

# **ViTCC Training Services**

## **Training Directory**

**June 2007**

## **Foreword**

**ViTCC Training Services**, situated at the ViTCC, Tredegar Business Park, offers a vast array of accredited and in-house training courses. Whether you want to gain new skills or consolidate the ones you already have, then ViTCC Training Services has the course for you.

Training on offer ranges from intensive CSCS training and on-line testing to computerised accounts. We also offer training in Health and Safety, Information Technology, Business Administration, Customer Service and Bookkeeping.

All training is delivered from our “state of the art” training rooms which all have access to the latest IT equipment. Our in-house and private Trainers are highly qualified and have many years of experience delivering training programmes across a variety of sectors. They use interactive methods of delivery and up-to date examples and exercises to enhance the learning experience.

Our Trainers are able to answer any questions you have about the courses on offer and are able to develop courses specific to your needs.

We offer Employers the perfect opportunity to develop their staff’s skills. In turn this produces a high-quality workforce that is ready to face the changing environment and any further business challenges of the future.

Please take the time to read our Directory and do not hesitate to contact us with any questions on the number below.

**01495 355478**

## **General Information**

### **Training Times**

The standard times for training are offered between is 9.00a.m -5.00 p.m. Monday – Friday.

***NB. ViTCC Training Services will also give consideration to supporting Employers/ Employees and those wishing to improve their skills by delivering courses in the evening and at weekends as and when required.***

### **Cost**

Prices for all training are available on application.

ViTCC Training Services offer highly competitive prices for high-quality training.

**The cost given will be dependant on the number of attendees. Reductions offered for group booking.**

### **Contact Details**

Training Enquiries – 01495 355478

### **Email**

Enquiries – [Emma.morgan@blaenau-gwent.gov.uk](mailto:Emma.morgan@blaenau-gwent.gov.uk)

**A response to your enquiry is guaranteed within 24 hours of receipt.**

## **Construction Skills Certification Scheme (CSCS)**

***'CSCS was established in 1995 with the objective of helping the construction industry to get quality up, accidents down and 'cowboy builders' out. In May 2007 CSCS presented the millionth CSCS CARD. That's a million people who have formally proved their competency and their awareness of health and safety, a positive move for them, their colleagues, employers and clients as well as the productivity and well being of the industry.'***

[WWW.CSCS.CO.UK](http://WWW.CSCS.CO.UK)

***ViTCC Training Services is proud to offer CSCS on-line testing from our "state of the art" Test Centre***

*A CSCS Card not only lists a holder's qualifications but also shows that they have Health and Safety awareness as examined by the CITB-Construction Skills Health and Safety Test.*

### **CSCS Card Training & On-line Test**

- CSCS Intensive Training
- CSCS On-line Testing

We are able to provide training sessions, practice tests, on-line tests and process your request for the CSCS ID card.

## **Information Technology Training**

### **Introduction to MS Office Packages**

- MS Word
- MS Excel
- MS PowerPoint
- MS Publisher
- MS Outlook
- MS Access

***These courses can be offered as stand-alone units or as a package***

### **Further Training in MS Word**

- Level 2 MS Word
- Level 3 MS Word

### **Further Training in MS Excel**

- Level 2 MS Excel
- Level 3 MS Excel

### **Further Training in the MS Access**

- Level 2 MS Access
- Level 3 MS Access

### **Web Design**

- Introduction to Web Design
- Level 2 Web Design

## **Information Technology Qualification (ITQ)**

The ITQ qualification has been designed by Business for Businesses. It is both flexible and adaptable and can be manipulated for business need. It replaces the Levels 1-3 National Vocational Qualification in Using IT Systems.

ITQ is available in Levels One, Two and Three. The complexity increases as you move up the levels.

All levels of the qualification operate on a unit points system. Each unit has a pre-determined number of points and Candidates are required to gain a specified number of points in order to achieve the qualification. The number of points required is dependant on the level being studied.

