

CITY OF GLASGOW
COLLEGE
Let Learning Flourish

**Flexible Workforce
Development Fund**



**Investing in Your Workforce:
Training Options for Your FWDF Investment**





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INTRODUCTION

As a Scottish apprenticeship levy payer, you are entitled to up to £15,000 in funding to upskill and re-skill your workforce. Do you want to maximise your £15,000 but don't know where to start? Our Business Development team have compiled some suggested training opportunities for you. This list is not exhaustive so please contact us for bespoke delivery, tailored to your organisation.

The fund can be used to book spaces on existing scheduled courses, or to create bespoke training solutions to meet the specific needs of your business. Courses can be delivered at City of Glasgow College or at your premises. Some courses that require specialist equipment and facilities may have to run at the college and delivery at your premises is dependent on a suitable training room.



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 – Association of Accounting Tech Level 6 Diploma CPD

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:

£1613.00 per person.

Course Duration:

Two evenings per week for 40 weeks.

Course Cost:

£1375.00 per person.

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:

£1375.00 per group.

AAT - Association of Accounting Tech Level 8 Diploma CPD

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.



British Institute of Innkeeping Awarding Body (BIIAB)

BIIAB has thousands of members and is well placed to keep on top of the industry's needs, developing qualifications with the industry, for the industry.

BIIAB Scottish Certificate for Personal Licence Holders

Course Outline:

- The policy context
- Overview of the licensing function
- Key roles
- Licences and operating conditions
- Protection of children from harm
- Training
- Associated law
- Alcohol
- Illegal drugs
- Social responsibility
- Community links

Course Duration:

1 Day

Course Cost:

£125.00 per person

Refresher Course (1/2 day) Cost

£95.00 per person

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.
- Customer Service in Housing.
- Resident Involvement in Housing Services.

Course Duration:

11 workshops over a 12 month period.

Course Cost:

£1538.00 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:

9 workshops over a 12 month period.

Course Cost:

£1538.00 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 34 weeks.

Course Cost:

£2547.00 per person.

CIM Diploma in Professional Marketing

Course Outline:

- Strategic Marketing
- Digital Strategy
- Mastering Metrics

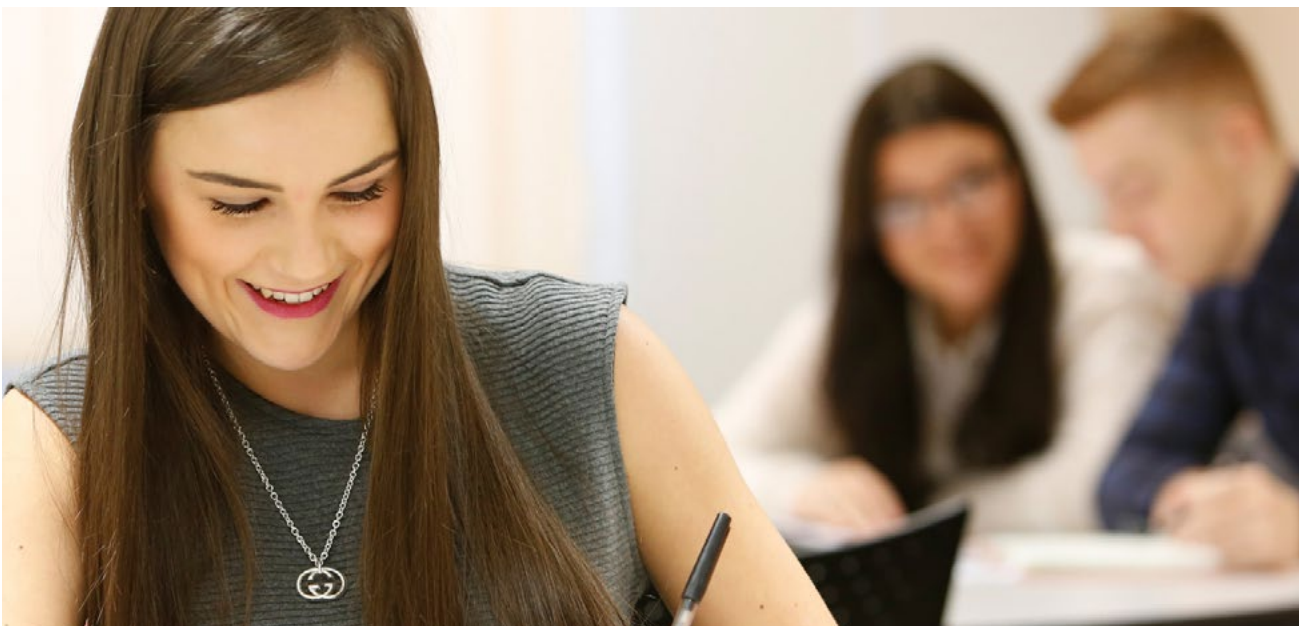
Costs exclude Membership and exam fees, payable direct to CIM

