

**CITY** OF GLASGOW  
COLLEGE

Let Learning Flourish

Upskilling and  
Reskilling



Flexible training options for your workforce









# Contents

Introduction .....	4
Accredited Training .....	5
SQA training .....	24
Interpersonal Skills .....	26
Business Skills.....	30
Management and Leadership Skills .....	31
Marketing, Social Media, PR and Branding.....	36
First Aid, Manual Handling and Care .....	38
Technical Skills .....	40
Further Training Options .....	46



# INTRODUCTION

City of Glasgow College offers a wide range of training courses to allow employers to upskill and reskill their workforce. Investment in training means employers will become more productive and efficient in the current economic climate and will be well positioned to grow in the future. A highly trained and skilled workforce also increases business resilience and flexibility, and helps to retain talented staff in a competitive job marketplace.

By offering a mix of longer courses and shorter workshops, City of Glasgow College can help to build a bespoke training solution tailored to your business needs. We can contextualise training to take into account specific challenges and issues being faced by your business, ensuring the maximum impact and value.

The college can help with every step of the process: from initial engagement and discussion of your training needs, to creation of a training plan, and then to delivery of the courses required to upskill and reskill your workforce. Our Corporate Development Team can advise on delivery methods and, where applicable, funding options available.

Courses can be delivered online, at City of Glasgow College or at your premises. Some courses that require specialist facilities and equipment may have to run at the college and delivery at your premises is dependent on suitable facilities being available. The Corporate Development staff helping with your training needs will be able to advise on the available options around course delivery and attendance models.

This brochure is not intended to be exhaustive: the college can create new, bespoke training if you are looking for something specific that is not included. Again, our Corporate Development Team will be able to help with this.

# ACCREDITED TRAINING



Approved

At City of Glasgow College, we work with some of the most prestigious accrediting bodies to deliver internationally recognised qualifications across a wide range of subject areas. Our accreditations range from Certificate through to Masters Level.

## Association of Accounting Technicians (AAT)

The AAT is a professional body supporting people who work in accounting or accounting-related work, e.g. in accountants' offices, industry, commerce or government agencies. Set up in 1980, it now has over 120,000 members and has expanded its qualifications and branch network to 90 countries.

### AAT Level 7 Diploma in Accounting

#### Course Outline:

- Advanced Bookkeeping.
- Final Accounts Preparation.
- Management Accounting: Costing.
- Indirect Tax (VAT).
- Spreadsheet Software.
- Ethics for Accountants.

#### Course Duration:

Two evenings per week for 39 weeks.

#### Course Cost:

£1,675 per person (includes membership fee and course books).

### AAT Level 8 Diploma in Professional Accounting

#### Course Outline:

- Management Accounting: Budgeting.
- Management Accounting: Decision Making and Control.
- Financial Statements of Limited Companies.
- Accounting Systems and Controls.
- Optional Units such as Cash Management and Auditing.

#### Course Duration:

Two evenings per week for 40 weeks.

#### Course Cost:

£2,025 per person (includes membership fee and course books).

### AAT Essentials: Finance for Non-Financial Managers

#### Course Outline:

- Understanding the income statement account and statement of financial position.
- Using information from the income statement account and statement of financial position.
- Controlling cash.
- Using budgets to manage business activity.

#### Course Duration:

1 day.

#### Course Cost:

£1,595 per group.

### AAT Essentials Training

- AAT Essentials: Budgeting.
- AAT Essentials: Making Sense of Financial Documents.
- AAT Essentials: Managing Cash Flow.

#### Course Cost:

Price on enquiry.









## Chartered Institute of Housing (CIH)

The CIH is the independent voice for housing and the home of professional standards. Their goal is simple – to provide everyone involved in housing with the advice, support and knowledge they need to be brilliant. As the professional body for housing, it is the job of the CIH to help housing professionals – and since 1916 their purpose and passion has remained constant and true.

CIH is a registered charity and not-for-profit organisation. They are also a membership organisation with a diverse and growing membership of people who work in both the public and private sectors, in 20 countries on five continents across the world.

### CIH Level 4 Certificate in Housing

#### Course Outline:

- Financing for Housing.
- Housing Law.
- Housing Policy.
- Professional practice Skills in Housing.
- Housing Need, Demand and Supply.
- Resident Involvement in Housing Services.

#### Course Duration:

28 Weeks.

#### Course Cost:

£1,708 per person.

### CIH Level 5 Diploma in Housing

#### Course Outline:

- Housing in Context.
- Managing Relationships in Housing.
- Leadership and Management in Housing.
- Ethical Practice in Housing.
- Strategic and Business Planning for Housing.

#### Course Duration:

37 weeks.

#### Course Cost:

£1,674 per person.

## Chartered Institute of Marketing (CIM)

The CIM is the world's largest organisation for professional marketers; training, developing and representing the profession. Increasingly recognised by the UK Government as the voice of marketing, the CIM sets the standards within the industry and is the first port of call for marketing information, knowledge and insight.

### CIM Certificate in Professional Marketing

**Course Outline:**

- Marketing
- Integrated Communications
- Digital Marketing

**Course Duration:**

One evening per week for 36 weeks.

**Course Cost:**

£2,240 per person (includes membership and exam fees),

### CIM Certificate in Professional Digital Marketing

**Course Outline:**

- Applied Marketing
- Planning Campaigns
- Digital Marketing techniques

**Course Duration:**

One evening per week for 42 weeks.

**Course Cost:**

£2,240 per person (includes membership and exam fees)

### CIM Diploma in Professional Marketing

**Course Outline:**

- Strategic Marketing
- Digital Strategy
- Mastering Metrics

**Course Duration:**

One evening per week for 36 weeks.

**Course Cost:**

£2,360 per person (includes membership and exam fees).

### CIM Diploma in Professional Digital Marketing

**Course Outline:**

- Marketing and Digital Strategy
- The Digital Customer Experience
- Digital Optimisation

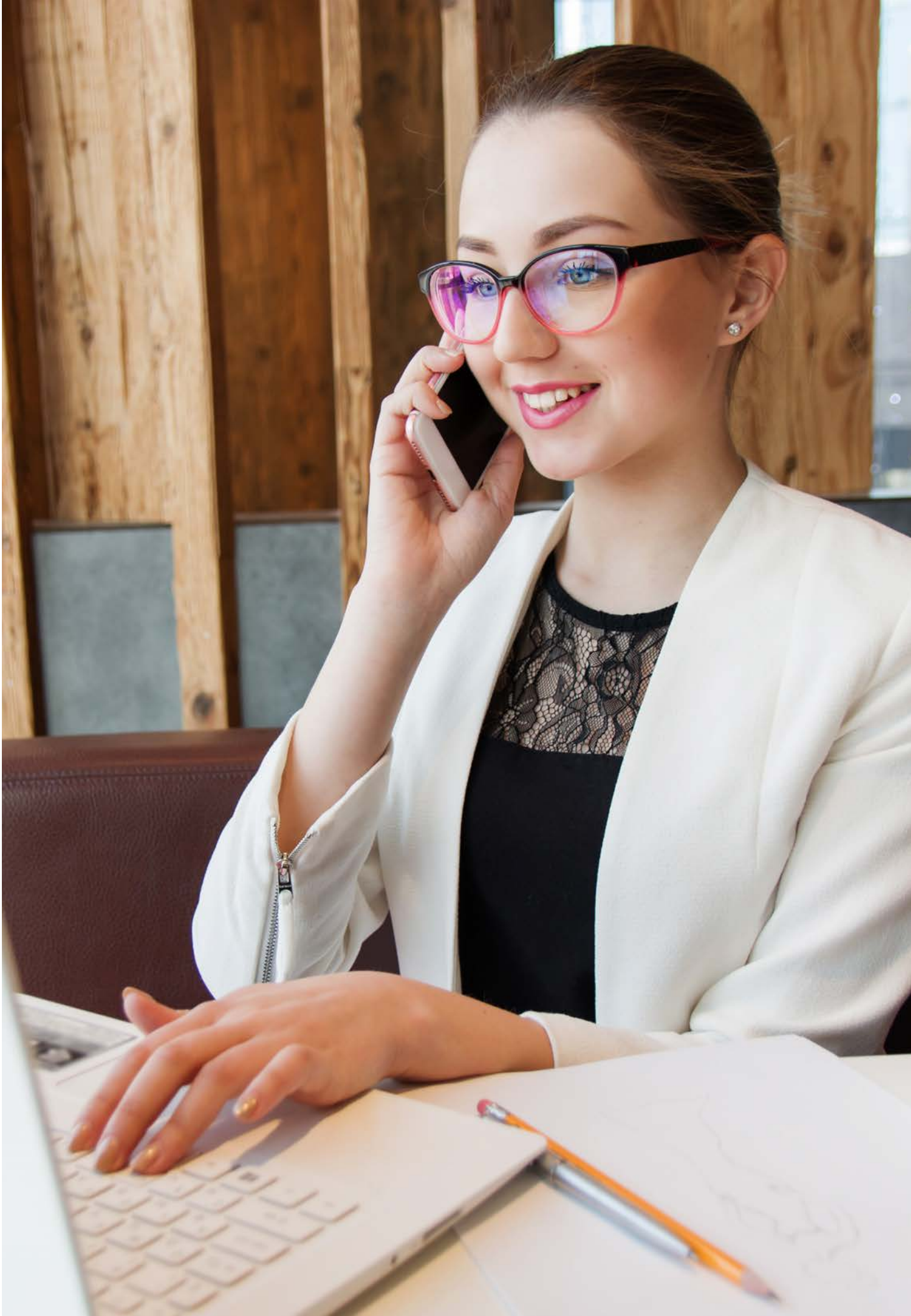
**Course Duration:**

One evening per week for 42 weeks.

**Course Cost:**

£2,360 per person (includes membership and exam fees).





## Chartered Institute of Procurement and Supply (CIPS)

The CIPS promotes and develops high standards of professional skill, ability and integrity to those working in purchasing and supply chain management. Working with individuals, organisations and the profession as a whole; CIPS is the leading body in its field. City of Glasgow College is proud to be a CIPS Centre of Excellence.

### CIPS Certificate (Level 2)

**Course Outline:**

- Introducing Procurement and Supply
- Procurement and Supply Operations
- Stakeholder Relationships
- Systems Technology
- Inventory, Logistics and Expediting

**Course Duration:**

30 weeks (blended learning).

**Course Cost:**

£1,591 per person (includes membership, books and exam fees).

### CIPS Diploma (Level 4)

**Course Outline:**

- Sourcing
- Negotiating and Contracting
- Business Needs
- Managing Contracts and Relationships
- Contexts of Procurement and Supply

**Course Duration:**

One day or two evenings per week for 35 weeks.

