



act^o



TRAINING & DEVELOPMENT

2017 - 2018

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WELCOME

Whether you are a business looking to develop your staff, or an individual looking for a short course, we have the perfect opportunity for you.

ACT's Training & Development programme is designed to give you the practical skills you require to succeed as an individual or within your organisation.

As Wales' leading training provider we deliver training in a wide variety of sectors and industries ranging from half day short courses to more in-depth yearlong courses.



WHY CHOOSE US?

ACT was established in 1988 and has since become Wales' leading training provider offering fully funded work-based qualifications.

Our vision is to make a positive difference to people's lives by providing outstanding learning opportunities.

We train over 6,500 people each year so we have got lots of experience, knowledge and resources:

THE TRAINERS

We have an expert team of qualified assessors and trainers who provide appropriate information, advice, teaching and learning relevant to the individual.

MODERN LEARNING ENVIRONMENTS

ACT's Ocean Park House Training Centre in Cardiff is a modern learning environment that boasts 20 high quality training rooms, with access to IT equipment and Wi-Fi, along with an onsite cafeteria – all of which make it an ideal place to hold training sessions. We also have free onsite parking.

ONLINE E-PORTFOLIO

The online e-portfolio, which is held on a secure server, allows delegates to dynamically interact with their own qualification and gain more autonomy of their learning.

ACHIEVEMENTS

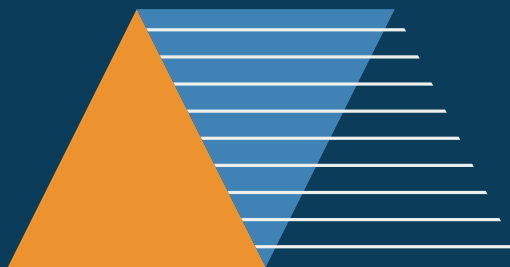
The company has been nationally recognised for the excellent work that has achieved. Below is an example of our most recent achievements:

- ACT has been recognised by The Sunday Times as one of the Best 100 Companies in the UK for 2015;
- ACT Training won the Provider Award for Partnership Working at the Apprenticeship Awards Cymru in 2015;
- ACT Training won the Provider Award for Social Responsiveness at the Apprenticeship Awards in 2014;
- ACT was awarded 2014's Wales and West Utilities Inspiring Young Talent category in the Business in the Community Responsible Business Awards;
- ACT was awarded IIP Gold Award for 2013 and 2010.

VOCATIONAL COURSES

QUALIFICATIONS & CREDIT FRAMEWORK

The following training is registered under the new Qualifications & Credit Framework (QCF) which offers more flexible and structured qualifications. The vocational training will be delivered on a one-to-one basis and you can start at any time (except for the Leadership and Management courses – they have set start dates).



BUSINESS SERVICES

BUSINESS ADMINISTRATION LEVEL 2

10 months

£1,080 △

The course is aimed at those who want to work in, or who work in Business Administration - roles such as: administrator, business support officer, office junior, and receptionist. Develop your skills to become a future team leader.

BUSINESS ADMINISTRATION LEVEL 3

12 months

£1,240 △

This course is aimed at those who work in business administration roles such as: personal assistant, office executive or office supervisor. You will learn the essentials of keeping an office running.

CUSTOMER SERVICE LEVEL 2

10 months

£1,080 △

This programme is aimed at those who work in a customer service role, such as: customer service advisor, customer service operator, call centre advisor, help desk operative or anyone dealing with internal or external customers on a regular basis. You will learn how to give a great customer experience as well as how to understand and meet customer needs.

CUSTOMER SERVICE LEVEL 3

12 months

£1,240 △

This course is aimed at those who work in customer service roles such as: customer service supervisor, customer relationship manager, customer service team leader, client services officer, or events co-ordinators. You will learn how to promote your products and services whilst giving a great customer experience.

RETAIL LEVEL 2

10 months

£1,080 △

This course has been designed for individuals working within a retail environment as a general sales assistant as well as those in more specialist roles, for example beauty consultants or fresh food counter assistants. The mandatory units focus on your ability to function effectively in retail. The optional units enable those operating in more specialist roles to develop their skills and knowledge.