Course Duration:

One evening per week for 34 weeks.

Course Cost:

£2667.00 per person.



Chartered Institute of Building (CIOB)

As the international voice of building professionals, the CIOB has in-depth knowledge of the management of the total building process. CIOB members are skilled professionals striving to reach the highest possible standards. Chartered member status, represented by the designations MCIOB and FCIOB, is recognised internationally as a mark of professionalism in the construction industry.

With its increasing international membership and growing profile in the UK, the CIOB is making a hugely influential contribution to one of the world's most important industries.

CIOB Chartered Membership Programme

Course Outline:

- Construction Technology
- Management
- Contracts and Commercial Practices
- Health, Safety and the Environment

Course Duration:

14 evenings over a 9 month period plus online study.

Course Cost:

£1,550 per person.

Membership of CIOB not included.

CIOB Professional Review Support

Course Outline:

There are many routes to becoming Chartered with CIOB. Whether you're a graduate, have technical or vocational qualifications or have simply built up years of experience, you can choose the path that best suits you.

The final stage to gaining Chartered Membership for most candidates is the Professional Review. This will allow you to use the designation MCIOB. The Professional Review checks that you have the right knowledge, skills and experience in three areas of competence: **occupational, management and commitment to professionalism.**

Course Cost:

£250.00 per person.

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 Diploma

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:

£3104.00 per person.

- Managing Risks
- Category Management

Course Duration:

One day or two evenings per week for 35 weeks.

Course Cost:

£3104.00 per person.

CIPS Professional Diploma

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:

£3104.00 per person.

CIPS Advanced Diploma

Course Outline:

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

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 Certificate in Human Resource Practice

Course Outline:

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

Course Duration:

One evening per week for 36 weeks. (Please note there are three full days of skills-based workshops and an additional 7/8 evening attendances required across the academic year).

Course Cost:

£1835.00 per person.

- Delivering L&D activities.
- Evaluating L&D activities.

Course Duration:

One evening per week for 36 weeks. (Please note there are three full days of skills-based workshops and an additional 7/8 evening attendances required across the academic year)

Course Cost:

£1835.00 per person.

CIPD Level 5 Intermediate Certificate in Human Resource 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 Duration:

One evening per week for 36 weeks.

Course Cost:

£1885.00 per person.

CIPD Certificate in Learning and Development

Course Outline:

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

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.