**Course Cost:**

£3,026 per person (includes membership, books and exam fees)

### CIPS Advanced Diploma (Level 5)

**Course Outline:**

- Improving the Competitiveness of Supply Chains
- Sustainability in Supply Chains
- Management in Procurement and Supply Chains
- Managing Risks
- Category Management

**Course Duration:**

One day or two evenings per week for 35 weeks.

**Course Cost:**

£3,231 per person (includes membership, books and exam fees) .

### CIPS Professional Diploma (Level 6)

**Course Outline:**

- Strategic Supply Chain Management
- Corporate and Business Strategy
- Programme and Project Management
- Leadership in Procurement and Supply
- Supply Chain Diligence

**Course Duration:**

One day per week for 35 weeks.

**Course Cost:**

Price on enquiry.



## Chartered Institute of Professional Development (CIPD)

The CIPD has over 130,000 members in the UK and Ireland, and is Europe's largest professional institute for those involved in the management and development of people. The CIPD's mission is to lead in the development and promotion of good practice in this field and support its members in their careers.

### CIPD Level 3 Foundation Certificate in People Practice

#### Course Outline:

- HR Information Systems.
- Resourcing Talent.
- Performance Management.
- Developing Yourself.
- Coaching Skills.
- Understanding Organisations.
- Managing Change

**Course Cost:** £1,988 per person (includes CMI membership and administration fees)

### CIPD Level 5 Associate Diploma in People Management

#### Course Outline:

- Developing Professional Practice.
- Business Issues and the Contexts of Human Resources.
- Using Information in Human Resources.
- Resourcing and Talent Planning.
- Improving Organisational Performance.
- Employee Engagement.

**Course Cost:** £2,189 per person (includes CMI membership and administration fees)

### CIPD Level 5 Associate Diploma in Organisational Learning and Development

#### Course Outline:

- Becoming an Effective L&D Practitioner.
- L&D and the organisation.
- Identifying L&D needs.
- Designing L&D activities.
- Delivering L&D activities.
- Evaluating L&D activities.

**Course Cost:** £2,189 per person (includes CMI membership and administration fees)

## Chartered Management Institute (CMI)

The CMI is dedicated to the development of management and leadership. It is also committed to raising business performance by championing management, supporting individuals and organisations, and engaging policy makers and key government and professional influencers.

The CMI training programmes at City of Glasgow College use a blended learning approach to enable participants to gain valuable skills to develop their professional practice and inspire others. Training is delivered using a combination of in person workshops/classroom sessions; peer focused learning and self-directed/self-managed learning activity.

Courses will be delivered at Award and Certificate levels, depending on the number of units you want to complete. All materials and guidance required will be provided for the self-directed / self-managed learning activity.

Whilst not Mandatory for attending the course; completion of a personal work related assignment is required to achieve the relevant qualification from CMI. Average assignment length is 3,000 words.

Course dates and times are available on request and we will endeavour to provide a flexible approach to meet the needs of students working full time while trying to fit study into their spare time.





## Level 3 Principles of Management and Leadership

### Course Outline:

Candidates can choose to complete the Award (1 unit), Certificate (3 units).

Units delivered are:

- Managing a Team to Achieve Results
- Supporting Teams and Individuals through Change
- Managing Daily Activities to Achieve Results

### Course Duration:

- Award – 3 days / 6 half days plus online / self-study over a 2 month period
- 9 days / 18 half days plus online / self-study over a 6 month period

### Course Cost (per person):

- Award - £515 per person (includes CMI registration fee)
- £1,150 per person (includes CMI registration fee)

## Level 5 Management and Leadership

### Course Outline:

Candidates can choose to complete the Award (1 unit), Certificate (3 units). Units delivered are:

- Principles of Management and Leadership in an Organisational Context
- Forming Successful Teams
- Managing Change

### Course Duration:

- Award – 3 days / 6 half days plus online / self-study over a 2 month period
- Certificate – 9 days / 18 half days plus online / self-study over a 6 month period

### Course Cost (per person):

- Award - £535 per person (includes CMI registration fee)
- Certificate - £1,195 per person (includes CMI registration fee)

## Level 3 in Coaching and Mentoring

### Course Outline:

Candidates can choose to complete the Award (1 unit) or the Certificate (2 units). Units delivered are:

- Principles, Skills and impact of coaching and mentoring
- Coaching and mentoring for individual and team needs

### Course Duration:

- Award – 3 days / 6 half days plus online / self-study over a 2 month period
- Certificate – 6 days / 12 half days plus online / self-study over a 4 month period

### Course Cost:

Award - £515 per person (includes CMI registration fee)

Certificate - £925 per person (includes CMI registration fee)

## Level 5 in Management Coaching and Mentoring

### Course Outline:

- Introduction to Coaching and Mentoring
- Coaching Practice and Theory
- Using Coaching and Mentoring Skills as a Manager

### Course Duration:

- Award – 3 days / 6 half days plus online / self-study over a 2 month period
- Certificate – 9 days / 18 half days plus online / self-study over a 6 month period

### Course Cost (per person):

- Award - £535 per person (includes CMI registration fee)
- Certificate - £1,195 per person (includes CMI registration fee)





## CISCO

Cisco is one of the leading suppliers of networking and communication hardware worldwide. Cisco equipment forms the backbone of many large networks, including the internet itself.

The Cisco Certified Networking Academy is an innovative education initiative that delivers ICT skills through online courses, interactive tools and lab activities to improve career and economic opportunities around the world.

## CISCO CCNA Programme

### Course Outline:

#### Section 1: Introduction to Networks

- Architecture, structure, functions, components, and models of the internet and computer networks.
- Principles of IP addressing.
- Fundamentals of Ethernet concepts, media and operations.

#### Section 2: Routing and Switching Essentials

- Architecture, components, and operations of routers and switches in a small network.
- Configuring a router and switch for basic functionality.
- Troubleshooting routers and switches.
- Resolve common issues (including RIPv1, RIPv2, single area and multi area OSPF, Virtual LANs, inter-VLAN routing).

#### Section 3: Scaling Networks

- Architecture, components, and operations of routers and switches in a large and complex network.
- Configuring routers and switches for advanced functionality
- Implementation of DHCP and DNS operations in a network.

#### Section 4: Connecting Networks

- Designing WAN technologies and network services.
- Understanding the selection criteria of network devices and WAN technologies to meet network requirements.
- Configuring and troubleshooting network devices and resolve common issues with data link protocols.
- Implementing IPSec and virtual private network (VPN) operations in a complex network.

### Course Duration:

72 hours per section (timetable to be arranged at enrolment)

### Course Cost:

£1,400 per person (includes exam fees).

## Highfield Awarding Body for Compliance (HABC)

HABC is the UK and Middle East's leading supplier of vocational qualifications in accredited food safety, health and safety and auditing qualifications.

### HABC Level 2 Award in Customer Service

#### Course Outline:

- Principles of customer service.
- Customers' needs and expectations.
- Interpersonal skills and appropriate behaviour for the customer service environment.
- Principles of responding to customers' problems or complaints.

#### Course Duration:

1 day.

#### Course Cost:

£75 per person – e-learning.

### HABC Level 2 HACCP For Caterers

#### Course Outline:

- Principles of HACCP
- Food safety management
- Implementation of HACCP
- Hazards and controls
- Critical control points, critical limits and target levels
- Monitoring
- Corrective actions
- Verification
- HACCP documentation

#### Course Duration:

1 day.

#### Course Cost:

Price on Enquiry.

In 20/21 City of Glasgow College can offer an expanded range of qualifications through the Highfield Awarding Body for Compliance. The courses are listed below and can be run in a variety of ways to suit your requirements including as e-learning courses, e-learning courses with revision sessions done online, and delivered in-person (all prices below are per person). Please contact the Business Development Officer helping you with your application for more details on any of these courses.

Course	Price
HABC Level 2 in Food Hygiene - e-learning	£ 75.00
HABC Level 2 in Food Hygiene - e-learning with revision session	£ 95.00
HABC Level 3 in Food Hygiene - e-learning	£ 160.00
HABC Level 3 in Food Hygiene - e-learning with revision session	£ 235.00
HABC Level 2 in Health & Safety - e-learning	£ 75.00
HABC Level 2 in Health & Safety - e-learning with revision session	£ 95.00
HABC Level 3 in Health & Safety - e-learning	£ 160.00
HABC Level 3 in Health & Safety - e-learning with revision session	£ 245.00
HABC SCPLH – e-learning	£ 75.00
HABC SCPLH – e-learning with revision session	£ 90.00
HABC SCPLH – in college	£ 110.00
HABC SCPLH – Refresher – e-learning	£ 75.00
HABC SCPLH – Refresher – e-learning with revision session	£ 80.00
HABC SCPLH – Refresher – in college	£ 85.00





Approved  
training  
provider

## Institute of Occupational Safety and Health (IOSH)

IOSH is the chartered body for health and safety professionals. With over 38,000 members, it's the world's biggest professional health and safety organisation. The body sets standards and offers support to members, connecting them with the resources, guidance, events and training they need to excel in their field.

The courses below can be offered as e-learning (for bespoke groups only) and can also be run in-person at the college for bespoke groups or for individuals joining scheduled courses. Minimum numbers apply: your Business Development Officer will be able to advise on this when you are making your application.

### IOSH Working Safely

#### Course Outline:

- Introducing Working Safely.
- Defining Hazard and Risk.
- Identifying Common Hazards.
- Improving Safety Performance.
- Protecting Our Environment.

#### Course Duration:

1 Day.

#### Course Cost:

£125 per person (remote learning)  
£160 per person (in person)

### IOSH Managing Safely

#### Course Outline:

- Introducing Managing Safely.
- Assessing Risks.
- Controlling Risks.
- Understanding Your Responsibilities.
- Identifying Hazards.
- Investigating Accidents and Incidents.
- Measuring Performance.
- Protecting Our Environment.

#### Course Duration:

3 days.

#### Course Cost:

£370 per person (remote learning)  
£410 per person (in person)

### IOSH Leading Safely

#### Course Outline:

- Recognising the value of strategic safety and health and its integration into business management systems and performance.
- Understanding your safety and health responsibilities.
- Appreciating the consequences of poor safety and health.
- Planning the overall direction for safety and health in your organisation.
- Understanding the importance of adequately resourcing your safety and health management system.
- Knowing why you should monitor and review your safety and health performance.

#### Course Duration:

1 Day.

#### Course Cost:

£225 per person (remote learning)  
£250 per person (in person)

## Institute of Workplace and Facilities Management

The Institute of Workplace and Facilities Management (IWFM) is the body for workplace and facilities professionals. IWFM qualifications are internationally recognised and provide a world-leading framework for professional development in workplace and facilities management. City of Glasgow College is the only IWFM centre approved in Scotland to deliver their qualifications.

