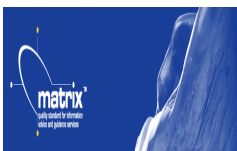
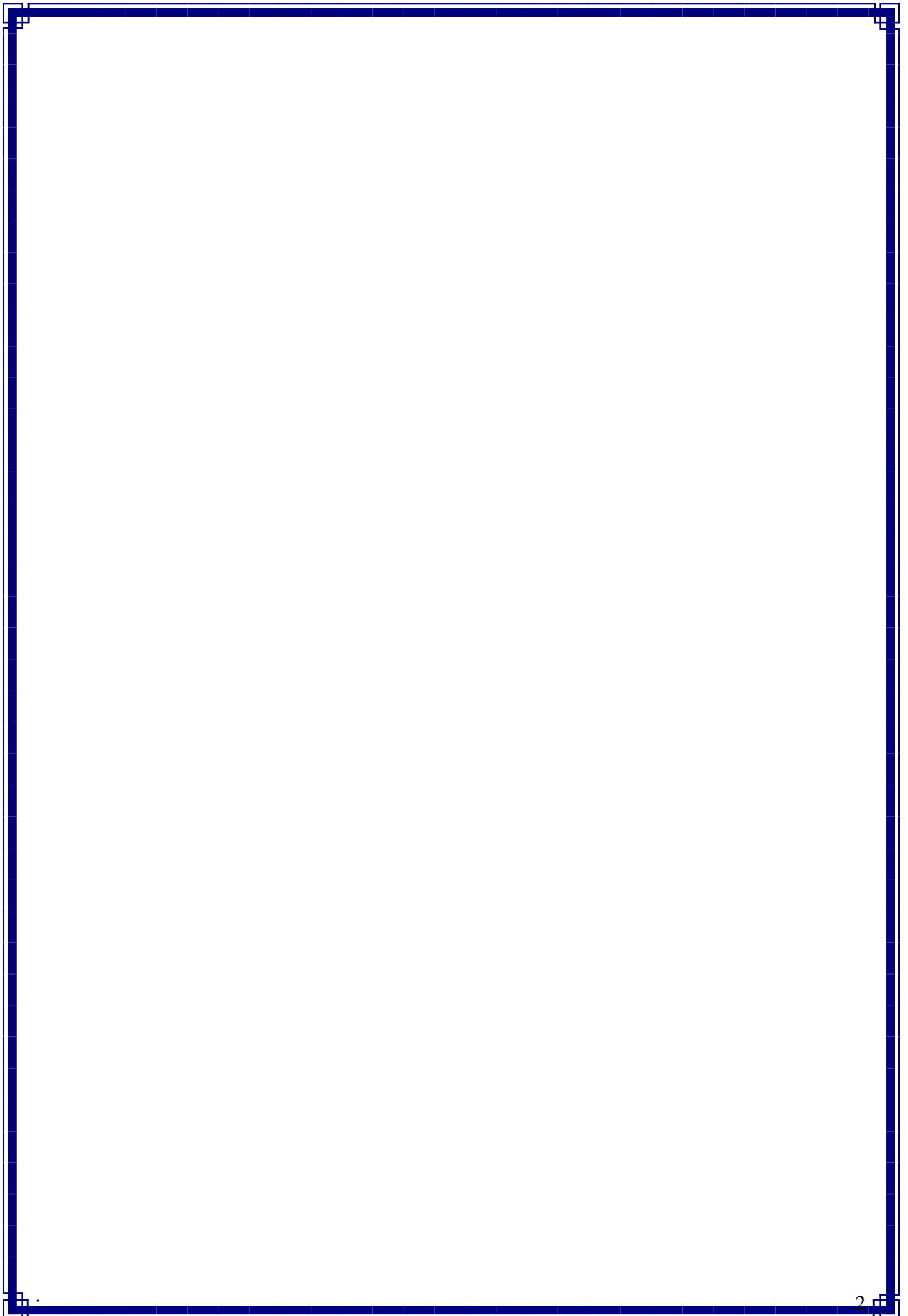




CKW
*Training
Consultants
Limited*

**Business Administration
&
Management Qualifications**





Directions to CKW Training Centre

- ❖ From the M25, take the A2 (J2) towards Dover/Canterbury
- ❖ After approx. 7 miles the A2 joins the M2. At this junction take the exit (J1) and head towards Grain - A228
- ❖ Continue along this road (dual carriageway) following signs for Medway City Estate
- ❖ At the 1st roundabout take the 2nd exit
- ❖ At the 2nd roundabout take the 1st exit
- ❖ At the 3rd roundabout take the 2nd exit onto Medway City Estate
- ❖ Follow the road along and take the 2nd exit at the next roundabout, into Sir Thomas Longley Road.
- ❖ Continue along this road until you reach a very sharp left bend, as you round the bend Beaufort Court is on the right, through iron gates. Bear left within the court and Exeter House will be ahead of you (a two-storey building). Please come to reception. Visitors' car parking is on the right as you enter Beaufort Court.

