













# Administrative Staff




## Receptionist




Course Title and Outline	Training Provider
<p><b>Emergency First Aid</b> 4 hour course - £48 Venues in Ashford, Dover, Dartford, Maidstone, Canterbury, Gravesend, Sittingbourne, and Tunbridge Wells by arrangement.</p>	 Kent Adult Education Service Tel: 0845 606 5606 Website: <a href="http://www.apps.kent.gov.uk/e&amp;l/adulted/">www.apps.kent.gov.uk/e&amp;l/adulted/</a>
<p><b>First Aid – Babies &amp; Children</b> 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>	 Kent Adult Education Service Tel: 0845 606 5606 Website: <a href="http://www.apps.kent.gov.uk/e&amp;l/adulted/">www.apps.kent.gov.uk/e&amp;l/adulted/</a>
<p><b>Accounting &amp; Computerised Accounts OCR Level 1 &amp; 2</b> 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>	 Kent Adult Education Service Tel: 0845 606 5606 Website: <a href="http://www.apps.kent.gov.uk/e&amp;l/adulted/">www.apps.kent.gov.uk/e&amp;l/adulted/</a>
<p><b>European Computer Driving Licence and ITQ</b> A range of computer courses from beginners to advanced. 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>	 Kent Adult Education Service Tel: 0845 606 5606 Website: <a href="http://www.apps.kent.gov.uk/e&amp;l/adulted/">www.apps.kent.gov.uk/e&amp;l/adulted/</a>
<p><b>Support Work in Schools OCR Level 2 &amp; 3</b> 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>	 Kent Adult Education Service Tel: 0845 606 5606 Website: <a href="http://www.apps.kent.gov.uk/e&amp;l/adulted/">www.apps.kent.gov.uk/e&amp;l/adulted/</a>

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<p><b>Support work in Schools Level 2 &amp; Level 3</b>  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 &amp; Medway Training  Tel: 01322 620518  Website: <a href="http://www.kmtraining.org.uk">www.kmtraining.org.uk</a>  Email: <a href="mailto:jwi@leighacademy.org.uk">jwi@leighacademy.org.uk</a></p>
<p><b>Administrators Support Work in Schools Award Level 2 (SWiS)</b>  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: <a href="mailto:PDC@thanet.ac.uk">PDC@thanet.ac.uk</a></p>
<p><b>Business and Administration City Guilds NVQ Level 2 – Distance Learning</b>  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: <a href="mailto:wfdt@thanet.ac.uk">wfdt@thanet.ac.uk</a></p>
<p><b>Administrators Support Work in Schools Award Level 3 (SWiS)</b>  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 – 3<sup>rd</sup> October 2008</p>	 <p>Professional Development centre at Thanet College  Tel: 01843 605018  Email: <a href="mailto:PDC@thanet.ac.uk">PDC@thanet.ac.uk</a></p>

Course Title and Outline	Training Provider
<p><b>Business and Administration City Guilds NVQ Level 3 – Distance Learning</b>            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>	<div data-bbox="1809 304 2033 427" data-label="Image"> </div> <p>Contact Business Services at Thanet College            Tel: 01843 605032            Email: <a href="mailto:wfdt@thanet.ac.uk">wfdt@thanet.ac.uk</a></p>
<p><b>Business and Administration City Guilds NVQ Level 4 – Distance Learning</b>            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>	<div data-bbox="1809 660 2033 783" data-label="Image"> </div> <p>Contact Business Services at Thanet College            Tel: 01843 605032            Email: <a href="mailto:wfdt@thanet.ac.uk">wfdt@thanet.ac.uk</a></p>
<p><b>Certificate In Business Administration (Business Organisations &amp; People)</b>  <b>EDI Certificate Level 2</b>            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>	<div data-bbox="1809 1050 2033 1173" data-label="Image"> </div> <p>Contact Business Services at Thanet College            Tel: 01843 605032            Email: <a href="mailto:wfdt@thanet.ac.uk">wfdt@thanet.ac.uk</a></p>