### IWFM Level 4 Diploma in Facilities Management

#### Course Outline:

Our Level 4 qualification will give you a broad understanding of the profession and provide the skills needed to complete complex, non-routine tasks within workplace and facilities management. It's for you if you work at an operational management level or if you are aspiring to these roles and want to stretch and develop your knowledge and capability. This course covers the following units:

- Overview of facilities management.
- Understanding facilities management strategy.
- Understanding people management in facilities management.
- Understanding facilities management support services operations.
- Managing health and safety in own area of facilities management.
- Understanding financial management in facilities management.
- Understanding facilities management projects.
- Managing customer service in facilities management.
- Understanding sustainability and environmental issues and the impact on facilities management.

**Course duration:** 47 weeks

**Course cost:** £2,775 per person

### IWFM Level 5 Diploma in Facilities Management

#### Course Outline:

Our Level 5 qualification will provide the skills needed to complete complex tasks and take on responsibility for planning and delivering solutions while developing your specialised knowledge of the profession. It's for you if you are at a middle or senior management level and responsible for more specialised and complex functions, or if you are aspiring to these roles and looking to stretch and develop. This course covers the following units:

- Facilities Management Development and Trends.
- Financial Management in Facilities Management.
- Managing Information and Knowledge in Facilities Management.
- Managing Negotiations in Facilities Management.
- Managing Relationships with Suppliers and Specialists in Facilities Management.
- Organisational and Facilities Management Strategy.
- Risk Management in Facilities Management.
- Space Management for Facilities Management.
- Managing People in Facilities Management.

**Course duration:** 47 weeks

**Course cost:** £2,775 per person



## National Examination Board in Occupational Safety and Health (NEBOSH)

NEBOSH is an independent examining board and awarding body with charitable status. It offers a comprehensive range of globally recognised, vocational qualifications designed to meet the health, safety, environment and risk management needs of employees in the public and private sectors. Courses leading to NEBOSH qualifications attract around 30,000 candidates annually and are offered by over 400 course providers in 80 countries around the world.

These qualifications are recognised by professional membership bodies, including the Institution of Occupational Safety and Health (IOSH), the International Institute of Risk and Safety Management (IIRSM) and the Institute of Environmental Management and Assessment (IEMA).

NEBOSH courses can be run at City of Glasgow College in a variety of ways including online and in-person delivery as day release, block delivery or twilight. Your Business Development Officer will be able to advise what is available for you when you are making your application.

### NEBOSH National General Certificate in Occupational Health & Safety

#### Course Outline:

- Management of health and safety (NG1).
- Risk Assessment (NG2)

#### Course Duration:

Evening – one evening per week for 25 weeks.

Twilight – one day per week for 13 weeks.

Block – 12 days

#### Course Cost (per person):

£1,150 per person (evening course, in person)

£1,050 per person (evening course, remote learning)

£1,200 per person (twilight course, in person)

£1,100 per person (twilight course, remote learning)

Block delivery: bespoke only, price on enquiry

### NEBOSH National Diploma in Occupational Health & Safety\*

#### Course Outline:

- Managing Health and Safety (Unit A).
- Hazardous Agents in the Workplace (Unit B).
- Workplace and Work Equipment Safety (Unit C).
- Application of Health and Safety Theory and Practice (Unit D – Assignment).

#### Course Duration:

Twilight - 35 days over an 18 month period.

#### Course Cost:

£3,950 per person (in person)

£3,500 per person (remote learning)

\*Offered in association with NEBOSH-accredited course provider G & A Wilson.



### NEBOSH National Construction Certificate\*

#### Course Outline:

- Management of health and safety (NGC1).
- Managing and controlling hazards in construction activities (CC1).
- Construction health and safety practical application (CC2).

#### Course Duration:

One day per week over 14 weeks.

#### Course Cost:

£1,400 per person (in person)

£1,250 per person (remote learning)

\*Offered in association with NEBOSH-accredited course provider G & A Wilson.

### NEBOSH National Certificate in Fire Safety and Risk Management\*

#### Course Outline:

- Management of Health and Safety (NGC1).
- Fire Safety and Risk Management (FC1)
- Practical Fire Risk Assessment (FC2)

#### Course Duration:

10 Days

#### Course Cost:

Price on enquiry.

\*Offered in association with NEBOSH-accredited course provider G & A Wilson.



## Royal Environmental Health Institute of Scotland (REHIS)

REHIS is an independent Scottish charity that aims to promote the advancement of environmental health to benefit Scottish communities. It aims to boost interest and knowledge of environmental health issues, promoting its education and training. It works to maintain high standards of professional practice among employees in the field by awarding qualifications for success. The REHIS courses offered by City of Glasgow College can be run in a variety of ways to suit your requirements including as e-learning courses with revision sessions done online (bespoke groups only), full online delivery as remote learning (bespoke groups only) and in-person at the college for bespoke groups or for individuals joining scheduled courses. Please contact the Business Development Officer helping you with your application for more details on any of these courses.

### REHIS Elementary Food Hygiene Certificate

#### Course Outline:

- Introduction to Food Hygiene.
- Bacteria.
- Food Poisoning and its Prevention. Personal Hygiene.

#### Course Duration:

1 Day.

#### Course Cost:

£110 per person (in person)

For e-learning and remote learning options, price on enquiry for bespoke groups

### REHIS Intermediate Food Hygiene Certificate

#### Course Outline:

- HACCP and Hazard Analysis.
- Bacterial Food Poisoning and Food Borne Infections.
- Non-bacterial Food Poisoning. Food Storage and Temperature Control.
- Food Preservation.
- Cleaning and Disinfection.
- Common Food Pests and their Control.
- Legislation.

#### Course Duration:

3 days.

#### Course Cost:

£365 per person (in person)

For e-learning and remote learning options, price on enquiry for bespoke groups.

### REHIS Advanced Diploma Food Hygiene Certificate

#### Course Outline:

- Bacterial Food Poisoning.
- Non-bacterial Food Poisoning.
- Food Storage and Temperature Control.
- Design, Construction and Maintenance of Food Premises.
- Cleaning and Disinfection.
- Pest Control.
- Management Control Techniques.
- HACCP.
- Legislation.

#### Course Duration:

5 Days.

#### Course Cost:

£610 per person (remote learning)

£750 per person (in person)

### REHIS Elementary Health and Safety Certificate

#### Course Outline:

- Health and Safety Law.
- Risk Assessment.
- Working Environment.
- Slips, Trips and Falls.
- Hazardous Substances.
- Occupational Health.
- Machinery and Equipment.
- Manual Handling.
- Electricity at Work.
- Fire.
- Accidents and Emergencies.

#### Course Duration:

1 Day.

#### Course Cost:

Price on enquiry.





## Scottish Institute of Innovation and Knowledge Exchange

The Institute of Innovation and Knowledge Exchange (IKE) is the UK's professional body for innovators. It accredits and certifies innovation practices.

### IKE Innovation and Strategy for Business Leaders

#### Course Outline:

- Aligning innovation with business strategy
- Using tools and techniques such as Business Model Canvas, Design Thinking, Value Proposition and Minimum Viable Offer, Value Disciplines, Value Curve Innovation and Blue Ocean Strategy, Empathy Mapping and Customer Journey to develop and assess business case scenarios
- Exploring the impact of markets and industry forces on developing and sustaining innovation
- Developing effective innovation governance
- Identifying and sponsoring innovation projects
- Assessing innovation competencies and ways to develop innovation talent
- Identifying conditions of high performing cultures to facilitate better innovation
- Establishing key performance indicators for your innovation initiatives

#### Course Duration:

1 Day.

#### Course Cost:

£495.00 per person.

### IKE Certificate of Professionalism in Innovation Practice

#### Course Outline:

- What does innovation mean to you? And what are your innovation goals?
- What is the relationship between IP, R&D, Innovation and Growth?
- How to position yourself as an industry leader or a fast-follower in innovation?
- What are your most recent innovation successes?
- How well is innovation rewarded in your organisation?
- How do you measure innovation contribution to business performance?
- How do you rate your organisation's understanding of customer needs and adjacent markets?
- How effective are your innovation outcomes in relation to your competitors?
- How do you benchmark your innovation process?
- What prevents innovation in your organisation?

#### Course Duration:

2 days.

#### Course Cost:

£575.00 per person.

# Scottish Qualifications Authority

The SQA is an executive non-departmental public body responsible for the development, accreditation, assessment and certification of qualifications other than degrees. Its functions are set out in the Education Act 1996 (Scotland) as amended by the Scottish Qualifications Act 2002.

In addition to our wide range of NC/HNC/HND programmes the college can also offer SQA accredited short courses and Professional Development Awards including:

PDA Internal Verification of Workplace Assessment Verifiers Award

PDA Workplace Assessment Using Direct and Indirect Methods Assessor Award

PDA Book Keeping (Accounting).

PDA Financial Accounting.

PDA Management Accounting.

PDA Childhood Practice.

PDA Health & Social Care Supervision (Open Learning).

SVQ Social Services & Healthcare (Level 2).

SVQ Social Services & Healthcare (Level 3).

SVQ Social Services & Healthcare (Level 4).

PDA in Employment Law (Open Learning)

PDA Domestic Conveyancing (Open Learning).

\* This list is not exhaustive: if you are interested in an NC / HNC / HND or other attended training programme that does not appear here, ask our Business Development team who will be happy to help.







## INTERPERSONAL SKILLS

City of Glasgow College can deliver training in a variety of formats to help participants develop their interpersonal skills in a business context.

These sessions will focus on improved communications, teambuilding and enhanced individual and team performance, enabling organisations to boost their productivity.