Level 3 First Line Management

Course Outline:

Candidates can choose to complete the Award (1 unit), Certificate (2 units) or Diploma (3 units). Typical units delivered include:

- Personal Development as a First Line Manager
- Improving Team Performance
- Managing and Communicating Information
- Resource Planning
- Meeting Stakeholder Needs
- Identifying Development Opportunities

Course Duration:

- Award – 5 eves plus online/self study over a 3 month period
- Certificate – 10 eves plus online/self study over a 6 month period
- Diploma – 30 eves plus online/self study over a 17 month period

Course Cost (per person):

- Award - £495.00
- Certificate - £950.00
- Diploma - £2375.00

Level 5 Leadership and Management

Course Outline:

Candidates can choose to complete the Award (1 unit), Certificate (2 units) or Diploma (3 units). Typical units delivered include:

- Personal Development as a Manager and Leader
- Managing team and Individual Performance
- Leadership Practice
- Conducting a Management Style Project
- Meeting Stakeholder and Quality Needs

Course Duration:

- Award – 5 eves plus online/self study over a 2 month period
- Certificate – 11 eves plus online/self study over a 5 month period
- Diploma – 28 eves plus online/self study over a 15 month period.

Course Cost (per person):

- Award - £575.00
- Certificate - £995.00
- Diploma - £2500.00



Level 3 in Coaching and Mentoring

Course Outline:

Candidates can choose to complete the Award (1 unit), Certificate (2 units) or Diploma (3 units). Typical units delivered include:

- Principles, skills and impact of coaching and mentoring.
- Coaching and mentoring for individual and team needs.
- Coaching and mentoring relationships.
- Coaching and mentoring processes.
- Completing the coaching and mentoring process.

Course Duration:

- Award – 5 eves plus online/self study over a 3 month period
- Certificate – 10 eves plus online/self study over a 5 month period
- Diploma – 30 eves plus online/self study over a 17 month period

Course Cost (per person):

- Award - £495.00
- Certificate - £950.00
- Diploma - £2375.00

Level 5 in Coaching and Mentoring

Course Outline:

Candidates can choose to complete the Award (1 unit), Certificate (3 units) or Diploma (7 units). Typical units delivered include:

- Introduction to management coaching and mentoring.
- Management of coaching and mentoring.
- Using coaching and mentoring skills as a manager.
- Coaching practice and theory.
- Personal development as a manager and leader.
- Mentoring practice and theory
- Management of action learning

Course Duration:

- Award – 5 eves plus online/self study over a 3 month period
- Certificate – 15 eves plus online/self study over a 6 month period
- Diploma – 35 eves plus online/self study over a 20 month period

Course Cost (per person):

- Award - £575.00
- Certificate - £1310.00
- Diploma - £2500.00



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:

- Building a Simple Network
- Establishing Internet Connectivity
- Building a Medium-Sized Network
- Network Device Management and Security
- Introducing IPv6
- Implement Scalable Medium-Sized Networks
- Troubleshooting Basic Connectivity
- Implementing an EIGRP-Based Solution
- Implement a Scalable OSPF-Based Solution
- Wide-Area Networks
- Network Device Management and Security

Course Duration:

12-18 Weeks. 6 Hours x 12 Sessions or 3 Hours x 24 Sessions. Bespoke Delivery can be delivered as an intensive 5 day course.

Course Cost:

£1550.00 per person.

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:

Bespoke only - request cost.

*Offered in association with HABC accredited course provider Make it So Training.

HABC Level 2 in 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:

Bespoke only - request cost.

*Offered in association with HABC accredited course provider Make it So Training.



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.

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:

£130.00 per 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:

£395.00 per 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:

£250.00 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 National General Certificate in Occupational Health & Safety

Course Outline:

- Management of health and safety (NGC1).
- Controlling workplace hazards (GC2).
- Health and safety practical application (GC3).

Course Duration:

Evening – one evening per week for 30 weeks.

Twilight – one day per week for 13 weeks.

Block – 12 days

Course Cost (per person):

Evening – £950.

Twilight – £1100.

Block – £1100.

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:

£3950.00 per person.

*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:

13 Days.

Course Cost:

£1400.00 per person.

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

NEBOSH National Certificate in the Management of Health and Well-being at Work

Course Outline:

- Identifying risks to health at work.
- Manage sickness absence and implement a return to work programme.
- Prevention and management of work related stress.
- Management of people with musculoskeletal disorders.
- Dealing with mental health at work.

Course Duration:

5 Days

Course Cost:

£850.00 per person.