Topics offered under this qualification (at all levels) include the following:

- Making Selective Use of IT (Mandatory)
- Operate a Computer
- Internets and Intranets
- Email
- Word-processing
- Databases
- Websites
- Specialist or Bespoke Software
- Evaluate the Impact of IT

## **European Computer Driving License (ECDL)**

Improve computer skills whatever your level and also improve job prospects and confidence.

The following topics are covered under ECDL:

- Computers for absolute beginners
- Using Internet & email
- Buying on-line
- How computers work
- Essential computer skills
- Writing letters and documents
- Working with calculations and figures
- Storing and managing data
- Creating presentations
- Working with digital images
- Creating and maintaining websites
- Computer Aided Design

## **Computer Literacy and Information Technology (CLAiT)**

CLAiT is a nationally recognised qualification for using computers. It can be studied from level one to three. By undertaking this qualification you will gain accredited recognition that you can use the main computer applications.

You can move through the levels to increase your computer proficiency. Each qualification is made up of units, each of which is certificated. Whether a Learner achieves a certificate or diploma is dependant on the level studied and the number of units completed.

Qualifications available under the CLAiT Suite.

- OCR Level 1 Certificate / Diploma for IT Users (New CLAiT)
- OCR Level 2 Certificate / Diploma for IT Users (New CLAiT)
- OCR Level 3 Certificate / Diploma for IT Users (New CLAiT)

## **Business Administration Training**

- EDI NVQ in Business Administration Level 1-3 including Technical Certificate\*
- OCR Certificate in Administration Levels 1-3
- OCR Certificate in Word Processing – Basic, Intermediate and Advanced
- OCR Certificate in Text Processing – Levels 1-3
- OCR Unit Certificate in Legal Word Processing
- OCR Unit Certificate in Medical Word Processing
- OCR Certificate in Office Practice
- Virtual Office Training Suite Sessions
- Minute Taking
- Telephone Techniques

\*If you are in Employment this training may be fundable via the Welsh Assembly Government's Department of Education, Lifelong Learning & Skills (DELLS) programme.

## **Bookkeeping / Accounting / Computerised Accounts**

- OCR Level 1 Certificate in Bookkeeping
- OCR Level 2 Certificate in Accounting
- Introduction to Sage Line 50
- Level 2 in Sage Line 50
- Introduction to Sage Payroll
- Level 2 in Sage Payroll

## **Retail and Customer Service Training**

- EDI - NVQ in Customer Service Levels 1, 2 & 3\*
- OCR Certificate in Retail
- OCR Certificate in Customer Service Level 2-3
- Customer Care

\*If you are in Employment this training may be fundable via the Welsh Assembly Government's Department of Education, Lifelong Learning & Skills (DELLS) programme.

## **Key Skills**

- Communication Levels 1&2
- Application of Number Levels 1&2
- Working with Others Levels 1&2
- Problem Solving Levels 1&2
- Improving Own Learning Levels 1&2
- Information Technology Levels 1&2

## **Health and Safety Training**

- Working at Heights
- Abrasive Wheels
- Risk Assessments
- IOSH – Working Safely
- CIEH Level 2 Award in Health & Safety in the Workplace
- Ladder Safety
- Noise at Work
- Accident Reporting
- C.O.S.H.H
- Food Hygiene
- Manual Handling
- First Aid at Work
- First Aid at Work Refresher
- Emergency Aid
- First Aid for Child Carers

### **Miscellaneous Training Courses**

- Assertiveness Skills
- Coaching in the Workplace
- Effective Interviewing
- Interview Techniques
- Supervisory Skills
- Time Management
- Job-seeking Skills
- Preparation for Employment
- C.V Writing
- Letter Writing Skills
- Report Writing
- Presentation Skills
- Communication
- Telephone Techniques
- Customer Care

### **Bespoke Training**

VITCC Training Services is able to design any training package to suit your requirements. We are also able to amend any of our existing courses to suit your needs.

*Please telephone with your queries or specifications and we will be happy to help.*

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