WORKSHOP TITLE	WORKSHOP CONTENT	DURATION*
Assertiveness	<ul style="list-style-type: none"> <li>• The difference between passive, assertive and aggressive behavior</li> <li>• Assertive professional practice</li> <li>• Applying assertiveness to meetings</li> <li>• Managing team and departmental performance</li> </ul>	3 hours
Building successful relationships	<ul style="list-style-type: none"> <li>• Relationship development activities</li> <li>• Building and strengthening relationships</li> <li>• Stakeholder engagement</li> <li>• Visualizing levels of power and influence</li> </ul>	3 - 6 hours
Bullying, harassment and victimisation awareness	<ul style="list-style-type: none"> <li>• Identify the difference between Bullying, Harassment and Victimisation</li> <li>• Identify behaviours associated with Bullying, Harassment and Victimisation</li> <li>• Assess the impact that bullying and harassment have on the individual and others</li> <li>• Review the anti-bullying guiding principles, ACAS and EOC guidelines</li> <li>• Identify where to access support and guidance</li> <li>• Produce an action plan</li> </ul>	3 hours
Coaching conversations for operational staff	<ul style="list-style-type: none"> <li>• Define what is a great coaching conversation</li> <li>• Identify opportunities to have a coaching conversation</li> <li>• Understand the tools and techniques used in a coaching conversation</li> <li>• Consider how coaching conversations help us to develop relationships</li> </ul>	3 hours
Complaint Handling	<ul style="list-style-type: none"> <li>• Why People Complain</li> <li>• Complaint Handling Skills</li> <li>• Getting to the Root Cause</li> <li>• Dealing with Complaints</li> <li>• Being Pro-active</li> <li>• Complaints Procedure</li> </ul>	6 hours
Customer Service	<ul style="list-style-type: none"> <li>• The principles of customer care</li> <li>• Assessing and anticipating customer needs and expectations</li> <li>• Interpersonal skills and knowing your customer</li> <li>• Handling complaints</li> </ul>	3-6 hours
Dealing with difficult people	<ul style="list-style-type: none"> <li>• Categories and types of difficult people</li> <li>• How communication can be used to solve problems and reduce the likelihood of conflict</li> <li>• How to assess and reduce risks in conflict situations</li> <li>• Effective communication and de-escalation of conflict</li> </ul>	6 hours
Developing personal resilience	<ul style="list-style-type: none"> <li>• Drawing up a definition of resilience</li> <li>• What happens when you are resilient</li> <li>• How to build resilience</li> <li>• The unexpected benefits of being wrong and how to create success out of failure</li> </ul>	3 hours



WORKSHOP TITLE	WORKSHOP CONTENT	DURATION*
Dignity at work	<ul style="list-style-type: none"> <li>• People treating others disrespectfully</li> <li>• Not acting in line with company values</li> <li>• Being too direct</li> <li>• Aggression in the workplace</li> <li>• Not listening to others</li> </ul>	6 hours
Emotional intelligence	<ul style="list-style-type: none"> <li>• Fundamental principles of emotional intelligence</li> <li>• Difference between EQ and IQ</li> <li>• Benefits of improving emotional intelligence</li> </ul>	3 hours
Facilitation skills	<ul style="list-style-type: none"> <li>• Facilitation tools and techniques</li> <li>• Stages you go through in group work</li> <li>• Ground rules for group work</li> <li>• Dealing with difficult dynamics</li> </ul>	6 hours
Giving and receiving feedback	<ul style="list-style-type: none"> <li>• Managing with openness and transparency</li> <li>• Enhancing communication within line management</li> <li>• Improving feedback to peers and board level</li> <li>• Direct reports and giving feedback on performance</li> </ul>	3 hours
Influencing skills	<ul style="list-style-type: none"> <li>• Incremental negotiation and influencing</li> <li>• Influencing in meetings</li> <li>• Influencing decision-making processes</li> <li>• Adapting influential leadership styles</li> </ul>	3 hours
Mindfulness	<ul style="list-style-type: none"> <li>• Paying attention to the present moment</li> <li>• Your thoughts and feelings</li> <li>• The importance of mental wellbeing</li> <li>• Mindfulness techniques</li> </ul>	3 hours
Mindmapping	<ul style="list-style-type: none"> <li>• Principles of mindmapping</li> <li>• Making connections and associations</li> <li>• Improve memory recall through use of mental notes</li> </ul>	2 hours
Negotiating skills	<ul style="list-style-type: none"> <li>• Negotiating upwards and reducing disputes and conflict</li> <li>• The art of compromise and the win-win approach</li> <li>• Accommodating others effectively</li> <li>• Creating a culture of effective negotiation</li> </ul>	6 hours
Positive psychology	<ul style="list-style-type: none"> <li>• Positive coping skills</li> <li>• Emotional and mental wellbeing</li> <li>• Communication skills (active listening)</li> <li>• Developing positivity and positive team culture</li> </ul>	6 hours
Presentation skills	<ul style="list-style-type: none"> <li>• Knowing your audience</li> <li>• Building rapport with your audience</li> <li>• Verbal and non-verbal cues in your presentation</li> <li>• Delivering your message</li> <li>• Structured preparation</li> </ul>	6 hours

WORKSHOP TITLE	WORKSHOP CONTENT	DURATION*
Religious Awareness	<ul style="list-style-type: none"> <li>• Describe basic tenets of faith in mainstream faiths</li> <li>• Explain legal background on religion and beliefs in health and care setting</li> <li>• Explain implications of belief system for: <ul style="list-style-type: none"> <li>• Diet and modesty issues</li> <li>• End of life concerns &amp; palliative care</li> <li>• Mental health issues</li> <li>• Concerns with certain drugs and treatments</li> <li>• Mental health issues</li> </ul> </li> <li>• Apply best practice behaviours to ensure multi-faith issues are handled sensitively</li> <li>• Devise action plan for addressing, supporting and auditing religion and belief issues in own workplace</li> </ul>	6 hours
Thinking creatively	<ul style="list-style-type: none"> <li>• How to be creative</li> <li>• How creativity works</li> <li>• Ways to be creative</li> <li>• Assess your creativity</li> </ul>	2 hours
Time management and prioritisation	<ul style="list-style-type: none"> <li>• Setting goals to manage your time and get things done</li> <li>• How to plan efficiently</li> <li>• Online time management tools</li> <li>• Do you multi-task?</li> </ul>	3 hours
Working from Home Effectively	<ul style="list-style-type: none"> <li>• Planning and managing your time</li> <li>• Staying connected</li> <li>• Motivating yourself</li> <li>• Looking after yourself</li> </ul>	3 hours
Writing effective emails	<ul style="list-style-type: none"> <li>• Email etiquette</li> <li>• Construction of an effective email</li> <li>• Creating a professional image through emails</li> <li>• Business writing conventions</li> </ul>	4 hours
Writing for impact	<ul style="list-style-type: none"> <li>• The importance of writing effectively</li> <li>• Writing in a variety of formats</li> <li>• Business reports</li> <li>• Following convention</li> <li>• How to be clear and concise</li> </ul>	6 hours



## BUSINESS SKILLS

City of Glasgow College can deliver business skills training in a variety of formats aimed at elementary, intermediate and advanced levels.

This allows the training to meet the needs of different organisations and supports individuals at varying levels of responsibility in their ongoing professional development.



# Management and Leadership Skills

WORKSHOP TITLE	WORKSHOP CONTENT	DURATION*
Accountability and Responsibility	<ul style="list-style-type: none"> <li>• The difference between accountability and responsibility</li> <li>• How do accountability and responsibility feature in your workplace?</li> <li>• The importance of accountability</li> <li>• How leaders and teams benefit from accountability and responsibility</li> </ul>	6 hours
Basic Supervisory Skills	<ul style="list-style-type: none"> <li>• How to be an effective Supervisor</li> <li>• Communication skills including listening skills and questioning techniques</li> <li>• How to motivate your team and delegate successfully</li> </ul>	3 hours
Building & Leading Teams	<ul style="list-style-type: none"> <li>• Develop the team 'building blocks' and manage how the team develops</li> <li>• Handle conflict and differences in the team</li> <li>• Adapting your management style to suit your team</li> </ul>	3 hours
Bidding for Business	<ul style="list-style-type: none"> <li>• Advice and guidance on submitting bids</li> <li>• Compliance</li> <li>• Public and private sector bids</li> <li>• What to do when bidding and what to be aware of</li> </ul>	6 hours
Coaching Conversations for managers and leaders	<ul style="list-style-type: none"> <li>• Define what is a great coaching conversation</li> <li>• Identify opportunities to have a coaching conversation</li> <li>• Understand the tools and techniques used in a coaching conversation</li> <li>• Consider the three core coaching skills</li> <li>• Understand the need to develop relationships to support coaching practice</li> </ul>	6 hours
Delegating Tasks	<ul style="list-style-type: none"> <li>• Identifying opportunities for delegation</li> <li>• Skills and process for delegating effectively</li> <li>• Benefits of delegating tasks</li> </ul>	3 hours
Developing an Entrepreneurial Mindset for Success	<ul style="list-style-type: none"> <li>• Entrepreneurial Skills and Attributes</li> <li>• Balancing Entrepreneurial Risk</li> <li>• Importance of Innovation and Creativity</li> <li>• Importance of Networking for Success</li> </ul>	6 hours
Developing Creativity to Boost Performance	<ul style="list-style-type: none"> <li>• Thinking out of the box: discovering your creative side</li> <li>• Implementing new management styles and techniques via arts</li> <li>• Tapping your team's creative potential to boost productivity</li> <li>• Creating an innovative framework for project management</li> </ul>	12 hours
Effective Leadership	<ul style="list-style-type: none"> <li>• Inspiring teams and bringing out the best in each and every individual</li> <li>• Overcoming challenges by getting everyone working together</li> <li>• Uniting individuals around a common vision, building a consensus for change</li> <li>• Creating a positive work environment through value-based leadership</li> <li>• Improving their self-awareness making them better, more productive leaders</li> </ul>	6 hours