*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:

£1250.00 per person.

*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.

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:

£70.00 per person

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:

£340.00 per person.

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:

£675.00 per 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:

£95.00 per person.

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:

£495.00 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.
- Emergency First Aid at Work
- First Aid at Work (3 day)
- First Aid at Work (Refresher)
- 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)

INTERPERSONAL SKILLS

City of Glasgow College can deliver training in a variety of formats that will help participants to develop their interpersonal skills in a business context. These sessions will focus on improved communications, teambuilding and enhanced individual and team performance.



WORKSHOP TITLE	WORKSHOP CONTENT	DURATION*	FORMAT
Assertiveness	<ul style="list-style-type: none"> • The difference between passive, assertive and aggressive behavior • Assertive professional practice • Applying assertiveness to meetings • Managing team and departmental performance 	3 hours	✓ Bespoke x Public
Building successful relationships	<ul style="list-style-type: none"> • Relationship development activities • Building and strengthening relationships • Stakeholder engagement • Visualizing levels of power and influence 	3 - 6 hours	✓ Bespoke x Public
Customer Service	<ul style="list-style-type: none"> • The principles of customer care • Assessing and anticipating customer needs and expectations • Interpersonal skills and knowing your customer • Handling complaints 	3-6 hours	✓ Bespoke x Public
Dealing with difficult people	<ul style="list-style-type: none"> • Categories and types of difficult people • How communication can be used to solve problems and reduce the likelihood of conflict • How to assess and reduce risks in conflict situations • Effective communication and de-escalation of conflict 	6 hours	✓ Bespoke x Public
Developing personal resilience	<ul style="list-style-type: none"> • Drawing up a definition of resilience • What happens when you are resilient • How to build resilience • The unexpected benefits of being wrong and how to create success out of failure • How to achieve your childhood dreams 	3 hours	✓ Bespoke x Public
Emotional intelligence	<ul style="list-style-type: none"> • Fundamental principles of emotional intelligence • Difference between EQ and IQ • Benefits of improving emotional intelligence 	3 hours	✓ Bespoke x Public
Facilitation skills	<ul style="list-style-type: none"> • Facilitation tools and techniques • Stages you go through in group work • Ground rules for group work • Dealing with difficult dynamics 	6 hours	✓ Bespoke x Public
Giving and receiving feedback	<ul style="list-style-type: none"> • Managing with openness and transparency • Enhancing communication within line management • Improving feedback to peers and board level • Direct reports and giving feedback on performance 	3 hours	✓ Bespoke x Public
Influencing skills	<ul style="list-style-type: none"> • Incremental negotiation and influencing • Influencing in meetings • Influencing decision-making processes • Adapting influential leadership styles 	3 hours	✓ Bespoke x Public

WORKSHOP TITLE	WORKSHOP CONTENT	DURATION*	FORMAT
Mindmapping	<ul style="list-style-type: none"> • Principles of mindmapping • Making connections and associations • Improve memory recall through use of mental notes 	2 hours	✓ Bespoke x Public
Negotiating skills	<ul style="list-style-type: none"> • Negotiating upwards and reducing disputes and conflict • The art of compromise and the win-win approach • Accommodating others effectively • Creating a culture of effective negotiation 	6 hours	✓ Bespoke x Public
Positive psychology	<ul style="list-style-type: none"> • Positive coping skills • Emotional and mental wellbeing • Communication skills (active listening) • Developing positivity and positive team culture 	6 hours	✓ Bespoke x Public
Presentation skills	<ul style="list-style-type: none"> • Knowing your audience • Building rapport with your audience • Verbal and non-verbal cues in your presentation • Delivering your message • Structured preparation 	6 hours	✓ Bespoke x Public
Thinking creatively	<ul style="list-style-type: none"> • How to be creative • How creativity works • Ways to be creative • Assess your creativity 	2 hours	✓ Bespoke x Public
Time management and prioritisation	<ul style="list-style-type: none"> • Setting goals to manage your time and get things done • How to plan efficiently • Online time management tools • Do you multi-task? 	3 hours	✓ Bespoke x Public
Writing effective emails	<ul style="list-style-type: none"> • Email etiquette • Construction of an effective email • Creating a professional image through emails • Business writing conventions 	4 hours	✓ Bespoke x Public
Writing for impact	<ul style="list-style-type: none"> • The importance of writing effectively • Writing in a variety of formats • Business reports • Following convention • How to be clear and concise 	6 hours	✓ Bespoke x Public



