



MANAGEMENT TRAINING COURSES

boston:college 

MANAGEMENT TRAINING COURSES

The growing demand for Boston College's Management, Sales, IT and Business Development training is a positive reflection on both the aspirations of regional businesses and the quality of the provision offered by the College.

INTERESTED?

Call the Employer Engagement Team
01205 313218

WE WORK WITH YOU TO...

IDENTIFY YOUR NEEDS

We take time to understand your business, people and culture to achieve success from the outset.

DESIGN THE RIGHT COURSE TAILORED TO YOUR BUSINESS

We take into account your business, culture, available time and budget.

DELIVER THE TRAINING/ SOLUTION

Our experienced lecturers will deliver training when and where suits you best.

EVALUATE HOW YOUR BUSINESS OBJECTIVES HAVE BEEN MET

We measure results to ensure the training met your needs.

FOLLOW UP WITH FURTHER DEVELOPMENT

We will keep you informed of relevant and upcoming training programmes.

THE MANAGEMENT TRAINING COURSES WE OFFER:

- Award in Leadership and Team Skills
- Team Leading ILM Certificate
- Principles of Leadership and Management ILM Certificate
- Time Management
- Building and Effective Online Presence
- Microsoft Excel Spreadsheets
- Microsoft Powerpoint and Presentation Skills
- Microsoft Publisher for Desktop Publishing
- Microsoft Word
- Customer Service Essentials - Developing Skills for Non-Sales People
- From Customer Service to Sales
- Introduction to Minute Taking
- IOSH Managing Safely
- NEBOSH National General Certificate
- Train-the-Trainer

BOOKING A PLACE IS EASY

To book a place, or if you have any queries, please contact the Employer Engagement Team.

📞 01205 313218 ✉ employers@boston.ac.uk



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LEVEL 2

Price:
£340 pp

(funding may be available where arranged by employers)



AWARD IN LEADERSHIP AND TEAM SKILLS

This Level 2 short course has been widely taken up by companies looking to strengthen the skills of their front-line leaders, helping them think like managers and identify techniques to improve performance and productivity.

Delivery:

Planned open courses running over three full or six half day sessions. Bespoke sessions of 36 tutor hours for groups of 8+ (example: from a single business).

Units covered:

- ▶ Developing as a teamleader
- ▶ Improving team performance



LEVEL 2

Price:
£470 pp

(funding may be available where arranged by employers)



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TEAM LEADING ILM CERTIFICATE

This is a more comprehensive Level 2 course providing you with the opportunity to cover topics that specifically target business needs. Where possible, the learning is made relevant to your role to give effective context when applying techniques to improve performance and productivity.

Delivery:

Planned open courses running over 12 half day sessions. Bespoke sessions of 36 tutor hours for groups of 8+ (example: from a single business).

Mandatory units covered could include:

- ▶ Developing as a team leader
- ▶ Workplace communication
- ▶ Improving team performance

Additional units covered:

- ▶ Managing change
- ▶ Setting objectives
- ▶ Health and safety
- ▶ Briefing the team
- ▶ Improving team performance



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PRINCIPLES OF LEADERSHIP AND MANAGEMENT ILM CERTIFICATE

This Level 3 course targets new and aspiring managers, helping them to become better and more confident leaders. It will give you an understanding of the core skills needed by those with management responsibilities.

Delivery:

Planned open courses running over 12 half day sessions.

Bespoke sessions of 36 tutor hours for groups of 8+ (example: from a single business).

Units covered:

- ▶ Managing budgets
- ▶ Planning and communication
- ▶ Change management
- ▶ Motivating teams



LEVEL 3

PRICE:

£470 pp

(funding may be available where arranged by employers)



Also Available:

- ▶ Higher Level Business courses including part time HNC/HNDs.
- ▶ Level 4 ILM Management Courses.

PRICE:

£540 pp

(includes pre-course meeting to identify key issues)



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TIME MANAGEMENT

Developed in response to the need for businesses to increase productivity of their current management and workforce. This is increasingly relevant as labour supply shortages demand management teams become smarter to ensure further business growth.

Delivery:

3 hour bespoke session for individual businesses (max 10 people).