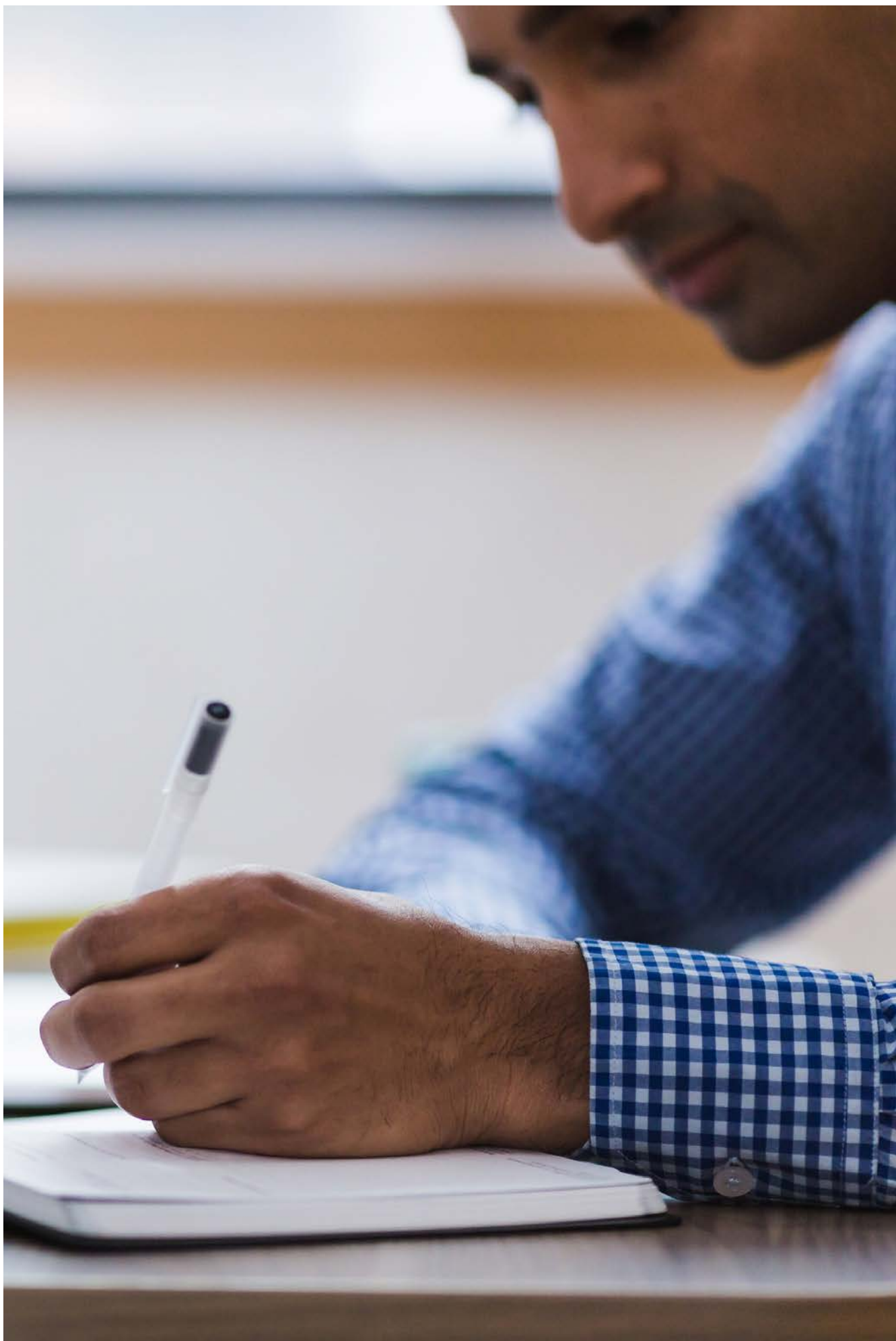
WORKSHOP TITLE	WORKSHOP CONTENT	DURATION*
<b>Interview Techniques</b>	<ul style="list-style-type: none"> <li>• The different types of interviews (e.g. recruitment, disciplinary, grievance, appraisal)</li> <li>• How they differ in requirement and tone</li> <li>• Legal implications of interviewing</li> <li>• Questioning and listening techniques</li> <li>• Reading a CV/application form</li> <li>• Competency-based recruitment interviews</li> <li>• Relevant case studies and role play</li> </ul>	6 hours
<b>Leadership in Action</b>	<p>The Leadership in Action training looks at the ways your staff communicates and works with one another to form a team dealing with a situation. The training experience will cover the following themes:</p> <ul style="list-style-type: none"> <li>• Human element assessment</li> <li>• Thinking about thinking</li> <li>• Policy and procedures</li> <li>• Emotional intelligence</li> <li>• Psychology of effective communications</li> <li>• Simulator exercise</li> <li>• Debriefing</li> </ul> <p>Due to restrictions around use of the Bridge Simulators at the college, this course will run with reduced availability and will not run until August 2021, subject to Scottish Government guidance at the time.</p>	7 hours
<b>Leading multi-generational teams</b>	<ul style="list-style-type: none"> <li>• Asserting generational differences via the cultural and art scene</li> <li>• Defining the communication path for each generational</li> <li>• Building a comprehensive and inclusive leadership style by using design thinking techniques</li> <li>• Implementing creative processes into project management</li> </ul>	6 hours
<b>Managing 'Difficult' People</b>	<ul style="list-style-type: none"> <li>• How to stick to performance and not personality</li> <li>• Know and manage your 'hot buttons'</li> <li>• Addressing poor conduct and attitude</li> </ul>	3 hours
<b>Managing Communication</b>	<ul style="list-style-type: none"> <li>• Communicating clear direction and instruction</li> <li>• Impact of verbal/non-verbal communication</li> <li>• Adapting your communication to suit the situation</li> </ul>	3 hours
<b>Managing effective meetings</b>	<ul style="list-style-type: none"> <li>• Chairing / leading meetings</li> <li>• Innovative meeting structures</li> <li>• How to avoid arguments and confrontations</li> <li>• How to interrupt people</li> </ul>	6 hours

WORKSHOP TITLE	WORKSHOP CONTENT	DURATION*
Managing Meetings & Briefings	<ul style="list-style-type: none"> <li>• How to control meetings</li> <li>• How to facilitate discussions and really listen</li> <li>• How to make meetings worthwhile</li> </ul>	3 hours
Managing Remote Teams	<ul style="list-style-type: none"> <li>• How to inspire your remote teams, bringing out the best in every team member.</li> <li>• Overcome the barriers and isolation that working remotely can cause.</li> <li>• Develop a remote team that works collaboratively.</li> <li>• Increase your team's performance through clear goal setting and communication.</li> <li>• Develop trusting relationships that ensure the team work towards common goals.</li> </ul>	6 hours
Managing Team Expectations	<ul style="list-style-type: none"> <li>• How to build rapport, loyalty and trust</li> <li>• How to manage and exceed expectations</li> <li>• How to handle 'difficult' situations</li> </ul>	3 hours
Menopause Awareness for Managers	<ul style="list-style-type: none"> <li>• Identify the impact of the menopause in personal, social and work situations</li> <li>• Describe the symptoms and signs of menopause</li> <li>• Review a wide range of strategies, activities and possible treatments</li> <li>• Discuss how the menopause may affect performance, targets and relationships with colleagues</li> <li>• Identify specific workplace strategies for supporting individuals through the menopause and their colleagues</li> <li>• Use solution focused questioning within the GROW Model to support team members going through the menopause</li> <li>• Produce an action plan</li> </ul>	6 hours
Motivating Your Team	<ul style="list-style-type: none"> <li>• Understanding Motivation</li> <li>• What motivates and why</li> <li>• How to motivate your team</li> <li>• Spotting the signs of demotivation</li> </ul>	3 hours
Preventing Bullying, Harassment and Victimisation: Managers Workshop	<ul style="list-style-type: none"> <li>• Identify the difference between Bullying, Harassment and Victimisation</li> <li>• Identify behaviours associated with Bullying, Harassment and Victimisation</li> <li>• Assess the impact that bullying and harassment have on the individual and others</li> <li>• Review the anti-bullying guiding principles, ACAS and EOC guidelines</li> <li>• Agree on appropriate management behaviour</li> <li>• Identify where to access support and guidance</li> <li>• Produce an action plan</li> </ul>	6 hours
Project Management	<ul style="list-style-type: none"> <li>• Understand what is meant by project management</li> <li>• Explore the benefits of developing project management skills</li> <li>• Identify the phases of a project's life cycle</li> <li>• Apply a simple lifecycle to a project in order to break it into easily manageable phases.</li> <li>• Identify various project planning tools</li> <li>• Discuss the importance of completing projects on time and on budget</li> <li>• Understand the stages involved in project report writing</li> </ul>	12 hours



## Management and Leadership Skills

WORKSHOP TITLE	WORKSHOP CONTENT	DURATION*
Recruitment in the Age of Social Media	<ul style="list-style-type: none"> <li>• Source and attract qualified candidates</li> <li>• Maximise your career site to attract more potential employees</li> <li>• Accurately assess candidates</li> <li>• Utilise social media reviews to enhance company brand</li> </ul>	6-12 hours
Strategic Thinking	<ul style="list-style-type: none"> <li>• Recognise steps that can help to develop a strategic mind-set</li> <li>• Recognise how to use information effectively to support strategic thinking</li> <li>• Describe how SWOT/TOWS analysis can support strategic thinking</li> <li>• Determine the most appropriate trade-off in a given situation</li> <li>• Recognise techniques that help creative thinking</li> </ul>	12 hours
The Role of the Manager	<ul style="list-style-type: none"> <li>• Understand the roles and responsibilities of a manager</li> <li>• Understand the skills and attributes of an effective manager</li> <li>• Identify and use the management 'tools' available</li> </ul>	3 hours
Unconscious Bias in Recruitment and Selection	<ul style="list-style-type: none"> <li>• Understand the basic science and evidence for unconscious bias as a concept<sup>3</sup></li> <li>• Recognise that this topic is about performance and fair decision-making</li> <li>• Understand the impact (or future impact) of bias</li> <li>• Be able to apply learning to reduce bias</li> </ul>	3 hours
Working and Managing in a Diverse Environment	<ul style="list-style-type: none"> <li>• What do Equality, Diversity and Inclusion mean?</li> <li>• Summary of rationale and benefits of ED&amp;I</li> <li>• Discuss Challenges and barriers</li> <li>• Identify Solutions and support.</li> </ul>	3 hours
Workplace Investigation Skills	<ul style="list-style-type: none"> <li>• Identify the nature, scope and types of workplace investigations</li> <li>• Understand the initial responsibilities when starting an investigation</li> <li>• Understand the key skills and techniques to undertake an investigation</li> <li>• Know how, and where, to gather and assess relevant information</li> <li>• Understand the importance of gaining information from all relevant parties</li> <li>• Demonstrate investigative planning, decision making and recording of the investigative process</li> </ul>	6 hours
Teamwork through boardgaming	<ul style="list-style-type: none"> <li>• Working together: using each person's strengths to achieve goals</li> <li>• Overcoming weaknesses found within the team</li> <li>• Strategising and planning ahead</li> <li>• Adapting different thought patterns and thinking outside the box</li> </ul>	3 hours