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*	FORMAT
Building & Leading Teams	<ul style="list-style-type: none"> • Develop the team 'building blocks' and manage how the team develops • Handle conflict and differences in the team • Adapting your management style to suit your team 	3 hours	✓ Bespoke x Public
Managing 'Difficult' People	<ul style="list-style-type: none"> • How to stick to performance and not personality • Know and manage your 'hot buttons' • Addressing poor conduct and attitude 	3 hours	✓ Bespoke x Public
Managing Communication	<ul style="list-style-type: none"> • Communicating clear direction and instruction • Impact of verbal/non-verbal communication • Adapting your communication to suit the situation 	3 hours	✓ Bespoke x Public
Managing effective meetings	<ul style="list-style-type: none"> • Chairing / leading meetings • Innovative meeting structures • How to avoid arguments and confrontations • How to interrupt people 	6 hours	✓ Bespoke x Public
Managing Meetings & Briefings	<ul style="list-style-type: none"> • How to control meetings • How to facilitate discussions and really listen • How to make meetings worthwhile 	3 hours	✓ Bespoke x Public
Managing Team Expectations	<ul style="list-style-type: none"> • How to build rapport, loyalty and trust • How to manage and exceed expectations • How to handle 'difficult' situations 	3 hours	✓ Bespoke x Public
Motivating Your Team	<ul style="list-style-type: none"> • Understanding Motivation • What motivates and why • How to motivate your team • Spotting the signs of demotivation 	3 hours	✓ Bespoke x Public
Recruitment in the Age of Social Media	<ul style="list-style-type: none"> • Source and attract qualified candidates • Maximise your career site to attract more potential employees • Accurately assess candidates • Utilise social media reviews to enhance company brand 	6-12 hours	✓ Bespoke x Public
The Role of the Manager	<ul style="list-style-type: none"> • Understand the roles and responsibilities of a manager • Understand the skills and attributes of an effective manager • Identify and use the management 'tools' available 	3 hours	✓ Bespoke x Public

Management and Leadership Skills

WORKSHOP TITLE	WORKSHOP CONTENT	DURATION*	FORMAT
Effective Leadership	<ul style="list-style-type: none"> • Inspiring teams and bringing out the best in each and every individual • Overcoming challenges by getting everyone working together • Uniting individuals around a common vision, building a consensus for change • Creating a positive work environment through value-based leadership • Improving their self-awareness making them better, more productive leaders 	6 hours	✓ Bespoke x Public
Interview Techniques	<ul style="list-style-type: none"> • The different types of interviews (e.g. recruitment, disciplinary, grievance, appraisal) • How they differ in requirement and tone • Legal implications of interviewing • Questioning and listening techniques • Reading a CV/application form • Competency-based recruitment interviews • Relevant case studies and role play 	3 hours	✓ Bespoke x Public
Leadership in Action	<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"> • Human element assessment • Thinking about thinking • Policy and procedures • Emotional intelligence • Psychology of effective communications • Simulator exercise • Debriefing 	7 hours	✓ Bespoke x Public
Managing Change	<ul style="list-style-type: none"> • Analysing the competition • Creating and communicating winning change strategies • Organisational readiness, stretch and fit • Complex change and adaptive systems • How to get buy-in for organisational change 	6 hours	✓ Bespoke x Public

