

TRURO & PENWITH COLLEGE

# SERVICES FOR BUSINESS

COMMUNITY &

PERSONAL DEVELOPMENT

A photograph of two business professionals, a man and a woman, sitting at a table and looking at documents. The man is wearing a light blue shirt and the woman is wearing a white shirt. They appear to be in a meeting or training session.

**BUSINESS  
TRAINING  
SOLUTIONS**

2011 / 2012

# SERVICES FOR BUSINESS

COMMUNITY &

PERSONAL DEVELOPMENT

A photograph of two women in business attire leaning over a table, reviewing documents. The woman on the left is pointing at a document with a pen, while the woman on the right points with her finger. The background shows a bright office setting with a clock on the wall.

Welcome to the 2011/2012 **Services for Business, Community and Personal Development** brochure, specifically designed to help employers and employees find training solutions.

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With a team of experienced professionals, we improve the performance of organisations and individuals through a variety of training and development opportunities.

## Our Services

What we can do for your business?  
How do we do it?  
What will it cost?

## Our Clients

There are many Businesses that receive training and support from Truro and Penwith College Business Centre. Here are a few case studies showcasing our work - more case studies are available online at: [www.trurocollege.ac.uk/businesscentre](http://www.trurocollege.ac.uk/businesscentre)

Ann's Cottage Surfshop  
Tate St Ives  
Rhowen Yoki - Fusion  
Jake Akeroyd, Trethem Mill

Contact us today on 01872 242711 to discuss your business training needs.

## Your Courses

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# OUR SERVICES

for your business

# SELL



## What can we do for your business?

### Improve profits & business performance

80% of those employers who employ Apprentices agree they make their workplace more productive.  
75% of businesses improved efficiency after training with us.  
We helped 79% of the businesses we work with add value to their products and/or services.  
We helped increase the profits of over a third of the businesses we work with.

### Improve customer satisfaction

Our training helped 82% of businesses increase customer satisfaction, meaning more repeat business!

### Improve staff morale

89% of our customers said our training increased morale and motivation.

### Reduce staff turnover

Rick Stein's Seafood Restaurant saw staff turnover reduce by 10% in just 24 months after developing a training programme for their staff with Truro and Penwith College.

# RMICES

## How do we do it?

### Customised & Bespoke Training

Whatever you want to train your staff in we can help deliver it at a time and place to suit you.

### Business Skills Seminars

One day workshops designed to boost performance, profits and productivity.

### Leadership & Management Training

We can help you become a better boss with professional management training.

### Professional & Mandatory Qualifications

We offer a wide range of courses for professionals e.g. Accountancy, Personnel and HR and Marketing and other qualifications to keep your business inside the law such as Health and Safety, Manual Handling and Food Safety.

### Apprenticeships

A great way to gain real work experience and qualifications and hiring an Apprentice for your business can help improve existing staff skills. You can also train your existing staff via the Apprenticeship programmes.

### Consultancy

We can provide, source and fund (eligibility criteria applies) specialist consultancy in areas such as Marketing and Business Improvement.

### Coaching & Mentoring

We can provide experienced and qualified mentors to help improve your performance and maximise your potential. We can also train you to become a professional and qualified mentor.

### Training Needs Analysis / Organisational Needs Analysis

Our team of Business Development Advisers can work closely with your business to identify the areas that could help improve your business and then find the provision and funding to help make these changes.

### Networking

The College hosts a number of networking events including the Cornwall Business Club and the Penwith Business Breakfast. These events are great to make new contacts. Check the website for dates and venues [www.trurocollege.ac.uk/businesscentre](http://www.trurocollege.ac.uk/businesscentre)

## How much does it cost?

We will always identify the best training programme to meet your budget and business needs. Our team of Business Development Advisers will help you to source any available funding to support the cost of training where possible.

# OUR CLIENTS

There are many Businesses that receive training and support from Truro and Penwith College Business Centre... Here are a few examples. To find out how Truro and Penwith College can help you please telephone 01872 242711.



## ANN'S COTTAGE SURF

Starting as a small shop as part of a petrol filling station in Polzeath, Ann's Cottage has now become one of the largest retailers of surfwear and accessories in Cornwall. Recognising their fantastic achievements and success in staff training and development, Ann's Cottage Surf was awarded the Business of the Year Award by Truro and Penwith College in September 2010.

With such a large number of stores employing over 150 staff, the managers realised how important customer service and satisfaction was to their brand success. The managers were passionate about becoming the best retail outlet for customer service in Cornwall and not content with just this, Ann's Cottage also wanted to become the premier outlet for surf-ware in the South West. To do this they recognised that they needed to update all staff skills from those on the shop floor to those in management positions. The stores also recognised that to maintain their business success and sustain profits they needed to develop their understanding of retail legislation to ensure both their business needs and customer needs are met when purchased goods are returned.

Ann's Cottage Surf Shop first started working with Truro and Penwith College in 2006 initially training 4 members of staff in team leading and attending a seminar in radical retail. The Radical Retail seminar was so successful that the College developed a bespoke training programme specifically for their management team to increase knowledge of retail legislation. Additional training and development was undertaken in a number of areas including Retail, Customer Service, Visual Merchandising, Retail Legislation, Workplace Coaching, Team Leading, IT Skills and professional Management qualifications and over 50 staff are now fully qualified.

As a result of the training staff now have increased confidence and can communicate better with both customers and colleagues. Staff now have enhanced organisational and people management skills and the bespoke training raised levels of knowledge giving staff increased confidence in their work.

Looking forward, Ann's Cottage is set to grow and expand even more and Truro and Penwith College will be with them every step of the way supporting staff and helping sustain their successful business model.

## TATE ST IVES

As Visitor Services Manager at Tate St Ives, Zara first discovered Truro and Penwith College when she was encouraged to sign up for an ILM Management Qualification in 2008. "I was surprised by the level of funding available for courses such as this. Once I had started the course I discovered the quality of the course content and suitability of the course to my needs. I benefited enormously from the experience, my confidence and knowledge gained helped me obtain a promotion after my course ended."

This year, like many businesses, Tate St Ives have had to look hard at their business to ensure they are operating as cost effectively and efficiently as possible whilst continuing to deliver the excellent service Tate is known for. Truro and Penwith College undertook detailed business diagnostics and analysis. They spoke to individual members of staff and the Management team to assess the organisation's needs and formulated a bespoke package of training and development supported by funding accessed through Creative Skills and Truro and Penwith College. Zara says "Now, more than half way through this process, I can confidently say that our staff restructure has been a success due to the training staff have received in Leadership and Management together with communication and customer service."

"We already knew we had an excellent team of staff at Tate St Ives but we have recently had written comments from visitors commending staff. I think much of this is down to the skills acquired on the courses and the confidence this has given them."

Zara is thrilled with the College "The variety of courses and tutors available has been hugely impressive and the quality has been outstanding. The opportunity to customise and hybridise courses to suit our particular needs has been a bonus. The quality of the training has been commented on by many of the staff, even those staff who were initially very reluctant to be re-trained.

"We are very much hoping to be able to come back to Truro and Penwith College and continue our programme of staff development and have no hesitation in encouraging other businesses and individuals to do so."





## RHOWEN YOKI - FUSION

Rhowen Yoki has just completed a unique course designed to enhance the management and entrepreneurial skills of Cornish businesswomen. Truro and Penwith College's Empowering Smart Women programme, which is supported by the Skills Funding Agency through the ESF (European Social Fund) Convergence Programme, is leading the way in motivating women to fulfil their true potential.

Rhowen, 39, from Polzeath, was already a successful businesswoman when she started the course but she saw the programme as a means of building on what she had already achieved and passing on her new skills to her staff. "It's been an amazing experience," she said. "I never realised it would make such a difference or how much it would improve the business. I learned not only from the programme itself but from other students as we shared ideas and experiences. My attitude and improved motivation has inspired my staff - as have all the changes I have introduced as a result. I've re-structured the way the business is managed, begun to delegate more and included the team in decision making. I am fine tuning what I do and planning far more."

Last year Rhowen approached Truro and Penwith College about updating her staff health and safety qualifications. Whilst organising that, it was suggested she consider joining the Empowering Smart Women course to enhance her own skills. Rhowen said: "I had never done any retail training but, when I looked into Empowering Smart Women, it looked like there were some modules that might help improve both me and my business."

Tailor-made to meet her needs, the course began with two days personal skills development followed by an Institute of Leadership and Management Level 5 qualification which included modules such as leading teams, management styles and managing efficiency. Additional networking opportunities were also opened up at the Empowering Smart Women Conference.

The programme introduced Rhowen to Unlocking Cornish Potential and, as a result of that connection, she has now recruited a graduate as a business operations manager. She was also put in touch with Business Link to help look at environmental improvements that are not just socially responsible but can also save her company money.

"Rhowen's experience on the Empowering Smart Women programme shows just how important it is in helping women to hone their business skills and enhance their contribution to the Cornish economy," said Mark Williams, Head of Provider Accounts for the Skills Funding Agency. "The course provides an excellent opportunity for women in Cornwall and I would highly recommend it."



## JAKE AKEROYD - TRETHEM MILL

Few family business owners realise they can take on their sons or daughters as Apprentices - but the benefits of doing so can transform lives as well as the bottom line. Ian Akeroyd, a partner in Trethem Mill Touring Park in St Just-In-Roseland, Cornwall, discovered those benefits for himself when Truro and Penwith College helped him create an Apprenticeship for his son, Jake.

"We didn't want Jake to leave school and come straight into the business, and he didn't want to go to university, so this was the perfect way for him to continue his education while getting him working as well," says Mr Akeroyd. "It's been a great benefit to us financially because if he hadn't done an Apprenticeship we would have had to fund all the courses he went on ourselves. It would have added up, because some of the courses cost £300 a day."

"There was a great mixture of courses and the College's Business Centre managed to get funding right across the spectrum. Jake completed his apprenticeship in less than a year, thanks to the College's flexibility."

Mr Akeroyd says that having an assessor coming in strengthens a small business by checking up on what it does, for example, on the health and safety side.

"It's good to have a qualified person in, checking things," he says. "We always have a debriefing session afterwards to see what we can do to improve things, and the feedback has been very good. We had a very good assessor. Some of the things Jake was told were already second nature to him but they reinforced it by giving him the reasons behind the things he'd been doing. And being here on the job, he has had a lot less downtime and been a lot more productive more of the time."

He's really enjoyed his Apprenticeship and got a lot out of it. Before that he wasn't in full-time education due to a medical condition. This is a real confidence-builder for him. He's been getting out and meeting different people. From a business point of view I would genuinely consider having another Apprentice. When they come into a business young, they learn everything from scratch and don't arrive with bad habits!"

Jake, 17, is equally enthusiastic. "It's on-the-job practical training and I'm able to continue my education while having the benefits of full-time employment," he says.

So would he recommend an Apprenticeship to other young people? "Definitely!" he says. "Being able to continue my education as well as being able to work is the best of both worlds."

Jake's success was recognised by winning the College's Apprentice of the Year Award in 2010.

# YOUR COURSES

Funding may be available for all of these courses:  
Please contact 01872 242711 for details.

## ACCOUNTING & FINANCE

### ACCOUNTANCY APPRENTICESHIPS

Accountancy is a cornerstone of business. The biggest multinationals, the smallest local enterprises and businesses of every size in between depend upon the talents of people trained in accountancy. These Apprenticeships allow you to learn essential accountancy skills and put these skills into practice in a real working environment.

### ACCOUNTANCY INTERMEDIATE APPRENTICESHIP

At Level 2, this Apprenticeship is designed to provide finance administrator skills, such as double entry bookkeeping, purchase, sales and general ledger, reports and returns and professional ethics.

### ACCOUNTANCY ADVANCED APPRENTICESHIP

This Advanced Apprenticeship is designed for those whose role includes the more complex accounting tasks, like preparing final accounts for sole-traders and partnerships, maintaining cost accounting records, extended trial balances and preparing reports and returns.

### ACCOUNTANCY HIGHER APPRENTICESHIP

At Level 4, this Higher Apprenticeship is designed for those whose role includes the more complex accounting tasks, and also aspects of finance team leader skills including managing self and others and measuring and evaluating financial performance.

College attendance for weekly taught sessions plus at least 16 hours per week in the workplace. Costs: Age 16 - 18 = Fully Funded / 19 - 24 = £250 Employer Contribution / 25+ = £500 Employer Contribution - Eligibility criteria apply

### OCR LEVEL 1 AWARD IN BOOKKEEPING SKILLS (COMPUTERISED)

Designed to provide candidates with a flexible, modern and coherent introduction to key skills in bookkeeping and accounting. Consists of two mandatory units: C1 - Record routine bookkeeping transactions using a computerised system and C2 - Prepare and record sales and purchase documents using a computerised system. Call 01872 261151 for further information.

Sep 2011 - Jul 2012 / Haven House / The Old Chapel Newquay / £70.00 per unit (plus accreditation fees)

### AAT ACCOUNTING LEVEL 2 CERTIFICATE

Focusing on Purchase and Sales ledgers as well as the preparation of books for final accounts. Also covers basic computing skills including SAGE. Price includes text books only, AAT registration is paid direct to AAT. Exam fees are payable on enrolment £198. Interview required.

**1030** Mon 12 Sep 11 / 35 wks / Truro College / 18:00 to 21:15 / £673

**1031** Wed 14 Sep 11 / 35 wks / Truro College / 09:30 to 15:30 / £673

**1032** Thu 15 Sep 11 / 35 wks / Haven House / 18:00 to 21:15 / £673

### AAT ACCOUNTING LEVEL 2 CERTIFICATE

Focusing on Purchase and Sales ledgers as well as the preparation of books for final accounts. Also covers basic computing skills including SAGE. Price includes text books only, AAT registration is paid direct to AAT. Exam fees are payable on enrolment £198. Interview required.

**5007** Wed 14 Sep 11 / 34 wks / Penwith College / 17:15 to 21:00 / £673



### AAT ACCOUNTING LEVEL 3 DIPLOMA

The Level 3 stage focuses on the preparation of financial accounts, VAT returns, costings and statistical analysis. Students will also need to show competence on spreadsheets. Please note that price includes text books only. AAT registration is paid direct to AAT. Exam fee £222 payable on enrolment. Interview required for students who have not completed the Level 2 stage. 5 additional sessions will also be required.

**1033** Tue 13 Sep 11 / 34 wks / Truro College / 16:00 to 20:00 / £803

**1034** Wed 14 Sep 11 / 34 wks / Truro College / 09:00 to 13:00 / £803

**1035** Fri 16 Sep 11 / 34 wks / Haven House / 09:15 to 15:15 / £803

### AAT ACCOUNTING LEVEL 3 DIPLOMA

Focuses on preparation of financial accounts, VAT returns, costings and statistical analysis. IT competence including Sage is necessary. Price includes text books only. AAT registration is paid direct to AAT. Fees £222 payable on enrolment. Interview required.

**5008** Wed 14 Sep 11 / 34 wks / Penwith College / 13:15 to 17:00 / £803

### AAT ACCOUNTING LEVEL 4 DIPLOMA

The third and final stage of this widely recognised accounting qualification. Successful completion of this level will allow students to attain qualified AAT Technician status. It does not include AAT registration fees which is paid direct to AAT. Exam fee £234 payable on enrolment. Interview required for students who have not completed the Level 3 stage.

**1036** Wed 14 Sep 11 / 35 wks / Truro College / 18:00 to 21:00 / £903\*

**1037** Thu 15 Sep 11 / 35 wks / Truro College / 09:00 to 13:30 / £903\*

### AAT ACCOUNTING LEVEL 4 DIPLOMA

Students who successfully complete this level will attain qualified AAT Technician status. AAT registration is paid direct to AAT. Exam fees of £234 payable on enrolment. Interview required.

**5009** Thu 15 Sep 11 / 34 wks / Penwith College / 13:15 to 17:00 / £903\*

### UNDERSTANDING & CONTROLLING COSTS - L5 SUCCESS COURSE

This course provides the skills needed to prepare and use financial information in order to assist in the decision making process within a business. Through gaining an understanding of accounting techniques managers and business owners will learn how to develop strategy and policy for their organisation from a sound financial footing.

Satrs 5 Oct 11 / Truro College / 18:00 - 21:00 / £400\* part-funding available

### ASSOCIATION OF TAXATION TECHNICIANS **NEW!**

Gain the knowledge of the basic tax system. Enable you to competently carry out tax services for self-employed individuals (sole traders) and businesses to meet their tax obligations. On completion of the qualification, you can enter the tax profession as a Taxation Technician working in a professional practice, industry and commerce or the public sector.

1038 Tue 13 Sep 11 / 34 wks / Truro College / 17:00 to 21:00 / £1250\*

### CITY & GUILDS BOOKKEEPING LEVELS 1 & 2

Includes the use of double entry system and use of ledgers and cashbooks, leading up to the preparation of the trial balance, profit and loss account and balance sheet. Students can take level 1 exam only or Level 1 and Level 2. A textbook accompanies the course at a cost of around £26.00. Please bring calculator, pen, pencil, ruler and notepad. Exam fee level 1 £24/level 2 £26 payable on enrolment.

1039 Tue 20 Sep 11 / 18 wks / Truro College / 18:30 to 21:00 / £150\*

1040 Tue 21 Feb 12 / 18 wks / Truro College / 18:30 to 21:00 / £150\*

### CITY & GUILDS PITMANS LEVEL 1 BOOKKEEPING & ACCOUNTS

This course concentrates on core areas met daily in the accounting environment of any business. Examination of 1.5 hours. Exam fee £24 payable on enrolment.

5010 Mon 12 Sep 11 / 10 wks / Penwith College / 17:45 to 21:00 / £125\*

### CITY & GUILDS PITMANS LEVEL 2 BOOKKEEPING AND ACCOUNTS

The Level 2 qualification further develops the book-keeping practices and processes studied at Level 1. Examination 2 hours. Exam fee £26 payable on enrolment.

5011 Mon 16 Jan 12 / 10 wks / Penwith College / 17:45 to 21:00 / £125\*

### SAGE ACCOUNTS (IAB LEVEL 2 & 3 IN COMPUTERISED BOOKKEEPING)

Uses the popular SAGE LINE 50 computerised accounts package. Level 2 syllabus covers sales, purchases, bank reconciliation, VAT schemes and reports. At Level 3 adjustments to financial statements, period/year end procedures and financial management information. It is strongly recommended that students have experience in manual book-keeping - this is essential for Level 3. Exam fee Level 2 £50/Level 3 £50 payable on enrolment.

1041 Mon 12 Sep 11 / 15 wks / Truro College / 18:30 to 20:30 / £112.50\*

1042 Wed 14 Sep 11 / 15 wks / Truro College / 18:30 to 20:30 / £112.50\*

1043 Mon 30 Jan 12 / 15 wks / Truro College / 18:30 to 20:30 / £112.50\*

1044 Wed 1 Feb 12 / 15 wks / Truro College / 18:30 to 20:30 / £112.50\*

### CERTIFICATE IN MANUAL / COMPUTERISED PAYROLL

Further develop the students' understanding of payroll including Income Tax, National Insurance, additional payments and allowances (SMP, SSP and much more). Develop your understanding of computerised systems using payroll software (SAGE) and additional study will be required outside of lecture time. Exam fee £50 payable on enrolment.

1045 Wed 21 Sep 11 / 32 wks / Truro College / 18:00 to 21:00 / £240\*

### DIPLOMA IN REGULATED FINANCIAL PLANNING

This new qualification has been developed to meet the new FSA exam standards. Incorporating the six subject areas required by FSA/FSSC, it is suitable for both new entrants and experienced advisers. Call 01872 242711 for more information.

## ADMINISTRATION & SECRETARIAL SUPPORT

### OCR TEXT PROCESSING

OCR (formerly RSA) exams are now offered in a modular form at Levels 1, 2 and 3. It is possible to achieve an OCR Award, Certificate or Diploma in Text Processing based on a system of credits, with each module carrying a specific number of credits:

Audio Transcription Levels 2 & 3 (Haven House only)

Business Presentations Level 2

Document Presentation Levels 2 & 3

Mailmerge Level 2

Speed Keying

Text Production Levels 2 & 3

Touch-typing

Word Processing Levels 2 & 3

Sep 2011 - Jul 2012 / Haven House / The Old Chapel Newquay / £3.75 per hour (plus accreditation fees)

### BUSINESS & ADMINISTRATION APPRENTICESHIPS

Administrators play a crucial role in organisations by handling day-to-day tasks and making sure the office runs smoothly. These Apprenticeships allow you to learn essential administrative skills and put these skills into practice in a real working environment.

### BUSINESS ADMINISTRATION INTERMEDIATE APPRENTICESHIP

Level 2 - covers tasks such as typing up meeting documents, putting financial information together in spreadsheets, sending the daily post or faxing and photocopying confidential documents.