RETAIL LEVEL 3

12 months

£1,240 △

The course enables employees, who are employed in a more senior position within retail, such as: senior sales assistants, team leaders or supervisors, in order to consolidate existing skills and knowledge. This will allow them to fulfil the requirements of their existing role and to support progression within the retail sector.

EDUCATION & CARE

HEALTH & SOCIAL CARE LEVEL 2

10 months

£1,080 △

This programme will guide and assess the development of the knowledge and skills of those employed within the health and social care sector. The qualifications included will be relevant to those supporting adults in roles such as; healthcare assistants, support workers in primary care environment, community care workers and domiciliary care workers.

HEALTH & SOCIAL CARE LEVEL 3

12 months

£1,240 △

This qualification will guide and assess the development of the knowledge and competence of those employed within the health and social care sector. The qualification included will be relevant to those supporting adults in roles that exercise autonomy and judgement within limited parameters.

CHILDCARE, LEARNING & DEVELOPMENT LEVEL 2

10 months

£1,080 △

This programme assesses and develops the knowledge and skills of those employed in a wide range of children and young people settings covering the age range 0-19 years, for example: childminder, nursery assistant, sure start assistant, playground assistant or a after school assistant.

CHILDCARE, LEARNING & DEVELOPMENT LEVEL 3

12 months

£1,240 △

This programme assesses and develops the knowledge and skills of those employed in a wide range of children and young people settings covering the age range 0-19 years, for example: nursery nurse, child minders or a early years practioner.

PLAYWORK LEVEL 2

10 months

£1,080 △

This qualification is aimed at learners who want a career providing children with a play environment that is stimulating, creative and rewarding but is also educational and caring. All children need to play, and have a right to play and trained play workers have an important role in enabling children to create and explore their own play experiences. A play worker will be able to work with all children, understand when a child needs sociable or solitary play and will offer a range of organised activities, creative play and outdoor games. Above all, they will provide children with a safe place to play and an environment that allows them to be themselves.

PLAYWORK LEVEL 3

12 months

£1,240 △

The Level 3 Diploma in Playwork is aimed at learners who are already working in a playwork setting and are seeking a supervisory role. Settings could be out-of-school work (including afterschool or breakfast clubs) and seasonal holiday clubs. Learners may already be working as playworkers or assistant playworkers or as children's holiday representatives.

CHILDREN AND YOUNG PEOPLE (CYP) LEVEL 3

12 months

£1,240 △

This qualification will guide and assess the development of the knowledge and competence of those employed within the health and social care sector. The qualification included will be relevant to those supporting Children and Young People in roles such as; residential child care workers, senior residential childcare workers, child care workers and senior child care workers.

SUPPORTING TEACHING & LEARNING IN SCHOOLS LEVEL 2

10 months

£1,080 △

This programme is aimed at learning support staff who work under the supervision of the class teacher, whose lesson planning and day-to-day direction set the framework within which the individual works. Occupational roles could include: teaching assistant, classroom assistant, learning support assistant, special/additional needs assistant or pastoral/welfare support assistant.

SUPPORTING TEACHING & LEARNING IN SCHOOLS LEVEL 3

12 months

£1,240 △

This programme is aimed at learning support staff who work under the supervision of the class teacher, whose lesson planning and day-to-day direction set the framework within which the individual works. Occupational roles could include: teaching assistant, classroom assistant, learning support assistant, special/additional needs assistant or pastoral/welfare support assistant.

LEARNING & DEVELOPMENT LEVEL 3

12 months

£1,240 △

The QCF Certificate in Learning and Development has been designed to ensure that the delivery and quality of training programmes are of the highest standard. This programme is aimed at those pursuing a career in the area of Learning and Development.

LEARNING & DEVELOPMENT LEVEL 3 (package including AVA and AET)

14 months

£1,400 △

This suite of qualifications is designed for anyone working within a teaching or training capacity. It has been designed to ensure that individuals undertaking the programme are able to deliver high quality training programmes. This programme is aimed at anyone who is already or who would like to teach or train in the post compulsory sector.

(AVA) ASSESSOR AWARD

6 months

£550 △

This qualification is designed to assist with the entry into assessing in the vocational sector. Those who wish to gain this qualification must be occupationally competent in the area you wish to assess and will need access to learners in a suitable assessment environment.

