

	Courses	Length	Cost	Time	Dec	Jan	Feb	Mar	Apr	May
City & Guilds Courses	17th Edition 2382-10	4 days	£425	9-5	14		15		12	
	17th Edition 2382-20	2 days	£225	9-5			24		6	
	2377 Portable Appliance Testing	1 day	£180	9-5		13	22	1	8	
	2392 Fundamental Insp & Test	5 days	£435	9-5					20	
	2391 Inspection & Testing	5 days	£480	9-5			8	8		
	2392 Inspection & Testing day a week over 4 weeks	5 days	£480	9-5			12,19,26	exam 11		
	Electrical Awareness	1 day	£130	9-5				4	19	
	Practical Testing	1 day	£130	9-5					26	
First Aid	Emergency First Aid	1 day	£75	9-5	10		1	3		
	Emergency First Aid at Work	3 days	£200	9-5	7,8		9,10,11	22,23,24		
Health & Safety	Working Safely (IOSH)	1 day	£189	8-12				2		
	COSHH Awareness	4 hours	£90	8-12			25			
	Directing Safely (IOSH)	1 day	£189	9-5			23			
	Fire Marshall	4 hours	£90	8-12	2		11			
	Manual Handling	4 hours	£90	1-5	2		11			
	Risk Assessment/Method Statement	1 day	£149	1-5			25			
	Managing Safely Certificate (IOSH)	4 days	£575	9-5			2,3,9,10			
Personal Development Skills	Presentation Skills	1 day	£149	9-5				11		
	Assertiveness & Con Building	1 day	£149	9-5		28			6	
	Time Management	1 day	£149	9-5				2		
	Effective Meetings	1 day	£149	9-5					13	
	Appraisals & Performance Rev	1 day	£149	9-5					20	
	Supervision & Team Leadership	1 day	£149	9-5			4			
	Handling Difficult People	1 day	£149	9-5			16			
	The School Secretaries	1 day	£149	9-5				16		
	Telephone Techniques	1 day	£149	9-5				30		
	Effective Business Writing	1 day	£149	9-5	7		22			
	Customer Service	1 day	£149	9-5				8		
Successful Personal Assistant	1 day	£149	9-5				25			
IT Courses	MS Excel Introduction 07	1 day	£149	9-5	8		8			
	MS Excel Intermediate 07	1 day	£149	9-5				10		
	MS Excel Advanced 03	1 day	£149	9-5						
	MS PowerPoint Introduction 07	1 day	£149	9-5			19			
	MS Excel Introduction 03	1 day	£149	9-5				18		
	MS Excel Intermediate 03	1 day	£149	9-5					27	
	MS Word Intermediate 03	1 day	£149	9-5					21	
	MS Word Advanced 03	1 day	£149	9-5					29	
	MS PowerPoint Advanced 07	1 day	£149	9-5				22		
	MS Excel Advanced 07	1 day	£149	9-5				29		
	MS Outlook – Beyond Email	1 day	£149	9-5						
	MS Word Intermediate 07	1 day	£149	9-5			11			
	MS Word Advanced 07	1 day	£149	9-5				3		
MS Upgrade 07	1 day	£149	9-5	14		1				

Delegate Numbers: As a rule, we are happy to run courses for four or more people. If there are insufficient delegate numbers booked onto a course, we regret that it may have to be cancelled or postponed. **Course Dates:** If you require different dates to those outlined above, please contact us to discuss your needs. **Location of Courses:** These training courses are run at Birmingham Commercial Training. However, if you have a group of six or more people, and have suitable facilities, most of these courses may be run at your premises. Customised Training Courses, One-to-One Training and Coaching, Consultancy Services Customised courses are available in all of the disciplines on offer and courses may be run at BCT or, if you have sufficient numbers and suitable facilities, at your own premises. We also offer one-to-one training and/or coaching at BCT or in your own office. This is especially popular with busy executives! A consultancy service for businesses needing support in related specialist areas (such as Health and Safety) is also available. Please contact us to discuss how we may help you and your business. **Course Fees:** All fees shown are per person and are plus VAT. Special rates available for three or more delegates from one organisation. **Room Hire:** Our facilities are also available for hire at extremely competitive rates. Please contact us for a brochure and prices.