











Administrative Staff




Admin Assistant





Course Title and Outline	Training Provider
<p>Emergency First Aid 4 hour course - £48 Venues in Ashford, Dover, Dartford, Maidstone, Canterbury, Gravesend, Sittingbourne, and Tunbridge Wells by arrangement.</p>	 <p>Kent Adult Education Service Tel: 0845 606 5606 Website: www.apps.kent.gov.uk/e&l/adulted/</p>
<p>First Aid – Babies & Children 12 hour course - £74 Those who work with children leading to a Paediatric First Aid certificate. Venues in Ashford, Dover, Dartford, Maidstone, Canterbury, Gravesend, Sittingbourne, and Tunbridge Wells by arrangement.</p>	 <p>Kent Adult Education Service Tel: 0845 606 5606 Website: www.apps.kent.gov.uk/e&l/adulted/</p>
<p>Accounting & Computerised Accounts OCR Level 1 & 2 Manual and computerised accounting using Sage programme Course Fee - According to qualification and length of course, please ask the Contact Centre or your local centre for details. Venues in Ashford, Canterbury, Dartford, Gravesend, Maidstone, Sittingbourne, Sevenoaks. Computer courses offered countywide.</p>	 <p>Kent Adult Education Service Tel: 0845 606 5606 Website: www.apps.kent.gov.uk/e&l/adulted/</p>




Course Title and Outline	Training Provider
<p>Support Work in Schools OCR Level 2 & 3 TDA Funded A new qualification for anyone working in a support role in school. The course consists of a range of optional units to suit most work roles. Courses can be arranged for groups at any suitable location by arrangement.</p>	 <p>Kent Adult Education Service Tel: 0845 606 5606 Website: www.apps.kent.gov.uk/e&l/adulted/</p>
<p>Support work in Schools Level 2 & Level 3 Fully funded Date – November 2008 – July 2009 – Timings and day to suit candidates – Based at Leigh Academy These qualifications aim to develop candidates skills and knowledge in a practical way that is relevant to work context.</p>	 <p>Kent & Medway Training Tel: 01322 620518 Website: www.kmtraining.org.uk Email: jwi@leighacademy.org.uk</p>
<p>Administrators Support Work in Schools Award Level 2 (SWiS) Course Fee - £200 – Duration 20 weeks consisting of 6 x 2 hour taught sessions 2 x 1 – 1 workplace assessments and self study/portfolio building. The programme aims to equip students with the knowledge and understanding of their roles and responsibilities within their school setting. Successful achievement will enable students to progress to Level 3 SWiS. Date – 3 October 2008 – 15 January 2009</p>	 <p>Professional Development centre at Thanet College Tel: 01843 605018 Email: PDC@thanet.ac.uk</p>

Course Title and Outline	Training Provider
<p>Administrators Support Work in Schools Award Level 3 (SWiS) Course Fee – £200 – the course will be run over 1 year 1-3pm Consisting of 6 x 2 hour taught sessions 2 x 1-1 workplace assessment and self study/portfolio building. Aim of the course is to equip with the knowledge and understanding of their roles and responsibilities within their school setting. Date – 3rd October 2008</p>	 <p>Professional Development centre at Thanet College Tel: 01843 605018 Email: PDC@thanet.ac.uk</p>
<p>Business and Administration City Guilds NVQ Level 2 – Distance Learning Course Fee - £550 – Including registration and certification The course is designed for those employed in an administrative capacity who wish to gain a nationally recognised qualification but are unable to attend college. The duration of the course is flexible according to individual candidates. However, in most cases, the qualification is achievable within a year and should be completed within a maximum of two years. Date – Flexible to suit the candidate.</p>	 <p>Contact Business Services at Thanet College Tel: 01843 605032 Email: wfdt@thanet.ac.uk</p>
<p>Business and Administration City Guilds NVQ Level 3 – Distance Learning Course Fee - £570- Including registration and certification The course is designed for those employed in an administrative capacity who wish to gain a nationally recognised qualification but are unable to attend college. The duration of the course is flexible according to individual candidates. However, in most cases, the qualification is achievable within a year and should be completed within a maximum of two years. The process of assessment requires the demonstration of skills together with appropriate knowledge and understanding to specified standards. Assessment is based on a combination of observation, questioning and collection of evidence from the workplace.</p>	 <p>Contact Business Services at Thanet College Tel: 01843 605032 Email: wfdt@thanet.ac.uk</p>

Course Title and Outline	Training Provider
<p>Business and Administration City Guilds NVQ Level 4 – Distance Learning Course Fee - £620 – Including registration and certification Free tuition is available to those in receipt of certain means tested benefits or to their unwaged dependents. If you are not on benefits but find it difficult to pay any course related costs because of financial hardship, contact Student Welfare on 08143 605048 to make an appointment with a welfare advisor. The course is designed for those employed in an administrative capacity who wish to gain a nationally recognised qualification but are unable to attend college. The duration of the course is flexible according to individual candidates. However, in most cases, the qualification is achievable within a year and should be completed within a maximum of two years. Date – Flexible to suit the candidate.</p>	 <p>Contact Business Services at Thanet College Tel: 01843 605032 Email: wfdt@thanet.ac.uk</p>
<p>Certificate In Business Administration (Business Organisations & People) EDI Certificate Level 2 Course Fee - £170 – Including examination fee This course enables candidates to gain underpinning knowledge and an understanding of the administration role through off-the-job learning. Topics include: Responsibilities at work, the business and administration environment, common work roles, using information technology, specialised roles, health and safety, personal responsibilities, the work environment, working with others and customer relations.</p>	 <p>Contact Business Services at Thanet College Tel: 01843 605032 Email: wfdt@thanet.ac.uk</p>
<p>Certificate in Business Administration (Business Organisations & People) EDI Certificate Level 3 Course Fee - £185 – Including examination fee This course enables candidates to gain underpinning knowledge and an understanding of the administration role through off-the-job learning. Topics include: Responsibilities at work, working in a business environment, innovation and change, providing leadership, work roles, health and safety, personal responsibilities, the work environment and developing productive working relationships. Dates to be confirmed.</p>	 <p>Contact Business Services at Thanet College Tel: 01843 605032 Email: wfdt@thanet.ac.uk</p>

