



# Courses for Business

October-  
December  
2018



# Courses for Business

The **employer-focused training** division of West Thames College works in partnership with businesses to provide **strategic learning and development programmes.**

## Contents

<b>High impact courses</b>	4
<b>People management</b>	6
<b>ILM accredited</b>	8
<b>Microsoft Office training</b>	10
<b>Health and safety training</b>	12
<b>Conference and venue hire</b>	14

Please check our website [west-thames.ac.uk](http://west-thames.ac.uk) for the latest information.

All information in this booklet is correct at the time of printing (October 2018) but may be subject to change.

**Our business training is designed to help working professionals to develop their skills.**

Our training team consists of qualified professionals with experience delivering training to a wide range of businesses across all sectors.

They will share their expertise, to ensure that you and your staff work together to make your business more effective.



Training takes place in **Spring Grove House** at our Isleworth campus. We can also deliver training at your premises or any location of your choice.





# High impact courses

This training is designed to help your staff achieve their full potential and allow your business to perform better. Sessions also provide an excellent opportunity for networking with other businesses.



## Assertiveness

Develop greater confidence and control.

**Date** Wednesday 21 November

**Time** 9.30am-12.30pm

**Course fee** £95

## Confident presentations

How to control your nerves, gain confidence and focus on your message.

**Date** Thursday 22 November

**Time** 9.30am-4.30pm

**Course fee** £135

## Dealing with difficult people

Practical solutions for handling aggressive or awkward behaviour.

**Date** Wednesday 7 November

**Time** 1.30pm-4.30pm

**Course fee** £95

## Effective communication

Learn what to say, how to say it, how to listen to the response, and how to transmit and interpret unspoken signals.

**Date** Wednesday 21 November

**Time** 1.30pm-4.30pm

**Course fee** £95

## Everyone's a customer

Small changes in attitude and perception make everyone's job easier.

**Date** Wednesday 24 October

**Time** 9.30am-12.30pm

**Course fee** £95

## Handling conflict

When disagreement leads to conflict, learn how to ensure people feel they've been treated with respect.

**Date** Thursday 11 October

**or Thursday 29 November**

**Time** 9.30am-12.30pm

**Course fee** £95

## Negotiating successfully

Learn to plan tactics, focus on outcomes and manage concessions.

**Date** Thursday 1 November

**Time** 1.30pm-4.30pm

**Course fee** £95

## Planning strategically

Identify opportunities and plan what to prioritise.

**Date** Thursday 1 November

**Time** 9.30am-12.30pm

**Course fee** £95

## How to book

Phone **020 8326 2010**,  
visit our website or email  
**coursebookings@**  
**west-thames.ac.uk**

Course fees include materials, training and light refreshments. **All fees are non-refundable.**

A change of delegate for a booked place is acceptable; please notify us before the course date. In rare cases the college reserves the right to cancel a course giving 10 working days' notice.

# People Management

Let us help you develop your key people management skills, to enhance the effectiveness of your team and allow your organisation to perform better.



## Building a top team

Effective strategies to ensure that your team is really performing.

**Date** Wednesday 24 October

**Time** 1.30pm-4.30pm

**Course fee** £95

## Coaching at work

Improve motivation, raise skill levels and build trust.

**Date** Tuesday 20 November

**Time** 9.30am-4.30pm

**Course fee** £145

## Delegation at work

Delegation is the key to better management. Get it right every time.

**Date** Thursday 11 October

**or** Thursday 29 November

**Time** 1.30pm-4.30pm

**Course fee** £95

## Effective influencing skills

Express ideas clearly to influence and persuade others.

**Date** Tuesday 27 November

**Time** 9.30am-4.30pm

**Course fee** £145

## Leading a team

Different approaches and how to work together as an effective team.

**Date** Wednesday 10 October

**Time** 1.30pm-4.30pm

**Course fee** £95

## Managing and motivating performance

Bring out the best in people, motivate and support them.

