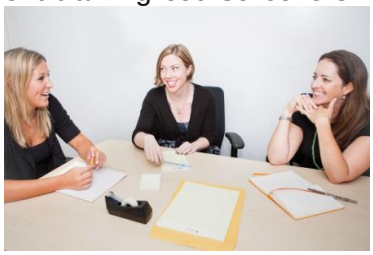
Short Course Prospectus

Autumn-Winter 2014

ILM Management Training for Managers – Management Training Course

Being a good manager is a universally desirable skill in the employment world. But the skill itself is often learned but rarely taught. With this course you will begin to develop an understanding of how to do it better. Not only the aspects that assist you to manage people, but elements that will help your organisation thrive. This management training course covers all the essential subjects required by any manager. Namely; business development, risk assessment, environmental sustainability and leadership.



As a middle manager you will be acutely aware of the constraints you have in operating in your role. Being responsible for a team or teams and then reporting to a senior manager. We recognise how difficult it can be to communicate effectively across the differing levels. The training course covers how to deal with stressful situations and to be a good role model for your team members. This management training course has been designed using the experience of our senior managers and trainers which pinpoint the areas of concern within middle management and blows away the common myths. This training course provides practical solutions and tools which in turn, allow candidates to gain confidence and increases awareness in business, environmental legislation and sustainability issues while helping you become a more effective manager.

Who Should Attend

This management training course is specifically designed to give practising or potential middle managers the foundation for their formal development in this role. It is especially suited to those who are aspiring or seeking promotional prospect to their current position.

Course Format

The course is a 5 day intensive course that shows learners how to develop as an individual and as a manager. At the end of the course you will be given coursework and an examination to complete for the Endorsed training course. We can also deliver this course as an attendance only developmental course. The course is 45-99 Guided learning hours

There is a minimum of 6.5 days contact time (Circa 70-99 Guided Learning hours**).**

Course Content

This course will cover the following:

1. **The Psychology in Leadership** - Definition of a leader and manager, coaching & mentoring, personality type and leadership styles
2. **Discovering Personality Types** - , HEART model, TGROW model, 'Fish Philosophy', motivation, communication
3. **Marketing for SME's** - building a business plan, business plan tools, how to write a business plan
4. **Employment Legislation** - improving interviewing techniques, S.W.O.T. analyses
5. **Health & Safety legislations** - policies, responsibilities, standards, SMART model, completing Risk assessment, how practical application in carrying out a risk assessment
6. **Environmental awareness and management** - environmental management system, legislation, sustainable development, cost saving initiatives and opportunities.

Learning Outcomes

By the end of the course learners will:

1. Understand the psychology of leadership
2. Personally develop themselves and those around them
3. Be able to write a business case and have business development techniques
4. Develop their communication, HR & interviewing skills
5. Be able to undertake risk assessments and risk management
6. Understand Health & Safety management
7. Develop environmental & sustainability awareness

Course Content

This course will cover the following:

1. **The prime concept of development** – "It's not about me, it's about them" and their needs. Fear is irrelevant, as there is no chance of failure
2. **Taking ego out of the training room** - Replacing it with strength, empathy, a shared feeling of 'service', and a concept of the 'higher self' when developing people
3. **How to use your imagination and originality** - Get the most out of the messages and your delegates
4. **What is the key to learning when you train delegates?** - The experience, strengths and ingenuity of delegates. We highlight this to your trainers so they too, get the best results out of their training
5. **A new look at useful 'props'** - visual aids, materials, exercises, energisers, ice breakers and role plays in the training environment
6. **Video presentation and detailed feedback** - personalise an action plan of improvement

Learning Outcomes

By the end of the course learners will be able to:

1. Inspire and motivate a self-actualised group of imaginative, inspired and motivational trainers with the confidence and skills to train and develop your people
2. Develop a limitless number of fresh ideas to use when on training courses in your or any organisation
3. Understand the many intricacies of training and teaching

ILM Train the Trainer

This unique 'Train the Trainer - Master Class' is truly different and incredibly useful for trainers. The course has been designed with all of our experience, skill, innovative excellence, and imagination. This training course aims to liberate trainers from their fears and empower them to use their most potent developmental weapon, themselves. This two day 'Train the Trainer' course redefines the trainer's role. You will agree that a facilitator works with people, using imagination, flexibility, persuasion, passion and a shared sense of "higher self". This 'Train the Trainer' course enables all of the delegates to have the confidence and skill to become facilitators. We will encourage them to leave their egos behind and feel empowered and excited by the experience. This is not just a course for experienced trainers, people with little or no experience will benefit from a course that takes the fear out of training, replacing it with passion for teaching.