## Marketing, Social Media, PR and Branding

WORKSHOP TITLE	WORKSHOP CONTENT	DURATION*
<b>Brand Development and Evolution</b>	<ul style="list-style-type: none"> <li>• Challenging the brand: questioning brand identity using design thinking techniques</li> <li>• Prototyping new ideas for brand positioning</li> <li>• Test running techniques: from focus groups to social media launch</li> <li>• Defining the final outcome and the potential of implementation</li> </ul>	6-12 hours
<b>Building a branding toolkit</b>	<ul style="list-style-type: none"> <li>• Defining the target, the business environment of competitors and their visual identities</li> <li>• Designing prototypes</li> <li>• Using Adobe Creative Suite to create type and objects</li> <li>• Producing goodies and prototyped products</li> </ul>	6-12 hours
<b>International brand development</b>	<ul style="list-style-type: none"> <li>• Definition of the international landscape of competition and global brand positioning</li> <li>• Prototyping new ideas for brand positioning</li> <li>• Producing a brand platform fit for international launch</li> <li>• Designing an international launch strategy</li> </ul>	6-12 hours
<b>Managing Change</b>	<ul style="list-style-type: none"> <li>• Analysing the competition</li> <li>• Creating and communicating winning change strategies</li> <li>• Organisational readiness, stretch and fit</li> <li>• Complex change and adaptive systems</li> <li>• How to get buy-in for organisational change</li> </ul>	6 hours
<b>Maximising Digital Technology</b>	<ul style="list-style-type: none"> <li>• Understanding the digital landscape</li> <li>• Tools for digital marketing</li> <li>• Implementing digital projects with clients</li> <li>• Evaluating the performance of digital marketing projects</li> <li>• Optimising digital content to maximise engagement</li> </ul>	6-12 hours
<b>Media and Public Relations</b>	<ul style="list-style-type: none"> <li>• Handling media and PR enquiries</li> <li>• Helping to shape the company image</li> <li>• Improving your television interviewing skills</li> <li>• Writing a press release</li> <li>• Improved communication skills</li> <li>• Crisis management</li> </ul>	6-18 hours
<b>Search Engine Optimisation and PPC for Business</b>	<ul style="list-style-type: none"> <li>• How do search engines work?</li> <li>• What are the benefits of SEO and PPC?</li> <li>• Link building and keyword research</li> <li>• Assessing your presence on search engines</li> </ul>	3 hours



## Marketing, Social Media and PR and Branding

WORKSHOP TITLE	WORKSHOP CONTENT	DURATION*
Social Media Awareness	<ul style="list-style-type: none"> <li>• Understanding the social media landscape</li> <li>• Social media in business</li> <li>• Social media platforms</li> <li>• Social media planning</li> <li>• Social analytics and integrating data</li> </ul>	6 hours
Strategic Marketing	<ul style="list-style-type: none"> <li>• Understanding the purpose of strategic planning;</li> <li>• Applying the strategic planning process and developing data driven strategies in line with the company mission, vision and values;</li> <li>• Evaluating the external and internal environments to assess their impact on strategy formation;</li> <li>• Presenting strategic options using TOWS and setting objectives;</li> <li>• Models and techniques for effective strategy implementation and measurement.</li> </ul>	3 hours



# First Aid, Manual Handling & Care Courses

City of Glasgow College offers a wide range of accredited training for First Aiders and people whose work involves manual handling of goods and the moving and assisting of people.

If you do not see a course that meets your specific training needs, our Business Development team can discuss bespoke training delivery options.



WORKSHOP TITLE	WORKSHOP CONTENT	DURATION*
Acquired Brain Injury Awareness	<ul style="list-style-type: none"> <li>• Traumatic Brain Injury</li> <li>• Acquired Brain Injury</li> <li>• Brain Function</li> <li>• Brain Injury Symptoms</li> <li>• Unusual Symptoms</li> <li>• Supporting People with Brain Injury</li> </ul>	3 hours
Appraisals	<ul style="list-style-type: none"> <li>• Best practice for appraising</li> <li>• Linking up with CPD and personalised learning plans</li> <li>• Linking up with post registration training and learning</li> <li>• Ensuring transparency and fairness in appraisals</li> <li>• Possible coverage of appraisals for supervisors if appropriate</li> </ul>	3 hours
Emergency First Aid at Work	<ul style="list-style-type: none"> <li>• Health and Safety (First Aid) Regulations</li> <li>• Managing an Incident</li> <li>• Treatment of an Unconscious Casualty</li> <li>• Resuscitation</li> <li>• Shock</li> <li>• Choking</li> <li>• Seizures</li> <li>• Bleeding</li> <li>• Common Workplace Injuries</li> </ul>	6 hours

WORKSHOP TITLE	WORKSHOP CONTENT	DURATION*
First Aid at Work	<ul style="list-style-type: none"> <li>• Brief applied anatomy and physiology of main body systems</li> <li>• Examination of a casualty</li> <li>• Assessing the situation</li> <li>• Prioritising</li> <li>• Recognition and care of unconscious casualty. Recovery position</li> <li>• Airway and breathing</li> <li>• Asphyxia, management of choking</li> <li>• Bleeding and clinical shock</li> <li>• Sign and symptoms and first aid management of burns, scalds and electrical injuries</li> <li>• CPR adult, babies and Infant</li> <li>• Fractures</li> <li>• Head/Spinal Injuries</li> <li>• Poisons</li> <li>• Seizures, Heart attack, Stroke, Diabetes</li> <li>• Asthma</li> <li>• Anaphylactic shock</li> </ul>	18 hours
First Aid at Work (Refresher)	<ul style="list-style-type: none"> <li>• Covers the content of the full First Aid at Work course</li> <li>• Refreshes candidates on subject and current best practice</li> <li>• Candidates must have completed the full First Aid at Work course previously</li> </ul>	12 hours
Moving and Handling of Goods	<ul style="list-style-type: none"> <li>• The hazards of manual handling</li> <li>• Methods of avoiding manual handling</li> <li>• The Manual Handling Operations Regulations 1992</li> <li>• Risk assessment for manual handling</li> <li>• Safe working practices for manual handling</li> <li>• Types of lifting equipment</li> <li>• Inspection requirements</li> <li>• Occupational health requirements</li> </ul>	3 hours
Moving and Assisting	<ul style="list-style-type: none"> <li>• Current legislation, policy and law</li> <li>• Risk assessment</li> <li>• Principles of safe and efficient movement</li> <li>• Assisting clients in chairs</li> <li>• Assisting clients in bed</li> <li>• Fallen / falling client</li> <li>• Use of lifting equipment /wheelchairs etc</li> <li>• Practical work</li> </ul>	12 hours
Moving and Assisting Refresher	<ul style="list-style-type: none"> <li>• Refresh knowledge of the theory of moving and assisting</li> <li>• Demonstration and practice of moving and assisting techniques</li> </ul>	6 hours
Palliative Care	<ul style="list-style-type: none"> <li>• Definition of Palliative/ End of Life Care</li> <li>• Scottish Govt/Local Guidelines</li> <li>• Advanced Care Planning</li> <li>• Symptom Control</li> <li>• Medicines</li> <li>• Pain management</li> <li>• End of Life Care</li> <li>• Communication Skills</li> <li>• Inclusion/ Care of Family etc</li> <li>• Coping After the Death</li> </ul>	6 hours



## TECHNICAL SKILLS

City of Glasgow College offers a wide range of accredited and non-accredited technical training courses, some of which are listed in this section. If you do not see a course that meets your specific training needs, we can discuss bespoke delivery options with you.