TAQA (AVA) LEAD IQA

6 months

£550 △

The Level 4 Certificate in Leading the Internal Quality Assurance of Assessment Processes and Practice is designed for those who wish to carry out the lead role in an internal quality assurance team covering the duties and policies involved within the job role. Those likely to undertake this qualification include those looking to undertake the lead role within an internal quality assurance sector.

AWARD IN EDUCATION AND TRAINING (AET)

3 months

£500 △

The Level 3 Award in Education and Training is an introduction to teaching that will give an insight into the roles, responsibilities and relationships in education and training, how to plan and deliver inclusive teaching sessions and how to assess and give constructive feedback.

These qualifications can help you to progress in teaching/training and support roles in a wide range of organisations in the lifelong learning sector. These include: Public sector organisations, Private sector organisations, Further Education, Adult and Community Education.



TEAMBUILDING DAYS WITH A DIFFERENCE

- ynyshywel.co.uk**





OCEAN PARK HOUSE

HOLD YOUR CARDIFF MEETINGS AND CONFERENCES WITH US!

We can offer a perfect venue for any business occasion at our Cardiff Head Office.

Whether you are planning an intimate board meeting or a large conference or exhibition, we have a range of fully-equipped meeting and function rooms for you to choose from.

- Space to accommodate 5 to 100 delegates
- Free onsite parking
- Modern and high spec IT facilities
- Free wireless high speed internet
- Delicious and fresh onsite catering options
- Separate dining areas available
- Friendly and experienced events team



Contact Jo Hancocks on 029 2046 4727
Ocean Park House - East Tyndall Street, Cardiff CF24 5ET

www.acttraining.org.uk/our-conference-facilities

TRAINING COURSES

Our training courses can be held at your place of work or at any of our ACT centres. Courses held at our Head Office include lunch and beverages. We also have free onsite parking and WiFi.



EDUCATION & CARE

SAFEGUARDING ADULTS & CHILDREN (FORMALY POVA) AWARD LEVEL 2

1 day

Individuals £55

Group bookings (up to 12) £560

This course introduces the aspect of safeguarding individuals from abuse. You will learn to identify different forms of abuse, signs and symptoms as well as how to record and report abuse and the responsibilities in the workplace for recognising and reporting abuse.

AWARD IN EDUCATION AND TRAINING (AET)

5 days over 2 weeks

£500

The Level 3 Award in Education and Training is an introduction to teaching that will give an insight into the roles, responsibilities and relationships in education and training, how to plan and deliver inclusive teaching sessions and how to assess and give constructive feedback.

These qualifications can help you to progress in teaching/training and support roles in a wide range of organisations in the lifelong learning sector. These include: Public sector organisations, Private sector organisations, Further Education, Adult and Community Education.

(AVA) ASSESSOR AWARD

2 days

£550

This qualification is designed to assist with the entry into assessing in the vocational sector. Those who wish to gain this qualification must be occupationally competent in the area you wish to assess and will need access to learners in a suitable assessment environment.

IQA

6 months

£550 △

This Level 4 qualification in Internal Quality Assurance of Assessment Processes & Practices is designed to provide you with the necessary skills to make supervisory judgement. This qualification is aimed at those already working within a vocational environment and who wish to become part of the quality assurance sector.

IQA AWARD LEVEL 4

5 days

£550 △

This This Level 4 qualification in Internal Quality Assurance of Assessment Processes & Practices is designed to provide you with the necessary skills to make supervisory judgement This qualification is aimed at those already working within a vocational environment and who wish to become part of the quality assurance sector.

FINANCIAL SERVICES

AAT LEVEL 2

10 months

£1,080 ◊

Aimed at accounts assistants/ clerks, cashiers, credit control clerks, finance assistants, purchase ledger clerks or sales ledger clerks.

You will cover:

- Processing bookkeeping transactions
- Working effectively in accounting and finance
- Basic costing
- Control accounts
- Journals and the banking system
- Computerised accounting

AAT LEVEL 3

12 months

£1,240 ◊

Aimed at trainee accounting technicians and assistant accountants.