Who Should Attend

This course is designed for anyone who would like to become a teacher, tutor or for those who want to do public speaking. You don't need any previous experience to take this course. Anyone in a position where they need to teach, instruct or plan training will benefit from this course.

There are no hidden costs for training. All of our training includes; onsite parking, refreshments, training material, registration and all other related costs. There is no examination for this course and you will receive a certificate from the Institute of Leadership and Management.

Course Format

This course is delivered over a 2 day period but can also be delivered as a 1 day intensive course. There is no coursework or examination for this course, it is an attendance only course and learners will receive a certificate from the Institute of Leadership and Management upon completion. The course has a Guided learning hours of 30+ including in house training. All material (including training material, access to additional reading and course support) included in the training programme, there are no additional costs.

> **"Very informative and interactive, found the material interesting and the tutor was excellent.**

The Chartered Institute for IT

Microsoft Office Training Course

Microsoft Office is the world's most utilised office productivity and production package. It is used worldwide for over 20 years and has revolutionised productivity and production in the workplace. It has become a prerequisite for any administration or office position and is yet to show signs of slowing down. This set of productivity tools can be used to achieve any organisational goals; from databases, presentation and project management. It is used in schools, colleges, universities and offices worldwide.

All of our MS Office training courses can be accredited under the BCS or taken as part of the ECDL training course.

We offer highly competitive Group rates for people and organisations looking to book in large groups.

ECDL
European Computer Driving Licence

ECDL: Computer Training Courses

ECDL is a computer training course that aims train learners how to operate computers and office productivity software. Computers, IT and training with computers are an essential aspect of today's IT driven job market. With computer technology and software advancing faster than ever before, it is no surprise that many people need to train in the use of software, applications and the internet. This course was developed to help train people of all levels of computer proficiency and to build on the skills and confidence required to attain employment.

This ECDL course is taught in Cardiff, by professional IT tutors with many years of experience in teaching and training. Our tutors are passionate about their subject and are fully qualified trainers.

Our tutors are highly experienced in teaching individuals of all levels and in a non-intrusive manner. Upon completion of this course you will have developed the computer skills that many employers look for in their potential employees such as; Word, Excel, Powerpoint and general computer proficiency.

ECDL is an internationally recognised qualification with the British Computer Society which will allow you to develop skills in using computers and demonstrate your competence with office production software. It comprises of various modules depending on the level of study. This computer training allows users to develop their skills and to enhance their career prospects with a recognised and benchmarked ICT qualification.

CCW - Training Academy is an approved test centre for the ECDL qualifications under the BCS.

> "Courses were delivered by very committed and enthusiastic lecturers

Microsoft Word - Word is an office production tool that has revolutionised office productivity and word processing. It allows you to publish and produce a wide variety of reports and publications.

Microsoft Excel -Excel is a spreadsheet software that enables calculation, graphing and analysis of large amounts of data.

Microsoft PowerPoint – Microsoft's Powerpoint is a presentation software launched by Microsoft. It is the standard used tool for presentations across the world.

Microsoft Project - Projects is Microsoft project management tool. It is used to plan, prioritise and assign resources.

Microsoft Outlook - Outlook is Microsoft's email production and management tool for Microsoft office.

Microsoft Publisher - Publisher is Microsoft's entry level publishing and production tool. It's emphasis is on publishing and layout over content of text.

Microsoft Access - Access is a database management system,it combines relational database engine with a graphical user interface and software development tool.

Microsoft Visio - Visio is Microsoft's drawing tool as part of Microsoft office.

Course Content

This course will cover the following:

1. **The Fundamentals -** Working with and Editing Text
2. **Document Basics -** Formatting Characters and Paragraphs
3. **Formatting the Page -** Working with Themes and Styles
4. **Working with Mailings –** Mail merging and other useful tools
5. **Working with Outlines, Long Documents and References –** Using reference tools and good practises
6. **Creating and Working with Templates –** Improving productivity with templates
7. **Shortcuts and improving productivity** – improving the speed and quality of your work
8. **Understanding the ribbon, tool bar and quick access tool bar** – How to best utilise the tool bar

Learning Outcomes

By the end of the course learners will be able to:

1. Confidently use word to create and publish documents
2. Create high quality, professional documents
3. Complete Mail merges and other related tasks
4. Utilise all of Words functions to improve the quality of your documents
5. Format, design and layout documents
6. Insert Tables, graphics and images
7. Prepare, Set up, and undertake a mail merge for letters, envelopes or marketing material

Microsoft Word 2013 Training

Familiarity with word is a requirement for every individual either in education, in the workplace or otherwise. It is the most commonly use MS office application in organisations across sectors and industries. It enables user to produce high quality documents for a variety of purposes and requirements. It can be used to complete mail merges and other postal communication documents, create forms and documents for other to complete, create template documents to help improve efficiency of individuals and much more.