### BUSINESS ADMINISTRATION ADVANCED APPRENTICESHIP

Level 3 - designed for employees who work at a high level in administration and without direct supervision. At this advanced level you will look to improve the business by developing administration systems, questioning the way things are done and suggesting improvements.

Staff have nothing  
but praise for  
the trainers who  
are supportive,  
challenging and  
inspiring

**BUSINESS ADMINISTRATION HIGHER APPRENTICESHIP NEW!**

The Level 4 qualification is for individuals who are working at a senior level with considerable responsibility for the management of systems and resources, working with an extensive degree of autonomy within an administration function.

College attendance for 13 (minimum) taught sessions plus at least 16 hours per week in the workplace. Costs: Age 16 - 18 = Fully Funded / 19 - 24 = £250 Employer Contribution / 25+ = £500 Employer Contribution - Eligibility criteria apply

**BUSINESS & ADMINISTRATION CERTIFICATES & DIPLOMAS LEVELS 2 - 4**

Designed specifically for people working in administration/office environments at different levels. They focus on the ability to work competently at an appropriate level and support development of knowledge and understanding of best practice. The work-based assessment route will recognise your competency in this area and the taught programme will enhance your knowledge and skills.

Level 2 Certificate / Rolling Programme / Work-Based Assessment at £1800 or Taught Programme at £750

Level 3 Diploma / Rolling Programme / Work-Based Assessment at £1800 or Taught Programme at £950

Level 4 Diploma / Rolling Programme / Work-Based Assessment at £1800 or Taught Programme at £950

These qualifications can be achieved via the fundable Apprenticeship Programmes.

**CITY & GUILDS DIPLOMA FOR MEDICAL SECRETARIES**

This qualification (Previously known as AMSPAR) is the only nationally recognised qualification for medical secretaries in the UK. Covers: Medical administration, business communication, medical terminology, medical principles and practical skills unit of medical word processing and audio transcription. Assessment is two external written examinations in May and June and three assessments. Exam fee £226 payable on enrolment. Essential text books are also required (approx £25.00).

1047 Wed 28 Sep 11 / 30 wks / Truro College / 09:15 to 17:30 / £500\*

**OCR TEELINE SHORTHAND**

Aimed at complete beginners. Focuses on the theory of Teeline and speed development. Speed tests will be available throughout the course at an additional cost. Please bring a shorthand notebook and pencil / pen. Course textbook required. Exam fee Level 1 £14/Level 2 £16 payable on enrolment.

1048 Mon 19 Sep 11 / 30 wks / Truro College / 18:00 to 20:00 / £225\*

**SHORTHAND - ADVANCED SPEED BUILDING**

For students who have achieved between 40-70 wpm and would like help and encouragement to continue building their speed, aiming for speeds of between 70-120 wpm. Entry for OCR speed skills examinations in the March/April series. OCR examination and registration fees will be an additional charge.

1049 Tue 20 Sep 11 / 30 wks / Truro College / 18:00 to 20:00 / £225\*

> See Minute Taking in Business Skills Seminars

**BUSINESS SKILLS SEMINARS****ASSERTIVENESS, MOTIVATION & CONFIDENCE**

Allows you to discover and develop techniques and strategies to increase self confidence allowing you to be more confident in influencing colleagues at work, whether it be your manager, customer or colleague.

Thu 24 Nov 11 / 1 Day / Tregye / 09:00 - 16:00 / £125\*

Thu 31 May 12 / 1 Day / Tregye / 09:00 - 16:00 / £125\*

**APPRAISAL SKILLS**

Ideal for those responsible for carrying out staff appraisals. It will provide you with techniques and skills to conduct positive and productive

**BOOST YOUR BUSINESS WITH AN APPRENTICE**

APPRENTICESHIPS CAN HELP BUSINESSES ACROSS ALL SECTORS BY OFFERING A ROUTE TO HARNESS FRESH NEW TALENT. APPRENTICESHIPS ENSURE THAT YOUR WORKFORCE HAS THE PRACTICAL SKILLS AND QUALIFICATIONS YOUR ORGANISATION NEEDS NOW AND IN THE FUTURE.



IF YOU WANT TO: **IMPROVE PROFITABILITY, INCREASE PRODUCTIVITY, REDUCE TURNOVER, INCREASE STAFF MORAL AND STAFF SKILLS** THEN AN APPRENTICE WITHIN YOUR BUSINESS COULD BE THE ANSWER!

Apprenticeships are suitable for nearly every business and you can use Apprenticeships to train both new and existing employees.

The Apprenticeship programme is fully funded for Apprentices aged between 16 and 18. Your business will pay £250\* for any Apprentice aged between 19 and 24 and £500 for those aged 25 or over. You will need to pay your Apprentice a salary (min £95/week based on 38hrs/week) but we often have funding support and financial incentives available to help your business. \*Correct at time of print.

Contact Truro and Penwith College Business Centre:  
t: 01872 242711 e: [apprenticeships@truro-penwith.ac.uk](mailto:apprenticeships@truro-penwith.ac.uk)  
or visit or visit [www.apprenticeships.org.uk](http://www.apprenticeships.org.uk)



appraisals and tailor them to suit you, your employees and your organisation.

Thu 8 Mar 12 / 1 Day / Tregye / 09:00 - 16:00 / £125\*

**BUSINESS THAT DOESN'T COST THE EARTH NEW!**

Low carbon, renewable, recycling, green environment and sustainability are phrases and words that we are constantly hearing more about, but what do they mean? This session will give you a general overview of some of the areas where businesses can save money, operate more effectively and help the government achieve 'Green' targets.

Wed 23 Nov 11 / 1 Day / Tregye / 09:00 - 16:00 / £125\*

Tue 27 Mar 12 / 1 Day / Tregye / 09:00 - 16:00 / £125\*

**CREATING COCKTAILS NEW!**

Discover how to indulge your customers with professional cocktails. An introduction to creating cocktails and learn how to design, prepare and present 3 temptingly good cocktails to increase profits and customer satisfaction.

Thu 6 Oct 11 / 1 Day / Truro / 09:00 - 16:00 / £145\*

Thu 1 Dec 11 / 1 Day / Truro / 09:00 - 16:00 / £145\*

Thu 5 April 12 / 1 Day / Truro / 09:00 - 16:00 / £145\*

**COPY WRITING**

Producing and writing information (copy) can be difficult to get right. Messages need to be simple, grammatically correct and tempt customers to find out more. This seminar provides you with a good understanding of the motives behind a customer decision and techniques to produce copy that will influence their decision.

Thu 24 Nov 11 / 1 Day / Tregye / 09:00 - 16:00 / £125\*  
Thu 22 March 12 / 1 Day / Tregye / 09:00 - 16:00 / £125\*

**DEALING WITH AGGRESSION, CONFLICT & DIFFICULT PEOPLE**

You will develop the skills needed to deal effectively with aggression, conflict and difficult people and will come to understand the process of putting these skills into practice within the workplace.

Thu 13 Oct 11 / 1 Day / Tregye / 09:00 - 16:00 / £125\*  
Thu 15 Mar 12 / 1 Day / Tregye / 09:00 - 16:00 / £125\*

**DEVELOPING YOUR TEAM WITHOUT A TRAINING BUDGET**

Discover how to plan interesting and relevant work based training using a range of strategies that can be delivered within your organisation and without impacting on your training budget.

Tue 24 Apr 12 / 1 Day / Tregye / 09:00 - 16:00 / £125\*

**EFFECTIVE DELEGATION**

Discover how to significantly improve performance through the art of delegation. Understanding your team and playing to individual strengths will be the key to your success and the teams. Perfect for those who manage and lead people.

Tue 7 Jan 12 / 1 Day / Tregye / 09:00 - 16:00 / £125\*

**EFFECTIVE PROCUREMENT NEW!**

This seminar examines the key considerations in procuring resources effectively at the right time, place and cost to allow staff to work safely, efficiently and consistently to meet customer requirements.

Wed 02 May 12 / 1 Day / Tregye / 09:00 - 16:00 / £125\*

**EMBRACING SOCIAL MEDIA NEW!**

Discover the intriguing world of marketing your business through the internet and develop techniques and skills to ensure that your Social Media is profitable. Get help with Facebook, Twitter, LinkedIn, blogging and so much more.

Thu 10 Nov 11 / 1 Day / Tregye / 09:00 - 16:00 / £125\*

**FEARLESS PRESENTATIONS AND PUBLIC SPEAKING**

Discover how to deliver effective presentations through developing your understanding of various mediums and styles and learn techniques and strategies to improve your presentations. Understand how to tailor public speeches depending on your audience and develop your confidence in speaking publicly with various skills and tactics.

Tue 6 Mar 12 / 1 Day / Tregye / 09:00 - 16:00 / £125\*

**FINANCE FOR NON-FINANCIAL MANAGERS**

Designed for those who need to understand the implications of their financial decisions without having a financial background. Topics covered include; managing budgets, interpreting financial information, using and understanding financial concepts and critical financial results analysis.

Mon 14 Nov 11 / 1 Day / Tregye / 09:00 - 16:00 / £125\*

**MARKETING FOR SMALL BUSINESSES**

This seminar will ensure that you get value for money with your marketing strategies. Understand the basic principles of marketing and discover how these can be applied and used in your own small business.

Wed 7 Dec 11 / 1 Day / Tregye / 09:00 - 16:00 / £125\*  
Thu 14 Jun 12 / 1 Day / Tregye / 09:00 - 16:00 / £125\*

**MENTORING FOR MANAGERS NEW!**

Discover how to maximise the performance of employees by developing, implementing and monitoring effective workplace mentoring programmes.

Wed 30 May 12 / 1 Day / Tregye / 09:00 - 16:00 / £125\*

**MINUTE TAKING**

Delivers a step-by-step approach to producing accurate, easy-to-understand minutes. Includes meeting preparation and agendas, active

listening skills, note-taking and the actual production of minutes.

Wed 16 Nov 11 / 1 Day / Tregye / 09:00 - 16:00 / £125\*  
Wed 16 May 12 / 1 Day / Penwith College / 09:00 - 16:00 / £125\*

**MASTERING TIME MANAGEMENT AND PERSONAL PRODUCTIVITY**

This seminar offers you the tools and techniques to enable you to take control of your own time. The seminar is practical and offers realistic strategies for managing time better in an increasingly hectic world.

Thur 22 Mar 12 / 1 Day / Tregye / 09:00 - 16:00 / £125\*

**NETWORKING WITH CONFIDENCE**

Boost your confidence allowing you to network more successfully. Develop techniques in networking etiquette, meeting, greeting and exiting gracefully, dealing with different behaviours, listening skills, conversation progression skills, body language, rapport and following up on contacts for business success.

Thu 8 Dec 11 / 1 Day / Tregye / 09:00 - 16:00 / £125\*

**PROJECT MANAGEMENT**

Developing effective project management techniques will help you achieve outcomes and meet deadlines. Introduces you to understanding the essential planning procedures in project management and give you the confidence and ability to put these techniques into practice.

Fri 20 Apr 12 / 1 Day / Tregye / 09:00 - 16:00 / £125\*  
Fri 8 Jun 12 / 1 Day / Penwith Business Centre / 09:00 - 16:00 / £125\*

**PROOFREADING SKILLS**

First impressions are crucial for a successful business. Poor and careless writing can cause potential clients to doubt the content, professionalism and quality of the communication and the company. This session provides simple techniques and exercises that will increase the accuracy of your writing and improve your proofreading skills.

Thur 17 May 12 / 1 Day / Tregye / 09:00 - 16:00 / £125\*

**PR SKILLS - POSITIVE MARKETING & PERSUADING THE PRESS**

Generating good public relations can be a great way of promoting your business. This seminar will help you find good news stories within your company, create press releases and gain maximum exposure through the press, radio and television.

Thur 8 Mar 12 / 1 Day / Tregye / 09:00 - 16:00 / £125\*

**REPORT WRITING & BUSINESS GRAMMAR**

Writing and producing professional and correct reports and/or documents within a business environment can have a significant impact on business success. Discover simple techniques and strategies to ensure that your documents look professional.

Tue 6 Dec 11 / 1 Day / Tregye / 09:00 - 16:00 / £125\*

**SECRETS TO SUCCESSFUL SALES NEW!**

Discover the secrets to unlocking sales! Covering topics such as generating leads, articulation, manner, opening pitch, information probing, and closing the deal delegates will develop skills to successfully sell products and services.

Tue 15 Nov 11 / 1 Day / Tregye / 09:00 - 16:00 / £125\*  
Tue 20 Mar 12 / 1 Day / Penwith College / 09:00 - 16:00 / £125\*

**SHOWCASE YOUR BUSINESS THROUGH SUCCESSFUL EVENTS**

Events can be a great way to launch a new product, boost sales, increase brand-awareness and network with potential clients. This 1 day seminar will introduce you to the techniques, strategy and tools to host successful business events.

Thu 19 Jan 12 / 1 Day / Tregye / 09:00 - 16:00 / £125\*  
Thu 10 May 12 / 1 Day / Penwith College / 09:00 - 16:00 / £125\*

**STARTING A BUSINESS - WILL IT WORK? NEW!**

Explore the possibility of setting up and running your own business. Discover whether your business idea is viable, prepare for self-employment, review personal finances and explore the market-place.

Wed 30 Nov 11 / 1 Day / Tregye / 09:00 - 16:00 / £125 (Free if unemployed)  
Tue 24 Jan 12 / 1 Day / Tregye / 09:00 - 16:00 / £125 (Free if unemployed)

## BUSINESS ENTERPRISE

### STARTING A BUSINESS ENTERPRISE ILM LEVEL 2 **NEW!**

This 5 day programme will prepare those looking to start their own business and develop essential skills such as financial management, writing a business plan, marketing, market research and many more.  
Starts Fri 20 Jan and then 03/02, 24/02, 16/03 & 30/03 / Tregye / 09.00 -17.00 / £520 (plus registration and certification fees)  
Starts Wed 07 Mar and then 21/03, 18/04, 02/05 & 09/05 / Tregye / 09.00 -17.00 / £520 (plus registration and certification fees)

### INNOVATION & ENTREPRENEURSHIP - L4 SUCCESS COURSE

Enhances your skills and knowledge in areas of innovation, creativity and entrepreneurial. Aimed at people who either have, or intend to seek, roles in organisations where innovation, creativity or entrepreneurship are essential features, or start their own business.  
Starts in Truro / October, January and May / daytime / £400\* part-funding available

### BUSINESS START UP & MANAGEMENT - L5 SUCCESS COURSE

Covers the key aspects involved in setting up and running a business including: How to manage a business; advertising and promotion; customer service; managing finances; employing others and health and safety legislation.  
Tue 27 Sep, 11 Oct, 1 Nov, 29 Nov / Truro College / daytime / £400\* part-funding available

### ENVIRONMENTAL SUSTAINABILITY IN THE WORKPLACE - L5 SUCCESS COURSE

For those who have responsibility for managing the environmental impact of their organisation. It will help you to understand the strategic importance of sustainability and identify opportunities for embedding sustainable working practices across your organisation.  
Starts in Truro / October, January and May / daytime / £400\* part-funding available

## CARE, CHILDREN, YOUNG PEOPLE & FAMILIES

### LEVEL 2 CERTIFICATE IN THE CHILDREN & YOUNG PEOPLE'S WORKFORCE

Candidates have to be in employment or must have the opportunity to gain evidence within an appropriate work setting, possibly a voluntary role. Directed at those in a childcare assistant or worker role with little experience and/or knowledge of the subject. For further information, please contact the team on 01872 267507.

Level 2 Certificate / Rolling Programme / Work-Based Assessment at £1800 or Taught Programme at £750

### LEVEL 3 DIPLOMA IN THE CHILDREN & YOUNG PEOPLE'S WORKFORCE

Candidates have to be in employment or must have the opportunity to gain evidence within an appropriate work setting, possibly a voluntary role. The Level 3 Diploma in the Children and Young People's Workforce is directed at those in childcare assistant, worker or possibly more senior role. For further information, please contact the team on 01872 267507.

Level 3 Diploma / Rolling Programme / Work-Based Assessment at £1800 or Taught Programme at £950

### CHILDREN & CHILDCARE APPRENTICESHIPS

#### LEVEL 2 IN CHILDREN & YOUNG PEOPLE'S WORKFORCE APPRENTICESHIP PROGRAMME

Suitable for anyone newly working in the social care sector or those who have limited responsibilities, working under close supervision. Also



**The response from the staff was great and they have developed a real passion for learning**

appropriate for those who have had limited previous education. For further information, please contact the team on 01872 267507. Employed for at least 16 hours per week

#### LEVEL 3 IN CHILDREN & YOUNG PEOPLE'S WORKFORCE APPRENTICESHIP PROGRAMME

Suitable for anyone working in a social care role whose responsibilities extend across a wide range of activities. Candidates will work under a manager and/or senior worker but will contribute to the provision of a quality and successful service. For further information, please contact the team on 01872 267507.

#### CHILDREN'S CARE, LEARNING & DEVELOPMENT INTERMEDIATE APPRENTICESHIP (L2) & ADVANCED APPRENTICESHIP (L3)

For people who work with children from 0 to 16 (and their families) to make sure children are looked after, kept active, happy and nourished and help develop their social and practical skills. Children's care, learning and development can take place in a great variety of places. You could learn to keep children safe, methods of play that promote development and learning, and ways to build positive relationships with children. You could also choose to learn about working with children with special needs.

College attendance for 13 (minimum) taught sessions plus at least 16 hours per week in the workplace. Costs: Age 16 - 18 = Fully Funded / 19 - 24 = £250 Employer Contribution / 25+ = £500 Employer Contribution - Eligibility criteria apply

#### YOUTH WORK, PLAY WORK PROGRAMMES

We will be running certificates, awards and diplomas within these areas. We are currently waiting on confirmation from City and Guilds so please contact the team for more details on 01872 267507.

Level 2 Certificate / Rolling Programme / Work-Based Assessment at £1800 or Taught Programme at £750

Level 3 Diploma / Rolling Programme / Work-Based Assessment at £1800 or Taught Programme at £950

Level 4 Diploma / Rolling Programme / Work-Based Assessment at £1800 or Taught Programme at £950

### BABYSITTERS' TRAINING COURSE

This course has been designed to support young children in the home and will suit students from 14 years of age. The 10 week course will include awareness of paediatric first aid. Please contact tutor on 01872 267043 for further details.

**1194** Thu 6 Oct 11 / 10 wks / Truro College / 16:30 to 17:30 / £37.50\*

**1195** Thu 19 Jan 12 / 10 wks / Truro College / 16:30 to 17:30 / £37.50\*

**1196** Thu 26 Apr 12 / 10 wks / Truro College / 16:30 to 17:30 / £37.50\*

### CACHE LEVEL 2 AWARD / CERT / DIPLOMA IN CHILDCARE & EDUCATION

Prepares you to work in a supervised capacity, with children and families in a variety of settings and environments within the sectors of Children's Services. Covers child development, safe, healthy and nurturing environments for children, play and communication. A CRB check is required. Assessed through practical work experience, assignments a multiple choice question paper external test papers. Please bring pen and paper for notes. Exam fees £110 payable on enrolment.

**1197** Tue 27 Sep 11 / 35 wks / Truro College / 16:30 to 19:30 / £450 per year

### CACHE AWARD/CERTIFICATE/DIPLOMA LEVEL 3 CHILDCARE & EDUCATION

This is a 2 year programme. Complete a full Diploma at Level 3 on a part time basis. Attendance at work placement is essential and additional college days will be offered. Exam fees £150 payable on enrolment.

**1198** Tue 27 Sep 11 / 72 wks / Truro College / 18:00 to 20:00 / £450

### CACHE CERTIFICATE IN PROFESSIONAL DEVELOPMENT LEVEL 3

A 36 week course which offers specialist study for Level 3 practitioners. Exam fees £100 payable on enrolment.

**1199** Wed 21 Sep 11 / 36 wks / Truro College / 17:00 to 21:00 / £450

### DIPLOMA IN HOMEBASED CARE

Learners will complete a unit from the CYPW Level 3 which focuses on the care and learning requirements of children and young people in homebased care. Please note there is an examination/registration fee of £138 which is payable by all students at the time of enrolment. Students who wish to achieve ICP only, can do so at a cost of £80, please enquire for further details.

**1200** Tue 20 Sep 11 / 36 wks / Truro College / 16:30 to 18:00 / £450\*

### CACHE FOUNDATION AWARD IN CARING FOR CHILDREN **NEW!**

Study development from 0 - old age with a focus on children. Coursework assessed as well as MCQ paper. Some arranged placement provided.