**Date** Wednesday 10 October

**Time** 9.30am-12.30pm

**Course fee** £95

## Managing underperformers

Communicate difficult messages and agree improvement plans.

**Date** Wednesday 7 November

**Time** 9.30am-12.30pm

**Course fee** £95

## Project management

Learn to use project planning tools and co-ordinate different activities.

**Date** Wednesday 14 November

**Time** 9.30am-4.30pm

**Course fee** £145

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# ILM Accredited

Institute of Leadership and Management accredited courses enable leaders and managers to develop the skills, knowledge and personal abilities to succeed.



## Level 2 Certificate in Team Leading

This course is designed to give new and aspiring team leaders an in-depth introduction to the role and its responsibilities. It is a nationally recognised qualification and the ideal starting point for a management career.

Units cover the core skills needed to lead a team – planning, allocating and monitoring work; tools and techniques to develop as a leader; and how to get the most from a team. A wide range of optional units cover everything from communication skills to business improvement techniques and include units from Level 3 qualifications to help team leaders progress in their careers.

This course is ideal for incentivising your staff to achieve their full potential.

### Dates 3 day course

For details, phone **020 8326 2010** or email [coursebookings@west-thames.ac.uk](mailto:coursebookings@west-thames.ac.uk).

## Level 3 Award in Leadership and Management

This qualification is ideal for those with management responsibilities, but no formal training. It is particularly suited to practising team leaders preparing to move to the next level of management, as well as managers who need to lead people through organisational change.

Units fall into 7 broad areas: core management skills, the ability to perform management tasks, team leadership, change and innovation, a full range of communication skills, managing people and relationships and leadership.

We work with employers to map course units to the needs of your organisation.

### Dates 4 day course

For details, phone **020 8326 2010** or email [coursebookings@west-thames.ac.uk](mailto:coursebookings@west-thames.ac.uk).



# Microsoft Office training

A high level of competency in Microsoft Office software is essential for productivity and efficiency in the workplace. Choose from our short courses to develop a good foundation or learn more advanced features.



## Basic Excel

Set up spreadsheets with simple formulas and basic functions; modify and print them.

**Date** Wednesday 14 November  
or Wednesday 5 December

**Time** 9.30am-1.30pm

**Course fee** £85

## Intermediate Excel

Functions, formulas and charts, Excel tools, and absolute and relative cell referencing.

**Date** Monday 5 November

**Time** 9.30am-1.30pm

**Course fee** £85

## Advanced Excel

Learn complex functions and formulas, develop a personalised interface and use advanced spreadsheet tools.

**Date** Monday 5 November

**Time** 9.30am-1.30pm

**Course fee** £85

## Basic Word

Set up documents and manipulate text, modify, print, save and rename documents.

**Date** Monday 3 December

**Time** 9.30am-1.30pm

**Course fee** £85

## Intermediate Word

Tabs, headers and footers, tables, clip art, headings, styles, bullets and numbers.

**Date** Monday 3 December

**Time** 9.30am-1.30pm

**Course fee** £85

## Advanced Word

Mail merge, importing objects, drawing and using symbols, orders, groups and forms.

**Date** Monday 3 December

**Time** 9.30am-1.30pm

**Course fee** £85

## Intermediate Powerpoint

Customise presentations and connect to other files, programmes and websites with action buttons and hyperlinks.

**Date** Friday 16 November

or Monday 10 December

**Time** 9.30am-1.30pm

**Course fee** £85

## Advanced Powerpoint

Create professional presentations that incorporate backgrounds, images, animation, movies and sound.

**Date** Friday 16 November

or Monday 10 December

**Time** 9.30am-1.30pm

**Course fee** £85

## How to book

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**coursebookings@**  
**west-thames.ac.uk**

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# Health and safety training

First aid training can benefit your organisation by improving response times during an emergency, reducing workplace accidents, and creating a positive work environment.