Microsoft Word is a word processing programme that all individuals within an organisation will be required to use on a daily basis in their work life. It is one of the most utilised and required proficiencies that employees looking for employment in an office environment require. Word is about more than typing, it is a matter of utilising the available tools to improve on the quality and content of your documents.

Computers are used in most jobs. The likelihood is high that you and your team will need to know how to use Microsoft Word. Our Microsoft Word training course will take you through the basics of the word processor and give you insight into different features such as keyboard commands, formatting and fundamentals. Our Microsoft Word training can be bespoke to your ability. We run training for beginners, intermediate and advanced users.

Who Should Attend

The training is both relevant and required by anyone who wishes to find work in an office environment. Everyone, from administration to directors will require to know how use MS word to some degree. You will also greatly benefit if you intend to go into further education.

Course Format

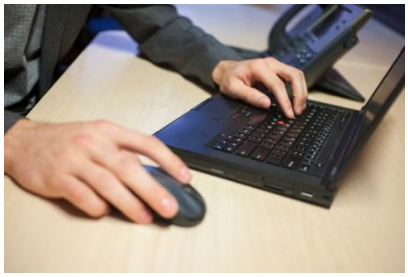
The course comes at 3 levels; Beginner, Intermediate and Advanced. The Intermediate or advanced level can be accredited by the British Computer Society. The beginner's level is an introduction only. The course duration depends on the level of study but will take 1 day per level.

Our Microsoft Word training course is a 1 day intensive course

> **"More than the usual training centre, they care about your future success**

Microsoft Excel 2013 Training

MS Excel is one of the most utilized tools in any organisation. It can be used to create complex analysis, store databases of information, create visual representations of vast amounts of data and many more useful functions. Proficiency in excel can make time consuming, mundane, and laborious task take seconds to complete and maintain. Daily jobs like costing, quoting and managing databases are made significantly easier by the programme and can greatly improve your work load.



Excel is spreadsheet software utilised worldwide by companies and organisations from all backgrounds. Its main functions are; calculating, graphing and analysis tool. This software is a necessity for so many managers as it is used globally and for many jobs it's used daily. This training will take you through the Excel system, from macros to filling out cells, from creating charts to formatting shapes. This course will be geared towards your ability so you don't have to have any kind of experience using the software to do the training. Our Microsoft Excel training goes from beginner, to intermediate to advanced depending on your abilities.

Excel is required by a huge number of organisations and it is a subject that many will self-learn but few will actually know what can be done with it. Upwards of 95% of jobs require some level of computer literacy and excel only comes second in on job use to word. This is an exceptionally useful skill for anyone hoping to develop themselves or better their employment skills.

Who Should Attend

Any office based worker who is likely to use Excel, or simply anyone who would like the knowledge of how it works. There are no prerequisites for this course but learners will greatly benefit from some knowledge of computers and understanding of how operating systems can be used.

Course Format

Excel can be delivered as a 1 or 2 day course and can come with accreditation from the BCS or as a pure practical course. If you require the qualification then you will need to complete an exam but you will be accredited

> **"The course was very enjoyable I learnt a lot about Excel, I will continue to practice.**

Course Content

This course will cover the following:

1. **Managing Cells in Excel** – Insert, remove, manage and maintain spreadsheets
2. **Creating Charts** – Using the graph tool to create visual representations of data
3. **Using/Creating Templates** – creating templates for others to use
4. **Using different forms/sheets** – using multiple excel sheets
5. **Creating/Using Macros** – using formulas and macros to calculate data
6. **Working with Functions** – How to use functions to improve the quality of your calculations
7. **Working with Formulas** – how to create formulas that undertake complex sums for you
8. **Cell references** – How to reference cells on different worksheets and locations using absolute and relative positions
9. **Working with sheets** – Managing multiple sheets and using them effectively
10. **Conditional formatting** – Creating IF statements that can assist you in making decisions quickly and easily

Learning Outcomes

By the end of the course learners will:

1. Create their own Macros
2. Use different charts for different types of data
3. Create templates for other users
4. Use many of Excels tools and functions to improve the quality of you work.
5. Use functions to create complex formulas.
6. Understand cell references
7. Format sections to display %, £, $ and other symbols

Microsoft Powerpoint 2013 Training

As a manager, team leader or someone who needs to communicate effectively; you will be expected to present and inform other teams of what you are doing and how certain aspects of your day-to-day are progressing. With MS PowerPoint you can professionally present and inform others of what you are doing and the progress you are making. It is a powerful tool and has revolutionised the way information can be transmitted. It has been greatly used in Education and training to effectively communicate complex subjects with ease.