Units covered:

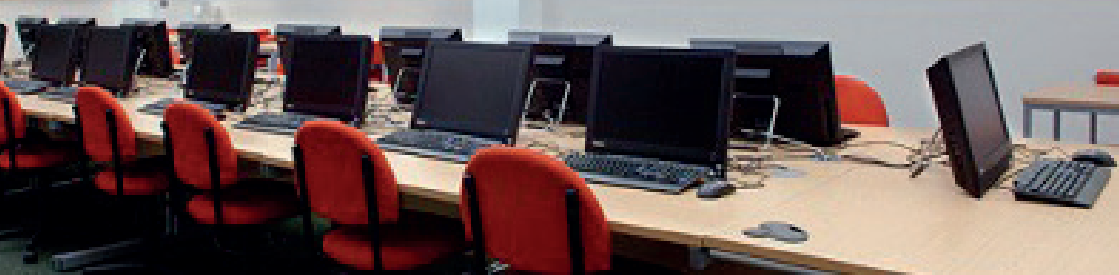
- ▶ Evaluation and prioritisation of tasks
- ▶ Tools and techniques for effective time management
- ▶ Effective communication and delegation options



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PRICE:
£370

Bespoke sessions for
Businesses
(max 10 delegates)

£87 pp

Open sessions for
individual bookings

BUILDING AN EFFECTIVE ONLINE PRESENCE

This course is designed to help start-up trades-people and small businesses develop an effective online presence. It sets out to ensure the key information about your products and services are accessible to your target audience.

Delivery:

Three hour sessions using our modern IT suites in Spalding.

Units covered:

- | | |
|-----------------------------|---|
| ▶ Know your market | ▶ Introduction to the future potential of digital marketing |
| ▶ How customers find you | |
| ▶ Essential website content | ▶ Delivering on the promise |



MICROSOFT EXCEL SPREADSHEETS

Intermediate and advanced courses are ideal as a refresh and upgrade option which will help even regular users get more from Excel and improve productivity. The beginners course will help new staff gain familiarity and confidence to use essential functions of Excel. Courses are in manageable three hour sessions with supporting material available for learners to access as study aids on completion.

Delivery:

3 hour sessions using our modern IT suites in Spalding.

PRICE:
£370

(max of 10 people
subject to compatible
ability levels)

£87 pp

Open sessions for
individual bookings

Beginners units covered include:

- ▶ An introduction to spreadsheets and graphs
- ▶ An introduction to toolbars and icons
- ▶ Learn basic formulae to perform calculations
- ▶ Create simple spreadsheets and graphs using exercises

Intermediate units covered include:

- ▶ Formatting worksheets - changing widths, inserting/deleting/hiding rows and columns
- ▶ Learn complex functions and formulae - count, min, max, absolute cell referencing, using different chart types filtering and sorting, conditional formatting and freezing cells.

Advanced units covered include:

- ▶ Advanced formatting including conditional formatting
- ▶ Use of functions such as those associated with logical operations, applying advanced chart formatting features, creating and use of scenarios.
- ▶ Validate and audit spreadsheet data.
- ▶ Enhance productivity by working with named cell ranges, macros, templates and spreadsheet security features.

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MICROSOFT POWERPOINT AND PRESENTATION SKILLS

Presentation skills are now an integral part of working life from job interviews to sharing information with work teams to delivering events for customers. These short courses provide a both an introduction for beginners and a useful refresher for those with some experience or who are self-taught.

Delivery:

Three hour sessions using our modern IT suites in Spalding.

Beginners units covered:

- ▶ How to create a short presentation

Intermediate units covered:

- ▶ Using slide transitions, basic animations, notes facility, simple formatting and inserting pictures

Advanced units covered:

- ▶ Link embed and import content and using animations
- ▶ Wider event preparation
- ▶ Create and modify templates, advanced chart formatting

We can also design bespoke courses covering Microsoft Outlook to meet specific requirements.

PRICE:

£370

per session

(max of 10 people subject to compatible ability levels)

£87 pp

Open sessions for individual bookings



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MICROSOFT PUBLISHER FOR DESKTOP PUBLISHING

Desktop publishing enables high levels of flexibility especially for short-run or one-off publications. Many Microsoft computers have Publisher installed and this course helps.

Delivery:

Three hour sessions using our modern IT suites in Spalding.

Units covered:

- ▶ Formatting leaflets and booklets
- ▶ Inserting media content
- ▶ Transparency and basic image manipulation tools
- ▶ Professionalising appearance
- ▶ Preparation for print



PRICE:

£370

per session

(max of 10 people subject to compatible ability levels)

£87 pp

Open sessions for individual bookings



Develop your skills

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CUSTOMER SERVICE ESSENTIALS - DEVELOPING SKILLS FOR NON-SALES PEOPLE

PRICE:

£370

per session

(max of 10 people and includes pre-session meeting to target business needs.)

£87 pp

Open sessions for individual bookings



Expand your Knowledge

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Designed for customer service and sales support staff, this short course shows the importance of their role in growing and retaining a business. You will identify benchmarks for service and performance based on the market position of your employer and learn how to be a proactive team member to increase sales.