**1201** Wed 21 Sep 11 / 30 wks / Truro College / 17:00 to 19:00 / £450

### CACHE LEVEL 2 CERTIFICATE FOR CHILDREN & YOUNG PEOPLE'S WORKFORCE (QCF) **NEW!**

For all those who wish to work with children and young people. All students will complete 13 units with optional units included.

**1202** Tue 20 Sep 11 / 30 wks / Truro College / 17:00 to 20:00 / £450

### CACHE LEVEL 3 DIPLOMA FOR CHILDREN & YOUNG PEOPLE'S WORKFORCE

Aimed at those who wish to work with children and young people from birth to 19 years. A CRB check is necessary costing £44. Registration/exam £110 payable on enrolment.

**1203** Tue 20 Sep 11 / 36 wks / Truro College / 18:30 to 21:00 / £450

### CACHE LEVEL 3 CHILDMINDING **NEW!**

This unit will support the learner to work as a homebased child carer/childminder. This knowledge only unit supports the development of policies and procedures relevant to the UK. Exam fees £100 payable on enrolment.

**1204** Tue 20 Sep 11 / 20 wks / Truro College / 17:00 to 19:00 / £295

### LEVEL 3 DIPLOMA FOR CHILDREN & YOUNG PEOPLE'S WORKFORCE

Aimed at those who wish to work with children and young people from birth to 19 years. A CRB check is necessary costing £44. Registration/exam £110 payable on enrolment.

**5071** Tue 13 Sep 11 / 36 wks / Penwith College / 18:30 to 21:00 / £450

**5072** Wed 14 Sep 11 / 36 wks / Penwith College / 09:30 to 15:00 / £450

## CAREERS & GUIDANCE

### EMPLOYABILITY SKILLS

Suitable for anyone wishing to improve their self-confidence and wanting to return to work. Covers job research and application skills, writing a CV and interview techniques. Call 01872 261151 for further information. Funding may be available subject to eligibility.

Courses scheduled throughout the year / Haven House / The Old Chapel Newquay

### INFORMATION, ADVICE & GUIDANCE

Free information, advice and guidance is available to anybody over the age of 20 all year round at Haven House, The Old Chapel, Newquay and Penwith College. If you are thinking about changing direction in your career, need advice about getting back into work or have questions about funding for courses, we are here to help. Please contact: 01872 261151 (Truro area) or 01736 335000 (Penwith area). Work-based assessment at £1800 or taught programme at £950.

Available all year / Haven House / The Old Chapel Newquay / Penwith College

### LEVEL 4 DIPLOMA IN CAREER INFORMATION & ADVICE

Specifically designed for those providing career advice, information, employability support and signposting as part of their professional role. The qualification will provide accredited professional development opportunities for those currently and newly working in these areas. Please call 01872 261151 for further information. Work-based assessment at £1800 or taught programme at £950.

Sep 2011 / Haven House

### LEVEL 6 DIPLOMA IN CAREER GUIDANCE & DEVELOPMENT

Aimed at those working in a professional role delivering in depth career advice to adults. Participants will apply career guidance theories to practice in order to support clients to make realistic and informed decisions and strategies regarding training opportunities and career planning. Please call 01872 261151 for further information. Work-based assessment at £1800 or taught programme at £950.

Sep 2011 / Haven House

### WORK CLUB

Explore job opportunities and voluntary placements both online and through alternative sources. This workshop offers an informal opportunity to apply for positions with guidance and support. Assistance will be given with: CVs, covering letters, company research and interview preparation. Call 01872 261151 for further information.

Courses scheduled throughout the year / Haven House

### ADVICE & GUIDANCE CERTIFICATES AND DIPLOMAS LEVELS 3 & 4

Designed specifically for those in a client support function. They focus on developing skills and knowledge in supporting clients, interacting with clients, processing customer service information and enabling customer decision making. The work-based assessment route will recognise your competency in this area and the taught programme will enhance your knowledge and skills.

Level 3 Diploma / Rolling Programme / Work-Based Assessment at £1800

Level 4 Diploma / Rolling Programme / Work-Based Assessment at £1800

## COMMUNITY & VOLUNTARY WORK

### CITY & GUILDS HEALTH TRAINERS CERTIFICATE LEVEL 3

For practicing Health Trainers or those who require training to become a Health Trainer to support the Health Trainer Initiative by the Department of Health. For further information, please contact the team on 01872 267151.

Available Twice a Year / 10 wks / Venues across County / £750.00

### ILM MANAGEMENT OF VOLUNTEERS LEVEL 3 **NEW!**

This new qualification will be available from September 2011. The purpose of this qualification is to equip practicing or aspiring first line managers with the knowledge and skills required to be able to manage volunteers. For further information please contact the team on 01872 267155. Funding may be available subject to eligibility.

### ILM MANAGEMENT OF VOLUNTEERS LEVEL 5 **NEW!**

This new qualification will be available from September 2011. The purpose of this qualification is to equip practicing or potential middle managers with the knowledge and skills required to be able to manage volunteers. For further information please contact the team on 01872 267155. Funding may be available subject to eligibility.

### CITY & GUILDS INDIVIDUAL PROFILE IN ACTIVE CITIZENSHIP

The profile is a new learning tool that takes a 'distance travelled' approach to learning. Learners are supported by a mentor and guided through an individual learner journey. This qualification is for individuals who are actively involved in their communities or would like to be. Funding may be available. For further information please contact the team on 01872 267155. Funding may be available subject to eligibility. Rolling Programme / Venues across the County

### INTRODUCTION TO YOUTH & COMMUNITY WORK - L4 SUCCESS COURSE

Learn about key concepts of community and youth work including both historical and contemporary perspectives. The course identifies core values, knowledge and skills essential for good practice, differing models of community and youth work and what is involved in being accountable to young people and communities.

Truro / October, January and April / evenings - £400\* Part-funding available

## COMPUTING & IT

### STEP 1 - BEGINNERS

#### GETTING TO GRIPS WITH DESK TOP PUBLISHING USING PHOTOSHOP & PUBLISHER

Learn how to use Photoshop and Publisher to create eye-catching newsletters, flyers, brochures, catalogues and websites. Provides students with the opportunity to create professional, distinctive publications without any design experience.

**1224** Sat 15 Oct 11 / 1 day / Truro College / 10:00 to 16:00 / £35\*

**1225** Sat 17 Mar 12 / 1 day / Truro College / 10:00 to 16:00 / £35\*

**1226** Sat 16 Jun 12 / 5 days / Truro College / 10:00 to 16:00 / £35\*

#### GETTING TO GRIPS WITH POWERPOINT

Creating new presentations, auto layouts, using templates, working with text and images, creating shows, custom animation and slide transitions.

**1227** Sat 12 Nov 11 / 1 day / Truro College / 10:00 to 16:00 / £35\*

**1228** Sat 24 Mar 12 / 1 day / Truro College / 10:00 to 16:00 / £35\*

**1229** Sat 23 Jun 12 / 1 day / Truro College / 10:00 to 16:00 / £35\*

#### INTRODUCTION TO COMPUTERS

A popular course designed for those new to computers, who wish to learn the basics in a relaxed and enjoyable atmosphere with the benefit of tutor support.

# UNEMPLOYED? AGED OVER 18? GET HIRED!



## FREE COURSES\* IN BUSINESS ADMIN, HOSPITALITY, IT, RETAIL & VOLUNTEERING

# CALL 01872 261151 TODAY!

Fully funded courses available at Truro, Newquay and Penzance.

\*Must be claiming Job Seekers Allowance/Employment and Support Allowance (work related)

**1234** Tue 27 Sep 11 / 10 wks / Truro College / 18:30 to 20:30 / £75\*

**1235** Tue 10 Jan 12 / 10 wks / Truro College / 18:30 to 20:30 / £75\*

**1236** Tue 24 Apr 12 / 10 wks / Truro College / 18:30 to 20:30 / £75\*

## STEP 2 - INTERMEDIATE

#### EUROPEAN COMPUTER DRIVING LICENCE (ECDL)

This British Computer Society course covers 3 key frequently used applications, Word Processing, Spreadsheets and Presentations plus a consolidatory module. Students should have completed a beginners' course or equivalent first. Fees include logbook and all exam fees.

**1237** Mon 26 Sep 11 / 30 wks / Truro College / 18:30 to 21:00 / £250\*

**5118** Tue 13 Sep 11 / 30 wks / Penwith College / 18:30 to 21:00 / £250\*

#### EUROPEAN COMPUTER DRIVING LICENCE (ECDL)

The essential qualification for today's computer user, the ECDL is a recognised industry standard focused on IT use in the work environment. Our flexible workshops allow you to work towards this internationally recognised qualification at your own pace and begin your studies at any time throughout the year. Call 01872 261151 for further information.

Rolling daytime programme plus Wednesday evening and Saturday morning / Haven House / £235

Rolling daytime programme / The Old Chapel Newquay

#### INTRODUCTION TO COMPUTER SYSTEMS

Introduces the student to all aspects of building, installing, maintaining and networking a home PC. Covers topics such as how to handle components safely, how to upgrade computer systems, how to install and configure software and how to set up and use a home network. An ideal introduction to the CompTIA A+ Computer Maintenance course.

**1238** Mon 26 Sep 11 / 10 wks / Truro College / 18:30 to 20:30 / £75\*

**1239** Mon 9 Jan 12 / 10 wks / Truro College / 18:30 to 20:30 / £75\*

**1240** Mon 23 Apr 12 / 10 wks / Truro College / 18:30 to 20:30 / £75\*

**PHOTOSHOP FOR BEGINNERS**

This course invites you to explore the basic tools of Photoshop. You will be able to open a picture file in Photoshop, save a picture on the desktop and CD. Come and learn tools like the selection, layer and colour manipulation.

- 1241** Mon 26 Sep 11 / 10 wks / Truro College / 18:30 to 20:30 / £75\*  
**1242** Mon 9 Jan 12 / 10 wks / Truro College / 18:30 to 20:30 / £75\*  
**1243** Mon 23 Apr 12 / 10 wks / Truro College / 18:30 to 20:30 / £75\*

**INTRODUCTION TO GAMES DEVELOPMENT USING FLASH**

An introductory course covering the basic principles of Flash game development using Action Script. Students will cover mouse interaction, moving objects, scoring, collision detection and will be able to create a simple 2D game under instruction.

- 1244** Tue 20 Sep 11 / 10 wks / Truro College / 18:30 to 20:30 / £75\*  
**1245** Tue 10 Jan 12 / 10 wks / Truro College / 18:30 to 20:30 / £75\*  
**1246** Tue 24 Apr 12 / 10 wks / Truro College / 18:30 to 20:30 / £75\*

**WEB STARTER**

Designed to give you the skills required to design, create and maintain a web site. Understand key web publishing concepts, know the core skills necessary to create a website, understand some of the principles of HTML. Students should have a good level of IT skills.

- 1247** Wed 28 Sep 11 / 10 wks / Truro College / 18:30 to 21:00 / £93.75\*  
**1248** Wed 11 Jan 12 / 10 wks / Truro College / 18:30 to 21:00 / £93.75\*  
**1249** Wed 25 Apr 12 / 10 wks / Truro College / 18:30 to 21:00 / £93.75\*  
**5119** Mon 19 Sep 11 / 10 wks / Penwith College / 18:30 to 21:00 / £93.75\*  
**5120** Mon 9 Jan 12 / 10 wks / Penwith College / 18:30 to 21:00 / £93.75\*  
**5121** Mon 23 Apr 12 / 10 wks / Penwith College / 18:30 to 21:00 / £93.75\*

**COMPUTER COMPETENCE**

Improve skills in using computers covering Word processing, Spreadsheets, Presentation software and Internet and Email. Ideal as a progression from the Introduction to Computers course or as a preliminary to the European Computer Driving Licence.

- 1250** Tue 27 Sep 11 / 10 wks / Truro College / 18:30 to 20:30 / £75\*  
**1251** Tue 10 Jan 12 / 10 wks / Truro College / 18:30 to 20:30 / £75\*  
**1252** Tue 24 Apr 12 / 10 wks / Truro College / 18:30 to 20:30 / £75\*

**CREATIVE CRAFT USING DIGITAL IMAGING NCFE LEVEL 1**

Allows you to explore the basics of Adobe Photoshop. Students will learn how to edit photographs, design eye-catching posters and flyers and create original digital artwork. Suitable for anybody wishing to learn the basics of Photoshop to improve their pictures either for career purposes or for personal enjoyment. Please call 01872 261151 for further information.

Courses scheduled throughout the year / Haven House / £162.00 (plus accreditation fee)

**IT APPRENTICESHIPS**

Picture a world without computers - businesses would grind to a halt, information would be incredibly slow to find and there would be loads of paper to file away. Luckily computers are here to stay and each day their capabilities become more complex and powerful. That's why IT is one of the most important industries out there.

**IT USERS INTERMEDIATE APPRENTICESHIP**

At Level 2, the IT User Apprenticeship develops key skills to help businesses improve efficiency by utilising the benefits of IT. You enhance your skills and knowledge in Microsoft Office Applications, Internet and Digital Imaging Software.

**IT USERS HIGHER APPRENTICESHIP**

Coming soon. Call 01872 242711 for details.

**IT AND TELECOMS PROFESSIONAL INTERMEDIATE APPRENTICESHIP**

Level 2 focuses on software installation, communication skills and technical fault diagnosis.

**COMPUTING LEVEL 2**

Improve your skills in word processing, file management, spreadsheet, graphs/charts, and creating a slideshow using Microsoft Office and using

the Internet for email and web browsing.

- 5114** Tue 13 Sep 11 / 10 wks / Penwith College / 18:45 to 21:00 / £84.50\*  
**5115** Tue 10 Jan 12 / 10 wks / Penwith College / 18:45 to 21:00 / £84.50\*  
**5116** Tue 24 Apr 12 / 10 wks / Penwith College / 18:45 to 21:00 / £84.50\*

**STEP 3 - ADVANCED****WEBPAGE DESIGN**

Aimed at those who have attended the web starter course or have previous knowledge of web design. Builds upon a basic understanding of HTML and Dreamweaver. Includes: Adding drop-down menus, creating dis-jointed rollovers, adding a guestbook component, creating simple animated flash elements, adding a shopping cart element, web 2.0 overview and basic SEO to name but a few.

- 1253** Tue 27 Sep 11 / 10 wks / Truro College / 18:30 to 21:00 / £93.75\*  
**1254** Tue 10 Jan 12 / 10 wks / Truro College / 18:30 to 21:00 / £93.75\*  
**1255** Tue 24 Apr 12 / 10 wks / Truro College / 18:30 to 21:00 / £93.75\*

**COMPTIA A+ COMPUTER HARDWARE CERTIFICATE**

Internationally recognised qualification for computer technicians. Covers hardware, operating systems and basic networking. Building systems from components, upgrading, repairing and troubleshooting. Requires some prior knowledge or experience. Exam fees £142 payable on enrolment.

- 1256** Tue 27 Sep 11 / 30 wks / Truro College / 18:30 to 21:30 / £250\*

**ECDL ADVANCED WORD**

ECDL for today's computing 'power user' or those wishing to advance their career and gain an advanced computer skills qualification. It will prove the holder has detailed knowledge and understanding in Word Processing applications.

- 1257** Tue 27 Sep 11 / 10 wks / Truro College / 18:30 to 21:30 / £112.50\*

**ECDL ADVANCED WORD**

This is a higher level ECDL qualification for today's power user. This course is for those people who have completed the ECDL qualification and who require an in depth knowledge of Microsoft Word for use in the workplace or at home. Call 01872 261151 for further information. Rolling programme / Haven House / (plus accreditation fee)

**ECDL ADVANCED POWERPOINT**

ECDL for today's computing 'power user' or those wishing to advance their career and gain an advanced computer skills qualification. It will prove the holder has detailed knowledge and understanding in Powerpoint applications.

- 1258** Tue 10 Jan 12 / 10 wks / Truro College / 18:30 to 21:00 / £112.50\*

**ECDL ADVANCED POWERPOINT**

This is a higher level ECDL qualification for today's power user. This course is for those people who have completed the ECDL qualification and who require an in depth knowledge of Microsoft PowerPoint for use in the workplace or at home. Call 01872 261151 for further information. Rolling programme / Haven House / (plus accreditation fee)

**ADVANCED GAMES DEVELOPMENT USING FLASH**

Covers advanced skills such as game physics, optimisation and object orientated programming. By the end of the course students will be able to execute their own personal game. Students should have completed the introductory course or have a good working knowledge of Action Script 3.

- 1259** Wed 11 Jan 12 / 10 wks / Truro College / 18:30 to 20:30 / £75\*  
**1260** Wed 25 Apr 12 / 10 wks / Truro College / 18:30 to 20:30 / £75\*

**ECDL ADVANCED SPREADSHEETS**

This is a higher level ECDL qualification for today's power user. This course is for those people who have completed the ECDL qualification and who require an in depth knowledge of Microsoft Excel for use in the workplace or at home. Call 01872 261151 for further information. Rolling programme / Haven House / (plus accreditation fee)

**IT USERS ADVANCED APPRENTICESHIP**

At Level 3, the IT User Advanced Apprenticeship develops IT skills at a higher level and looks at developing IT systems for business benefit.

**IT AND TELECOMS PROFESSIONAL ADVANCED APPRENTICESHIP**

At Level 3 it covers more advanced areas and looks at developing software or websites, helping set up new systems and training people to use IT facilities. Employed for at least 16 hours per week plus 13 (min) taught days over 26 weeks

Costs: Age 16 - 18 = Fully Funded / 19 - 24 = £250 Employer Contribution / 25+ = £500 Employer Contribution

**STEP 4 - EXPERT**

**COMPTIA NETWORK +**

Covers hardware, protocols, network operating systems and the services that run from them. Building systems using theoretical processes and creating small LANS in the lab, analysis and troubleshooting. Requires some prior knowledge or experience using computers in a networked environment. Students should have previously passed A+ or have the equivalent of 9 months work or educational experience in networking. Exam fees £92 payable on enrolment.

1261 Wed 28 Sep 11 / 30 wks / Truro College / 18:30 to 21:30 / £250\*

**ECDL ADVANCED SPREADSHEETS**

ECDL for today's computing 'Power User' to gain an advanced computer skills qualification. It will prove the holder has detailed knowledge and understanding in Spreadsheet applications.

1262 Tue 24 Apr 12 / 10 wks / Truro College / 18:30 to 21:00 / £112.50\*

**CONSTRUCTION**

**CONSTRUCTION APPRENTICESHIPS**

Coming Soon. Call 01872 242711 for information.

**CUSTOMER SERVICE**

**CUSTOMER SERVICE APPRENTICESHIPS**

Excellent Customer Service is the gateway to the success of any business or organisation. It's one of those essential skills that's relevant to every industry and covers all the extras that make a customer's experience better. The Customer Service Apprenticeships allow you to learn essential skills and put these skills into practice in a real working environment.

**CUSTOMER SERVICE INTERMEDIATE APPRENTICESHIP**

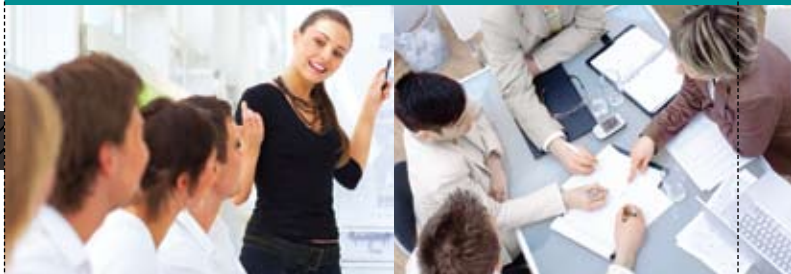
At Level 2, the Customer Service Intermediate Apprenticeship is designed for employees who deal with customers on a daily basis. You will develop skills in a number of areas of customer service that will allow you to deliver an excellent service for your business.

**CUSTOMER SERVICE ADVANCED APPRENTICESHIP**

At Level 3, the Advanced Customer Service Apprenticeship is designed for employees who will be delivering and managing customer service and working without direct supervision. At this advanced level you will look to enhance the business by offering a positive influence at work, delivering good service and questioning the way things are done and suggesting improvements.

College attendance for 13 (minimum) taught sessions plus at least 16 hours per week in the workplace. Costs: Age 16 - 18 = Fully Funded / 19 - 24 = £250 Employer Contribution / 25+ = £500 Employer Contribution - Eligibility criteria apply

**UNEMPLOYED?  
GET HIRED WITH  
TRURO & PENWITH  
COLLEGE**



Are you or do you know someone unemployed and wanting to return to work?