Microsoft Powerpoint is the leading presentation software used by organisations around the world for its easy to use user interface and robust design. Since it is used globally, proficiency in this software can be very useful for your career development or as a supplement to your CV. Organisations worldwide will know the power of PowerPoint and the benefits it offers. If you need presentation help then our training can help you as it takes you through how to use Powerpoint's many different options, such as animation. Our 1 day intensive training course will prepare and ready you to use it in your work life. Our Microsoft Powerpoint training course is great because it takes you through everything you need to know about the software. Our training is based on you and your ability; we offer beginner, intermediate and advanced levels of training.

Who Should Attend

Anyone who is in a position where you may be required to present or train learners; particularly those who wish to know how to use Microsoft Powerpoint. There are no prerequisites for this course but users will need to have some knowledge of operating systems and general computer use.

Course Format

This course will vary in length depending on what level of study you intend to undertake. This course can be accredited by the BCS or be delivered as a developmental programme. The accredited course will require learners to undertake an exam in addition to the learning.

> **"Committed and enthusiastic lecturers**

Course Content

This course will cover the following:

1. **Navigating a Presentation** – Both when presenting and when designing a presentation.
2. **Editing Text** – How to use effects and styles to improve the look of your presentation
3. **Working with a Table** – How to arrange information into tables to display useful information
4. **Changing PowerPoint's Default Options** – Creating presentation templates and styles for your company image
5. **Applying a Custom Animation Effect** – How to use animations to emphasise points and how not to overdo it.
6. **Working with layouts** – understanding how to customise specific layouts
7. **Working with Master Pages** – adding formatting to page layouts so you do not need to add formatting to individual pages
8. **Editing images in Powerpoint** – Cropping, optimising and editing colours of pictures using the built in image handler

Learning Outcomes

By the end of the course learners will be able to:

1. Edit their presentations with a professional look
2. Use animation effects
3. Work effectively on Microsoft PowerPoint
4. Be able to manage their slides
5. Import Charts and data from other MS office applications
6. Create and use templates to standardise presentations across an organisation
7. Understand some best practice when designing presentations

Microsoft Outlook 2013 Training

Email and web based communications has revolutionised the way in which organisations and individuals within them communicate; from a slow and long winded postal delivery to almost instantaneous message delivery. Considering the advantages offered by such technology it is surprising that so many people are unable to use email to their full potential.

Microsoft Outlook is an Email Client that enables you to manage your email accounts, even from multiple web addresses. It is generally used for email providers (internal or external) that do not have an online web client (like hotmail or Gmail). Our training for Outlook help you utilise this technology for its many applications. It will teach you how to send, receive, attach and manage contacts within Outlook and other web mail clients. Our training is based on developing you and your abilities. If you are unsure of how to use email and Outlook, you need a refresher course or have no idea how to use the software; we can help you with our Outlook training. This training is a 1 day course which will take you through all the aspects of Outlook, from sending e-mails to changing Outlooks default settings.

Who Should Attend

This course does not have any prerequisite information required for you to attend. It is for those with little to no experience using Microsoft Outlook but would like to develop an understanding with outlook in general. Some knowledge of working with computers would be useful but not required to undertake this course.

Course Format

This course can be delivered as part of the ECDL qualification or as a practical use only. The ECDL qualification will teach learners the basics of using email and other important aspects of email. The practical use only course will show learners the basics of Outlook and explain the correct method to use it. The ECDL qualification also comes with an exam that would have to be completed at the end of the training and is accredited by BCS.

> **“ So friendly, helpful and considerate and the tutors during the course were very knowledgeable**

Course Content

This course will cover the following:

1. **Composing and Send Email Messages** – Using correct Netiquette using a subject, title and other aspects.
2. **Managing Email Contacts** – Add, removed, edit and mail individuals in your contact list.
3. **Managing Emails** – Delete, arrange and sort emails based on their content and sender
4. **Searching your emails for information** – Search for messages from individuals, web addresses, and for specific content within a message.
5. **Creating and setting up signatures and custom options** –
6. **Filtering your messages** – using built in filters; date, sender,
7. **Managing messages** – flagging messages as ‘to do ‘
8. **Using folders to manage messages** – grouping messages according to subject or area

Learning Outcomes

By the end of the course learners will:

1. Use Microsoft Outlook to send and receive e-mails
2. Create quality e-mail communications that are professional and effectively managed
3. Change default settings in Outlook
4. Use Outlook to a professional standard
5. Understand the tools outlook has to offer
6. Understand netiquette by using subjects, concise
7. Understand that emails are official communications.
8. Be able to use; To, CC, and BCC appropriately address team members, clients and other relevant individuals of importance.