Delivery:

Three and a half hours either at your business premises or at the College in Boston or Spalding.

Units covered:

- ▶ What good customer service looks like
- ▶ The impact of good and bad customer service
- ▶ The value of problem solving
- ▶ Customer communication
- ▶ Spotting sales opportunities



PRICE:

£370

per session

(max of 10 people subject to compatible ability levels)

£87 pp

Open sessions for individual bookings



MICROSOFT WORD

Delivery:

Three hour bespoke session for individual businesses (max 10 people).

Beginners units covered include:

- ▶ Layout and selection
- ▶ Formatting text
- ▶ Writing a short letter

Intermediate units covered include:

- ▶ Managing files
- ▶ Headers and footers
- ▶ Indents and tabs
- ▶ Creating a mail merge

Advanced units covered include:

- ▶ Creating fields
- ▶ Forms and templates
- ▶ Referencing features
- ▶ Working with master and subdocuments



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FROM CUSTOMER SERVICE TO SALES

By providing customer service and support teams with tools and techniques they can also become part of your sales team. This short course will help them become confident and more willing to engage with existing and new customers.

Delivery:

Four hour session either as an open course at college or for organisations at their own premises by arrangement.

Units covered:

- ▶ Ditching sales stereotypes
- ▶ Planning and preparation (how knowledge breeds confidence)
- ▶ Building customer relationships
- ▶ Delivering on customer expectations
- ▶ Essential sales techniques

PRICE:

£370

per session

(max of 10 people and includes pre-session meeting to target business needs.)

£87 pp

Open sessions for individual bookings

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Price:

£450

per session

(max of 10 people subject to compatible ability levels)

£115 pp

Open sessions for individual bookings



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INTRODUCTION TO MINUTE TAKING

Good minutes and a good minute taker can make meetings more effective and help ensure key objectives are met. This short course helps those taking minutes to understand the role and how to write minutes for different purposes.

Delivery:

Four hour session either as an open course at college or for organisations at their own premises by arrangement.

Units covered:

- ▶ Type and purpose of minutes
- ▶ Working with the meeting chair
- ▶ Tools and techniques
- ▶ Planning and follow-up work



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NEBOSH NATIONAL GENERAL CERTIFICATE

Management of health and safety in the workplace is not only a legal obligation but also a moral imperative. NEBOSH is a National Certificate in Occupational Safety and Health. This course is designed to help those with lead roles in health and safety within a business or organisation. It enables managers, supervisors and employee representatives, to carry out their duties at work more effectively and helps them protect the organisations for which they work.

Delivery:

13 full day (weekly) sessions centered on nationally set exam dates, plus one further day is required to sit the exam.

The NEBOSH National General Certificate is a significant qualification which benefits from attending tutor-led delivery. It consists of three units, each separately assessed:

- ▶ Unit NGC1 Management of health and safety (45% pass mark)
- ▶ Unit GC2 Controlling workplace hazards (45% pass mark)
- ▶ Unit GC3 Health and safety practical application (60% pass mark)



PRICE:

£1250
per person

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PRICE:

£575
per person



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IOSH MANAGING SAFELY

This Institute of Occupational Safety and Health (IOSH) course meets the safety and health training needs of the non-expert. It is an involving and practical course that is designed to help supervisors, line managers and senior managers meet their health and safety obligations.

Delivery:

Three consecutive days.

Units covered:

- ▶ Introduction to managing safety
- ▶ Assessing and controlling risks
- ▶ Understanding your responsibilities
- ▶ Identifying hazards
- ▶ Investigating accidents and incidents
- ▶ Measuring performance
- ▶ Protecting our environment

A one hour assessment must be completed and passed to secure the qualification.



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Price:

£247
per person



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TRAIN-THE-TRAINER

Designed for staff delivering in-house training or mentoring new staff and Apprentices, this course is ideally suited to those working in a production and manufacturing environment needing to train new or temporary staff on a regular basis. It is also beneficial for anyone delivering presentations internally and externally.

Delivery:

This two-day course is delivered at both our Boston and Spalding sites throughout the year. We can arrange for delivery at your business premises if you would prefer a bespoke course for your company and/or have sufficient staff who would benefit from this training.

Units covered:

- ▶ The benefits of effective training and the trainer's role
- ▶ How adults learn
- ▶ Tools and techniques
- ▶ Practical exercise and evaluation
- ▶ Practical exercise by delegates in context



CAMPUS ADDRESSES

Boston College

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Skirbeck Road
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E: info@boston.ac.uk

Spalding Campus

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