Marketing, Social Media and Public Relations

WORKSHOP TITLE	WORKSHOP CONTENT	DURATION*	FORMAT
Maximising Digital Technology	<ul style="list-style-type: none"> • Understanding the digital landscape • Tools for digital marketing • Implementing digital projects with clients • Evaluating the performance of digital marketing projects • Optimising digital content to maximise engagement 	6-12 hours	✓ Bespoke x Public
Media and Public Relations	<ul style="list-style-type: none"> • Handling media and PR enquiries • Helping to shape the company image • Improving your television interviewing skills • Writing a press release • Improved communication skills • Crisis management 	6-18 hours	✓ Bespoke x Public
Search Engine Optimisation and PPC for Business	<ul style="list-style-type: none"> • How do search engines work? • What are the benefits of SEO and PPC? • Link building and keyword research • Assessing your presence on search engines 	3 hours	✓ Bespoke x Public
Social Media Awareness	<ul style="list-style-type: none"> • Understanding the social media landscape • Social media in business • Social media platforms • Social media planning • Social analytics and integrating data 	6 hours	✓ Bespoke x Public
Strategic Marketing	<ul style="list-style-type: none"> • Understanding the purpose of strategic planning; • Applying the strategic planning process and developing data driven strategies in line with the company mission, vision and values; • Evaluating the external and internal environments to assess their impact on strategy formation; • Presenting strategic options using TOWS and setting objectives; • Models and techniques for effective strategy implementation and measurement. 	3 hours	✓ Bespoke x Public



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*	FORMAT
Adobe Creative Suite	<ul style="list-style-type: none"> • Introduction to Creative Suite <ul style="list-style-type: none"> - The range of applications - Common approaches and relationships between different applications • Photoshop <ul style="list-style-type: none"> - File formats - Cropping - Touch up tools - Basic layers • InDesign <ul style="list-style-type: none"> - Introduction - Document set up - Formatting & styles - Columns and text • Illustrator <ul style="list-style-type: none"> - Introduction - Drawing tools - Layers and effects 	12 hours	✓ Bespoke x Public
Autodesk Revit	<ul style="list-style-type: none"> • How to use Autodesk Revit to create a 3D model of a building that includes its different wall types, doors, windows and roof structure. • How to introduce fixtures and fittings to the completed floor plans. • How to use your 3D model to create elevations, sections and floor plans. 	21 hours	✓ Bespoke ✓ Public
Digital Literacy	<ul style="list-style-type: none"> • Hardware and software • Smart devices and apps • Browsers • Using internet search functions • Social media including privacy issues and proper use of social media channels • Email basics, including how to use email, attach files or images and email etiquette (Microsoft Outlook) • Creating strong passwords • Creating a document or image and saving it • Creating and managing folders 	6 hours	✓ Bespoke x Public

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

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

WORKSHOP TITLE	WORKSHOP CONTENT	DURATION*	FORMAT
Vocational Courses	<ul style="list-style-type: none"> • Engineering • Business • Procurement • Construction • Built Environment • Hospitality • Food Preparation • Sports • Hair and Beauty • Creative • Design and Digital • Furniture and Upholstery • Languages • Art • Information Technology 	Varies by course	Varies by course