Course Content

This course will cover the following:

1. **Creating a Publication by Type** – understanding how to use the built in publications and download publication types from the internet to speed up your productivity.
2. **Using the Font Tools** – creating calligraphic text using the built in functions of publisher
3. **Modifying a Style –** changing the styles of text, documents and layout to suit your publication
4. **Creating a Master Page –** to improve your productivity and assist in standardising all of your publications
5. **Completing a Mail Merge** – creating multiple personalised documents to any number of people without any more work required.
6. **Using Templates –** How to create and use template to standardise a company publication such as a newsletter

Learning Outcomes

By the end of the course learners will be able to:

1. Create professional publications for a variety of marketing purposes.
2. Use different tools, style, and fonts to create vibrant publications for any organisations
3. Use mail merge properly and effectively to create personalised publications
4. Change the default options of Publisher
5. Download and publish publications on Microsoft Office online.

Microsoft Publisher 2013 Training

The ability to create professional publications such as brochures, flyers, banners and other promotional material can generate endless revenue for an organisation if they are done correctly and professionally. They can improve your company image while generating income at the same time. If you possess the ability to create publications with these kinds of programmes, your organisation can create professional publications all year round without the cost of subbing out work and in very little time. It can help keep you in touch with your community or customers and come across as professional at the same time.

Microsoft Publisher is an entry-level desktop publishing application from Microsoft, differing from Microsoft Word in that the emphasis is placed on page layout and design rather than text composition and proofing. Our training will take you through the different layouts and designs that you can create or use with Microsoft Publisher. It will develop design skills so you can competently create publications for any occasion.

The robust and versatile nature of Microsoft Publisher means it is one of the best programmes for creating publications such as posters, flyers, banners and booklets. If creating publications is a requirement in your daily workload, or even weekly requirement; this training can help by formalise and cementing what you already know in the framework of training delivered by a highly competent tutor. The training can be tailored to suit your needs.

Who Should Attend

Any individual with an interest or requirement to create marketing material, produce flyers, poster or other promotional material may wish to undertake this course. Individuals who are looking to develop these skills may also be interested in attending this course. There are no formal requirements to complete this course.

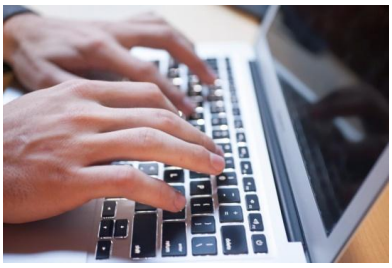
Course Format

The course will vary in length depending on the level of study you wish to undertake. The introductory course is a one day course but the intermediate course required an additional day of training.

Microsoft Access 2013 Training

Microsoft Access is a databases management system designed assist developers and database managers to maintain large databases of information and combines them with a graphical user interface. It has an inbuilt macro function allowing you complete mundane and time consuming tasks at the click of a button. Programmers can create various solutions using the programming language Visual Basic for Applications. It can be used to create applications and advanced users can use it to create software applications. It is supported by Visual Basic for Applications, an object oriented programming language.

Access is capable of undertaking large amounts of computations on huge datasets. These would normally require large amounts of memory and processing. MS Access is designed to scale well with large numbers of calculations and large datasets.



Microsoft Access is a database software with an easy to use user interface and robust functionality. It's used worldwide as it is Microsoft's most functionally and simple to use databases. Our beginners and intermediate courses are both 2 days and our advanced training is an intensive 1 day course. If you're looking for Microsoft Access training course and you have little to no experience or a lot of experience using Microsoft Access our training.

Who Should Attend

This course is useful for anyone who works with databases, or in a position where database knowledge would be useful. There are no prerequisites for this course and anyone with an interest in the subject can undertake it.

Course Format

This course is can be undertaken as either a beginners or intermediate course. The beginner's course duration is 1 day and the intermediate course is an additional day.

Course Content

This course will cover the following:

1. **Introduction to Databases –** How they are used and what they are used for.
2. **Managing a Database –** Inserting, deleting, and reordering fields
3. **Queries –** How to make a table query
4. **Modifying a Form in Layout View –** and other view functions
5. **Exporting Information –** Using Access with other programmes to fulfil specific requirements.
6. **Designing and creating tables for a new database –** understanding what to include in a table for a particular task
7. **Good practices when creating database** – understanding what to do and what not to do with your database before you start

Learning Outcomes

By the end of the course learners will be able to:

1. Understand the new features of MS Access
2. Create professional databases
3. Use Microsoft Access effectively to create a database
4. Change around information efficiently using macros and other shortcuts
5. Create different tables with password protection
6. Create relationships and queries for a new database
7. Create forms and reports for a new database
8. Be able to share content with online storage
9. Explain and understand security considerations regarding MS access databases.

