

**OUR EXPERTISE:  
YOUR GROWTH**



# **TRAINING**

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# CFA TRAINING

Centre for Assessment offers a wide range of Business, ISO and Regulatory workshops to help you and your organisation thrive. From short taster sessions through to accredited qualifications, we hope that you find something that matches your interests and professional development needs.

All of our courses are delivered by expert trainers who have a vast experience working with all sorts of people, from all sorts of backgrounds and in all sorts of organisations. Our delivery is flexible and our aim is to provide you with the services you require in the way you require them.

# DELIVERY OPTIONS

## Delivery options to suit your needs and preferences

We want to make sure that our training is available to you in ways that suit your location and preferred learning style. All of our courses are tutor-led and are delivered using one or more of the methods listed below.

### **O - Open Training**

Some of our training is delivered as open virtual courses, allowing you to access your learning no matter where you are based. Places can be booked on our website or you can talk to us about which course is right for you.

### **I - In-company Training**

A great option if you have a group of people to train, all of our courses are available for delivery at your premises. Get in touch with us to discuss your preferred dates and other arrangements.

### **B - Bespoke Training**

If you are looking for a tailor-made training solution, we can work with you on a training needs analysis. Our training consultant will discuss your preferred outcomes and will create a programme that meets them.

A group of business professionals are seated around a long wooden conference table in a modern meeting room. The room features a large, cylindrical pendant light hanging from the ceiling. The image is overlaid with a semi-transparent red filter. A teal hexagonal shape is centered over the image, containing the text 'BUSINESS TRAINING' and 'PAGES 4 - 10'.

# **BUSINESS TRAINING**

**PAGES 4 - 10**



# COMMUNICATION SKILLS

Do you want to develop greater assertiveness in order to gain more respect? This course will help you learn how to enhance your working relationships through better influencing skills and improve your persuasion skills to deal with difficult people and difficult situations. Explore communication styles and verbal/non-verbal techniques.

I - B



# BUSINESS WRITING

This practical workshop begins by analysing five vital barriers that prevent successful communication between writers and readers. You will explore new concepts of writing for the digital age, develop confidence when using words and grammar, learn the secrets of structuring business letters, internal memos and e-mails and discover how to write clear and concise reports that are relevant, logical and accurate.

I - B



# NEGOTIATION SKILLS

This course is for individuals within any role looking to improve their negotiation skills. Whether you are seeking resources for your project or team, agreeing a salary or making a sales deal, your success depends on your personal skills as a negotiator. Explore how to prepare for negotiation, key stages of the negotiation process, adopting a collaborative approach, staying cool and achieving the best outcome.

I - B



# TRAIN THE TRAINER

This course is all about ensuring your training gets the right results. It is for those working within the teaching and training sector. The aim of training is to bring about change. Effective seminars achieve this through good planning and the clever use of timing, content, technique, activities and training aids.

This course can be delivered as an ILM Endorsed Programme, which demonstrates the high-quality training provision we offer, and learners are developed to ILM's benchmark.

I - B



# PRESENTATION SKILLS

You will learn how to create a strong message that your audience will relate to, as well as how to structure your message and gain confidence in the use of presentation space and technical aids. This course is for individuals who engage in public speaking on a regular basis and want to enhance their skills.

I - B



# TIME MANAGEMENT

We all work in pressurised environments and face daily challenges to manage and meet within time constraints. Achieve better results by understanding your job role and setting realistic objectives, learning how to cope with stress in order to remain calm under pressure and discovering how to prioritise and delegate key tasks.

I - B

# CUSTOMER SERVICE

## EXCEPTIONAL CUSTOMER CARE

Research shows that organisations providing high quality, enjoyable customer experiences can grow three times as fast as their competitors. This workshop begins by looking at why customers are vital, what they actually buy products and services and what customer care means. Learn how to meet customer needs, solve their problems and encourage them to return.

O I B

## CUSTOMER SERVICE EXCELLENCE:

### INTERNAL CHAMPIONS WORKSHOP

This workshop will provide all the essential skills you need to achieve the Cabinet Office's **Customer Service Excellence** Standard. Internal Champions will help you review how your current customer service strategy aligns with the CSE framework, look at areas for development to achieve compliance, and evaluate your ability to lead the project.

I

# LEADERSHIP & MANAGEMENT

## ILM LEVEL 2 AWARD IN LEADERSHIP & TEAM SKILLS

The nationally-recognised programme will give you an in-depth introduction to the role and responsibilities of a team leader, giving you the skills you need to get the most out of others. It will also support new and aspiring team leaders by helping them make the transition from working in a team to managing a team.