**A FULLY FUNDED PROGRAMME OF SUPPORT, BOOSTING PEOPLE BACK INTO WORK**

Free\* training, development and support in a number areas: Advice and Guidance, Computing and IT, Health and Safety, First Aid, CV Writing, Employability Skills, Interview Techniques, Business Enterprise and much more. (\*Subject to eligibility. Must be claiming Job Seekers Allowance/Employment and Support Allowance (work related))

Available at Truro, Newquay and Penzance. Contact Rosie Davidson at Haven House to see how we can help: 01872 261151 or email [community@truro-penwith.ac.uk](mailto:community@truro-penwith.ac.uk)



convergence  
for economic  
transformation



European Union  
European Social Fund  
Investing in jobs and skills

**CUSTOMER SERVICE CERTIFICATES & DIPLOMAS LEVELS 2 TO 4**

Designed specifically for people working in a broad variety of settings and dealing with internal and external customers at different levels. They focus on the ability to work competently and develop knowledge and understanding of best practice in delivering customer service excellence. The work-based assessment route will recognise your competency in this area and the taught programme will further enhance your knowledge and skills.

Level 2 Certificate / Rolling Programme / Work-Based Assessment at £1800 or Taught Programme at £750

Level 3 Diploma / Rolling Programme / Work-Based Assessment at £1800 or Taught Programme at £950

Level 4 Diploma / Rolling Programme / Work-Based Assessment at £1800 or Taught Programme at £950

These qualifications can be achieved via the fundable Apprenticeship Programmes.

**DRUGS & ALCOHOL**

**NCFE CERTIFICATE IN DRUGS & ALCOHOL AWARENESS LEVEL 1**

An introduction that will help you to understand more about the influences that shape people's drug and alcohol use and behaviours in society today. For further information, please contact 01872 267151. Rolling Programme / Venues across County / £90.00

\* No fee remission available

## NCFE CERTIFICATE IN DRUG & ALCOHOL AWARENESS STUDIES & THEIR APPLICATIONS LEVEL 2

Ideal for people who are considering a career in health and social care, especially in services for young people. Looks at many other aspects of drug use and misuse, including the impact on individuals, families and communities and considers how society copes with these problems. For further information, please contact the team on 01872 267151.  
Rolling Programme / Venues across County / £350.00

# EDUCATION & TRAINING

## EDUCATION & TEACHING APPRENTICESHIPS

### SUPPORTING TEACHING & LEARNING IN SCHOOLS APPRENTICESHIP (L2) & ADVANCED APPRENTICESHIP (L3)

Learning support staff play a vital role in today's classrooms. They work with teachers, carry out duties like lesson preparation and work with small groups or individuals, allowing the teacher to concentrate on teaching. Some learning support staff specialise in areas like music or special needs. On this Apprenticeship, you'll work under the close supervision of a class teacher. The Advanced Apprenticeship adds more responsibility. You'll be helping plan, carry out and evaluate a wide range of learning activities. You'll work both alongside the teacher and alone with individuals or groups of students. It's a good stepping-stone to a Foundation Degree or Higher Level Teaching Assistant training.

### LEVEL 2 CERTIFICATE IN SUPPORTING TEACHING & LEARNING IN SCHOOLS - APPRENTICESHIP

Suitable for those working under close supervision and direction of the class teacher. The course entails observation and assessment in the workplace alongside compulsory taught sessions in the College. Course Content: Supporting positive behaviour and responding to inappropriate behaviour, Interacting and responding to children and young people, Influences that affect learning and development, E-Safety. For further information, please contact the team on 01872 267507.

### LEVEL 3 DIPLOMA IN SPECIALIST SUPPORT FOR TEACHING & LEARNING IN SCHOOLS - ADVANCED APPRENTICESHIP

For those in a working role which requires competence across a varied range of responsibilities including planning, implementing and evaluating learning activities. The course entails observation and assessment in the workplace alongside compulsory taught sessions in the college. Learners will work alongside the teacher to support whole class activities, as well as working on their own with individuals or groups of pupils. For further information, please contact the team on 01872 267507.

College attendance for 13 (minimum) taught sessions plus at least 16 hours per week in the workplace. Costs: Age 16 - 18 = Fully Funded / 19 - 24 = £250 Employer Contribution / 25+ = £500 Employer Contribution - Eligibility criteria apply

### CIEH TRAINING SKILLS & PRACTICE (PREVIOUSLY PROFESSIONAL TRAINER CERTIFICATE)

Equips delegates with the core skills to design and deliver effective training as well as individuals who would like to develop their presentation skills. Covers: Improving communication, session planning skills, learning styles, training structure, training styles and Neuro-linguistic Programming (NLP).

Starts Thur 20 Oct 11 (and then 03/11 and 10/11) / Tregye / 09:00 - 17:00 / £550\* (plus registration/certification fees)

Starts Tue 21 Feb 12 (and then 06/03 and 20/03) / Tregye / 09:00 - 17:00 / £550\* (plus registration/certification fees)

### LEVEL 2 AWARD IN SUPPORT WORK IN SCHOOLS

Designed for those in employed or voluntary positions, suitable for all roles in schools, including site staff, administrators etc, as well as those who work directly with children and young people. As it is knowledge based it can be taken by candidates not yet employed in schools. This qualification is delivered through taught sessions at the College. For further information, please contact the team on 01872 267507.

Level 2 Award / Rolling Programme / Work-Based Assessment at £1800 or Taught Programme at £750

### LEVEL 2 CERTIFICATE IN SUPPORTING THE WIDER CURRICULUM IN SCHOOLS

Developed to meet the needs of those working as midday assistants/supervisors or who support the wider activities of schools such as before and after school clubs. Includes observation and assessment in the workplace alongside taught sessions in the college. For further information, please contact the team on 01872 267507.

Level 2 Certificate / Rolling Programme / Work-Based Assessment at £1800 or Taught Programme at £750

### LEVEL 3 AWARD IN SUPPORTING TEACHING & LEARNING IN SCHOOLS

Intended to provide the underpinning knowledge and understanding for those with a role in directly working with children or young people in schools. Suitable for candidates not yet in a school role but who have the capability to achieve at Level 3; candidates in a Level 2 role, wishing to demonstrate that they are ready for progression to Level 3, and as initial training for those newly in post at this level. For further information, please contact the team on 01872 267507.

Level 3 Award / Rolling Programme / Work-Based Assessment at £1800 or Taught Programme at £950

### LEVEL 3 CERTIFICATE IN SUPPORTING TEACHING & LEARNING IN SCHOOLS

For those members of the school workforce who directly support the teaching and learning of pupils. Units cover the generic knowledge and skills required to work in a teaching assistant or similar role at Level 3. For further information, please contact the team on 01872 267507.

Level 3 Certificate / Rolling Programme / Work-Based Assessment at £1800 or Taught Programme at £950

### LEVEL 3 CERTIFICATE IN COVER SUPERVISION OF PUPILS

For those working in the role of Cover Supervisor. Candidates moving from one role to the other will be able to demonstrate competence in the new role through the achievement of credit from specified additional units. For further information, please contact the team on 01872 267507.

Level 3 Certificate / Rolling Programme / Work-Based Assessment at £1800 or Taught Programme at £950

### CITY AND GUILDS 7303 PREPARING TO TEACH IN THE LIFELONG LEARNING SECTOR

An introduction for those who wish to train or teach. The course is ideal for trainers in commerce, industry, public sector or HM forces. Registration fees of £59 payable on enrolment.

1693 Wed 21 Sep 11 / 13 wks / Truro College / 18:00 to 21:00 / £330\*

1694 Wed 7 Mar 12 / 13 wks / Truro College / 18:00 to 21:00 / £330\*

5272 Mon 19 Sep 11 / 10 wks / Penwith College / 17:00 to 21:00 / £330

5273 Mon 16 Jan 12 / 10 wks / Penwith College / 17:00 to 21:00 / £330

Rolling Programme / 8 wks / Venues across County / £330.00

### CITY & GUILDS CERTIFICATE IN TEACHING IN THE LIFELONG LEARNING SECTOR

Suitable for those working in the LLS "Associate" role or trainers in industry or those in a supporting role in FE Colleges. Students will need to have completed their PTLLS award and have access to a minimum of 30 hours teaching during the course. Exam fee £105 payable on enrolment.

1695 Tue 20 Sep 11 / 20 wks / Truro College / 17:00 to 21:00 / £400\*

# ELECTRICAL

### CITY & GUILDS 2382-10 ELECTRICAL INSTALLATION

Exam fee £37 payable on enrolment. Provides electricians and those involved in electrical contract work with a recognised qualification. Assessed by an online assessment test of two hour duration. Each candidate will need their own copy of BS 7671 17th Edition Wiring Regulations.

1434 Wed 21 Sep 11 / 10 wks / Truro College / 18:30 to 21:00 / £225\*

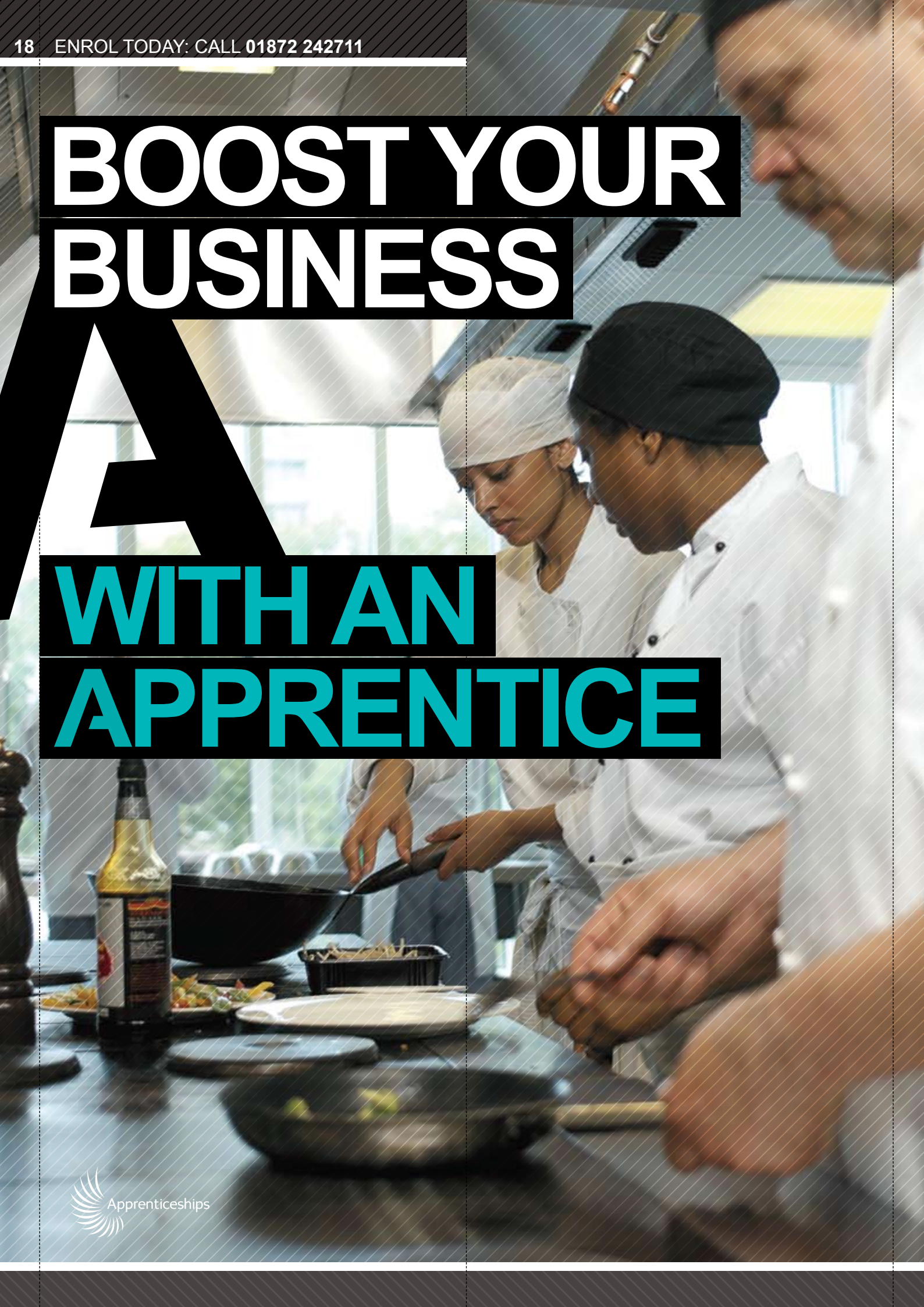
1435 Wed 11 Jan 12 / 10 wks / Truro College / 18:30 to 21:00 / £225\*

1436 Wed 25 Apr 12 / 10 wks / Truro College / 18:30 to 21:00 / £225\*

# BOOST YOUR BUSINESS

# WITH AN APPRENTICE

# A



# BOOST YOUR BUSINESS

## BOOST YOUR BUSINESS...

DO YOU WANT YOUR BUSINESS TO:  
**IMPROVE PROFITABILITY?**  
**INCREASE PRODUCTIVITY?**  
**REDUCE STAFF TURNOVER?**  
**INCREASE STAFF MORALE?**  
**IMPROVE STAFF SKILLS?**

**AN APPRENTICE WITHIN YOUR BUSINESS  
 COULD BE THE ANSWER!**

### WHAT IS AN APPRENTICESHIP?

They are work-based training programmes for new or existing employees designed around the needs of employers, which lead to nationally recognised qualifications.

Through the Apprenticeship programme your employee will achieve a work-based qualification (such as a NVQ), a technical qualification, key skills (such as literacy, numeracy, problem solving, working in teams) and other qualifications or sector specific requirements. These qualifications are achieved through a mixture of taught workshops, workbased assessment and e-learning. The Apprentice will also have a dedicated training adviser that will work closely with you and your employee.

### WHO ARE THEY FOR?

Apprenticeships are suitable for nearly every business and you can use Apprenticeships to train both new and existing employees.

### WHAT ARE THE BENEFITS?

The mixture of on and off job learning ensures that Apprentices learn the skills that work best for your business. Over 130,000 companies offer Apprentice places because they understand the benefits that Apprentices bring to their business - increased productivity, improved competitiveness and a committed and competent work-force.

- 80% of those employers who employ Apprentices agree they make their workplace more productive.
- 81% of consumers favour using a company which takes on Apprentices.
- 88% of employers who employ Apprentices believe that Apprenticeships lead to a more motivated and satisfied workforce.
- 83% of employers who employ Apprentices rely on their Apprenticeships programme to provide the skilled workers that they need for the future.
- 77% of employers believe Apprenticeships make them more competitive.
- 80% feel that Apprenticeships reduce staff turnover.

### WHAT DOES IT COST?

The Apprenticeship programme is fully funded for Apprentices aged between 16 and 18 meaning you do not have to pay for the training and qualifications delivered by us. Your business will need to pay a contribution of £250 for any Apprentice aged between 19 and 24 and £500 for any Apprentice aged 25 or over. You will need to pay your Apprentice a salary (minimum of £95 a week based on 38 hours per week), but we often have funding support and financial incentives available to help your business.

IMPROVE YOUR BOTTOM LINE • FILL YOUR SKILLS GAPS • MOTIVATE YOUR WORKFORCE

## CASE STUDY

### LEWIS BRANFIELD - SOMAR INTERNATIONAL

Lewis Branfield, 18, from St Agnes left school after completing his A Levels. Lewis decided not to go to University, but to focus on building a career for himself. He tried applying for a number of job vacancies, but was always unsuccessful. Struggling to find a job and quickly losing motivation and confidence, Lewis joined Truro and Penwith College's Kick Start programme to help him get a job as an Apprentice.

Lewis started Kick Start as a shy, under confident and nervous young man; he had never had a job interview and was starting to doubt that he would never even get the chance of an interview.

Kick Start helped Lewis gain the necessary skills to feel confident enough to attend an interview and prove his capabilities in the work experience arranged through the College. He attended workshops on telephone techniques, customer service and assertiveness and motivation and enjoyed 9 days working with a local company, Somar International.

The company were so impressed that they offered him a full time position as a Business Administration Apprentice, earning a salary, achieving nationally recognised qualifications and training and working in sales, logistics and diary management.

That was back in the summer of 2010 and in less than a year he completed his Intermediate Apprenticeship and has now progressed onto the Advanced Apprenticeship.

Lewis's confidence has continued to grow and both he and his employer noticed a clear improvement in motivation, knowledge and attitude after attending the College training sessions. "The taught sessions in the Skills Development Programme have been really helpful and relevant to my work. It has been great to meet with other Apprentices and share ideas and all the tutors are really friendly and professional."

Jo Bartlett, Customer Service Manger at Somar International said "Employing Lewis as an Apprentice has really helped our business. Through his Apprenticeship he has developed new skills and applied them to his work. The great thing about Apprenticeships is that we are able to fine tune them to our exact business needs helping to understand our business vision and in turn make a real impact. Lewis has improved efficiencies, raised customer satisfaction and is a very valuable member of the team. We would certainly look to recruit another Apprentice through Truro and Penwith College."

**"DOING THIS APPRENTICESHIP HAS CHANGED MY LIFE!"**

“HAVING AN APPRENTICE HAS BEEN A GREAT BENEFIT TO US FINANCIALLY” IAN AKEROYD, TRETHERM MILL

## FOOD SAFETY

### CIEH LEVEL 1 AWARD IN FOOD SAFETY

This half day course certified by CIEH has been developed to raise awareness of key food safety issues and to provide employees with an introduction to food hygiene. It would be well suited to new employees with minimal or no prior food safety knowledge, employees handling low risk or wrapped foods. Please contact the team on 01872 267047 for further details.

Courses scheduled throughout the year / half day / Venues across County / £60

### CIEH LEVEL 2 AWARD IN FOOD SAFETY IN CATERING

This one day course certified by CIEH constitutes one of the most widely recognised forms of the training that is recommended for all food handlers. Successful completion of the course results in a certificate which qualifies the student for three years. Please contact the team on 01872 267047 for further details.

Tue 05 Jul 2011 / 1 day / 09:00 - 17:00 / Carnon Inn / £75

Tue 12 Jul 2011 / 1 day / 09:00 - 17:00 / Dragon Leisure Centre / £75

Tue 06 Sep 2011 / 1 day / 09:00 - 17:00 / Carnon Inn / £75

Tue 13 Sep 2011 / 1 day / 09:00 - 17:00 / Penwith College / £75

Thu 06 Oct 2011 / 1 day / 09:00 - 17:00 / Carnon Inn / £75

Tue 11 Oct 2011 / 1 day / 09:00 - 17:00 / Dragon Leisure Centre / £75

Tue 08 Nov 2011 / 1 day / 09:00 - 17:00 / Carnon Inn / £75

Tue 15 Nov 2011 / 1 day / 09:00 - 17:00 / Penwith College / £75

Tue 06 Dec 2011 / 1 day / 09:00 - 17:00 / Carnon Inn / £75

Tue 13 Dec 2011 / 1 day / 09:00 - 17:00 / Dragon Leisure Centre / £75

### CIEH LEVEL 2 AWARD IN FOOD SAFETY (REFRESHER)

This half day course is for all candidates who have taken the CIEH Level 2 Award in Food Safety. It is recommended to take a refresher course three years after completion. Please contact the team on 01872 267047 for further details.

Thu 15 Sep 2011 / 09:30 - 12:30 / half day / Carnon Inn / £60

Thu 13 Oct 2011 / 09:30 - 12:30 / half day / Dragon Leisure Centre / £60

Thu 10 Nov 2011 / 09:30 - 12:30 / half day / Penwith College / £60

### CIEH LEVEL 2 AWARD IN HEALTHIER FOOD & SPECIAL DIETS

Candidates will be able to develop both healthy recipes and cater to a variety of dietary requirements, giving them the ability and confidence to respond to customer concerns and questions. Please contact the team on 01872 267047 for further details.

Courses scheduled throughout the year / 1 day / Venues across County / £95.00

### CIEH LEVEL 3 AWARD IN HAZARD ANALYSIS & CRITICAL CONTROL POINT (HACCP) PRINCIPLES IN CATERING

This one day course, plus assignment, provides business owners, managers and supervisors of small, medium and large catering operations with a thorough understanding of how HACCP-based procedures are applied in catering. Please contact the team on 01872 267047 for further details.

Mon 11 Jul 2011 / 09:00 to 17:00 / 1 day / Carnon Inn / £135

Courses scheduled throughout the year / 1 day / Venues across County / £135

### CIEH LEVEL 3 AWARD IN SUPERVISING FOOD SAFETY IN CATERING

Designed for those working in any food business in a supervisory role. This Level 3 course is delivered over twenty hours and involves a multiple choice assessment paper. Please contact the team on 01872 267047 for further details.