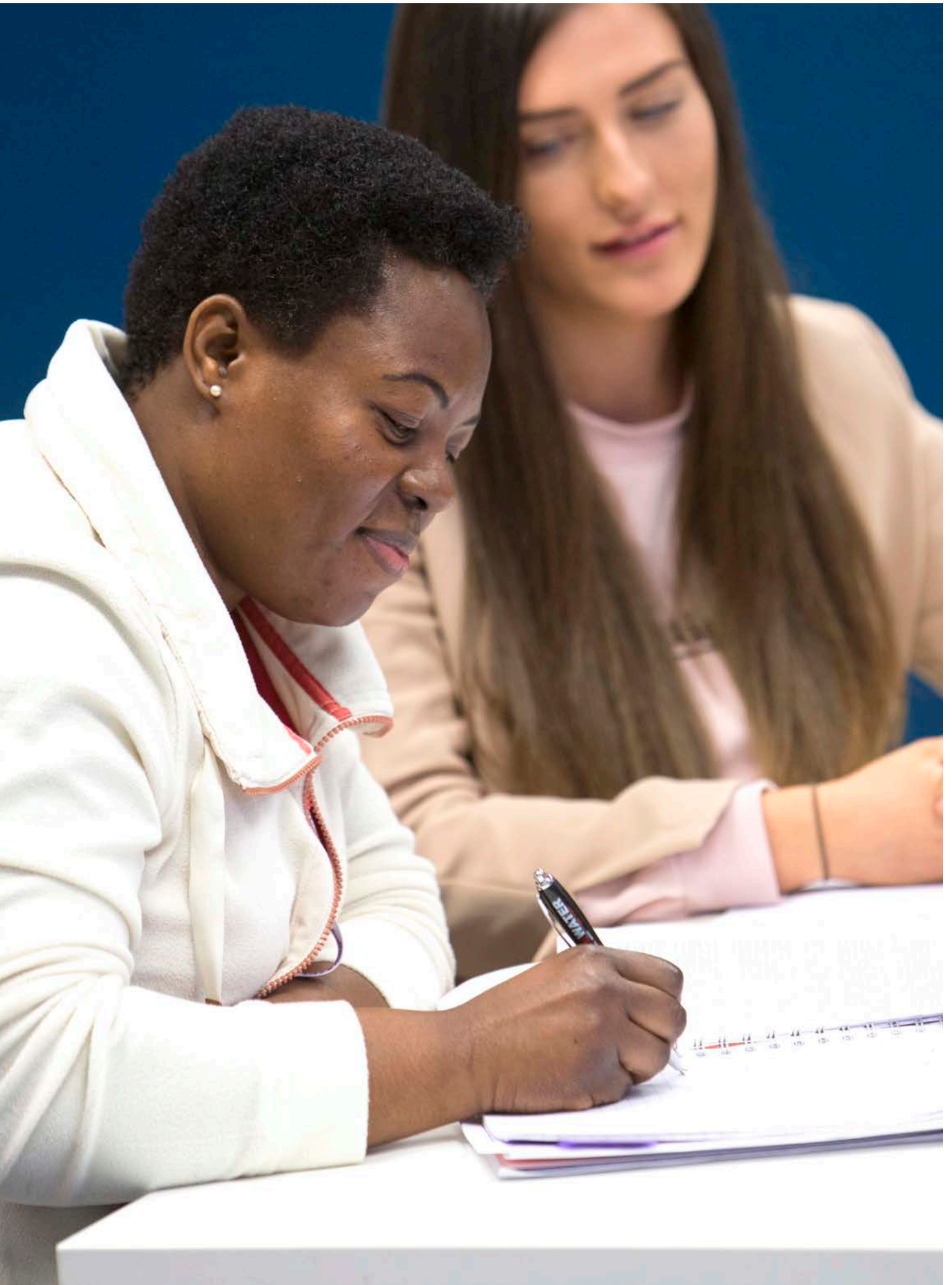


WORKSHOP TITLE	WORKSHOP CONTENT	DURATION*
Adobe Creative Suite	<ul style="list-style-type: none"> <li>• Introduction to Creative Suite <ul style="list-style-type: none"> <li>- The range of applications</li> <li>- Common approaches and relationships between different applications</li> </ul> </li> <li>• Photoshop <ul style="list-style-type: none"> <li>- File formats</li> <li>- Cropping</li> <li>- Touch up tools</li> <li>- Basic layers</li> </ul> </li> <li>• InDesign <ul style="list-style-type: none"> <li>- Introduction</li> <li>- Document set up</li> <li>- Formatting &amp; styles</li> <li>- Columns and text</li> </ul> </li> <li>• Illustrator <ul style="list-style-type: none"> <li>- Introduction</li> <li>- Drawing tools</li> <li>- Layers and effects</li> </ul> </li> </ul>	12 hours
Adobe InDesign	<ul style="list-style-type: none"> <li>• Using Adobe InDesign to create a custom newsletter</li> <li>• Introduction to effective page layout</li> <li>• Creating a template in InDesign</li> <li>• Fundamentals of typography</li> </ul>	6 hours
Autodesk Revit	<ul style="list-style-type: none"> <li>• How to use Autodesk Revit to create a 3D model of a building that includes its different wall types, doors, windows and roof structure.</li> <li>• How to introduce fixtures and fittings to the completed floor plans.</li> <li>• How to use your 3D model to create elevations, sections and floor plans.</li> </ul>	12 hours
Content Creation for Websites	<ul style="list-style-type: none"> <li>• HTML and CSS</li> <li>• Preparing text and graphic content</li> <li>• Embedding content (YouTube, Facebook, Twitter)</li> <li>• Developing a web-based template and uploading to a web server</li> <li>• Optimising content for the web and applying SEO techniques</li> </ul>	6 hours
COVID-19: Prevention of infection	<ul style="list-style-type: none"> <li>• Evidence based theory pertaining to the chain of infection, COVID 19 and other pathogens</li> <li>• Breaking that chain</li> <li>• Risk assessment</li> <li>• Current guidelines</li> <li>• Practical techniques including hand washing and protective equipment</li> <li>• Sources of useful, reliable information</li> </ul>	2 hours
Digital Literacy	<ul style="list-style-type: none"> <li>• Hardware and software</li> <li>• Smart devices and apps</li> <li>• Browsers</li> <li>• Using internet search functions</li> <li>• Social media including privacy issues and proper use of social media channels</li> <li>• Email basics, including how to use email, attach files or images and email etiquette (Microsoft Outlook)</li> <li>• Creating strong passwords</li> <li>• Creating a document or image and saving it</li> <li>• Creating and managing folders</li> </ul>	6 hours
Effective Note and Minute Taking	<ul style="list-style-type: none"> <li>• Purpose and different types of minutes</li> <li>• Why minutes matter</li> <li>• Types of meetings</li> <li>• Relationship between Chair and Minute taker</li> <li>• Minute styles (formal, informal, and action)</li> <li>• What do I record? Minute writing etiquette</li> <li>• Pitfalls</li> <li>• Active listening</li> </ul>	6 hours

WORKSHOP TITLE	WORKSHOP CONTENT	DURATION*
Introduction to Web Development	<ul style="list-style-type: none"> <li>• The Anatomy of a web page               <ul style="list-style-type: none"> <li>- The main parts of a Page</li> <li>- HTML Tags, Images, Links, Videos</li> </ul> </li> <li>• Styling your Page               <ul style="list-style-type: none"> <li>- CSS</li> <li>- Colours , Fonts, Shapes</li> <li>- Style sheets, Common Frameworks</li> <li>- Layouts /Grids</li> <li>- Animation</li> </ul> </li> <li>• Interactivity               <ul style="list-style-type: none"> <li>- JavaScript, JSON, Forms</li> </ul> </li> <li>• Common Components.               <ul style="list-style-type: none"> <li>- Menus, Drops Downs, Accordions, Tabs, Dialogs, Breadcrumbs, Buttons, Calendars, Tables, Toggles, Sliders</li> </ul> </li> </ul>	18 hours
Inventory Valuation	<ul style="list-style-type: none"> <li>• Principles of Inventory Valuation</li> <li>• First in First Out Method of Valuation</li> <li>• Average Cost Method of Valuation</li> </ul>	6 hours
Microsoft Excel: Introductory	<ul style="list-style-type: none"> <li>• Creating a simple spreadsheet</li> <li>• Cell ranges</li> <li>• Changing column and row size</li> <li>• Formatting text</li> <li>• Adding borders to a spread sheet</li> <li>• Formatting</li> <li>• Copying/moving data</li> <li>• Inserting rows/columns</li> <li>• Changing column width/row height</li> <li>• Hiding rows/columns</li> <li>• Basic formulas and functions</li> </ul>	6 hours
Microsoft Excel: Intermediate	<ul style="list-style-type: none"> <li>• Formulas and functions</li> <li>• Copying formulas</li> <li>• Headers and footers</li> <li>• Freezing panes/splitting screen</li> <li>• Sheet tabs</li> <li>• Printing</li> <li>• Linking workbooks</li> <li>• Charts</li> <li>• Conditional formatting</li> <li>• Hyperlinks</li> <li>• Sorting and filtering data</li> </ul>	6 hours
Microsoft Excel: Advanced	<ul style="list-style-type: none"> <li>• Advanced charts</li> <li>• Sharing and protecting workbooks</li> <li>• Formulas and functions</li> <li>• Pivot tables and charts</li> <li>• Macros</li> <li>• Command</li> <li>• List and combo boxes</li> <li>• Advanced printing</li> </ul>	6 hours



WORKSHOP TITLE	WORKSHOP CONTENT	DURATION*
Microsoft Powerpoint: Introductory/Intermediate	<ul style="list-style-type: none"> <li>• Create a presentation</li> <li>• Insert, duplicate and delete slides</li> <li>• Using themes, changing background</li> <li>• Using word art</li> <li>• Inserting pictures, cropping pictures,</li> <li>• Transitions</li> <li>• Charts</li> <li>• Using notes</li> </ul>	6 hours
Microsoft Project	<ul style="list-style-type: none"> <li>• Demonstrate knowledge of project management principles.</li> <li>• Develop a project schedule.</li> <li>• Demonstrate an understanding of the problems faced by project managers.</li> </ul>	6 hours
Microsoft Word: Introductory	<ul style="list-style-type: none"> <li>• Creating and saving documents</li> <li>• Cut, copy and paste</li> <li>• Spacing</li> <li>• Borders</li> <li>• Tables and shading</li> <li>• Headers and footers</li> <li>• Text boxes</li> <li>• Watermarks</li> </ul>	6 hours
Microsoft Word: Intermediate	<ul style="list-style-type: none"> <li>• Themes</li> <li>• Macros</li> <li>• Tabs</li> <li>• Indents</li> <li>• Columns</li> <li>• Pictures</li> <li>• Text wrapping</li> <li>• SmartArt</li> <li>• Styles</li> <li>• Comments</li> </ul>	6 hours
Microsoft Word: Advanced	<ul style="list-style-type: none"> <li>• Table of contents</li> <li>• mail merge</li> <li>• encryption</li> <li>• Track changes</li> <li>• foot notes and endnotes</li> <li>• creating templates and indexes</li> </ul>	6 hours
Motion Graphics	<ul style="list-style-type: none"> <li>• Basic principles of animation</li> <li>• Keyframing, Tweening and frame by frame animation</li> <li>• Creating type and objects in Adobe Creative Suite</li> <li>• Output animated GIFs and QuickTime movies</li> </ul>	6 hours



WORKSHOP TITLE	WORKSHOP CONTENT	DURATION*
Pension Administration	<ul style="list-style-type: none"> <li>• Understanding needs, behaviours and wants of consumers</li> <li>• Understanding communication requirements</li> <li>• Understanding types and natures of pensions</li> <li>• Understanding legal requirements of pension administrators</li> </ul>	10 hours
SAGE Accounts: Introduction	<ul style="list-style-type: none"> <li>• Opening Sage and Performing Back Up</li> <li>• Set up Customer and Supplier Details</li> <li>• Process Invoices and Credit Notes</li> <li>• Process Customer and Supplier Payments</li> <li>• Process Other Receipts and Payments</li> <li>• Process Transfers between Bank and Cash</li> <li>• Set Up Recurring Entries</li> </ul>	12 hours
SAGE Accounts: Intermediate	<ul style="list-style-type: none"> <li>• Setting up a New Company</li> <li>• Setting up Nominal Codes</li> <li>• Setting up the Chart of Accounts (Profit and Loss/Financial Position)</li> <li>• Non-Current Assets (including depreciation)</li> <li>• Accruals and Prepayments</li> <li>• Correction of Errors</li> <li>• Write off Bad Debt</li> <li>• Process End of Year</li> </ul>	12 hours
SAGE Payroll: Introduction	<ul style="list-style-type: none"> <li>• Setting up a Company</li> <li>• Entering Employee Details</li> <li>• Pay run with Basic Pay and Overtime</li> <li>• Statutory Payments</li> <li>• Year End</li> </ul>	12 hours
Vocational Courses	<ul style="list-style-type: none"> <li>• Engineering</li> <li>• Business</li> <li>• Procurement</li> <li>• Construction</li> <li>• Built Environment</li> <li>• Hospitality</li> <li>• Food Preparation</li> <li>• Sports</li> <li>• Hair and Beauty</li> <li>• Creative</li> <li>• Design and Digital</li> <li>• Furniture and Upholstery</li> <li>• Languages</li> <li>• Art</li> <li>• Information Technology</li> <li>• Patisserie Skills</li> <li>• Butchery Skills</li> <li>• Fishmongery</li> <li>• Advanced Vegetable Prep and Cultural Foods</li> </ul>	Varies by course



The image shows the City of Glasgow College building at dusk. The building is a modern, multi-story structure with a facade of dark, vertical panels and large glass windows. The name 'CITY OF GLASGOW COLLEGE' is illuminated in white letters along the top edge of the building. The interior lights are on, and some floors are lit with purple light. In the foreground, there is a road with light trails from cars, showing red and white streaks. The sky is a clear, dark blue.

CITY OF GLASGOW COLLEGE

## FURTHER TRAINING OPTIONS

City of Glasgow College offers a wide range of accredited and non-accredited courses in a variety of subject areas, some of which are listed in this section. If you do not see a course that meets your specific training needs, we can discuss bespoke delivery options with you.