Microsoft Visio Training

Communicating ideas and complex systems can be too intricate and demanding for verbal or textual descriptions. Being able to represent these as flowcharts, diagrams and other visual representations will greatly improve the effect of your talks and presentations, making you a better communicator and educator. With Visio you can create and customise various images; including flowcharts, organisation charts, Spider diagrams, Building layouts, Network maps and many more. These can be customised or used from the templates that it offers.

Visio is a vector diagram tool, so it has many of the benefits that other vector diagrams possess. Vector diagram differ from image editors like Photoshop in that they create images based on simple geometric shapes. These can be enlarged without loss of image quality, making them perfect for presentations, posters and other large scale material.

Microsoft Visio is a diagramming and vector graphics application and is part of the Microsoft Office suite. The training course that we have designed for this course will take learners through the lifecycle of inception to creation and utilise all the tools at our disposal. Our training will take you through every aspect of using Microsoft Visio. It will also develop the fundamental design ethos used to create logos and other vector designs.

Who Should Attend

This training has been created for individuals with little to no experience using Microsoft Visio. It will take you through a whole lifecycle of designing presentation images and charts to display complex information.

Course Format

This is a 1 to 2 day training depending on your level of study. Beginners will greatly benefit from one days training with Visio by developing familiarity with its tools and procedures. Advanced users will attend the second day training which will cover more advanced subjects and tools. Learners who have completed the beginner's course will be eligible to attained the advanced course as well.

Course Content

This course will cover the following:

1. **Creating a flowcharts from pre-existing images** – Using the tools and templates at your disposal
2. **Editing an image** – Adding text, and modifying an image
3. **Creating a Diagram from Scratch** – Designing a chart and following it through to completion
4. **Adjusting the Layout of a chart or image** – including text, background and foreground
5. **Creating a Custom Template** – Designing templates for others to use to improve productivity and to help develop a company image

Learning Outcomes

By the end of the course learners will be able to:

1. Create various charts and designs using Visio
2. Understand how to utilize all of Visio's tools convey complicated information in an easy manner.
3. Create diagrams with ease and charts with ease using templates and other tools
4. Get your point across with ease using Visio
5. Use position shapes, stack and groups

European Computer Driving Licence – ECDL Level 1

Around 95% of jobs advertised require some level of computer literacy. Whether it be office, delivery, service, or retail based you will be required to work with computers to some degree. People without these essential skills may find themselves missing out in the job market The ECDL level 1 is an entry level qualification for individuals hoping to develop computer literacy. It covers many of the fundamental aspects of computer use and computer literacy. People who undertake this course benefit from an increased understanding of how computer store information in a hierarchy, how to surf the web and remain safe, issues relating to IT security, using email and the internet to communicate.

Individuals hoping to attain employment in an office or administration position would greatly benefit from this qualification as it will provide you with the fundamental skills required to apply for jobs that require basic computer skills.

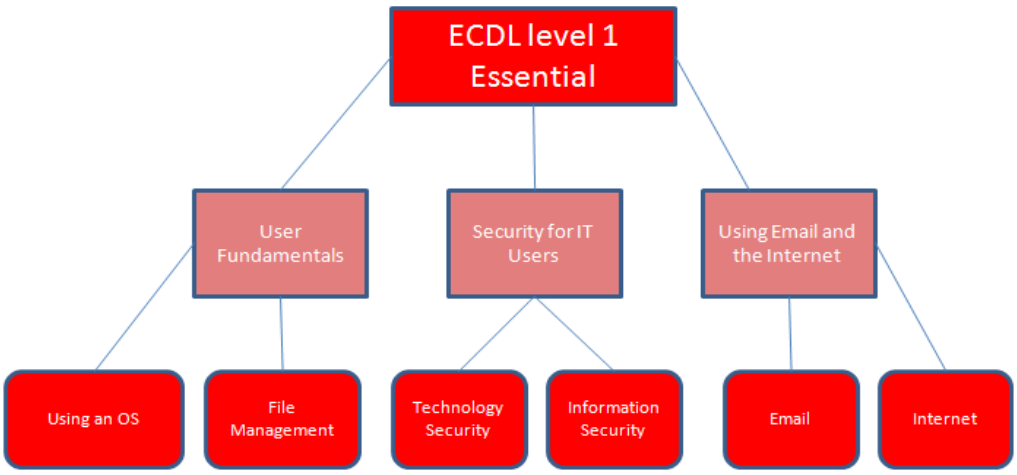
Who Should Attend

This course is designed for individuals with little or low levels of competence with computers. It is an ideal introduction to computer use for individuals who are lacking in competence or knowledge relating to computers.