Mon 20 Jun 2011 / 3 days / 09:00 - 17:00 / Carnon Inn / £265

Mon 24 Oct 2011 / 3 days / 09:00 - 17:00 / Carnon Inn / £265



The course was well structured, thought provoking educational & enjoyable

## HAIR, BEAUTY & COMPLEMENTARY THERAPY

### HAIR

#### VTCT BARBERING LEVEL 2

Aimed at students who wish to specialise in male grooming and covers all aspects of barbering techniques. Each unit will consist of practical assessments, written and oral tests & assignments which will contribute to an portfolio of evidence which will be presented at the end of the course. Kit and uniform cost approx. £200, Exam fee £82 payable on enrolment.

**1523** Mon 19 Sep 11 / 34 wks / Truro College / 17:00 to 21:00 / £575

#### VTCT HAIRDRESSING LEVEL 2 (INTENSIVE)

Designed for students with previous experience or transferable skills. Commitment and a desire to work in the hairdressing industry is a must. Students will need to provide their own clients if at all possible. Charges will be made for the hairdressing service. Additional cost approx £250 for full hairdressing kit and uniform. Registration fee £82 payable on enrolment. Pre-course interview will be required.

**1524** Tue 20 and Thurs 22 Sep 11 / 34 wks / Truro College & Haven House / 16:30 to 21:00 / £575

#### VTCT HAIRDRESSING LEVEL 2 (YEAR 1)

Aimed at those who wish to become hairdressers and who have little or no prior experience. Additional costs approx £250 for full hairdressing kit and uniform. Students will need to provide their own clients if at all possible. Charges will be made for the hairdressing service. Registration fee £82 payable on enrolment.

**1525** Tue 20 Sep 11 / 34 wks / Truro College / 17:00 to 21:00 / £287.50

**1526** Wed 21 Sep 11 / 34 wks / Truro College / 17:00 to 21:00 / £287.50

**HAIRDRESSING NVQ LEVEL 2 (YEAR 2)**

For those who have completed 1 year. Students will need to provide their own clients if at all possible. Charges will be made for the hairdressing services. Hairdressing uniform and kit is required, if this has not been previously purchased on year one please contact the Part-time Courses Office for details, full kit and uniform cost approx £200. Students that have completed year 2 and wish to study for year 3 will attend this course.

**1527** Tue 20 Sep 11 / 34 wks / Truro College / 17:00 to 21:00 / £210

**1528** Wed 21 Sep 11 / 34 wks / Truro College / 17:00 to 21:00 / £210

**HAIRDRESSING LEVEL 3**

Aimed at practising hairdressers who hold NVQ Level 2 or equivalent. Covers advanced creative techniques and management skills. Students on the course will need to provide their own clients where possible. Charges will be made for the hairdressing services. Registration fee £88 payable on enrolment, hairdressing uniform & kit required. Pre-course interview will be required.

**1529** Mon 26 Sep 11 / 34 wks / Truro College / 14:00 to 21:00 / £695

**VTCT LEVEL 3 CERTIFICATE IN COLOURING HAIR**

This course is aimed at stylists who want to refresh or update their knowledge and skills in colouring. Students will need to provide their own models if possible (a charge will be made for services received). registration fee approx. £66.

**1532** Mon 26 Sep 11 / 12 wks / Truro College / 09:30 to 13:30 / £135\*

**VTCT LEVEL 3 CERTIFICATE IN CREATIVE HAIR DESIGN**

This course is designed to enhance your creative hairdressing skills. Uniform required (approx. £45), registration fee £60. Students will be required to provide their own models if possible (a charge will be made for services received).

**1533** Tue 7 Feb 12 / 16 wks / Truro College / 09:30 to 13:30 / £240\*

**VTCT LEVEL 3 CERTIFICATE IN HAIR EXTENSION SERVICES**

Students must hold a hairdressing Level 2 qualification. The course will enable you to provide hair extension services to enhance your business or hairdressing skills. Uniform cost approx. £45, registration fee £60. A kit will need to be purchased.

**1534** Tue 27 Sep 11 / 16 wks / Truro College / 09:30 to 13:30 / £240\*

**VTCT LEVEL 4 AWARD IN ADVANCED HAIR STYLING**

This advanced award focuses on the development of advanced skills and techniques to create a hair style collection. Uniform required (approx. £45) and registration fee £55.

**1535** Mon 20 Feb 12 / 12 wks / Haven House / 18:00 to 21:00 / £135\*

**VTCT LEVEL 4 CERTIFICATE IN HAIR COLOUR CORRECTION**

This advanced qualification focuses on the development of colour correction techniques. It develops the theoretical understanding required to provide colour correction services. Uniform required (approx. £45), registration fee approx. £56

**1536** Mon 26 Sep 11 / 16 wks / Haven House / 18:00 to 21:00 / £180\*

**VTCT L4 DIPLOMA IN SALON MANAGEMENT**

This qualification is for stylists and therapists over 18 years of age that wish to further their career and move into a more senior position. The qualification covers all aspects of salon management including, PR, marketing, quality and sales management in the hair & beauty sector along with other important elements to support management positions. Exam fees £97 payable on enrolment.

**1728** Mon 19 Sep 11 / 34 wks / Truro College / 09:00 to 16:00 / £650\*

**HAIRDRESSING APPRENTICESHIPS****HAIRDRESSING INTERMEDIATE APPRENTICESHIP**

This covers all the basics of hairdressing. You will work as a salon junior, assisting senior staff. Duties are likely to include booking appointments, shampooing, conditioning, drying and styling hair, and mixing and applying hair colouring.

**HAIRDRESSING ADVANCED APPRENTICESHIP**

This takes learning a step further by developing cutting and colouring skills and looking at fashion trends.

**BARBERING APPRENTICESHIPS****BARBERING INTERMEDIATE APPRENTICESHIP**

For those interested in cutting and styling the hair of men and boys. You'll learn not only about barbering techniques, but also other issues like hygiene and working in a team.

**BARBERING ADVANCED APPRENTICESHIP**

If you take this as an Advanced Apprenticeship you will develop complex techniques and also learn how to carry out a shave and provide facial massage.

College attendance for weekly taught sessions plus at least 16 hours per week in the workplace. Costs: Age 16 - 18 = Fully Funded / 19 - 24 = £250 Employer Contribution / 25+ = £500 Employer Contribution - Eligibility criteria apply

**CREATING A COLLECTION - LEVEL 4 SUCCESS COURSE**

Ideal for qualified hairdressers wishing to expand their knowledge and practical skills to benefit both the client and individual. It will develop an awareness and understanding of the importance of creating an individual collection based upon research into current trends and styles.

Starts 23 Jan 11 / Truro College / 09:15 - 13:15 / £400\* part-funding available

**COLOUR EXPERTISE - LEVEL 4 SUCCESS COURSE**

This course is for qualified hairdressers wishing to expand and extend their knowledge and practical skills to benefit both the client and individual. It will develop both an understanding and the practical skills required in the art of advanced hair colouring

Starts 3 Oct 11 / Truro College / 09:15 - 13:15 / £400\* part-funding available

**HISTORICAL COLLECTION - LEVEL 5 SUCCESS COURSE**

Deepen your knowledge by developing an analytical understanding of the historical developments of hairstyles and fashion, requiring you to recreate a collection from a specified historical period.

Truro / October, January and May / evenings / £400\* part-funding available

**UNIVERSITY OF PLYMOUTH - CERTIFICATE OF PROFESSIONAL DEVELOPMENT**

You can combine the above 3 SUCCESS courses to achieve this qualification. Contact us for details on 01872 267502.

**BEAUTY****VTCT LEVEL 2 VRQ BEAUTY SPECIALIST TECHNIQUES**

Course covers: Eye / facial treatments, nail treatments, make-up application, waxing, health and safety. Kit and uniform for the course is approx £250. Exam fee £99 payable on enrolment. Students need to provide their own clients if at all possible and charges will be made for services. Pre-course interview will be required.

**1168** Mon 19 & Weds 21 Sep 11 / 34 wks / Truro College & Haven House / 17:00 to 21:00 / £575

**1169** Mon 19 Sep 11 / 34 wks / Truro College / 09:00 to 17:00 / £575

**BEAUTY THERAPY LEVEL 3 INTENSIVE (GENERAL ROUTE)**

Includes body massage, electrical facials, electrical body treatments, advanced tanning and waxing, anatomy and physiology, health and safety and professional ethics. Students will need to provide clients if at all possible - charges will be made for the service. Exam fee £99 payable on enrolment. Students must hold a L2 qualification in beauty therapy. Interview required.

**1170** Tue 27 Sep 2011 17:00 to 21:00 & Weds 28 Sep 11 09:00 to 17:00 / 34 wks / Truro College / £695

**VTCT LEVEL 2 AWARD IN WAX DEPILATION**

This qualification will develop the basic knowledge and skills required to provide a hair removal treatment using wax techniques. Uniform required (approx. £45), registration fee approx. £51 payable on enrolment.

**1171** Mon 5 Dec 11 / 10 wks / Truro College / 09:30 to 13:30 / £150\*

**VTCT LEVEL 2 AWARD IN NAIL ART**

This course offers therapists a range of diverse skills and current techniques in today's nail decoration industry, including airbrush designs for nails. Kit and uniform approx. £100, registration fee approx. £55.

**1172** Wed 28 Sep 11 / 10 wks / Truro College / 18:00 to 21:00 / £112.50\*

**1173** Wed 4 Jan 12 / 10 wks / Truro College / 18:00 to 21:00 / £112.50\*

**VTCT LEVEL 2 AWARD IN FACIAL MASSAGE & SKINCARE**

Develop the basic knowledge and skills that you will need to provide a hands on facial treatment. Uniform approx £45. VTCT registration fee £112 payable on enrolment.

**1174** Mon 26 Sep 11 / 10 wks / Truro College / 09:30 to 13:30 / £150\*

**VTCT LEVEL 3 CERTIFICATE IN MICRO-DERMABRASION**

Gives you the knowledge and understanding required to perform a micro-dermabrasion treatment. You will also study the physiology of ageing. Pre-requisite: students must hold Level 3 Beauty Therapy or studying towards. Professional uniform required. Exam fee £60 payable on enrolment.

**1178** Mon 26 Sep 11 / 10 wks / Truro College / 18:00 to 21:00 / £140\*

**VTCT LEVEL 2 NAIL SERVICES**

Suitable for those wishing to specialise in nail services; including manicure, pedicure, extending, repairing and maintaining nails, nail art, salon reception and health and safety. Additional cost for kit, uniform cost approx. £45 and registration fee of approx. £82 payable on enrolment.

**1188** Tue 27 Sep 11 / 34 wks / Truro College / 18:00 to 21:00 / £575

**VTCT LEVEL 3 NAIL SERVICES**

Aimed at candidates that already have a manicure and pedicure qualification. During the course you will cover all nail systems, 3D nail design and competition work. There will be an additional cost for kit. Uniform cost approx £45 registration fee £88 payable on enrolment.

**1189** Mon 26 Sep 11 / 34 wks / Truro College / 17:00 to 21:00 / £695

**VTCT LEVEL 3 DIPLOMA IN MAKE-UP ARTISTRY**

The specialised use of make-up, in connection with fashion and photographic work, cosmetic camouflage and working with performers in a theatrical environment. Close links to photographers and amateur dramatic groups, the emphasis is on gaining much experience in this exciting field. Uniform and a starter kit will be necessary, costing approx £150. Exam fee £93 payable on enrolment.

**1190** Thu 22 Sep 11 / 34 wks / Truro College / 09:30 to 14:30 / £265\*

**VTCT LEVEL 2 CERTIFICATE IN MAKE-UP & MANICURE**

This qualification will provide you with the knowledge and skills to perform a manicure and make-up treatment. Uniform required (approx. £45), registration fee approx. £66.

**1191** Mon 5 Mar 12 / 12 wks / Truro College / 09:30 to 12:30 / £135\*

**VTCT LEVEL 3 CERTIFICATE IN CAMOUFLAGE MAKE-UP**

This qualification will enable learners to gain the skills and knowledge to perform a professional camouflage make-up treatment for themselves or clients. Uniform and kit required (additional cost), registration fee approx. £55.

**1192** Thu 29 Sep 11 / 20 wks / Truro College / 09:30 to 12:30 / £225\*

**VTCT LEVEL 4 AWARD IN PHYSIOLOGY FOR ADVANCED BEAUTY THERAPY**

This will develop the knowledge and understanding of the nature of ageing, the causes and effects on the body systems along with beauty treatments and products that may delay the ageing products. Registration fee approx. £55 payable on enrolment.

**1193** Mon 26 Sep 11 / 5 wks / Truro College / 10:00 to 13:00 / £75\*

> See Salon Management under Hairdressing

**BEAUTY THERAPY APPRENTICESHIPS****BEAUTY THERAPY INTERMEDIATE APPRENTICESHIP**

This covers a range of treatments, from simple facials and make-up jobs to waxing.

**BEAUTY THERAPY ADVANCED APPRENTICESHIP**

At an Advanced level you'll work as a beauty therapist, learning techniques like body massage as well as more complicated electronic treatments.

College attendance for weekly taught sessions plus at least 16 hours per week in the workplace. Costs: Age 16 - 18 = Fully Funded / 19 - 24 = £250 Employer Contribution / 25+ = £500 Employer Contribution - Eligibility criteria apply

**COMPLEMENTARY THERAPY****VTCT LEVEL 2 AWARD IN THERMAL AURICULAR THERAPY**

No specific prerequisites required. Thermal Auricular Therapy is believed to be a safe alternative therapy using specially designed organic ear candles. Effective for colds and flu, sinusitis, tinnitus, headaches, jaw pain and stress. Students will need to purchase approx three packets of Hopi ear candles. Exam fee £45 payable on enrolment.

**1206** Tue 15 Nov 11 / 5 wks / Truro College / 17:30 to 20:30 / £80\*

**1207** Tue 13 Mar 12 / 5 wks / Truro College / 17:30 to 20:30 / £80\*

**1208** Tue 12 Jun 12 / 5 wks / Truro College / 17:30 to 20:30 / £80\*

**VTCT LEVEL 3 CERTIFICATE IN SWEDISH BODY MASSAGE**

Students must be able to show evidence of A & P knowledge. Course will cover the practice of massage techniques. Students must purchase uniform (approx £45) and consumables and oils. VTCT exam fees £60 payable on enrolment. Students will need to provide clients if at all possible, charges will be made for the services.

**1209** Tue 27 Sep 11 / 20 wks / Tregye / 18:00 to 21:00 / £225\*

**VTCT LEVEL 3 DIPLOMA IN AROMATHERAPY**

Covers knowledge of anatomy and physiology, pathology and less common pathology, H & S, business practice, principles and practise for complementary therapists and providing the aromatherapy treatment. Students will need to purchase professional uniform, kit, books and towels approx £200 and provide clients if at all possible (charges will be made for these services). VTCT exam fees £115 payable on enrolment.

**1210** Wed 28 Sep 11 / 30 wks / Tregye / 09:30 to 16:30 / £265\*

**1211** Thu 29 Sep 11 / 32 wks / Tregye / 17:30 to 21:00 / £265\*

**VTCT LEVEL 3 CERTIFICATE IN INDIAN HEAD MASSAGE**

Students must provide evidence of A & P knowledge. Indian Head Massage is applied to the head and neck areas. The methods are designed to promote relaxation to relieve stress related muscle tension and to improve blood in the head and neck areas. Health, Safety, Security and Employment standards will be taken as part of this course. Kit and uniform approx £45. VTCT exam fees £55 payable on enrolment.

**1212** Thu 29 Sep 11 / 15 wks / Tregye / 09:30 to 12:30 / £170\*

**1213** Thu 15 Mar 12 / 15 wks / Tregye / 18:00 to 21:00 / £170\*

**VTCT LEVEL 3 DIPLOMA IN REFLEXOLOGY TECHNIQUES**

This course covers H & S, hygiene and security with regard to the complementary therapy industry. Knowledge and understanding of anatomy, physiology and pathology of the human body will also be covered alongside L3 techniques in reflexology. Uniform and kit will be required (additional cost). VTCT exam fees £110 payable on enrolment.

**1214** Tue 27 Sep 11 / 32 wks / Tregye / 18:30 to 21:00 / £265\*

**1215** Wed 28 Sep 11 / 30 wks / Tregye / 09:30 to 16:30 / £265\*

**VTCT LEVEL 3 CERTIFICATE IN SPORTS MASSAGE**

Deep tissue massage and other techniques to ease muscular tension, increase joint movement and ease postural problems. Anatomy and Physiology knowledge is essential; this can be studied in parallel. Registration £16 plus exam fee £77 payable on enrolment.

**1216** Thu 29 Sep 11 / 30 wks / Tregye / 18:00 to 21:00 / £265\*

**VTCT LEVEL 3 DIPLOMA IN BODY MASSAGE**

Trains students to a professionally competent level in order to carry out a comprehensive range of massage techniques and is a good platform for more specialist study such as aromatherapy or sports therapy massage. VTCT Diploma in Health, Safety, Security and Employment standards will be taken as part of this course. Additional costs for textbooks, tunic, oils approx £50.00. Exam fees £110 payable on enrolment.

**1217** Tue 20 Sep 11 / 20 wks / Tregye / 13:30 to 19:30 / £265\*



**My apprentice has really grown in confidence and skills**

#### **VTCT LEVEL 3 ANATOMY PHYSIOLOGY AND PATHOLOGY FOR COMPLEMENTARY THERAPIES**

Looking into all the major systems and diseases of the body. Ideal for therapists or anyone with an interest in the human body. Registration £16 plus exam fee £72 payable on enrolment.

**1218** Tue 27 Sep 11 / 30 wks / Tregye / 09:30 to 12:30 / £265\*

#### **VTCT LEVEL 3 AWARD IN HEALTHY EATING AND WELL BEING FOR THE CLIENT**

Students will learn all about healthy eating and well being advice that is commonly given by holistic health and fitness therapists. The course also involves a unit on how to use consultation skills with clients for nutritional advice. VTCT exam fees £49 payable on enrolment.

**1219** Mon 26 Sep 11 / 15 wks / Tregye / 13:00 to 16:00 / £170\*

**1220** Mon 6 Feb 12 / 15 wks / Tregye / 13:00 to 16:00 / £170\*

#### **VTCT LEVEL 4 CERTIFICATE IN SPORTS MASSAGE THERAPY**

Mapped to the National Occupation Standards. Students must hold a Level 3 diploma in Anatomy and Physiology and hold at least one of the following: Level 3 certificate / diploma in VTCT Swedish / body massage, VTCT L3 Certificate in sports massage therapy or equivalent. You must also undertake 50 hours of massage treatment across a range of sports environments and also produce a case study. Students will need to purchase professional uniform, kit, books and towels. VTCT exam fees £82 payable on enrolment.

**1221** Wed 21 Sep 11 / 30 wks / Tregye / 18:00 to 21:00 / £265\*

#### **VTCT LEVEL 3 DIPLOMA IN BODY MASSAGE TECHNIQUES**

Enables learners to gain skills, knowledge and understanding of Anatomy, Physiology and Pathology of the human body. Covers health, safety, hygiene and security with regard to the complementary therapy industry, along side the delivery of L3 diploma in Body Massage techniques. Uniform & kit will be required as well as registration/certification fees (additional costs).

**1222** Wed 28 Sep 11 / 32 wks / Tregye / 17:30 to 21:00 / £195\*

#### **VTCT LEVEL 2 DIPLOMA IN COMPLEMENTARY THERAPIES**

Includes healthy eating, business awareness, principles and practice of complementary therapies and basic massage, aromatherapy and reflexology techniques. Kit and uniform required (additional cost), £16 registration fee plus exam £121 payable on enrolment.

**1223** Tue 27 & Wed 28 Sep 11 / 32 wks / Tregye / 09:30 to 16:30 / £500\*

#### **VTCT LEVEL 3 DIPLOMA IN COMPLEMENTARY THERAPIES**

This qualification is designed to give occupational capability at Level 3 in the Complementary Therapy sector. The course will enable you to practice body massage, aromatherapy and reflexology as well as the anatomy, physiology and pathology that supports all treatments. It also covers business for complementary therapists. Additional study time is required. VTCT Registration fee £110 payable on enrolment, Kit and uniform required approx £100.

**1726** Thu 29 & Fri 30 Sep 11 / 32 wks / Tregye / 09:30 to 15:30 / £500\*

#### **VTCT LEVEL 3 CERTIFICATE IN STONE THERAPY MASSAGE**

Students must have a Level 3 in Holistic body massage or equivalent, and an underpinning knowledge and practical skills to perform treatment. Course covers theory of stone massage treatments. Exam fee £60 payable on enrolment. Students may need to buy equipment, uniform cost approx £45.