### - BUILDING STRONGER TEAMS 0 - |

Full of expert insights, best practice techniques and engaging discussion, Building Stronger Teams will enable to explore and enhance your skills as an aspiring, new or experienced team leader.

### - PRACTICAL LEADERSHIP 0 - |

Effective team leaders need to be able to develop others. Practical Leadership will help you recognise the difference between coaching and training and know when each is appropriate, making use of constructive feedback.



## ILM LEVEL 3 AWARD IN LEADERSHIP & MANAGEMENT

This is ideal for individuals looking to take their first step into line management and for those who already have some management responsibilities. This combined knowledge and competency-based qualification will build and develop new skills to enhance their management career.

### - TRANSITION FROM COLLEAGUE TO MANAGER 0 - |

This course will enable you to develop your team management and leadership skills, adapt to meet the needs of your team and understand the art of delegation to get the job done with maximum efficiencies.

### - LEADERSHIP IN ACTION 0 - |

On this course you will develop your leadership skills to make your vision a reality, build a winning team by discovering the art of motivating others, explore the need to communicate with transparency and develop advanced skills enabling you to achieve this.

# MICROSOFT EXCEL

## Excel Introduction

You will learn all of the relevant skills needed to build and manipulate basic Excel spreadsheets. With plenty of hands-on time and exercises basic tasks such as: using shortcuts, working with ranges, building formulae, editing and formatting data, and charting will become demystified.



START SOMETHING WONDERFUL.

## Excel Intermediate

This course looks at some of the more sophisticated features needed to simplify (and speed up) working with large amounts of data in terms of formatting, formulae and security. We also cover useful analysis tools required when working with lists of data such as sorting and pivot tables.

## Excel Advanced (level 1)

Explore some of the more advanced capabilities of Excel to achieve the results you want. This course predominantly is mathematics-based, concentrating on the use of complex formulae and logic within formulae. It also covers some less used but still useful advanced features.

## Excel Advanced (level 2)

This course introduces delegates to a number of advanced features of data management including 'What-if' data analysis tools, form creation tools, customisation and automation as well as exploring some of the less commonly used features of the product.

## Excel Bitesize

Our expert trainer provides two-hour bitesize sessions covering any Excel topic you want to explore,, including getting started, formatting, the range of Excel functions, data analysis tools, using controls to create forms and automating tasks using macros.

# EQUALITY, DIVERSITY & INCLUSION

## EDI POLICIES & PRINCIPLES | - B

Equality, Diversity and Inclusion principles are now front and centre of any successful business or organisation. This interactive workshop will give you an overview of EDI, helping you understand what needs to be done to ensure your organisation is not only compliant with legislation, but is also able to champion every aspect of its people.

# SALES

## CONSULTATIVE SELLING SKILLS | - B

This course explains how to maximise sales and increase your revenue and get the most from your customers by adapting your sales approach. This course looks at some of the common and uncommon objections and the different tools that can be used to overcome them whilst focussing on your customer relationship.

## TELESALES TECHNIQUES | - B

This course will enable you to develop your ability to help your customers say 'yes', maximise opportunities from incoming calls, and know how to structure your outbound calls. Learn how to deal with gatekeeper resistance effectively, understand objection handling techniques and develop your own style as a confident telesales professional..



**ISO TRAINING**  
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# ISO TRAINING

## FOUNDATION

**ISO 9001, 14001, 22301, 27001, 45001 |**

Our Foundation Courses are ideal if you are interested in ISO 9001, ISO 14001, ISO 22301, ISO 27001, ISO 45001 certification or a combination of these. This 'starter' course is designed to help you understand the fundamentals of Management System Standards and to give you a clear overview of the various aspects of ISO certification. You should end the day saying, 'I understand what the Standard is and what it sets out to achieve'.

## IMPLEMENTATION

**ISO 9001, 14001, 22301, 27001, 45001 0 - |**

Implementing a Management System that complies with the requirements of an ISO Standard can be a challenge. The purpose of this course is to give you the knowledge and confidence required to understand how to work with an ISO Standard. ISO Implementation Training is based on generic guidance designed for you to take away and develop a plan of action that works for your organisation. You should end the day saying, 'I know what I've got to do to achieve compliance'.