You will cover:

- Accounts preparation
- Prepare final accounts for sole traders and partnerships
- Costs and revenues
- Professional ethics
- Indirect tax
- Spreadsheet software (assessed through computer based exams)

AAT LEVEL 4

12 months

£1,400 ◊

Aimed at semi-senior accountants and finance managers.

You will cover:

- Budgeting
- Financial performance
- Financial statements
- Credit control
- Personal taxation
- Internal control and accounting systems
- Business taxation*

** Business Taxation is available as an additional unit charged separately at £199 + VAT. In addition the Business Tax AAT exam fee will also be payable.*

In addition to the course fees, you will need to register and pay an AAT student registration fee and student membership fee payable direct to the AAT.

HEALTH & SAFETY

HEALTH AND SAFETY IN THE WORKPLACE AWARD LEVEL 2

1 day

Individual £55

Group bookings (up to 12) £560

The Level 2 Award in Health and Safety in the Workplace is aimed at all employees. It is intended for delegates who are already in workplaces and those who are preparing to start or return to work. It is also very useful for young persons to raise their ability to identify and understand hazards when preparing for work experience and into employment.

RISK ASSESSMENT AWARD LEVEL 2

1 day

Individuals £55

Group bookings (up to 12) £560

This course is designed to be an introduction to the principles of Risk Assessment. It covers why risk assessments are necessary, the legal requirements relating to risk assessments and simple processes for carrying out a risk assessment. It is suitable for delegates working in any environment who need to be more risk aware by raising their knowledge of risk in the workplace and basic things they can do to control it.

EMERGENCY FIRST AID AT WORK

1 day

Individuals £55

Group bookings (up to 12) £560

This course enables individuals to become an Emergency First Aider in their place of work. It includes include Incident Management, Dealing with Shock, Dealing with an Unconscious Casualty, CPR and Minor Injuries.

FIRST AID AT WORK AWARD LEVEL 3

3 days

£180

This course enables individuals to become a First Aider in their place of work, the course covers a broad range of subjects that first aiders regularly encounter in workplace situations.

CONTROL OF SUBSTANCES HAZARDOUS TO HEALTH (COSHH) AWARD LEVEL 2

1 day

Individuals £55

Group bookings (up to 12) £560

This qualification is aimed at those learners who work in an environment where coming into contact with hazardous substances is likely. This includes workplaces in areas such as manufacturing, cleaning, healthcare, transport, utilities and office environments. It gives learners the knowledge and skills to recognise the risks associated with hazardous substances and how to control them.

FOOD SAFETY AWARD LEVEL 1

1 day

Individuals £55

Group bookings (up to 12) £560

Suitable for delivering food safety awareness training, and is suitable for delivery to those taking HABC, CIEH or RSPH qualifications. Recommended for all food handlers in retail, catering and carers.

The course will cover: Introduction to food safety, Microbiological hazards, Contamination hazards and pests, ACCP & temperature control, Personal hygiene, Cleaning.

FOOD SAFETY AWARD LEVEL 2

1 day

Individuals £55

Recommended for all food handlers in retail, catering, care and manufacturing environments. It includes food poisoning and foodborne diseases, food contamination, food safety law, food management, storage, temperature control, personal hygiene and cleaning.

INFECTION CONTROL AWARD LEVEL 2

1 day

Individuals £55

This course is recommended for all industries from catering, retail, food handlers, preparation and serving of food and drinks, nurseries and care settings.

The course covers all aspects of: Infection, Control precautions, Managing and reducing the risks of infections, Law and guidelines, Health & safety policy, Micro-organisms, Viruses, Fungi, Protozoa, Parasites, PPE.

MOVING PEOPLE SAFELY, INC. ALL WALES PASSPORT

2 days

Individuals £110

The course will cover: What is manual handling? Legislation - manual handling operations regulations 1992, basic anatomy of the spine, manual handling risk assessment, ergonomics, benefit/consequences of manual handling, modules A-F of the All Wales Passport.

Can be delivered using our fully equipped simulation room at our Cardiff centre or at the clients site to ensure compliance with their equipment.