Course Format

This course is delivered in small taught classes (no more than 5 people) with an experienced professional tutor.

To successfully pass this course you will be required to complete 3 timed tests on the 3 modules. Each one is 45 minutes and has a multiple choice element. A pass rate of 75% is required in each module to attain the ECDL Essentials Certificate.



Course Content

This course will cover the following:

1. **Using an Operating System -** How to navigate a file structure using an explorer and how to save and open files
2. **Email and Internet –** Netiquette: how to send emails, Safe use of the internet
3. **Security for IT Users –** Security Considerations, Scams, Phishing and malware
4. **User Fundamentals –** Improving productivity on computers: Shortcuts and other good practices.

Learning Outcomes

By the end of the course learners will:

1. Operate a computer
2. Identify the Desktop
3. Navigate to locations on a computer
4. Save and open work
5. Send and receive emails with correct net etiquette
6. Surf the internet
7. Undertake a web search using a search engine (E.g. Google or Bing)
8. Identify a Scam, Phishing, or malware
9. Understand how to use shortcuts to improve productivity
10. Understand how to run applications

European Computer Driving Licence - ECDL Level 2

Developing competence with computers is a continuous process. After finalising the fundamental skills required to 'get by' in today's society, developing the skills and proficiencies that will enable us to thrive should be our next priority. Having developed the fundamental understanding of how to use applications and tools on computers; becoming competent with the big three of office applications (Word, Excel and Powerpoint) will truly enable us to become IT users in the 21st century.

The ECDL training course is designed to take people with a basic understanding of computer applications, tools and packages to an intermediate level. The ECDL Extra course will build on the fundamental skills developed in the ECDL Essential course. This course will greatly improve your productivity by introducing you to the correct way and many shortcuts that even many professionals are unaware of. This training course makes a great addition on a CV if you will be intending to work in an office environment, administration position or in any organisation where computer use will be a necessary prerequisite.

Who Should Attend

This course is designed for individuals who have worked with or on computers but have no formal qualifications to back up this knowledge. It covers applications rather than computer use itself. Delegates of this course will be required to understand fundamentals of computer use like email, internet, IT security and other security considerations. The level 1 ECDL will cover all of these topics. If you are confident in your computer use, you will be able to attend the Extra course without the level 1 qualification. But a needs analysis is advised.

Course Format

This course consists of training and revision in 4 subjects. Upon completion of each subject you will be required to pass a mock exam and then a live exam in each of the subjects. The exams will be 45-60 minutes and have a pass mark of 75%.

Course Content

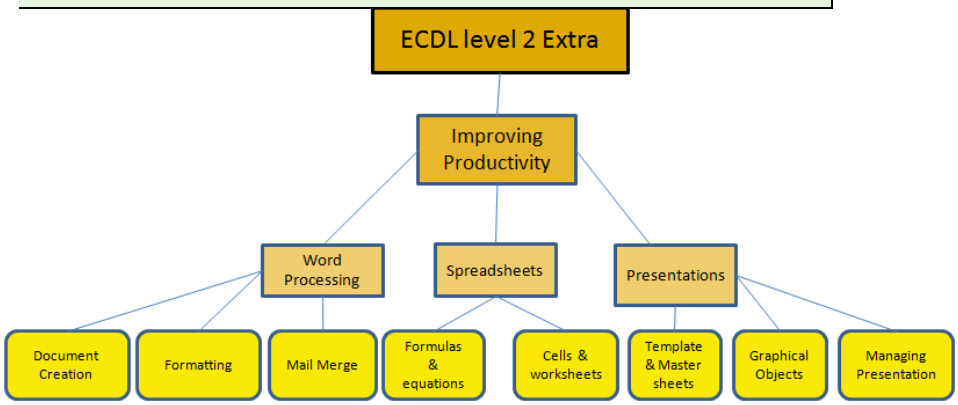
This course will cover the following:

1. **Spreadsheet Software** – Excel is a very robust tool for managing information. It can be used to store large amounts of information like addresses for a mailing list, or be used to work out a tax contribution for employees.
2. **Presentation Software** – Powerpoint is becoming more essential for managers who have to present to other teams, managers or organisations. With proper training you can present in a professional and effective way, getting your point across with ease.
3. **Word Processing** – Word is the most required skill for anyone in an administration or office position to undertake. It can improve the quality of your documents and the way in which it is presented in general.
4. **Improving Productivity** – This module of the ECDL level 2 assists learners in developing proficiency with these packages. After completing the applications aspect of training you will undertake an efficiency related module that will help you improve your productivity. No syllabus, exam only

Learning Outcomes

By the end of the course learners will be able to:

1. Design, prepare and present using Powerpoint.
2. Use spreadsheet software to manage, maintain, report, and analyse information using Excel
3. Use Word to create professional quality documents.
4. Benefit from improved productivity across and between MS Office applications.