**1727** Fri 23 Sep 11 / 18 wks / Truro College / 09:30 to 13:30 / £200\*

#### **ADVANCED MASSAGE THERAPIES - L4 SUCCESS COURSE**

This course enables current practitioners to develop the necessary knowledge and practical skills for the effective application of advanced massage treatments such as remedial deep tissue massage and lymphatic drainage.

Penwith and Truro (alternate) / October, January and May / evenings / £400\* part-funding available

#### **SPA TREATMENTS - L4 SUCCESS COURSE**

This course is ideal for qualified therapists wishing to expand the range of treatments they can offer their clients and customers. It will enable current practitioners to develop the necessary knowledge and practical skills for the effective application of Spa Treatments such as Hot Stone and Thermo-Auricular Therapy (Hopi Ear Candles).

Penwith and Truro (alternate) / October, January and May / evenings / £400\* funding available

#### **ADVANCED REFLEXOLOGY - L5 SUCCESS COURSE**

This course enables current practitioners to develop the necessary knowledge and practical skills for the effective application of advanced reflexology treatments. A deeper understanding of systems within the body will be gained and new techniques on the hands and ears will be learned.

Starts 26 Sep 11 / Truro College / 18:00 - 21:00 / £400\* part-funding available

## **HEALTH, SAFETY, WELFARE & FIRST AID**

#### **1 DAY MOVING & HANDLING TRAINERS UPDATE**

This course is essential as a yearly update for all Moving and Handling Instructors. Please contact the team on 01872 267047 for further details.

Thu 13 Oct 2011 / 09.30 – 16.30 / 1 day / Truro College / £65

Fri 04 Nov 2011 / 09.30 – 16.30 / 1 day / Truro College / £65

Thu 09 Feb 2012 / 09.30 – 16.30 / 1 day / Truro College / £65

Thu 14 Jun 2012 / 09.30 – 16.30 / 1 day / Truro College / £65

Courses scheduled throughout the year / 1 day / Venues across County / £65

#### **4 DAY MOVING & HANDLING INSTRUCTOR COURSE**

This course is for those responsible for moving and handling training in the care setting. On completion the candidate will be able to deliver safe care practice in Moving and Handling to their colleagues. Please contact the team on 01872 267047 for further details.

Wed/Thu 05/06/19/20 Oct 2011 / 09:30 - 16:30 / 4 days / Truro College / £315

Wed/Thu 01/02/15/16 Feb 2012 / 09:30 - 16:30 / 4 days / Truro College / £315

Wed/Thu 06/07/20/21 Jun 2012 / 09:30 - 16:30 / 4 days / Truro College / £315

Courses scheduled throughout the year / 4 days / Venues across County / £315

**1 DAY SAFER MOVING & HANDLING FOUNDATION**

This course is essential for anyone new to working in the care sector. It specifically focuses on moving people with or without equipment and includes detail on legislation and latest equipment and techniques. Please contact the team on 01872 267047 for further details.

Wed 12 Oct 2011 / 09:30 - 16:30 / 1 day / Truro College / £65

Wed 08 Feb 2012 / 09:30 - 16:30 / 1 day / Truro College / £65

Wed 11 Apr 2012 / 09:30 - 16:30 / 1 day / Truro College / £65

Thu 28 Jun 2012 / 09:30 - 16:30 / 1 day / Truro College / £65

Courses scheduled throughout the year / 1 day / Venues across County / £65

**1 DAY SAFER MOVING & HANDLING REFRESHER**

This course is essential as a yearly update for all carers working in the care sector. Please contact the team on 01872 267047 for further details. £65

Tue 13 Sep 2011 / 09:30 - 16:30 / 1 day / Truro College / £65

Thu 10 Nov 2011 / 09:30 - 16:30 / 1 day / Truro College / £65

Thu 15 Mar 2012 / 09:30 - 16:30 / 1 day / Truro College / £65

Thu 10 May 2012 / 09:30 - 16:30 / 1 day / Truro College / £65

Thu 12 Jul 2012 / 09:30 - 16:30 / 1 day / Truro College / £65

Courses scheduled throughout the year / 1 day / Venues across County / £65

**ASBESTOS AWARENESS**

Consists of a short history of asbestos, importation, fibres and exposure limits. It also deals with the risks and health effects of asbestos, managing asbestos (duty of care) and action to be taken. Please contact the team on 01872 267047 for further details.

Courses scheduled throughout the year / half day / Venues across County / £60

**CIEH LEVEL 1 HEALTH & SAFETY IN THE WORKPLACE**

For anyone entering the workplace for the first time - either as part of a work experience programme or at the start of employment. It is suitable for employees with no prior knowledge of health and safety and will help protect their own health and safety and that of their colleagues. Please contact the team on 01872 267047 for further details.

Courses scheduled throughout the year / 1 day / Venues across County / £60

**CIEH LEVEL 2 AWARD IN HEALTH & SAFETY IN HEALTH & SOCIAL CARE**

Provides candidates with a good understanding and knowledge of health and safety in the health and social care sector. This six hour course is designed for all employees in the health and social care industry. Please contact the team on 01872 267047 for further details.

Courses scheduled throughout the year / 1 day / Venues across County / £90

**CIEH LEVEL 2 AWARD IN HEALTH & SAFETY IN THE WORKPLACE**

Based on the Foundation Certificate in Health and Safety and is an introductory course that aims to provide employees at any level with basic health and safety understanding which will enable them to contribute to any health and safety management system. Assessment is by multiple-choice question paper. Please contact the team on 01872 267047 for further details.

Wed 06 Jul 2011 / 1 day / 09:00 - 17:00 / Carnon Inn / £75

Thu 07 Jul 2011 / 1 day / 09:00 - 17:00 / Penwith College / £75

Tue 06 Sep 2011 / 1 day / 09:00 - 17:00 / Dragon Leisure Centre / £75

Thu 08 Sep 2011 / 1 day / 09:00 - 17:00 / Carnon Inn / £75

Tue 04 Oct 2011 / 1 day / 09:00 - 17:00 / Penwith College / £75

Wed 12 Oct 2011 / 1 day / 09:00 - 17:00 / Carnon Inn / £75

Tue 08 Nov 2011 / 1 day / 09:00 - 17:00 / Dragon Leisure Centre / £75

Thu 10 Nov 2011 / 1 day / 09:00 - 17:00 / Carnon Inn / £75

Wed 07 Dec 2011 / 1 day / 09:00 - 17:00 / Carnon Inn / £75

Tue 13 Dec 2011 / 1 day / 09:00 - 17:00 / Penwith College / £75

**CIEH LEVEL 3 HEALTH & SAFETY IN THE WORKPLACE**

Provides an opportunity to look more deeply into general health and safety from a supervisory perspective and successful candidates will be able to help their organisation, whatever the size or activity, in improving the health and safety culture. Assessment is by multiple-choice question paper. Please contact the team on 01872 267047 for further details.

Mon 14/15/17 Nov 2011 / 3 days / 09:00 - 17:00 / Truro College / £265



“ This course has completely changed the way I think about things ”

**CIEH LEVEL 2 CERTIFICATE IN STRESS AWARENESS**

Aims to raise awareness of likely sources of work-related stress, the range of symptoms, effects it can cause and possible methods of control. Self assessment on the day with trainer feedback. Please contact the team on 01872 267047 for further details.

Courses scheduled throughout the year / 1 day / Venues across County / £60

**CIEH LEVEL 2 AWARD IN ENVIRONMENTAL PRINCIPLES & BEST PRACTICE**

Provides an awareness of key environmental concepts and an introduction to environmental management systems. Please contact the team on 01872 267047 for details.

Thu 13 Oct 2011 / 1 day / 09:00 - 17:00 / Carnon Inn / £90

**CIEH LEVEL 2 PRINCIPLES OF COSHH**

Aimed at those who use substances hazardous to health at work, and introduces candidates to the hazards associated with those substances, the risks and controls available and what to expect from a COSHH assessment. Assessment is by multiple-choice question paper. Please contact the team on 01872 267047 for further details.

Mon 17 Oct 2011 / half day / 09:30 - 12.30 / Carnon Inn / £60

**CIEH LEVEL 2 PRINCIPLES OF MANUAL HANDLING**

Aimed at those who carry out manual handling activities at work and introduces students to the hazards of manual handling, the risks involved and controls available and what to expect from a manual handling assessment. Assessment is by multiple-choice question paper. Please contact the team on 01872 267047 for further details.

Wed 07 Sep 2011 / 3 hrs / 09:00 - 12:30 / Dragon Leisure Centre / £60

Mon 17 Oct 2011 / 3 hrs / 09:00 - 12.30 / Carnon Inn / £60

Tue 08 Nov 2011 / 3 hrs / 09:00 - 12:30 / Penwith College / £60

Thu 08 Dec 2011 / 3 hrs / 09:00 - 12.30 / Carnon Inn / £60

**CIEH LEVEL 2 RISK ASSESSMENT**

Designed for people whose work contains a responsibility for risk assessment although it would also be of benefit to those who contribute to the risk assessment process. Assessment is by a multiple-choice question paper. Please contact the team on 01872 267047 for further details.

Fri 09 Sept 2011 / 1 day / 09:00 - 17:00 / Carnon Inn / £90

### CIEH LEVEL 3 IN RISK ASSESSMENT PRINCIPLES & PRACTICE

Designed for people whose work contains a responsibility for risk assessment. Particularly useful for managers and supervisors. Assessment is by the completion of a portfolio style document identifying key elements and stages of the risk assessment process and a practical risk assessment. It is initially marked by the trainer and is then sent to the CIEH for moderation. The document is required to be compiled by candidates and returned to the College within three weeks of the course dates. Please contact the team on 01872 267047 for further details.

Mon 28 Nov 2011 / 2 days / day 1 - 09:00 - 17:00 day 2 - 9:00 - 12:00 / Carnon Inn / £170

### EMERGENCY AID IN THE WORKPLACE

Teaches the theoretical and practical skills necessary to deal with first aid emergencies. Candidates are taught about personal safety, the best methods to assess an incident, how to record and report an incident, what to keep in your First Aid kit and legislation. Provides an opportunity for learners to use the practical techniques relating to resuscitation, injury, shock, blood loss and more. Please contact the team on 01872 267047 for further details.

Wed 07 Sep 2011 / 1 day / 09:30 - 16:30 / Carnon Inn / £70

Thu 08 Sep 2011 / 1 day / 09:30 - 16:30 / Dragon Leisure Centre / £70

Mon 03 Oct 2011 / 1 day / 09:30 - 16:30 / Penwith College / £70

Mon 10 Oct 2011 / 1 day / 09:30 - 16:30 / Carnon Inn / £70

Mon 07 Nov 2011 / 1 day / 09:30 - 16:30 / Dragon Leisure Centre / £70

Wed 09 Nov 2011 / 1 day / 09:30 - 16:30 / Carnon Inn / £70

Fri 09 Dec 2011 / 1 day / 09:30 - 16:30 / Carnon Inn / £70

Mon 12 Dec 2011 / 1 day / 09:30 - 16:30 / Penwith College / £70

### CIEH LEVEL 1 AWARD IN FIRE SAFETY AWARENESS

This half day Level 1 Award in Fire Safety Awareness is designed to help employees recognise fire safety issues in the workplace, and understand how to react when the fire alarm sounds. Please contact the team on 01872 267047 for further details.

Thu 08 Dec 2011 / half day / 09:00 - 12:30 / Carnon Inn / £60

### CIEH LEVEL 2 AWARD IN FIRE SAFETY PRINCIPLES

Designed for: Employees who hope to develop their basic fire safety awareness in order to assist their employer by undertaking more specific fire safety roles in the workplace to manage fire risk (e.g. as fire wardens/marshals/stewards etc). Successfully completing the Level 2 Award in Fire Safety Principles will enable you to become a fire warden/marshal in your organisation. Please contact the team on 01872 267047 for further details.

Fri 14 Oct 2011 / 1 day / 09:30 - 17:00 / Carnon Inn / £90

### CIEH LEVEL 3 AWARD IN FIRE SAFETY RISK ASSESSMENT & CONTROL

Developed either to support 'responsible persons' (usually employers or landlords) who wish to undertake their own fire risk assessment or to enable 'responsible persons' to appoint an appropriate person to undertake the fire risk assessment on their behalf. Benefit to those who contribute to any health and safety management system. Please contact the team on 01872 267047 for further details.

Courses scheduled throughout the year / 3 days / Venues across County / £265

### FIRST AID AT WORK

Designed specifically for the First Aider of any organisation. The course ends in a written and practical examination which leads to a certificate by HSE (Health and Safety Executive) which is valid for three years. Please contact the team on 01872 267047 for further details.

Mon 12 Sept 2011 / 3 days / 09:00 - 17:00 / Carnon Inn / £240

Mon 03 Oct 2011 / 3 days / 09:00 - 17:00 / Carnon Inn / £240

Wed 05 Oct 2011 / 3 days / 09:00 - 17:00 / Penwith College / £240

Wed 02 Nov 2011 / 3 days / 09:00 - 17:00 / Dragon Leisure Centre / £240

Wed 14 Dec 2011 / 3 days / 09:00 - 17:00 / Carnon Inn / £240

### FIRST AID AT WORK REFRESHER

This two day course offers revision on First Aid Skills and the opportunity to be updated with any changes that may have come into place over the last three years. All FAW qualified First Aiders will need to attend this two day requalification every three years and before expiry of their certificate to remain current. Please contact the team on 01872 267047 for further details.

Thu 27 Oct 2011 / 2 days / 09:30 - 16:30 / Carnon Inn / £160.00

### HSE FIRST AID ANNUAL REFRESHER

Applicable to both the First aid at Work and Emergency Aid in the Workplace qualification. Due to the wealth of evidence on the severity of 'First Aid skill fade', the HSE now recommend that all First Aiders attend annual refresher training. This short three hour refresher will ensure you are up to date with first aid practice and provides an opportunity to discuss and demonstrate your ongoing knowledge with our qualified trainers at any time during your three year period as a qualified First Aider. Please contact the team on 01872 267047 for further details.

Courses scheduled throughout the year / £40

### IOSH MANAGING SAFELY COURSE

Ensures that safety requirements are appreciated by people employed as line managers and to enable them to review their own departmental system for safety, introducing new controls or implementing changes as appropriate to ensure safety in the workplace. Assessment is by examination and project. Please contact the team on 01872 267047 for further details.

Mon 21 Nov 2011 / 5 days / 09:00 - 17:00 / Carnon Inn / £385

### LONE WORKER

Designed to cover essential elements for anyone engaged in lone working. Covers the legal aspects and responsibilities for employers and identifies suitable controls to manage staff who are away from base and on their own in the workplace. Provides information on best practice for personal safety and how individuals can develop strategies to work safely on their own. Please contact the team on 01872 267047 for further details.

Courses scheduled throughout the year / 2.5 Hours / Venues across County / £50

### PAEDIATRIC FIRST AID

This two day course is concerned with the appropriate First Aid treatment of children and babies as recommended by OFSTED. On successful completion of this course candidates will gain a certificate valid for three years. Ideally suited for childminders, nursery and school workers, people working with early years and even parents. Please contact the team on 01872 267047 for further details.

Wed 14 Sep 2011 / 2 days / 09:30 - 16:30 / Dragon Leisure Centre / £125

Mon 19 Sep 2011 / 2 days / 09:30 - 16:30 / Carnon Inn / £125

Thu 13 Oct 2011 / 2 days / 09:30 - 16:30 / Penwith College / £125

Thu 20 Oct 2011 / 2 days / 09:30 - 16:30 / Carnon Inn / £125

Thu 10 Nov 2011 / 2 days / 09:30 - 16:30 / Dragon Leisure Centre / £125

Thu 01 Dec 2011 / 2 days / 09:30 - 16:30 / Carnon Inn / £125

Thu 15 Dec 2011 / 2 days / 09:30 - 16:30 / Penwith College / £125

### WORKING WITH MACHINERY PWER/LOLER

Aimed at people who carry out a variety of work activities such as: General handyman, ground maintenance staff and cleaners. It provides an awareness and understanding of machinery safety in the workplace, within the framework of the PUWER and LOLER Regulations. Please contact the team on 01872 267047 for further details.

Courses scheduled throughout the year / 3 hrs / Venues across County / £60

### EMERGENCY FIRST AID IN THE WORKPLACE

Teaches the theoretical and practical skills necessary to deal with first aid emergencies. Candidates are taught about personal safety, the best methods to assess an incident, how to record and report an incident, what to keep in your First Aid kit and the legislation.

1451 Sat 1 Oct 11 / 1 day / Tregye / 09:30 to 16:30 / £70\*

1452 Sat 3 Dec 11 / 1 day / Tregye / 09:30 to 16:30 / £70\*

1453 Sat 3 Mar 12 / 1 day / Tregye / 09:30 to 16:30 / £70\*

1454 Sat 19 May 12 / 1 day / Tregye / 09:30 to 16:30 / £70\*

**FIRST AID AT WORK**

Designed specifically for the First Aider of any organisation. The course ends in a written and practical examination which leads to a certificate by HSE (Health and Safety Executive) which is valid for 3 years.

1455 Sat 8 Oct 11 / 3 wks / Tregye / 09:30 to 16:30 / £240\*

1456 Thu 2 Feb 12 / 6 wks / Tregye / 18:00 to 21:00 / £240\*

1457 Sat 12 May 12 / 3 wks / Tregye / 09:30 to 16:30 / £240\*

**FIRST AID AT WORK REFRESHER**

Offers revision on First Aid Skills and the opportunity to be updated with any changes that may have come into place over the last 3 years.

1458 Sat 19 Nov 11 / 2 wks / Tregye / 09:30 to 16:30 / £160\*

1459 Sat 17 Mar 12 / 2 wks / Tregye / 09:30 to 16:30 / £160\*

1460 Sat 12 May 12 / 2 wks / Tregye / 09:30 to 16:30 / £160\*

**PAEDIATRIC FIRST AID**

Gain a certificate valid for 3 years. Ideally suited for childminders, nursery and school workers, people working with early years and even parents who want to increase their knowledge of First Aid for children.

1461 Sat 5 Nov 11 / 2 wks / Tregye / 09:30 to 16:30 / £125\*

1462 Sat 25 Feb 12 / 2 wks / Tregye / 09:30 to 16:30 / £125\*

1463 Sat 12 May 12 / 2 wks / Tregye / 09:30 to 16:30 / £125\*

**HEALTH & NUTRITION****PROMOTING HEALTHY LIFESTYLES - LEVEL 4 SUCCESS COURSE**

This course is ideal for anyone interested in promoting healthy living whether this is part of your job role, or, simply for your own personal and professional development. The course examines ways in which healthy living can be promoted and considers use of educational techniques when dealing with clients.

Starts 6 Oct 11 / Penwith College / 09:30 - 16:30 / £400\* Part-funding available

**PRINCIPLES OF NUTRITION - LEVEL 4 SUCCESS COURSE**

This module explores the key concepts and principles of nutrition within the context of biochemical processes. Students will use dietary information to make recommendations to improve individual nutritional intake.

Penwith / October, January and April / daytime / £400\* Part-funding available

**PSYCHOLOGY OF NUTRITION - LEVEL 4 SUCCESS COURSE**

This course explores the links between psychological processes and wellbeing, and in this context looks at eating disorders and issues with a range of conditions. It also develops a critical awareness of the cultural portrayal of health and fitness, and the issues surrounding the concept of fitness.

Starts 19 Jan 11 / Truro College / 09:30 - 16:30 / £400\* Part-funding available

**SECTOR SPECIFIC - CERTIFICATE OF PROFESSIONAL DEVELOPMENT.**

You can combine the above 3 SUCCESS courses to achieve this qualification. Contact us on 01872 267502 for details.

**HEALTH & SOCIAL CARE****HEALTH & SOCIAL CARE APPRENTICESHIPS****LEVEL 2 IN HEALTH & SOCIAL CARE APPRENTICESHIP PROGRAMME**

Suitable for anyone newly working in the social care sector or those who have limited responsibilities, working under close supervision. This apprenticeship is also appropriate for those who have had limited previous education. Please contact the team on 01872 267150 for further details.

**LEVEL 3 IN HEALTH & SOCIAL CARE (ADULTS) FOR ENGLAND APPRENTICESHIP PROGRAMME**

Suitable for anyone working in a social care role whose responsibilities

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Contact Denise at Truro and Penwith College Business Centre:  
t: 01872 242711 e: apprenticeships@truro-penwith.ac.uk  
or visit or visit [www.apprenticeships.org.uk](http://www.apprenticeships.org.uk)

extend across a wide range of activities. Candidates will work under a manager and/or senior worker but will contribute to the provision of a quality and successful service. Please contact the team on 01872 267150 for further details.