WORKSHOP TITLE	WORKSHOP CONTENT	DURATION*
Abrasive Wheels	<ul style="list-style-type: none"> <li>• Who needs abrasive wheels training?</li> <li>• What are abrasive wheels?</li> <li>• Dangers of abrasive wheels</li> <li>• Wheel safety</li> <li>• Legislation</li> <li>• Hierarchy of control measures</li> <li>• Risk Assessment</li> <li>• Using Abrasive Wheels</li> </ul>	6 hours
COSHH – Control of Substances Hazardous to Health	<ul style="list-style-type: none"> <li>• The legal requirements</li> <li>• Forms of substances</li> <li>• Workplace Exposure Limits (WELs)</li> <li>• The principles of prevention</li> <li>• Hierarchy of control measures</li> <li>• Personal protective equipment</li> <li>• COSHH risk assessments</li> <li>• Monitoring techniques</li> <li>• Health surveillance</li> <li>• Questions and answers</li> </ul>	3 hours
Employment law	<ul style="list-style-type: none"> <li>• What the Equality Act does</li> <li>• Equal Opportunity measures</li> <li>• Disability defined</li> <li>• Implications for employment</li> <li>• Liability for discrimination</li> <li>• Forms of discrimination that should be guarded against</li> <li>• How workplaces can seek to minimise the risk of claims in these areas</li> <li>• What the Equality Act 2010 means for employees and employers</li> </ul>	6 hours
Entry into Confined Spaces	<ul style="list-style-type: none"> <li>• Recognise potential dangerous confined spaces</li> <li>• Carry out safe testing of an atmosphere prior to confined space entry using typical test equipment</li> <li>• Carry out a safe confined space entry</li> <li>• Carry out self-rescue from an confined space</li> <li>• Carry out the safety attendant role</li> </ul>	12 hours

WORKSHOP TITLE	WORKSHOP CONTENT	DURATION*
Fire Extinguishers	<ul style="list-style-type: none"> <li>• Legal responsibilities</li> <li>• Common causes of fire in the workplace</li> <li>• Common causes of fire spreading</li> <li>• Principles of fire development</li> <li>• The fire prevention and Protection measures available in the workplace</li> <li>• Types of fire extinguishers</li> <li>• The ways different extinguishers fight fire</li> <li>• Safe use of portable equipment</li> <li>• Human behaviour</li> <li>• The safe evacuation of a building</li> </ul>	3 hours
Fire Marshall Course	<ul style="list-style-type: none"> <li>• The fire triangle and the combustion process</li> <li>• The main causes of fire in the workplace</li> <li>• The main causes of fire spreading in the workplace</li> <li>• Fire prevention and protection</li> <li>• The transfer of heat</li> <li>• Classification of fires</li> <li>• Fire extinguishers and their correct use</li> <li>• Fire hazards</li> <li>• Fire risk assessment</li> <li>• The role of the Fire Marshall</li> <li>• Safe evacuation of the workplace</li> <li>• The fire log book</li> <li>• Personal emergency evacuation plans (PEEPS)</li> <li>• Fire drills</li> <li>• Monitoring of control measures</li> <li>• The benefits of good fire safety</li> </ul>	6 hours
GDPR Awareness	<ul style="list-style-type: none"> <li>• Explain the reasons for the new regulation and the scope of its application</li> <li>• Identify the key participants in processing of personal data and discuss their responsibilities</li> <li>• Discuss the key principles and conditions that determine the lawful basis for processing</li> <li>• Outline the key regulatory aspects impacting organizations and the risks and opportunities arising</li> <li>• Identify the next steps for achieving compliance and building a privacy awareness culture</li> </ul>	3 hours



WORKSHOP TITLE	WORKSHOP CONTENT	DURATION*
Mental Health Awareness	<ul style="list-style-type: none"> <li>• What is mental health</li> <li>• Perceptions related to mental health issues</li> <li>• Legal considerations</li> <li>• Signs and symptoms of a mental health problem</li> <li>• What to do in the event of a suspected mental health problem seen in self/ others</li> <li>• Organisations that can assist and signposting</li> </ul>	3-6 hours
SCQF Level 4 Award in Awareness of First Aid for Mental Health	<ul style="list-style-type: none"> <li>• What mental health is, why people develop mental health conditions and the role of a First Aider for mental health</li> <li>• How to provide advice and practical support for a person presenting with a mental health condition</li> <li>• How to recognise signs and symptoms for a range of mental health conditions</li> <li>• How to recognise and manage stress</li> </ul> <p>NOTE: to achieve this qualification each delegate must undergo a one hour assessment, which must be carried out within 3 weeks of the course start date</p>	4 hours
SCQF Level 5 Award in First Aid for Mental Health	<ul style="list-style-type: none"> <li>• Definition of Mental health, reasons for and prevalence of conditions. The role of the First Aider for mental health</li> <li>• How to provide advice and practical support for a person presenting with a mental health condition</li> <li>• How to recognise a range of mental health conditions</li> <li>• How to recognise and manage stress</li> <li>• The possible impact of substance misuse on mental health</li> <li>• Understand implementing a first aid action plan for mental health</li> <li>• Implementing a positive mental health culture in the workplace</li> <li>• Practical demonstration of the first aid action plan for mental health</li> </ul> <p>NOTE: to achieve this qualification each delegate must undergo a one hour assessment, which must be carried out within 3 weeks of the course start date</p>	6 hours
SCQF Level 6 Award in Leading First Aid for Mental Health	<ul style="list-style-type: none"> <li>• Definition of Mental health, reasons for and prevalence of conditions.</li> <li>• The role of the First Aider for Mental Health</li> <li>• How to provide advice and practical support for a person presenting with a suspected mental health condition</li> <li>• How to recognise and manage stress</li> <li>• The impact of substance abuse on mental health</li> <li>• Mental Health in the workplace, legal aspects, HSE guidelines, current reports</li> <li>• How to recognise and describe the characteristics, including signs and/or symptoms, of common mental health conditions</li> <li>• Understanding and implementing a first aid action plan for mental health</li> <li>• Appropriate signposting</li> <li>• Implementing a positive mental health culture in the workplace</li> <li>• Written and practical assessments</li> </ul> <p>NOTE: to achieve this qualification each delegate must undergo a one hour assessment, which must be carried out within 3 weeks of the course start date</p>	12 hours

WORKSHOP TITLE	WORKSHOP CONTENT	DURATION*
Legionella Awareness	<ul style="list-style-type: none"> <li>• Introduction to Legionella and where it comes from</li> <li>• People most at risk</li> <li>• Legionnaires disease and the symptoms</li> <li>• The treatment of Legionnaires disease</li> <li>• Legal responsibilities in relation to Legionella</li> <li>• Legionella risk assessment</li> <li>• Prevention measures for Legionella</li> <li>• Controlling the risks from Legionella</li> <li>• Monitoring control measures</li> </ul>	3 hours
Lone Working	<ul style="list-style-type: none"> <li>• The hazards and risks of lone working</li> <li>• Legislation relating to lone working</li> <li>• Lone working risk assessment</li> <li>• Management arrangements for safe lone working</li> <li>• Practical measures for lone working</li> <li>• The hierarchy of controls</li> <li>• Accident and near miss reporting in relation to lone working</li> </ul>	3 hours
Manual Handling	<ul style="list-style-type: none"> <li>• The hazards of manual handling</li> <li>• Methods of avoiding manual handling</li> <li>• The Manual Handling Operations Regulations 1992</li> <li>• Risk assessment for manual handling</li> <li>• Safe working practices for manual handling</li> <li>• Practical safe lifting and handling</li> <li>• Types of lifting equipment</li> <li>• Inspection requirements</li> <li>• Occupational health requirements</li> </ul>	3 hours
Risk Assessment	<ul style="list-style-type: none"> <li>• The legal requirements relating to risk assessment</li> <li>• The competent person</li> <li>• What makes a risk assessment "suitable and sufficient"?</li> <li>• The principles of prevention</li> <li>• The hierarchy of control measures</li> <li>• Personal protective equipment</li> <li>• Risk assessments – practical examples and common mistakes</li> <li>• Monitoring the effectiveness of control measures</li> </ul>	3 hours
Risk Management	<ul style="list-style-type: none"> <li>• Understanding what "risk" really means</li> <li>• Critical linkage between risk and controls</li> <li>• The risk management toolkit – policies, processes, registers, incident reporting, indicators</li> <li>• Benefits of risk registers</li> <li>• Key components of an effective risk management process</li> <li>• Monitoring, measuring and reporting</li> </ul>	6 hours

WORKSHOP TITLE	WORKSHOP CONTENT	DURATION*
Train the Trainer	<ul style="list-style-type: none"> <li>• Fundamentals of training</li> <li>• Learning how people learn</li> <li>• Key concepts in practical training</li> <li>• Communication skills for delivering training</li> <li>• Presentation delivery</li> <li>• Facilitation skills</li> <li>• Programme design preparation and planning</li> <li>• Creating a relaxing and interactive training environment</li> </ul>	6 hours
Train the Virtual Trainer: Delivering Virtual Sessions with Impact	<ul style="list-style-type: none"> <li>• Describing the training cycle and how virtual delivery approaches might impact on each of the stages</li> <li>• What is meant by impact and learner engagement: why are they important?</li> <li>• Approaches to managing “zoom fatigue”</li> <li>• Delivering online exercises that have impact</li> <li>• Use of videos and digital tools such as sharing screens, chat functions, polls and whiteboards</li> <li>• Effective management of delegates in an online environment</li> <li>• Challenging limiting beliefs of self and delegates around using technology and being on camera</li> <li>• Issues around online etiquette relating to delegates and their support</li> <li>• Facilitating group discussion and feedback in an online setting</li> <li>• Equal opportunity considerations that need to be taken into account in the delivery of virtual training</li> </ul>	12 hours
Train the Virtual Trainer: Designing Virtual Training	<ul style="list-style-type: none"> <li>• Identifying key differences between face to face and online training, and the impacts on design</li> <li>• Designing webinar sessions to add impact</li> <li>• Designing pre-session instructions and activities</li> <li>• Re-purposing traditional classroom exercises for collaborative online learning</li> <li>• Designing sessions in order to manage in-session fatigue</li> <li>• Designing icebreaker activities that work online</li> <li>• Using game-based platforms to add to engagement</li> <li>• Developing comprehensive lesson plans, facilitator guides, presentations and participant materials</li> <li>• Equal opportunity considerations that need to be taken into account in the design of virtual training</li> </ul>	12 hours

All prices are correct as of September 2022



INSPIRATION | EXCELLENCE | INNOVATION

**CITY** OF GLASGOW  
COLLEGE

For further info contact:

[flexfund@cityofglasgowcollege.ac.uk](mailto:flexfund@cityofglasgowcollege.ac.uk)

0141 375 5571

---

190 Cathedral Street, Glasgow G4 0RF

[www.cityofglasgowcollege.ac.uk](http://www.cityofglasgowcollege.ac.uk)

---

Scottish Charity Number SC036198