skills to a context relevant to you. A blended approach to delivery means that you can study at a time and a place to suit you. This qualification is suitable for a wide range of job roles eg Supervisors, Team Leaders or those looking to gain promotion to a higher level.

<p>PDA in Workplace Assessment Using Direct Methods (L&D9D) *** SQA CERTIFICATED ***</p>	<p>Supported Distance</p>	<p>£750.00</p>	<p>This Professional Development Award (PDA) will develop your knowledge and skills in preparing for, planning and carrying out assessment of individuals in the workplace using observation and, if applicable, asking questions and/or examining the work product created during the observation. This qualification is suitable for Assessors who assess in the workplace using the following methods: observation of performance; examining products of work created during the observation and questioning candidates.</p>
<p>PDA in Workplace Assessment Using Indirect Methods (L&D9Di) *** SQA CERTIFICATED ***</p>	<p>Supported Distance</p>	<p>£750.00</p>	<p>This Professional Development Award (PDA) will develop your knowledge and skills in preparing for, planning and carrying out assessment of individuals in the workplace. Assessor-candidates will use the following direct methods — observation, examination of work products (both created and not created at the time of observation), and questioning. They may also be involved in authenticating indirect evidence such as discussion with candidates, testimony of others (witnesses), examination of candidate statements, assessment of candidates in simulated environments, recognition of prior learning (RPL), otherwise known as the accreditation of prior achievement (APA). This qualification is suitable for Assessors who assess in the workplace using observation of performance and at least three other methods.</p>

<p>PDA in Internal Verification of Workplace Assessment (L&D11) *** SQA CERTIFICATED ***</p>	<p>Supported Distance</p>	<p>£750.00</p>	<p>This Professional Development Award (PDA) will develop knowledge and skills in monitoring assessment processes and decisions within an organisation and helping to maintain and improve the quality of workplace assessment. This qualification is suitable for candidates who are in a job role that includes: monitoring assessment processes and decisions in an organisation and helping to maintain and improve the quality of workplace assessment.</p>
<p>PDA Conduct the Assessment Process (GF8P 48) *** SQA CERTIFICATED ***</p>	<p>Supported Distance</p>	<p>£750.00</p>	<p>This Professional Development Award (PDA) is for assessors of non-workplace standards, eg HNs or qualifications assessed during training courses or as part of off-the-job training. It is suitable for Assessors who assess a wide variety of different non workplace settings. For example, teachers or lecturers involved in the delivery of Skills for Work (SfW) courses or National Progression Awards (NPAs); training providers and Further Education (FE) centres offering Higher National (HN) qualifications and PDAs.</p>
<p>PDA Conduct the Verification Process (GF8R 48) *** SQA CERTIFICATED ***</p>	<p>Supported Distance</p>	<p>£750.00</p>	<p>This Professional Development Award (PDA) is relevant to teachers, lecturers and tutors who may have a role in quality assuring the delivery of a range of qualifications that are assessed in a non-workplace context and in ensuring consistency of assessment decisions made within their delivering centre. It is suitable for candidates who are internally verifying the assessment processes and practice in a classroom or other off-job training environments such as training centres and workshops.</p>