SAFE MOVING AND HANDLING

1 day

Individuals £55

The course will cover:

What is manual handling? Legislation- manual handling operations regulations 1992, Basic anatomy of the spine, Manual handling risk assessment, Ergonomics, Benefit/ consequences of manual handling.

FIRE SAFETY AWARENESS AWARD LEVEL 1

1 day

Individuals £55

The Level 1 Award in Fire Safety Awareness is a qualification aimed at all staff, particularly new starters in any workplace, where a basic understanding of fire safety is required. Learners gaining this qualification will know that fire safety is the responsibility of everyone in the workplace with recognition of the contribution they may have to prevent the starting and spread of fires.

PAEDIATRIC FIRST AID LEVEL 3

2 days

£110

This course enables individuals to become a Paediatric First Aider in their place of work, the course focuses on first aid techniques specific to infants aged 0 to young children/teenagers.

TEAM LEADING & MANAGEMENT

TIME MANAGEMENT

1 day

£95

Group bookings (up to 8) £550

This workshop focuses on developing the skills of delegates to reflect on current use of time and to utilise tools and techniques to enable them to become much more effective in their job roles, producing better results.

DEALING WITH DIFFICULT PEOPLE

1 day

£95

Group bookings (up to 8) £450

This workshop focuses on understanding the personality types and types of difficult people; what conflict is and strategies to overcome conflict within the workplace. By the end of this workshop you will be able to respond to difficult people and unusual situations with confidence and ease.

PERFORMANCE MANAGEMENT

1 day

£95

Group bookings (up to 8) £450

This workshop will explore the fundamental aspects of having a performance management process in an organisation which is utilised effectively. It will cover areas which underpin the process and enable course attendees to gain a clear understanding of the value of managing, supporting and leading people to impact positively on their performance. The content of the course includes performance management, poor performance (theory, exercises and discussion), leadership, motivation and formulating a team culture.

EFFECTIVE LEADERSHIP FOR BETTER RESULTS

1 day

£95

Group bookings (up to 8) £695

This workshop is specifically designed to improve leadership skills within the workplace including – establishing personal leadership styles, understanding motivational needs of team members, coaching methods, giving ongoing feedback, team building and communicating effectively. All of this content will have a positive impact on delegates in helping them to understand and reflect on what makes a great leader whilst generating an action plan to apply learning points to the workplace and become a more effective leader.

COACHING SKILLS

1 day

£95

Group bookings (up to 8) £550

This workshop focuses on equipping delegates with the knowledge and tools to be able to construct and deliver effective, confident and competent Coaching and Mentoring sessions. It will develop learning and understanding skills and teach you how to create an effective coaching relationship. Throughout this fully-participative one-day workshop, you will be given the opportunity to practice the skills learned.

EMOTIONAL RESILIENCE

1 day

Individuals £95

Group bookings (up to 8) £450

This workshop will enable you to respond positively to the pressures and demands of modern working life and to help them identify opportunities to thrive. At the conclusion of this fully-participative 1-day workshop, you will be given the opportunity to practice the skills learned.

EFFECTIVE NEGOTIATION SKILLS

1 day

Individuals £95

Group bookings (up to 8) £695

This workshop focuses on developing effective negotiation skills in order to improve business performance and relationships. This Program will create personal impact; encourage listening to others and speaking clearly. Throughout this fully-participative 1 day workshop, learners will be given the opportunity to practice the skills learned.

ILM LEVEL 2 AWARD

2 days

Individuals £290 □

Group bookings (up to 8) £1200 □

The ILM Level 2 Award is a concise qualification designed to give learners a basic knowledge of the various roles, function and responsibilities of a team leader and the limits of their authority and accountability. The units delivered are a good starting point for team/cell leaders who are new to their roles or for aspiring leaders who wish to gain a solid understanding of the principles and practicalities of team leading.

ILM LEVEL 2 CERTIFICATE

5 days

Individuals £520 □

Group bookings (up to 8) £2400 □

The ILM Level 2 Certificate is a qualification designed to give learners a basic knowledge of the various roles, function and responsibilities of a team leader and the limits of their authority and accountability. The units delivered are a good starting point for team/cell leaders who are new to their roles or for aspiring leaders who wish to gain a solid understanding of the principles and practicalities of team leading.