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We can provide the following additional training. Please contact us for details	
Technical Certificate at Level 2 (3245-02)	
Basic Literacy Skills for Adults	
Basic Numeracy Skills for Adults	
Key Skills NVQ Level 1 (3638-01)	
Key Skills NVQ Level 2 (3638-02)	
Key Skills NVQ Level 3 (3638-03)	

Have you identified a company or individual training need not listed in this brochure? Please contact us and we will be happy to discuss your training requirements and facilitate accordingly.



Tel: 01634 724242 Fax: 01634 735373 e-mail: info@ckwtraining.co.uk

CKW Training Consultants Limited

Mission Statement

"We aim to be the foremost training company in Kent in our chosen subjects, as evidenced by the standard of care and counselling we offer our students, the consistent quality of the training offered by the entire team and the attainment of higher than national average results in all our subjects"

Quality Policy

It shall be the absolute policy of CKW Training Consultants Limited to provide services, which fully, and consistently, meet the requirements of our customers, in line with the company ethos of "equality for all", "confidentiality at all times" and "acting in a professional manner at all times".

The policy shall be achieved by maintaining quality awareness across the Company and a specific requirement for each person to be responsible for the quality and integrity of their own output. Everyone shall carry out his or her work at all times to the required standard of workmanship in order to prevent non-conformity.

Our driving ambition is to get it right, first time and every time.

We recognise the demanding requirements of our customers and hence it shall be our objective to comply with their needs at all times.

Our Quality Policy shall be developed and operated through the Quality Management System under the direct control of the Managing Director and Quality Assurance Manager.

The operational requirements of this system shall be mandatory and no deviations or alterations to the requirements shall be permitted.

Diversity Statement

CKW Training Consultants Ltd (CKW) embraces diversity as an integral part of being a caring community of lifelong learners. We are committed to building and maintaining a diverse, accessible, civil and supportive learning environment. CKW provides an environment and curriculum which affirm pluralism of beliefs and opinions, including diversity of religion, gender, ethnicity, race, sexual orientation, disability, age and socioeconomic class.

CKW will implement and adhere to policies and procedures which discourage harassment and other behaviours that infringe upon the freedom and respect that every individual deserves.

CKW Training Consultants Limited

Standards and Quality Assurance

- Approved by City & Guilds, ILM, NEBOSH, IOSH & EDI •
- Awarded Investors in People (IIP) •
- ISO 9001 Quality Assurance Approved •
- I.A.G. Accredited •
- Policies in place and available for inspection: •
 - Equal Opportunities
 - Health & Safety
 - Anti-discrimination
 - 3-way Partnership Agreements
 - IV Strategy
 - Assessor Strategy
- ALI/Ofsted Inspected •
- Professional Standards Maintained •

CKW Training Consultants Limited

Important information

- NVQ costs are negotiable and are dependant on the learning route taken: •
 - E Learning
 - One:one tutoring and assessing
 - Group attendance at NVQ workshops
- All one day courses are subject to a minimum number of candidates to ensure course viability •
- Tutor travel costs based on Microsoft Autoroute @ .45p per mile are applicable to all training carried out at your workplace •
- Delivery nationwide •
- Courses can be adjusted to include documentation specific to your organisation •
- Long term contractual commitment to training will benefit from substantial savings in costs to employers •
- Training facilities available for hire •
- Training facilities comply with the Disability Discrimination Act •
- All learners' training needs met in a friendly and confidential manner to ensure equal opportunities for all •
- CKW Training Consultants Limited promote anti-discriminatory practice •
- CKW Training Consultants Limited is an equal opportunities employer •
- CKW Training Consultants Limited embraces Diversity •

Train to Gain Funding

CKW is a recognised training provider working with and for the Learning and Skills Council South East to help achieve the Governments targets of qualifications for the workforce throughout the UK. Train to Gain funding is a business improvement tool, provided by the Government, to assist businesses of all sizes to upskill their staff and in turn improve business performance.

As well as helping you access other sources of funding, the Train to Gain service can also provide some funding itself. This includes:

- Free training to help your employees gain their first, full Level 2 Qualification
- A wide range of training for low-skilled employees
- The possibility of a contribution to wage costs for companies with less than 50 employees – to cover the cost of time spent in training.

Train to Gain Level 3 Trials

The LSC have now introduced a trial level 3/4 funding route for employers. The LSC will help towards the cost of:

Level 4 Qualifications

- Employees wishing to progress from a level 2 straight to a level 4 qualification

Level 3 Qualifications

- Employees wanting to achieve a second or subsequent level 3 qualification

The contribution from the employer for level 3 or 4 qualifications, providing the employees meet the specific criteria, is nominal. Should you wish to take advantage of this funding, or require any further information, please call Sue or Cathy on 01634 724242.