## Emergency first aid at work

This course trains a nominated person to take charge in the event of illness or accident when a fully qualified first aider is not mandatory. The course is run in accordance with HSE guidelines and stipulations and is suitable for low-risk workplaces as the minimum training as stated in the ACOP L74.

The course covers HSE regulations, record keeping, basic life support, shock and fainting, heart conditions, stroke, adult seizures/fits, diabetes, severe bleeding, burns, fractures, dislocations, strains and sprains.

Delegates receive an HSE approved certificate valid for 3 years.

**Date** Tuesday 30 October  
or Thursday 22 December

**Time** 9.30am-4.30pm

**Course fee** £95

## Health and safety in the workplace

This course can be tailored to a particular business to make the training relevant to its employees. The qualification covers legislation, welfare, risk assessment, workplace equipment, manual handling, hazardous substances, ergonomics and workstation design, transport and vehicles, and noise and vibration. It is assessed via a multiple choice examination.

### Dates 1 day course

For details, phone **020 8326 2010** or email [coursebookings@west-thames.ac.uk](mailto:coursebookings@west-thames.ac.uk).

## Other training

We offer the following courses by arrangement, tailored to the specific requirements of your business.

- 1-day appointed persons training
- 3-day first aid at work
- 2-day first aid at work refresher
- Automated external defibrillator
- Primary Care Trust courses for doctors' surgeries
- Ofsted paediatric first aid courses.

To discuss your needs and how we can help you, phone **020 8326 2010** or email [coursebookings@west-thames.ac.uk](mailto:coursebookings@west-thames.ac.uk).

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# Conference and venue hire

**Spring Grove House** is a spacious and elegant building – the perfect venue for business conferences, meetings and training events. The **Endeavour Theatre** and our **sports hall** can be hired for larger functions and exhibitions.



## Banks Room

A light, airy room with French doors opening onto the terrace, chandeliers and two original fireplaces. Seats 40.

**Rates £250 weekday / £990 per week  
£140 half day or evening / £360 Saturday**

## Captain Cook's Room

This simply decorated room is full of natural light and features an impressive fireplace. Seats 16 and is linked to the Banks Room via a connecting door.

**Rates £140 weekday / £520 per week  
£80 half day or evening / £240 Saturday**

## Director's Room

A smaller room with a large fireplace, deep red walls and dark oak panelling. Seats 12.

**Rates £120 weekday / £450 per week  
£70 half day or evening / £200 Saturday**

## Board Room

This room features a large bay window and original fireplace. Seats 20.

**Rates £170 weekday / £700 per week  
£90 half day or evening / £250 Saturday**

## Music Room

Complete with minstrels' gallery, this is a spacious, bright room adjoining the Winter Garden. Seats 65.

**Rates £380 weekday  
£250 half day or evening / £500 Saturday**

## Winter Garden

A large, elegant conservatory with a glass ceiling, mosaic floor and ornately tiled alcove. Seats 65.

**Rates £300 weekday  
£180 half day or evening / £400 Saturday**

## Endeavour Theatre and Sports Hall

Suitable for shows, conferences, exhibitions and sports activities. Please contact us for a quotation. The theatre seats 140.

## Filming at Spring Grove House

A classic example of late Victorian architecture, Spring Grove House has been used as a set by the BBC and independent filmmakers. It features panelled rooms, stained glass windows, original fireplaces and an elegant conservatory.



## How to book

Phone **020 8326 2268**,  
visit our website or email  
**conferencehire@  
west-thames.ac.uk**

**Spring Grove House is close to the A4 and easily accessible by public transport.**

Most rooms have wireless internet access. Audiovisual and conference equipment can be provided and catering can be arranged. Disabled access is via a shallow ramp and there is a disabled toilet on the ground floor.



Courses for Business  
at West Thames College  
London Road  
Isleworth  
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TW7 4HS

**020 8326 2010**  
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