ILM LEVEL 3 AWARD

2 days

Individuals £320 □

Group bookings (up to 8) £1440 □

The ILM Level 3 Award is a concise qualification which gives an introduction to the basic skills, knowledge and understanding required by today's first line manager. The units delivered are designed to develop practical techniques for tackling managerial problems and making decisions, understanding the differences between leadership and management and be able to understand the management and communication of change.

ILM LEVEL 3 NVQ CERTIFICATE

5 days

Individuals £590 □

Group bookings (up to 8) £2600 □

The ILM Level 3 Certificate is a qualification which gives an introduction to the basic skills, knowledge and understanding required by today's first line manager. The units delivered are designed to develop practical techniques for tackling managerial problems and making decisions, understanding the differences between leadership and management and be able to understand the management and communication of change.

ILM LEVEL 4 AWARD

2 days

Individuals £360 □

Group bookings (up to 8) £1590 □

The ILM Level 4 Award is a concise qualification for new and aspiring department heads, regional team leaders and other middle managers who wish to gain business knowledge and develop the skills to lead at this level. The units delivered are designed to develop understanding of the role of a middle manager, understand the nature and purpose of an organisation and understand how to communicate effectively.

ILM LEVEL 4 CERTIFICATE

3 days

Individuals £500 □

Group bookings (up to 8) £1980 □

The ILM Level 4 Certificate is a qualification for new and aspiring department heads, regional team leaders and other middle managers who wish to gain business knowledge and develop the skills to lead at this level. The units delivered are designed to develop understanding of the role of a middle manager, understand the nature and purpose of an organisation and understand how to communicate effectively.

ILM LEVEL 5 AWARD

2 days

Individuals £410 □

Group bookings (up to 8) £1700 □

The ILM Level 5 Award is a qualification designed for project managers, department heads and other practicing middle managers who are seeking to develop their existing leadership skills and performance in order to prepare for senior management responsibilities. The units delivered will cover a range of key leadership components from becoming a more effective leader to managing stress and conflict in the workplace.

ILM LEVEL 5 CERTIFICATE

3 days

Individuals £560 □

Group bookings (up to 8) £2150 □

The ILM Level 5 Certificate is a qualification designed for project managers, department heads and other practicing middle managers who are seeking to develop their existing leadership skills and performance in order to prepare for senior management responsibilities. The units delivered will cover a range of key leadership components from becoming a more effective leader to understanding the principles of change management and managing stress and conflict in the workplace.

ILM LEVEL 5 DIPLOMA

9 days (incl. tutorial support)

Individuals £790 □

This qualification is designed for new and aspiring middle managers seeking a thorough grounding in their role and responsibilities, plus the opportunity to consolidate and further develop the key skills and knowledge they need at this level. There are five mandatory units which cover the skills and knowledge learners need to be effective at this level, including crucial soft skills, critical thinking abilities, understanding financial concepts, and finding and implementing innovative solutions. The optional units cover a broad range of core and specialist topics.

HOW TO BOOK



Please contact our Business Team or fill in our Vocational (QCF) or Short Course booking form.

PAYMENT

We request that all course fees are paid upon booking. Payments can be made via card over the phone or via invoice. However, we understand that sometimes it is not possible to pay for the course all upfront and in one lump sum. Therefore we have set up payment plan.

PAYMENT PLANS

△ = Payment upfront with a 10% discount

□ = 50% upfront and 50% after 3 months

◇ = 25% upfront and 75% after 5 months

SHORT COURSES

Must be paid in full BEFORE attendance.
You can now pay by card.

FUNDING AVAILABLE

Are you being or have you been made redundant in the last 6 months? Do you know that you may be entitled up to £1,500 in funding for training under the Welsh Assembly Government's ReAct Programme.

For more information or to apply for funding, visit:

<http://gov.wales/topics/educationandskills/skillsandtraining/reactemployers/applyforreact/?lang=en>

TERMS AND CONDITIONS

Read our full booking terms and conditions, including our cancellation policy:

acttraining.org.uk/training

INTERESTED? CONTACT US!

For further information on Training & Development and the ways it could benefit your business:

acttraining.org.uk/training
029 2046 4727

NOTES



TRAINING & DEVELOPMENT

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