Course Title and Outline	Training Provider
<p>Communicate with Ease Course Fee - £150 per delegate 1 day Course The course offers you techniques to reclaim natural confidence and communicate effectively with others.</p>	 Learning & Development Contact: Sue Watson Email: learning.development2@kent.gov.uk Tel: 01622 221271
<p>Improve your memory through Mind Maps Course Fee - £150 per delegate 1 Day Course This course has been designed to improve your memory using both mind mapping and other techniques. A mind map is an essential tool for creative and effective work performance. It condenses information to key words and visual images, enabling a large amount of information to be recorded on one sheet of paper. There are many uses of maps, including note-taking, problem-solving, prioritising, memory enhancement, presentation and report structure, project management, decision-making, analytical thinking and time management.</p>	 Learning & Development Contact: Sue Watson Email: learning.development2@kent.gov.uk Tel: 01622 221271
<p>Information Governance Workshops Course Fee - £40 per delegate – 1 Day only (09.00 – 15.30) This course includes current legislation, Data Protection Act and the Freedom of Information Act, will present major challenges for all public sector agencies in the next few years. As an organisation which works with very sensitive information about people's personal lives. Dates and venues – 17 September 2008 – Ashford North Holiday Inn 19 November 2008 – East Malling Research Centre 14 January 2009 – Aylesham Community Project 16 March 2009 – Ashford North Holiday Inn Delegates should not have attended this workshop previously. Places will be on a first-come-first-served basis up to a maximum of 35 delegates per workshop.</p>	 Learning & Development Contact: Sue Watson Email: learning.development2@kent.gov.uk Tel: 01622 221271

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<p>ITQ (Incorporating ECDL) Course Fee – £480 per delegate – Duration – up to one year Candidates will achieve an ECDL qualification (7 modules) and submit one further mandatory unit to achieve the full ITQ level 2. the mandatory unit demonstrates how the candidate uses IT effectively in the workplace</p>	 <p>Learning & Development Contact: Debbie Johnson Email: Debbie.johnson@kent.gov.uk Tel: 01622 696242</p>
<p>ITQ (Incorporating ECDL) – Fully Funded) One year Course – 7 one day workshops for training and tests This IT qualification is accredited by the British Computer Society. Candidates will achieve an ECDL qualification (7 modules) and submit one further mandatory unit to achieve the full ITQ level 2. The mandatory unit demonstrates how the candidate uses IT effectively in the workplaces. Note:- You cannot already hold a Level 2 or higher qualification (e.g. 5 GCSE's/O-Levels grade A-C, Level 2 NVQ in any subject, A Levels, Degree)</p>	 <p>Learning & Development Contact: Debbie Johnson Email: Debbie.johnson@kent.gov.uk Tel: 01622 696242</p>
<p>Business Writing Skills Course Fee - £150 – One Day Course This course is intended to help develop staff who will be required to write basic reports for Managers</p>	 <p>Learning & Development Contact: Sue Watson Email: learning.development2@kent.gov.uk Tel: 01622 221271</p>
<p>Business Administration KEY aims to ensure that we find the most cost-effective solution. One of our Marketing & Development Advisors will discuss the best option for you. Courses are run regularly throughout the year, they do not depend on term-times so have flexible start dates. The location can be chosen from one of our five training centres across Kent. Employers recognise this, rating skilled business administrators as some of the most difficult staff to recruit. KEY offers work-based business administration qualifications.</p>	 <p>Key Training Services Freephone: 0800 731 4297 Email: keytrainingservices@kent.gov.uk Website: www.keytrainingservices.org.uk</p>

Course Title and Outline	Training Provider
<p>Support Work in Schools (SWiS) KEY aims to ensure that we find the most cost-effective solution. One of our Marketing & Development Advisors will discuss the best option for you. Support Work in Schools training is often Free to access for both employers and learners. Courses are run regularly throughout the year, they do not depend on term-times so have flexible start dates. The location can be chosen from one of our five training centres across Kent. The Support Work in Schools Certificate is an excellent way to enhance the skills of staff providing pupil support in a wide variety of roles.</p>	 <p>Key Training Services Freephone: 0800 731 4297 Email: keytrainingservices@kent.gov.uk Website: www.keytrainingservices.org.uk</p>
<p>Staff Development – Intermediate Course Fee - £750 per delegate 5 ½ days Course This generic programme has been designed in order to meet the professional development needs of all staff in KCC. Job roles in local government are becoming increasingly varied and complex and the new personal development programmes will widen your skills, encourage career development, retention and consolidate competence.</p>	 <p>Learning & Development Contact: Angie Salem Email: angie.salem@kent.gov.uk Tel: 01622 696378</p>
<p>Start Supervising! Course Fee - £150 per delegate – One Day Course Bridge the gap between administration/support work, and supervision. This one-day course is the perfect first step for delegates who wish to gain an awareness and confidence in people management. It is the natural stepping stone to our popular and effective New manager programme.</p>	 <p>Learning & Development Contact: Sue Watson Email: learning.development2@kent.gov.uk Tel: 01622 221271</p>