College attendance for 13 (minimum) taught sessions plus at least 16 hours per week in the workplace. Costs: Age 16 - 18 = Fully Funded / 19 - 24 = £250 Employer Contribution / 25+ = £500 Employer Contribution - Eligibility criteria apply

**LEVEL 2 DIPLOMA IN HEALTH & SOCIAL CARE (ADULTS) FOR ENGLAND**

The candidate does not have to be in employment but must have the opportunity to gain evidence within an appropriate work setting, possibly in a voluntary capacity. Directed at candidates in a social care assistant or worker role with little experience or knowledge of the subject. Please contact the team on 01872 267150 for further details.

Level 2 Diploma / Rolling Programme / Work-Based Assessment at £1800 or Taught Programme at £750

# HOSPITALITY

## LEVEL 3 DIPLOMA IN HEALTH & SOCIAL CARE (ADULTS) FOR ENGLAND

The candidate does not have to be in employment but must have the opportunity to gain evidence within an appropriate work setting, possibly a voluntary role. The Level 3 Diploma in Health and Social Care is directed towards those in a social care assistant, worker or possibly senior role. Please contact the team on 01872 267150 for further details. Level 3 Diploma / Rolling Programme / Work-Based Assessment at £1800 or Taught Programme at £950

## CREATIVITY IN CARE SETTINGS FOR HEALTH CARE WORKERS

A practical course which aims to give participants the knowledge, skills and confidence to lead and support creative activities in care settings for older people. The course is aimed at care staff, activity coordinators, nurses, housekeepers and carers who work in health care environments. Please contact the team on 01872 267151 for further details.

## AN INTRODUCTION TO PALLIATIVE CARE

This one day course considers; Who needs this type of care, How it is accessed, Common symptoms, How to provide support through the process of dying, The provision of end of life care, and How to apply knowledge into the workplace. Please contact the team on 01872 267151 for further details.

## NCFE LEVEL 3 CERTIFICATE IN THE PRINCIPLES OF END OF LIFE CARE

NCFE Level 3 Certificate in the Principles of End of Life Care  
The NCFE Level 3 Certificate in the Principles of End of Life Care is an ideal qualification for those seeking to increase their knowledge and understanding of end of life care in a vocational context. Please contact the team on 01872 267151 for further details.

## UNIVERSITY OF PLYMOUTH LEVEL 4 CERTIFICATE OF PROFESSIONAL DEVELOPMENT IN PALLIATIVE CARE **NEW!**

This qualification covers the three modules listed below which can also be studied independently or grouped together. Please contact the team on 01872 267502 for further details.

## AN INTRODUCTION TO PALLIATIVE CARE - L4 SUCCESS COURSE

This module introduces the essential definitions, principles and thinking behind palliative care, exploring a range of approaches and perspectives. It investigates the roles associated with working in palliative care and the governmental, social and economic influences to which palliative care is subject.

Various / October, January and April / daytime / £400\* Part-funding available

## APPROACHES TO DELIVERING PALLIATIVE CARE - L5 SUCCESS COURSE

This module aims to examine physical and psychological patient needs, and explores pharmacological and non pharmacological methodologies and practices. You will develop an understanding of effective symptom relief strategies. You will evaluate the multi professional team and working practices within different settings across the health community.

Various / October, January and April / daytime / £400\* Part-funding available

## PALLIATIVE CARE FOR LIFE-THREATENING ILLNESSES - L5 SUCCESS COURSE

This module explores palliative care related to life threatening illnesses such as cancer, chronic progressive pulmonary disorders, renal disease, chronic heart failure and progressive neurological conditions. It explores end of life care with specific groups such as the older person and analyses the context in which such care is given.

4, 18 Oct, 8, 22 Nov, 6 Dec / Hayle / 09:30 - 16:30 / £400\* Part-funding available

## INTRODUCTION TO MENTAL HEALTH - L4 SUCCESS COURSE

This course is suitable for anyone with an interest in mental health or wishing to work in the learning disability or mental health sector. It will examine the main classifications of mental illness and the organisations which deal with mental health care. Please contact the team on 01872 267502 for further details.

Tue 4 Oct / 10 wks / Truro College / 17:30 - 21:00 / £400\* Part-funding available

## HOSPITALITY & CATERING APPRENTICESHIPS

Hospitality is big business in Cornwall with great restaurants, hotels, holiday accommodation, cafes and pubs across the county. Apprenticeships in Hospitality and Catering cover a wide range of occupations in the industry and all aim to improve performance, profits and customer satisfaction.

## FOOD PRODUCTION & COOKING INTERMEDIATE APPRENTICESHIP

For those looking to develop skills in creating and cooking meals.

## BEVERAGE SERVICE INTERMEDIATE APPRENTICESHIP

For those who want to provide a professional, knowledgeable and friendly service for a wide range of drinks.

## FOOD SERVICE INTERMEDIATE APPRENTICESHIP

Designed to develop skills in a wide range of food service areas.

## PROFESSIONAL COOKERY INTERMEDIATE & ADVANCED APPRENTICESHIP

For Chefs that want to develop professional cookery skills designed working in a high standard kitchen and producing complex meals from scratch and from well sourced produce.

## HOUSEKEEPING INTERMEDIATE APPRENTICESHIP

Designed to develop skills to provide an excellent standard of accommodation and facilities for guests.

## FRONT OF HOUSE RECEPTION INTERMEDIATE APPRENTICESHIP

Develops skills to deliver a great customer experience for guests arriving at accommodation.

## HOSPITALITY SERVICES INTERMEDIATE APPRENTICESHIP

Designed for those working in smaller hospitality establishments or those looking to cover sick / holiday leave in larger establishments as it allows you to develop a broad range of hospitality skills.

## HOSPITALITY SUPERVISION & LEADERSHIP ADVANCED APPRENTICESHIP

Develops skills to successfully supervise a number of areas within a hospitality environment.

College attendance for 13 (minimum) taught sessions plus at least 16 hours per week in the workplace. Costs: Age 16 - 18 = Fully Funded / 19 - 24 = £250 Employer Contribution / 25+ = £500 Employer Contribution - Eligibility criteria apply

## HOSPITALITY & CATERING CERTIFICATES AND DIPLOMAS

Designed specifically for those working in a variety of hospitality and catering functions. They focus on the ability to work competently and support the development of knowledge and understanding of hospitality related skills. The work-based assessment route will recognise your competency in this area and the taught programme will further enhance your knowledge and skills.

Level 2 Certificates / Rolling Programme / Work-Based Assessment at £1800 or Taught Programme at £750

Level 3 Diploma / Rolling Programme / Work-Based Assessment at £1800 or Taught Programme at £950

These qualifications can be achieved via the fundable Apprenticeship Programmes.

## EVENT MANAGEMENT - L4 SUCCESS COURSE

This course will cover all aspects of event management from initial idea through planning and delivery. It will focus on the practical skills needed to promote, organise and manage a successful event. No previous experience of organising events is needed to attend the course. It will include practical experience of organising a real event.

Tue 4 Oct, 18 Oct, 8 Nov, 22 Nov, 6 Dec / Truro College / daytime / £400\* part-funding available

# LAW, HUMAN RESOURCES & PERSONNEL

## ORGANISATION, MANAGEMENT & HR - LEVEL 4 SUCCESS COURSE

This course provides an overview of management and organisational theory in practice. Exploring key approaches in management, staff behaviour and team dynamics, it will enable managers to review and improve organisational effectiveness and HR processes.

Thu 29 Sep, 13 Oct, 3 Nov, 17 Nov, 1 Dec / Truro College / daytime / £400\* part-funding available

## EMPLOYMENT LAW & EMPLOYEE RELATIONS - L5 SUCCESS COURSE

This course aims to develop a deeper understanding of issues relating to legal and contractual matters within HR. Codes of practice, professional standards and regulatory body guidance will all be explored through case studies, discussion of current HR practice and recent legislation.

Thu 5 Jan, 2 Feb, 23 Feb, 1 Mar, 28 Mar / Truro College / 09:30 - 16:30 / £400\* part-funding available

## HR, QUALITY & PERFORMANCE - L5 SUCCESS COURSE

This course is targeted at managers who have 'people' responsibilities and serves as a good introduction to the HR aspects required. Areas covered include performance management and its application through appraisals.

Mon 31 Oct, 15 Nov, 28 Nov, 5 Dec, 19 Dec / Truro College / 09:30 - 16:30 / £400\* part-funding available

## ILEX LEVEL 2 DIPLOMA IN LEGAL STUDIES **NEW!**

Study six units, covering aspects of law and legal practice, assessed via a combination of one external, computer-based test and a number of externally set multi-task assignments. Students will also have the opportunity to study units from other relevant course programmes - e.g. legal secretarial - in order to enhance the value of the final qualification gained. This course would be ideal for school leavers wishing to work in a legal environment, as well as those looking to return to employment and/or study.

1725 Tue 13 & Wed 14 Sep 11 / 30 wks / Truro College / 09.00 to 15.00 / £625\*

## ILEX PARALEGAL PROGRAMME - LEVEL 3 DIPLOMA FOR LEGAL SECRETARIES

Develop the skills and knowledge so as to provide a high level of secretarial/administrative support to barristers, solicitors, legal executives and other legal personnel. Three modules are studied at an advanced level - Legal Word Processing, Administration and Communication Skills in the Legal Environment.

1580 Wed 28 Sep 11 / 30 wks / Truro College / 09:30 to 16:00 / £500\*

## ILEX LEVEL 3 CERTIFICATE IN LAW & PRACTICE

Provides a highly flexible introduction to law, legal practice and legal skills. Covers a range of law, practice and skills-based topics. Consists of: Introduction to Law & Practice; Legal Research Skills; Client Care Skills; Law of Tort; and Civil Litigation. The Certificate can be taken in order to achieve a stand-alone qualification, or as the first year of the ILEX Level 3 Professional Diploma in Law & Practice. There will be 5 additional sessions.

1581 Mon 12 Sep 11 / 32 wks / Truro College / 18:00 to 21:00 / £300\*

## ILEX PROFESSIONAL CERTIFICATE IN LAW & PRACTICE LEVEL 3 **NEW!**

Leads to a professional qualification providing you with the core skills required to succeed as a legal executive. Interview required. Exam fees, subscription and registration all paid direct to the board (approx £450).

5258 Wed 14 Sep 11 / 30 wks / Penwith College / 16:00 to 20:30 / £300\*

## ILEX LEVEL 3 PROFESSIONAL DIPLOMA IN LAW & PRACTICE

The second-year follow-on of the ILEX level 3 Certificate in Law & Practice, completion of the Professional Diploma allows students to

progress to Level 6 study and, potentially, qualification as a Legal Executive. Consists of: Land Law; Conveyancing; Criminal Law; Criminal Litigation; and Contract Law. There will be 5 additional sessions.

1582 Tue 13 Sep 11 / 32 wks / Truro College / 18:00 to 21:00 / £300\*

## ILEX LEVEL 6 PROFESSIONAL HIGHER DIPLOMA

The ILEX Level 6 Professional Higher Diploma in Law & Practice represents the final academic stage towards becoming a Legal Executive. Further subjects may also be available if you would like further information please contact 01872 265800.

### Probate Practice

1583 Mon 19 Sep 11 / 30 wks / Truro College / 18:00 to 20:00 / £230\*

### Criminal Law

1584 Tue 20 Sep 11 / 30 wks / Truro College / 18:00 to 20:00 / £230\*

### Equity and Trusts

1585 Wed 21 Sep 11 / 30 wks / Truro College / 18:00 to 20:00 / £230\*

## CERTIFICATE IN HUMAN RESOURCE PRACTICE

Develop competence in a range of core personnel and development skills. Provides a practical understanding of managing and working effectively with people. Assessed by continuous assessment. Participants should have appropriate roles and responsibilities in their current employment.

1632 Wed 21 Sep 11 / 35 wks / Truro College / 15:30 to 20:00 / £900\*

## CERTIFICATE IN HUMAN RESOURCE MANAGEMENT

Develop the competence of HR Managers in a range of core personnel and development skills, together with the necessary underpinning knowledge and understanding. Focus on HR management and organisational development issues and is matched to CIPDs Professional Map, which delineates the knowledge and skills needed for effective HR Management. Focus on the strategic aspects of HR and how HR professionals make a business contribution.

1633 Fri 30 Sep 11 / 24 wks / Tregye / 09:00 to 16:30 / £1300\*

# LEADERSHIP & MANAGEMENT

In addition to the standard programme available (below) we can also provide a variety of bespoke qualifications offering a combination of content specifically tailored to suit individual organisations. The bespoke qualifications can be accredited by the ILM.

## MANAGEMENT CERTIFICATES & DIPLOMAS LEVELS 3 / 5 / 7

Designed specifically for practising managers at all levels they focus on the ability to work competently in the workplace at an appropriate level, underpinned by behaviours and knowledge which can be developed through experience. An individual assessor is assigned to each student thereby ensuring these qualifications are attained entirely in the workplace and the transfer of learning into the workplace is maximised.

Level 3 Certificate / Work Based Assessment / £1800 (plus registration/certification fees)

Level 5 Diploma / Work Based Assessment / £1800\* (plus registration/certification fees)

Level 7 Diploma / Work Based Assessment / £1800\* (plus registration/certification fees)

## CIEH TRAINING SKILLS & PRACTICE (PREVIOUSLY PROFESSIONAL TRAINER CERTIFICATE)

Equips delegates with the core skills to design and deliver effective training and develop their presentation skills. It covers areas such as improving communication, session planning, learning styles, training structure, training styles and Neuro-linguistic Programming (NLP).

Starts Thur 20 Oct 11 (and then 03/11 and 23/11) / Tregye / 09:00 - 17:00 / £550\* (plus registration/certification fees)

Starts Tue 21 Feb 12 (and then 06/03 and 20/03) / Tregye / 09:00 - 17:00 / £550\* (plus registration/certification fees)

## ILM MANAGEMENT OF VOLUNTEERS LEVEL 3 **NEW!**

This new qualification is a 10 day programme looking at managing volunteer agreements, supervising and supporting, professional

**We can deliver  
bespoke training  
solutions designed  
to be entirely  
relevant to your  
business.**

development, legal compliance, ethical and social requirement and providing leadership and direction. Also coming soon: ILM Management of Volunteers Level 5. Call for more details.

Starts November - Call 01872 242711 to book your place

## TEAM LEADING

### TEAM LEADING INTERMEDIATE APPRENTICESHIP

Focuses on the supervision and development of teams, management of resources, health and safety and professional development. Skills and knowledge will be developed in a number of areas including, leading a team, planning and monitoring work, motivating others, customer service, health and safety, working relationships, communication, dealing with change, participating in meetings and many others. Employed for at least 16 hours per week plus 9 (min) taught days over 18 weeks (Starts Oct / Feb / April)

Costs: Age 16 - 18 = Fully Funded / 19 - 24 = £250 Employer Contribution / 25+ = £500 Employer Contribution

### TEAM LEADING ILM LEVEL 2 AWARD

This 3 day programme is specifically designed to give practising or aspiring team leaders a solid foundation in their formal development as a leader. The Award is a concise qualification designed to provide a sound knowledge of the various roles, functions and responsibilities of team leaders and the limits of their authority and accountability.

Starts 14th Oct 11 (and then 28/10 & 14/11) / Tregye / 09:00 - 17:00 / £550\* (plus registration/certification fees)

Starts 7th Feb 12 (and then 21/02 & 06/03) / Truro College / 09:00 - 17:00 / £550\* (plus registration/certification fees)

### TEAM LEADING ILM LEVEL 2 PROGRAMME

Designed to give practicing or aspiring team leaders a solid foundation in their formal development as a leader. The content focuses on the leadership and development of teams, planning and monitoring work, motivating the team, communication, change management and other areas to maximise team performance.

Starts Tue 18 Oct 11 / Tregye / 9 days over 18 weeks / 09:00-17:00 / £750\* (plus registration/certification fees)

Starts Wed 8 Feb 12 / Penwith / 9 days over 18 weeks / 09:00-17:00 / £750\* (plus registration/certification fees)

Starts Tue 24 Apr 12 / Tregye / 9 days over 18 weeks / 09:00-17:00 / £750\* (plus registration/certification fees)

## FIRST LINE MANAGEMENT

### MANAGEMENT ADVANCED APPRENTICESHIP

Develop skills, knowledge and understanding to help become a more successful manager. Develop practical techniques and managerial skills in a number of areas including, solving problems, making decisions, developing others, planning change, time management, working efficiently, leadership, building the team, coaching and training, running effective meetings and many others. Employed for at least 16 hours per week plus 13 (min) taught days over 26 weeks (Starts Oct / Dec / March)  
Costs: Age 16 - 18 = Fully Funded / 19 - 24 = £250 Employer Contribution / 25+ = £500 Employer Contribution

### FIRST LINE MANAGEMENT ILM LEVEL 3 AWARD

This 5 day programme is a concise qualification which gives an introduction to the skills, knowledge, and understanding required by today's first line manager or aspiring first line manager. Topics covered include problem solving, building teams, understanding change and many more.

Starts 11th Jan 12 (and then 25/01, 08/02, 22/02 & 07/03) / Tregye / 09:00 - 17:00 / £550\* (plus registration/certification fees)

Starts 17th Apr 12 (and then 02/05, 15/05, 23/05 & 13/06) / Tregye / 09:00 - 17:00 / £550\* (plus registration/certification fees)

### MANAGEMENT ILM LEVEL 3 PROGRAMME

Designed to develop more successful managers. Includes tackling managerial problems, decision making, planning change, leadership, building the team, coaching and training, health and safety and effective meetings.

Starts Tue 18 Oct 11 / Tregye / 13 days over 26 weeks / 09:00 - 17:00 / £950\* (plus registration/certification fees)

Starts Tue 6 Dec 11 / Penwith / 13 days over 26 weeks / 09:00 - 17:00 / £950\* (plus registration/certification fees)

Starts Tue 13 Mar 12 / Tregye / 13 days over 26 weeks / 09:00 - 17:00 / £950\* (plus registration/certification fees)

### WORKPLACE COACHING - ILM LEVEL 3 AWARD

Develops practising or potential team leaders and first line managers to provide workplace coaching to boost performance, increase staff retention and improve morale. Includes areas such as improving performance, coaching skills, learning styles, resource planning, communication skills and planning coaching programmes.

Starts Thur 19 Jan 12 / Tregye / 5 days over 10 weeks / 09:00-17:00 / £550\* (plus registration/certification fees)

### FACILITIES MANAGEMENT

A 13 day programme incorporating an ILM professional qualification designed specifically to improve organisational performance by developing skills in facilities management, business improvement, managing health and safety and managing stakeholder requirements.

Starts Wed 2 Nov 11 / Tregye / 13 days over 26 weeks / 09:00 - 17:00 / £950\* (plus registration and certification fees)

### MANAGEMENT FOR PRACTICE MANAGERS

Designed specifically for practice managers operating in a medical, dental or therapeutic medicine setting and looking to significantly improve their skills in the day to day practice management. Includes resource planning, communication, customer care, staff management, coaching and training and decision making. Call 01872 242711 to be added to the waiting list.

Starts Thu 17 Nov / Tregye / 14 days over 28 weeks / 09:00 - 17:00 / £950\* (plus registration and certification fees)

### LEADERSHIP & TEAMWORK - L4 SUCCESS COURSE

Provides an opportunity for managers to develop their teamwork and leadership skills by applying theories to practical situations. It offers an insight into the theories relating to teamwork and leadership and demonstrates how to apply those theories to activities within any organisation.

Thu 6 Oct, 20 Oct, 10 Nov, 24 Nov, 8 Dec / Truro College / daytime / £400\* part-funding available

## SENIOR MANAGEMENT

### SENIOR MANAGEMENT - ILM LEVEL 5 AWARD

Develops senior management skills to help improve business performance. The content includes managing efficiency and effectiveness, leading teams, organisational structure and function, roles and responsibilities, management performance and personal development planning. Part funding available.

Starts Wed 11 Jan 12 / Tregye / 7 days over 14 weeks / 09:00 - 17:00 / £1400\* (plus registration/certification fees)

Starts Thur 17 May 12 / Tregye / 7 days over 14 weeks / 09:00 - 17:00 / £1400\* (plus registration/certification fees)

### COACHING & MENTORING - ILM LEVEL 5 CERTIFICATE

Covers advanced coaching and mentoring skills to help develop colleagues and employees. Content includes good practice in coaching and mentoring, values and standards, building relationships and commitment, developing questioning and listening skills, development goals, programme planning, programme implementation and performance reflection. Part funding available.

Starts Thur 3 Nov 11 / Tregye / 7 days over 14 weeks / 09:00 - 17:00 / £1400 (plus registration and certification fees)

Starts Tue 28 Feb 12 / Tregye / 7 days over 14 weeks / 09:00 - 17:00 / £1400 (plus registration and certification fees)

### MANAGEMENT HIGHER APPRENTICESHIP

Coming soon. Call 01872 242711 for information.