OTHER COURSES

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



WORKSHOP TITLE	WORKSHOP CONTENT	DURATION*	FORMAT
Abrasive Wheels	<ul style="list-style-type: none"> • Who needs abrasive wheels training? • What are abrasive wheels? • Dangers of abrasive wheels • Wheel safety • Legislation • Hierarchy of control measures • Risk Assessment • Using Abrasive Wheels 	7 hours	<ul style="list-style-type: none"> ✓ Bespoke x Public
COSHH – Control of Substances Hazardous to Health	<ul style="list-style-type: none"> • The legal requirements • Forms of substances • Workplace Exposure Limits (WELs) • The principles of prevention • Hierarchy of control measures • Personal protective equipment • COSHH risk assessments • Monitoring techniques • Health surveillance • Questions and answers 	3 hours	<ul style="list-style-type: none"> ✓ Bespoke x Public
Fire Extinguishers	<ul style="list-style-type: none"> • Legal responsibilities • Common causes of fire in the workplace • Common causes of fire spreading • Principles of fire development • The fire prevention and Protection measures available in the workplace • Types of fire extinguishers • The ways different extinguishers fight fire • Safe use of portable equipment • Human behaviour • The safe evacuation of a building 	3 hours	<ul style="list-style-type: none"> ✓ Bespoke x Public
Fire Marshall Course	<ul style="list-style-type: none"> • The fire triangle and the combustion process • The main causes of fire in the workplace • The main causes of fire spreading in the workplace • Fire prevention and protection • The transfer of heat • Classification of fires • Fire extinguishers and their correct use • Fire hazards • Fire risk assessment • The role of the Fire Marshall • Safe evacuation of the workplace • The fire log book • Personal emergency evacuation plans (PEEPS) • Fire drills • Monitoring of control measures • The benefits of good fire safety 	6 hours	<ul style="list-style-type: none"> ✓ Bespoke x Public

WORKSHOP TITLE	WORKSHOP CONTENT	DURATION*	FORMAT
Legionella Awareness	<ul style="list-style-type: none"> • Introduction to Legionella and where it comes from • People most at risk • Legionnaires disease and the symptoms • The treatment of Legionnaires disease • Legal responsibilities in relation to Legionella • Legionella risk assessment • Prevention measures for Legionella • Controlling the risks from Legionella • Monitoring control measures 	3 hours	✓ Bespoke x Public
Lone Working	<ul style="list-style-type: none"> • The hazards and risks of lone working • Legislation relating to lone working • Lone working risk assessment • Management arrangements for safe lone working • Practical measures for lone working • The hierarchy of controls • Accident and near miss reporting in relation to lone working 	3 hours	✓ Bespoke x Public
Manual Handling	<ul style="list-style-type: none"> • The hazards of manual handling • Methods of avoiding manual handling • The Manual Handling Operations Regulations 1992 • Risk assessment for manual handling • Safe working practices for manual handling • Practical safe lifting and handling • Types of lifting equipment • Inspection requirements • Occupational health requirements 	3 hours	✓ Bespoke x Public
Mental Health Awareness	<ul style="list-style-type: none"> • What is mental health • Perceptions related to mental health issues • Legal considerations • Signs and symptoms of a mental health problem • What to do in the event of a suspected mental health problem seen in self/ others • Organisations that can assist and signposting 	6 hours	✓ Bespoke x Public
Risk Assessment	<ul style="list-style-type: none"> • The legal requirements relating to risk assessment • The competent person • What makes a risk assessment “suitable and sufficient”? • The principles of prevention • The hierarchy of control measures • Personal protective equipment • Risk assessments – practical examples and common mistakes • Monitoring the effectiveness of control measures 	3 hours	✓ Bespoke x Public

All prices are correct at 1/9/18

WORKSHOP TITLE	WORKSHOP CONTENT	DURATION*	FORMAT
Risk Management	<ul style="list-style-type: none"> • Understanding what “risk” really means • Critical linkage between risk and controls • The risk management toolkit – policies, processes, registers, incident reporting, indicators • Benefits of risk registers • Key components of an effective risk management process • Monitoring, measuring and reporting 	6 hours	<ul style="list-style-type: none"> ✓ Bespoke x Public
PASMA Towers for Users	<ul style="list-style-type: none"> • Legislation, Regulations and Guidance affecting working at height with mobile access towers • PASMA Code of Practice • Product Standards EN 1004:2004 • Assembling, altering and dismantling towers incorporating current best practice for fall protection • Inspection of completed mobile access towers and completion of Tower Inspection Records • Hazards affecting the use of mobile access towers 	7 hours	<ul style="list-style-type: none"> ✓ Bespoke x Public



INSPIRATION | EXCELLENCE | INNOVATION

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