## INTERNAL AUDITOR

**ISO 9001 0 - |**

This workshop is designed for people who have had no formal training in carrying out ISO 9001 internal audits and for people who want to refresh their skills and get up to date with ISO 9001 audit requirements.

**ISO 27001 0 - |**

Our 2-day Internal Auditor training will equip you with the knowledge and skills needed to complete an audit of your Information Security Management System, using the ISO 27001 Standard.

A group of people are gathered in a circle on a carpeted floor, engaged in a training session. In the center of the circle, a first aid kit with a white cross on a dark background and a white mannequin head are placed on the floor. One person on the left is holding a document. The entire scene is overlaid with a semi-transparent blue filter. A white hexagonal shape is centered over the image, containing the text.

**REGULATORY  
TRAINING**  
**PAGES 14 - 17**

# FIRE SAFETY

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## Fire Extinguisher |

The 90-minute Fire Extinguisher course is designed to equip delegates with an understanding of the types and sizes of fires, the appropriate use of fire extinguishers and the dangers associated with tackling a fire.

## Fire Marshal |

Our Fire Marshal course can be delivered in-company to your Fire Marshal/Warden team. The course is a half-day session and is delivered with a practical fire extinguisher session, giving delegates the skills needed to fulfil their role.

## Fire Awareness |

This three-hour workshop gives an overview of fire safety. It is ideal for those who have a responsibility for fire drills and evacuation procedures but do not require the level of training provided on a Fire Marshal course.

# FIRST AID

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## Level 3 Award in Emergency First Aid at Work **O - I**

This one-day course provides a good insight into the procedures and basic life support skills needed to help those who may come across an emergency situation. It is an ideal 'starter' course for anyone responsible for first aid provision, especially in smaller companies.

## Level 3 Award in First Aid at Work **I**

This three-day course is designed for employees who must obtain a First Aid at Work Certificate to become the designated First Aider in their workplace and also for those who want the most comprehensive introduction to first aid.

## Level 3 Award in First Aid at Work (requalification) **I**

We also offer the two-day Level 3 First Aid at Work Requalification to refresh your knowledge of the First Aid at Work syllabus and to renew your certificate.

## Level 3 Award in Paediatric First Aid **I**

This two-day course provides candidates with the essential knowledge and skills to undertake the role of Paediatric First Aider in a variety of childcare settings.

# FOOD SAFETY

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## Level 2 Award in Food Safety |

This one-day course is suitable for anyone who is working with or around food who will be legally required to have some form of training in food safety. It is intended to provide a basis for more advanced studies in all aspects of food hygiene.

## Level 3 Award in Food Safety |

This three-day course provides a thorough understanding of food safety procedures emphasising the importance of monitoring staff and controls. Anyone working in a supervisory role in catering, food manufacturing or retail should complete this programme.

## Level 2 Award in HACCP |

This one-day qualification is designed for those working or preparing to work in food businesses where a food safety management system based on Hazard Analysis and Critical Control Points is implemented. The workshop is available for both caterers and food manufacturers.

## Level 3 Award in HACCP |

The CIEH Level 3 Award in HACCP for Food Manufacturing will benefit managers and supervisory staff responsible for the development of a food safety management system based on the Codex principles of HACCP.

# HEALTH & SAFETY

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## Level 2 Award in Health & Safety in the Workplace |

This one-day course is designed to provide participants with an appreciation of the fundamentals of good health and safety practice. It provides an overview of topics such as hazardous substances, noise, welfare and workplace design.

## Level 2 Award in Risk Assessment |

This one-day course will introduce you to the basic principles of risk assessments and how to apply them to the workplace. Topics include hazards and control measures, the Hierarchy of Control, record keeping and legal requirements.

## Manual Handling Techniques |

The aim of this Manual Handling Techniques training course is to ensure that, after theoretical and practical training and instruction, all delegates will be able to undertake manual handling tasks safely, by using correct manual handling techniques.

# HACCP FOR LAUNDRIES

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This one-day course is aimed at personnel who are responsible for assisting in the development and maintenance of a HACCP/RABC system within a laundry setting. It includes the importance of HACCP-based systems, and how to develop, implement, maintain and verify the system.



# CONTACT US

For more information about any of our courses,  
visit [www.centreforassessment.co.uk/all-services/training](http://www.centreforassessment.co.uk/all-services/training)  
email [sales@centreforassessment.co.uk](mailto:sales@centreforassessment.co.uk)  
or call 0161 237 4080