### STRATEGIC LEADERSHIP ILM LEVEL 7 AWARD

5 day programme starts Autumn 2011. Call 01872 242711 for information.

- > See Appraisal Skills in Business Skills Seminars
- > See Project Management in Business Skills Seminars
- > See Effective Delegation in Business Skills Seminars

### PROJECT MANAGEMENT FOR BUSINESS - L4 SUCCESS COURSE

Learn how to plan and deliver projects. Covers analysing the feasibility of a project and presenting a compelling business case; developing a project management plan; monitoring a project using a range of tools & techniques; risk management techniques; managing a project team and dealing with stakeholders.

Wed 12 Oct, 26 Oct, 9 Nov, 23 Nov, 7 Dec / Truro College / 09:30 - 16:30 / £400\* part-funding available

## LEISURE

### ACTIVE LEISURE APPRENTICESHIPS

This Apprenticeship contains a variety of pathways that cover many aspects of sport and leisure, including work in leisure centres/gyms, swimming pools, stadiums/clubs, outdoor activity centres, adventure playgrounds and coaching.

College attendance for 13 (minimum) taught sessions plus at least 16 hours per week in the workplace. Costs: Age 16 - 18 = Fully Funded / 19 - 24 = £250 Employer Contribution / 25+ = £500 Employer Contribution - Eligibility criteria apply

## LOGISTICS

### WAREHOUSING & LOGISTICS APPRENTICESHIPS

Apprenticeships in this area deal with the movement and storage of goods, transportation, stock control, warehousing, and/or monitoring the flow of goods and materials.

### WAREHOUSING & STORAGE INTERMEDIATE APPRENTICESHIP

At Level 2 you will develop warehousing and storage skills including the safe and efficient receipt, movement, storage, handling and dispatch of goods.

### LOGISTICS OPERATIONS MANAGEMENT ADVANCED APPRENTICESHIP

At Level 3 you will be working at a supervisory level and managing the logistics operations function.

College attendance for 13 (minimum) taught sessions plus at least 16 hours per week in the workplace. Costs: Age 16 - 18 = Fully Funded / 19 - 24 = £250 Employer Contribution / 25+ = £500 Employer Contribution - Eligibility criteria apply

### WAREHOUSING & DISTRIBUTION CERTIFICATE L2 & LOGISTICS OPERATIONS MANAGEMENT DIPLOMA L3

Specifically for those who wish to develop skills and knowledge in a warehousing and logistics operations role. Focuses on the ability to work competently and support development of knowledge and understanding team relationships, stock control and scheduling.

Level 2 / Rolling Programme / Work-Based Assessment at £1800\*

Level 3 / Rolling Programme / Work-Based Assessment at £1800\*

## MOTOR VEHICLE

### VEHICLE MAINTENANCE & REPAIR APPRENTICESHIPS

Covers the repair and maintenance of all types of vehicles. You'll be working in a service technician type role, carrying out routine maintenance and basic repairs, as well as identifying and reporting faults. Employed for at least 16 hours per week plus weekly classes  
Costs: Age 16 - 18 = Fully Funded / 19 - 24 = £250 Employer Contribution / 25+ = £500 Employer

### VEHICLE MAINTENANCE & REPAIR CERTIFICATES & DIPLOMAS

Designed specifically for those who want to develop skills and knowledge in the motor vehicle industry. The work-based assessment route will recognise your competency in this area.

Level 2 Certificate / Rolling Programme / Work-Based Assessment at £1800\*

Level 3 Diploma / Rolling Programme / Work-Based Assessment at £1800\*

## PERSONAL DEVELOPMENT

### EMPLOYABILITY SKILLS

Suitable for anyone wishing to improve their self-confidence and wanting to return to work. This course covers job research and application skills, writing a CV and interview techniques. Call 01872 261151 for further information. Funding may be available subject to eligibility.

Courses scheduled throughout the year / Haven House / The Old Chapel Newquay

### UK CITIZENSHIP

Learn about the culture and history of the UK on this 14 week course for students from other countries to learn about living in the UK. This course is recognized by the Home Office for visa application purposes. Call 01872 261151 for further information. Funding may be available subject to eligibility.

Rolling programme / Haven House / The Old Chapel Newquay / Penwith College

### WORK CLUB

Explore job opportunities and voluntary placements both online and through alternative sources. This workshop offers an informal opportunity to apply for positions with guidance and support. Assistance will be given with: CVs, covering letters, company research and interview preparation. Call 01872 261151 for further information.

Courses scheduled throughout the year / Haven House



“It’s given me the knowledge, theory & skills I need”

- > See Mastering Time Management and Personal Productivity in Business Skills Seminars
- > See Networking with Confidence in Business Skills Seminars
- > See Fearless Presentations and Public Speaking in Business Skills Seminars
- > See Dealing with Aggression, Conflict and Difficult People in Business Skills Seminars
- > See Assertiveness, Motivation and Confidence in Business Skills Seminars

## PROPERTY SERVICES

### PROPERTY SERVICES APPRENTICESHIPS

These Apprenticeships are for anyone interested in the sale, letting and management of residential property. Estate agents do a serious job, and must understand legal issues as well as commercial ones.

#### SALE OF RESIDENTIAL PROPERTY

Level 2 - You’re likely to start out in a customer services role in an estate agent’s office. You might advise people on available properties; arrange appointments and viewings; help market properties; and put customers in touch with people who can help during the house-buying process.

Level 3 - You’ll get more involved with the different areas of selling properties, from obtaining instructions from clients to invoicing for fees. Whether you’re finding properties for house-buyers or valuing a property, you’ll need good knowledge of the property market, a professional attitude and people skills. Much of the work will be ‘out and about’ and dealing with people face-to-face, as well as on the telephone.

#### RESIDENTIAL LETTINGS AND PROPERTY MANAGEMENT

Level 2 - Focuses purely on managing and letting property and you’re likely to start out in a customer services role in an estate agent’s office. You might advise people on properties available to let, arrange appointments and viewings; help market properties; and interact with customers to manage the letting process.

Level 3 - You’ll get more involved with the different areas of letting properties and managing the lettings process. You’ll need an excellent knowledge of the property market, a professional attitude and effective people skills.

College attendance for 13 (minimum) taught sessions plus at least 16 hours per week in the workplace. Costs: Age 16 - 18 = Fully Funded / 19 - 24 = £250 Employer Contribution / 25+ = £500 Employer Contribution - Eligibility criteria apply

### PROPERTY SERVICES CERTIFICATES & DIPLOMAS LEVELS 2 & 3

Designed specifically for those working in either the sale of residential property or the letting and management of property. They focus on the ability to work competently and support development of knowledge and understanding of customer relationships, property marketing, property appraisals, organisation of viewings and safety/security concerns. The work-based assessment route will recognise your competency in this area and the taught programme will further enhance your knowledge and skills.

Level 2 Certificate / Rolling Programme / Work-Based Assessment at £1800 or Taught Programme at £750

Level 3 Diploma / Rolling Programme / Work-Based Assessment at £1800 or Taught Programme at £950

These qualifications can be achieved via the fundable Apprenticeship Programmes.

## RETAIL

### RETAIL APPRENTICESHIPS

Cover a range of skills that can be used across an extremely broad sector, From organising displays to learning the crucial aspects of management, the skills gained are transferable to all retail companies.

### RETAIL INTERMEDIATE APPRENTICESHIP

At Level 2, the Retail Apprenticeship will help you work effectively in a successful retail team by developing your skills and knowledge in a number of areas including stock management, product expertise, merchandising, finance and administration, customer service and many others.

### RETAIL MANAGEMENT ADVANCED APPRENTICESHIP

Designed for those who are at management, team leader or supervisor level within the retail sector.

### SALES PROFESSIONAL ADVANCED APPRENTICESHIP

Ideal for those that want to be product experts and can maximise sales by developing excellent customer service, product knowledge and sales skills.

### VISUAL MERCHANDISING ADVANCED APPRENTICESHIP

A specialist programme, perfect for creative types who enjoy creating window and in-store displays.

College attendance for 13 (minimum) taught sessions plus at least 16 hours per week in the workplace. Costs: Age 16 - 18 = Fully Funded / 19 - 24 = £250 Employer Contribution / 25+ = £500 Employer Contribution - Eligibility criteria apply

### RETAIL CERTIFICATES & DIPLOMAS LEVELS 2 AND 3

Designed specifically for those working within a retail environment. They focus on the ability to work competently and support development of knowledge and understanding of customer service, retail law, visual merchandising and product expertise. The work-based assessment route will recognise your competency in this area and the taught programme will further enhance your knowledge and skills.

Level 2 Certificate / Rolling Programme / Work-Based Assessment at £1800 or Taught Programme at £750

Level 3 Diplomas/ Rolling Programme / Work-Based Assessment at £1800 or Taught Programme at £950

These qualifications can be achieved via the fundable Apprenticeship Programmes.

## SALES & MARKETING

### SALES INTERMEDIATE APPRENTICESHIP

Level 2 - Designed for anyone working in a sales role and looking to improve their success by developing skills in such areas as personal time management, generating leads, delivering presentations and closing the deal. Employed for at least 16 hours per week plus 11 (min) taught days over 22 weeks.

Costs: Age 16 - 18 = Fully Funded / 19 - 24 = £250 Employer Contribution / 25+ = £500 Employer Contribution

### SALES CERTIFICATES AND DIPLOMAS LEVEL 2 AND LEVEL 3

Designed specifically for those working within a sales environment where excellent customer working relationships are a prerequisite. They focus on the ability to work competently and support development of knowledge and understanding of designing, implementing and evaluating sales plans, creating and maintaining effective sales relationships and generating and closing sales. The work-based assessment route will recognise your competency in this area.

Level 2 Certificate / Rolling Programme / Work-Based Assessment at £1800\*

Level 3 Diploma / Rolling Programme / Work-Based Assessment at £1800\*

These qualifications can be achieved via the fundable Apprenticeship Programmes.

- See Embracing Social Media in Business Skills Seminars
- See Marketing for Small Businesses in Business Skills Seminars
- See Copy Writing in Business Skills Seminars
- See PR Skills - Positive Marketing and Persuading the Press in Business Skills Seminars
- See Proofreading in Business Skills Seminars

### EFFECTIVE ADVERTISING FOR BUSINESS - L5 SUCCESS COURSE

Now, more than ever, it is important to get the most cost-effective return for your business from any money invested in marketing campaigns. This course is ideal for anyone who owns or works in a business or organisation needing to get the best results from advertising they purchase.

Starts 7 Oct 11 / Truro College / 14:00 - 17:00 / £400\* part-funding available

### DEVELOP YOUR BUSINESS ON-LINE E-COMMERCE - L4 SUCCESS COURSE

This course will provide ideas and practical techniques on how to create a web presence designed to develop your business through increased sales and market penetration. The course covers both the business and technical fundamentals of e-Commerce solutions.

6, 20 Oct, 10, 24 Nov, 8 Dec / Truro College / 09:30 - 16:30 / £400\* part-funding available

### INTRODUCTION TO PUBLIC RELATIONS - L4 SUCCESS COURSE

A short course designed to help anyone with a small business or event to promote. The course will look at how Public Relations can help to manage press and media relations in a variety of contexts. It will have practical sessions on how to contact the Press and write press releases to maximise publicity.

Fri 7 Oct / 10 wks / Truro College / 14:00 - 17:00 / £400\* part-funding available

## SKILLS FOR LIFE

### ESOL (ENGLISH FOR SPEAKERS OF OTHER LANGUAGES) SKILLS FOR LIFE

We offer courses at beginners, intermediate and advanced levels at a wide range of times to suit you from Monday to Saturday. We are an accredited Cambridge exams centre and we can help you to prepare for the Cambridge and IELTS exams. We also offer a UK Citizenship



course. Call 01872 261151 to book an appointment with one of our friendly English tutors and find out what we can offer you and visit [www.trurocollege.ac.uk/community](http://www.trurocollege.ac.uk/community) to download an information pack  
Available all year / Haven House / The Old Chapel Newquay / Penwith College

### SKILLS FOR LIFE LITERACY & NUMERACY

Work at your own pace in our relaxed and friendly workshops. Build your confidence and improve your numeracy and literacy to gain a national qualification. There is no fee for this course. Call 01872 261151 for further information.

Available all year / Haven House / The Old Chapel Newquay / Free

### SKILLS FOR LIFE ICT ENTRY LEVEL 3

This beginners' computer course covers Word Processing, using the Internet to search for information and sending E-Mails. No previous experience is necessary and you can work through the course at your own pace - why not give it a try? Call 01872 261151 for further information.

Available all year / Haven House / The Old Chapel Newquay / £30.00

## TRANSPORT

### DRIVER CPC - BUS & COACH

Drivers hours law/working time directive, analogue and digital tachograph, customer care and service including conflict management, road and environment management/efficient driving (SAFED), disability awareness/health and safety awareness, load and luggage handling safely, dealing with accidents and emergencies including emergency evacuation. For further information, please contact the team on 01872 267152.

Rolling Programme / Venues across County / Funding may be available subject to eligibility

### EDEXCEL BTEC LEVEL 2 CERTIFICATE IN INTRODUCTION TO THE ROLE OF THE PROFESSIONAL TAXI & PRIVATE HIRE DRIVER / COMMUNITY TRANSPORT (QCF)

Aims to introduce learners to the importance of delivering good customer service for passenger transport. Learners will investigate the importance of good communications and positive working relationships. This course is a requirement for Cornwall Council Passenger Transport Unit contract holders. For further information, please contact the team on 01872 267152.

Rolling Programme / Venues across County / Funding may be available subject to eligibility

### UNACCREDITED COURSES

We are able to offer DriverCPC units and other transport training as stand-alone components for organisations that do not require qualifications, but have a learning need. For details of these courses contact the team on 01872 267152.

# IN COMPANY TRAINING SOLUTIONS FROM TRURO & PENWITH COLLEGE BUSINESS CENTRE

## train your business your way!



**Delivering training programmes exclusively for your employees that can be developed and designed to be entirely relevant to your business.**

### WHAT ARE IN-COMPANY SOLUTIONS?

Training can be 'off the shelf' delivering one of our existing courses, we can customise existing courses or we can create an entirely bespoke training programme to meet the specific needs of your business. The training can be at a time to suit your staff and at your premises. Don't worry, if you do not have a suitable space for the training we can book and arrange another venue that is easily accessible for your staff.

### WHY CHOOSE IN-COMPANY SOLUTIONS?

The combination of training with real business application is one of the key benefits of in-company training delivery. An in-company solution provides value for money as programmes are priced by the day rather than by the delegate, enabling you to obtain substantial cost savings. Also, because the training can be at or near your premises, we can save you even more on potential travel and accommodation expenses.

**“the difference in morale and ownership is fantastic”**

Dagnija Innus: Hall for Cornwall

### WHAT TYPE OF TRAINING CAN BE DELIVERED?

We have over 50 courses and extensive knowledge and experience in a wide range of areas including: Assertiveness, Motivation and Confidence; Customer Service; Dealing with Aggression, Conflict and Difficult People; Event Management; Food and Drink Services; HR, Appraisal and Interview Techniques; Information Technology; Leadership and Management; Marketing; Negotiation Skills; Presentations and Public Speaking; Project Management; Problem Solving; Sales; Team Leading; Telesales; Time Management and Work Place Coaching.

**“staff have nothing but praise for the trainers who are supportive, challenging and inspiring”**

Sandie Martyn, HR Manager: National Maritime Museum, Cornwall

### DOES MY BUSINESS NEED IN-COMPANY SOLUTIONS?

All types of organisations from large companies to small-to-medium sized businesses and the public sector can benefit from in-company training. In-company training can be used as a solution to solve a particular problem in your organisation such as internal communication, customer satisfaction or leadership and management. It can also be a great way to improve team work, staff morale and efficiency.

### WHAT NEXT?

Please contact Truro and Penwith College Business Centre to discuss how our in-company training solutions can help you:

t: 01872 242711

e: [businesscentre@truro-penwith.ac.uk](mailto:businesscentre@truro-penwith.ac.uk)

w: [www.trurocollege.ac.uk/businesscentre](http://www.trurocollege.ac.uk/businesscentre)

**“the response from the staff was great and they have developed a real passion for learning”**

Michael Rabone, HR Manager: The Seafood Restaurant, Padstow

# SUCCESS★COURSES

IMPROVE WORK PERFORMANCE, GAIN NEW SKILLS & BOOST YOUR CAREER

**TASTER DAYS  
STARTING SOON!  
CALL US ON  
01872 267502  
FOR DETAILS.**



## SO HOW DOES IT WORK?

SUCCESS Courses are an exciting way to gain new skills. Study a single module to gain 20 credits or combine three to gain a University of Plymouth Certificate of Professional Development. Part funding available subject to eligibility.

### SKILLS BOOST - LEVEL 4 & 5

Some examples of SUCCESS modules.

Business Management

Event Management

Project Management

HR, Quality & Performance

Nutrition & Fitness

Advanced Massage

Spa Treatments

### CAREER DEVELOPMENT

See inside brochure for more SUCCESS modules.

Combine any 3 related subjects to gain the

**CERTIFICATE OF PROFESSIONAL DEVELOPMENT (CPD).**

This flexible, 60 credit award is ideal for anyone who wants to achieve more but is unable to study full-time. You can study any 3 SUCCESS modules. Two possible subject combinations are given in the case studies below. You can choose your own three.

### PROFESSIONAL ACHIEVEMENT

You could use your CPD qualification to progress on to a

**FULL OR PART-TIME FOUNDATION DEGREE COURSE.**

(subject to entry requirements)

## CASE STUDIES: HERE'S WHAT SOME OF OUR STUDENTS SAY...

### Mark Leigh Centre Manager, RAF Surf Club & Club Coach

**Currently studying:** Flexible CPD (Nutrition and Health / Principles of Coaching and Learning / Performance Psychology)

**Objective:** To achieve. Gain knowledge to support recent career change

**Vision:** Enrol on a Part-time Foundation Degree and build on my vocational skills at a graduate level.

“Although an experienced coach, I do not have an academic background in sports science. This course has enabled me to meet with coaches from other sports and has given me the knowledge to develop my own coaching skills and programmes for my club”

### Jemma Oldrey HR Services, Eden Project

**Currently studying:** Flexible CPD (HR, Quality and Performance / Employment Law and Employee Relations / Organisation, Management and HR)

**Objective:** To top up knowledge and refresh existing skills

**Vision:** Get back into higher level study to progress my career

“My goal was to find courses which would allow me to keep my knowledge current and meet industry requirements for continuing professional development. I had to fit my study around a full-time job, so the flexibility of part-time courses suited me.”

Call or click today for information on the wide variety of courses available:

**01872 267502** [www.trurocollege.ac.uk/success](http://www.trurocollege.ac.uk/success)



# BOOKING FORM

2011 / 2012

SERVICES FOR BUSINESS, COMMUNITY &amp; PERSONAL DEVELOPMENT

Please return to: Truro and Penwith College Business Centre,  
Palace Building, Quay Street, Truro, Cornwall, England TR1 2HE  
t: 01872 242711 e: businesscentre@truro-penwith.ac.uk



Company Name: \_\_\_\_\_

Contact Name and Position: \_\_\_\_\_

Address: \_\_\_\_\_

Postcode: \_\_\_\_\_

Telephone: \_\_\_\_\_

Mobile: \_\_\_\_\_

Email Address: \_\_\_\_\_

Delegate Name	Course Title	Fee
Please make cheques payable to Truro and Penwith College		<b>Total:</b>

I confirm that the information I have given on this form is correct.

A cancellation can only be made in writing or by email at least 7 days before the start of the course. Any other refund request must be made in writing to the Principal and would normally only be considered on grounds of ill health (a medical certificate is required).

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

**Keep up to date with all the latest news, training and networking events at Truro and Penwith College Business Centre.**

Find us on [facebook.com/TruroBusiness](https://www.facebook.com/TruroBusiness)  
Follow us on twitter @TruroBusiness  
Watch us on YouTube /TruroBusiness  
Connect with us on LinkedIn

# Truro & Penwith College Services for Business, Community & Personal Development

Truro and Penwith College Business Centre, Palace Building, Quay Street Truro, Cornwall TR1 2HE

t: 01872 242711

e: [businesscentre@truro-penwith.ac.uk](mailto:businesscentre@truro-penwith.ac.uk)

w: [www.trurocollege.ac.uk/businesscentre](http://www.trurocollege.ac.uk/businesscentre)

Find us on [facebook.com/TruroBusiness](https://www.facebook.com/TruroBusiness)  
Follow us on twitter @TruroBusiness