Web Development Training

These courses can take you from absolute beginner, to professional standard within the duration of the course. They have a focus on. This could enable you to start your own online business, market your business or reach a wider audience in a very limited time.

These courses can be funded using the React funding program, which is a program started by the Welsh Government to fund training for people who have been made redundant. If you have been made redundant in the last 6 months you could use the React funding which can pay for 100% of the costs of the courses up to £1500. The funding could get you training to give you an edge over the opposition, to get back in to work as quickly as possible.

These training courses can be delivered at a reduced price when booked under a group. If you would like more information regarding group booking then please contact

Who Should Attend

These courses are for those who want the ability to create websites and who have no prior knowledge of how to do so. It can be undertaken by individuals with no knowledge of HTML or Web design but a good level of computer proficiency and a desire to learn a new and exciting skill is essential.

Course Format

This course is a practical and hands on training course. It will take you through the learning process, from absolute beginner and explain how to create and develop a website in a professional manner. The course is taught over 2 days and includes 2 days of homework and revision. The subject of HTML and Web design is vast and learners will be expected to learn in their own time to develop exceptional web development skills.

> **“ I found Mike Tan and the CCW team very helpful and supportive of my needs and training**

Website Design in WordPress - Wordpress is one of the most commonly used blogging software used today. It is robust and widely applicable across many industries. This course will show you how to set up and maintain a Wordpress site.

Introduction to HTML and Web Design - This course will show you the basic tools you will require to begin working with websites and e-commerce. It will show you how to programme with HTML and CSS. You will make a basic website without the aid of website production software.

SEO and Social Media Training Course - Search Engine Optimisation (SEO) is the process of developing your website to score highly on Google's organic search algorithm. This makes your website appear higher on Google searches.

Course Content

This course will cover the following:

1. Creating basic Drawings – Inputting data and creating basic objects
2. Manipulating objects – Changing objects
3. Drawing organization and Inquiry commands – Using layers and changing properties
4. Creating Additional drawing objects – working with polylines and creating tables
5. Dimensioning – Creating dimensions and using dimension styles
6. Working in 2D – Designing 2D plans such as architectural layouts.
7. Working in 3D – Designing 3D objects and schematics.

Learning Outcomes

By the end of the course learners will be able to:

1. Create 2D and 3D plans and designs.
2. Use shortcuts to improve productivity
3. Understand how to plan and improve designs
4. Generate detailed information about plans
5. Format and print designs
6. Understand good practices in designing objects and setting out plans

AutoCAD Training Course

AutoCAD is a Computer Aided Design (CAD) software to assist with 2D and 3D design. AutoCAD is the leading tool in design and drafting for industries including Engineering, planning, architecture and design. Proficiency in AutoCAD can greatly assist learners in the creation of highly detailed plans and designs in a short period of time.

This course builds familiarity with the basic features, commands, and techniques to better develop functional skills for creating, editing, and printing drawings with AutoCAD® and AutoCAD LT®. Using hands-on exercises, students explore how to create 2D and 3D production drawings. The course will also develop your knowledge of shortcuts and improve your productivity with industry tricks and hints.

The main element that will assist you in developing professional AutoCAD skills is practise. This course will immerse you in AutoCAD and establish the mindset that will help you become an expert computer aided designer.

In addition to this course we can deliver bespoke training to specifically cover aspects of AutoCAD such as 2D design, 3D design, refresher courses and beginners courses. These can be tailored to suit the needs of our delegates or to achieve a specified goal upon completion.

Who Should Attend

This course is created for anyone who needs more experience/knowledge of AutoCAD we cover aspects of AutoCAD such as 2D design, 3D design, refresher courses and beginners courses.

Course Format

This course is a 4 day intensive course that is generally taught in small classes; normally around 3-4 people in a class to give you the maximum exposure to an industry professional. This will enable you to ask the questions that you require and, more importantly, have your questions answered. There is no exam with this course but you will receive homework to complete after every training session.

> **“ I enrolled in the AutoCAD Intermediate Training and received a 1 on 1 course suited to my needs and around my schedule.**