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<p><b>Certificate In Business Administration (Business Organisations &amp; People)</b>  <b>EDI Certificate Level 3</b>            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: <a href="mailto:wfdt@thanet.ac.uk">wfdt@thanet.ac.uk</a></p>
<p><b>Communicate with Ease</b>            Course Fee - £150 per delegate            1 day Course            The course offers you techniques to reclaim natural confidence and communicate effectively with others.</p>	 <p>Learning &amp; Development            Contact: Sue Watson            Email: <a href="mailto:learning.development2@kent.gov.uk">learning.development2@kent.gov.uk</a>            Tel: 01622 221271</p>
<p><b>Customer Care</b>            Course Fee - £150 per delegate            1 Day Course            The interactive course will enable you to learn, discuss and to practice techniques that will enhance your customer service skills in everyday situations, improve communication, maximise face to face and telephone discussions. It covers understanding your impact on customers, and combining self and stress management methods.</p>	 <p>Learning &amp; Development            Contact: Sue Watson            Email: <a href="mailto:learning.development2@kent.gov.uk">learning.development2@kent.gov.uk</a>            Tel: 01622 221271</p>

Course Title and Outline	Training Provider
<p><b>Information Governance Workshops</b>            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>	 <p>Learning &amp; Development            Contact: Sue Watson            Email: <a href="mailto:learning.development2@kent.gov.uk">learning.development2@kent.gov.uk</a>            Tel: 01622 221271</p>
<p><b>ITQ (Incorporating ECDL)</b>            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 &amp; Development            Contact: Debbie Johnson            Email: <a href="mailto:Debbie.johnson@kent.gov.uk">Debbie.johnson@kent.gov.uk</a>            Tel: 01622 696242</p>
<p><b>ITQ (Incorporating ECDL) – Fully Funded</b>            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 &amp; Development            Contact: Debbie Johnson            Email: <a href="mailto:Debbie.johnson@kent.gov.uk">Debbie.johnson@kent.gov.uk</a>            Tel: 01622 696242</p>

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<p><b>Business Administration</b></p> <p>KEY aims to ensure that we find the most cost-effective solution. One of our Marketing &amp; Development Advisors will discuss the best option for you.</p> <p>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.</p> <p>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: <a href="mailto:keytrainingservices@kent.gov.uk">keytrainingservices@kent.gov.uk</a>  Website: <a href="http://www.keytrainingservices.org.uk">www.keytrainingservices.org.uk</a></p>
<p><b>Customer Service</b></p> <p>KEY aims to ensure that we find the most cost-effective solution. One of our Marketing &amp; Development Advisors will discuss the best option for you.</p> <p>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.</p> <p>KEY offers work-based qualifications for those wishing to pursue or advance a career in Customer Services.</p>	 <p>Key Training Services  Freephone: 0800 731 4297  Email: <a href="mailto:keytrainingservices@kent.gov.uk">keytrainingservices@kent.gov.uk</a>  Website: <a href="http://www.keytrainingservices.org.uk">www.keytrainingservices.org.uk</a></p>
<p><b>Support Work in Schools (SWiS)</b></p> <p>KEY aims to ensure that we find the most cost-effective solution. One of our Marketing &amp; Development Advisors will discuss the best option for you.</p> <p>Support Work in Schools training is often Free to access for both employers and learners.</p> <p>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.</p> <p>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: <a href="mailto:keytrainingservices@kent.gov.uk">keytrainingservices@kent.gov.uk</a>  Website: <a href="http://www.keytrainingservices.org.uk">www.keytrainingservices.org.uk</a></p>

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<p><b>Staff Development – Intermediate</b>            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>	<div data-bbox="1742 188 2042 252" data-label="Image"> </div> <p>Learning &amp; Development            Contact: Angie Salem            Email: <a href="mailto:angie.salem@kent.gov.uk">angie.salem@kent.gov.uk</a>            Tel: 01622 696378</p>