Skills for Life

CKW has a policy of embedding Skills for Life into all our programmes, to encourage adult learning and to enhance the achievements of all learners. All learners undergo a basic skills assessment. The results of these assessments are fed back to the employer, in confidence. Under Train to Gain, all Skills for Life training and certification costs are funded. Skills for Life training is offered to the employer for the employees where the need is identified at a nominal cost.

**Our
future.
It's in
our hands.**

CKW Training Consultants Limited

ILM Professional Development Programmes for Managers

Level 2 Introductory Certificate in Team Leading

ILM Team Leading qualifications are for those people who are working in formal teams or groups, whether as team leaders/co-ordinators, or team members. The qualifications are equally suitable for members of self-managed teams. They may work in factories and offices, in hospitals, in call centres and on building sites, in leisure centres and in the armed services. Wherever people and resources are employed, team workers with an ILM Team Leading qualification ensure that they are employed effectively.

Qualifications are designed to improve your performance in the organisation through their strong focus on your specific job role. These highly practical programmes can generate significant payback for your employer in terms of cost savings and quality improvements in your workplace. You may also have internal short training sessions in your organisation which can be incorporated into the programme structure. 'ILM recognises the professional development achievements of almost 70,000 managers'.

What's in the ILM Level 2 Introductory Certificate in Team Leading?

This is a short, flexible programme for all team workers, especially those with team leading or co-ordinating responsibilities. It consists of a minimum 22 guided learning hours covering the Role of the Team Leader and a choice of five further segments (selected from the full ILM Level 2 Certificate in Team Leading) to meet the need for an introduction to team leading/co-ordinating skills, and is equally valuable for improving the performance of all those who work inside today's teams.

The flexible structure makes it highly adaptable to your and your employers needs without sacrificing the quality of the full ILM Level 2 Certificate in Team Leading. If you are working in a team with little or no formal training you can benefit particularly from this programme as it provides an ideal start to your future ongoing development. As you might expect, the ILM Level 2 Introductory Certificate in Team Leading offers valuable preparation for the ILM Level 2 Certificate in Team Leading and can be used as a bridge back into learning.

Entry Requirements

- No formal entry requirements, but participants ideally should be working in teams or cells, though not necessarily in a leadership role, and have a background which will enable them to benefit from the programme. **ILM Membership**
- Those who achieve these awards are eligible to apply for the minimum grade of Associate membership (AMInstLM). Call 01543 251346 or e-mail membership@i-l-m.com for details.

Progression

- ILM Level 2 Certificate in Team Leading
- ILM Level 2 S/NVQ in Team Leading
- ILM Level 3 Introductory Certificate in First Line Management
- ILM Level 3 Certificate in First Line Management

Duration: Minimum 22 guided learning hours including assessment, which may take from three days to a maximum of one year.

Certification: ILM

Payment terms available for individuals

Corporate rates negotiated

Delivery at our own training suites or at your workplace

CKW Training Consultants Limited

Level 2 Certificate in Team Leading

ILM Team Leading qualifications are for those people who are working in formal teams or groups, whether as team leaders/co-ordinators, or team members. The qualifications are equally suitable for members of self-managed teams. They may work in factories and offices, in hospitals, in call centres and on building sites, in leisure centres and in the armed services. Wherever people and resources are employed, team workers with an ILM Team Leading qualification ensure that they are employed effectively.

Qualifications are designed to improve your performance in the organisation through their strong focus on your specific job role. These highly practical programmes can generate significant payback for your employer in terms of cost savings and quality improvements in your workplace. You may also have internal short training sessions in your organisation which can be incorporated into the programme structure. 'ILM recognises the professional development achievements of almost 70,000 managers'.

What's in the ILM Level 2 Certificate in Team Leading?

The **ILM Level 2 Certificate in Team Leading** programme comprehensively covers the full range of responsibilities of the team/group leader or member, and can be tailored to fit your specific needs. The certificate develops leaders and managers within the national qualifications framework.

The full Certificate consists of an induction, four 15-hour modules plus tutorial support. Available from ILM Centres as either an Integrated Certificate (with the modules delivered and certificated together) or delivered, assessed and certificated separately, as the modular ILM Level 2 Certificate in Team Leading. The modular route reinforces the ILM commitment to short sharp flexible learning to ensure an exact fit with individual candidate needs and workplace requirements. See the grid for the four modules and individual segments.

Each module comprises 5 x 3-hour segments, of which 3 are core and 2 are chosen from between 3 and 5 optional segments offered. This enhances the flexibility for you to match the programme content to your identified training needs. The whole programme will take a minimum of 65 guided learning hours, plus time for assessment, to provide you with the knowledge and skills you need to perform effectively in the high pressure world of the twenty-first century.

Entry Requirements

- No formal entry requirements, but participants ideally should be working in teams or cells, though not necessarily in a leadership role, and have a background which will enable them to benefit from the programme.

ILM Membership

- Those who achieve these awards are eligible to apply for the minimum grade of Associate membership (AMInstLM). Call 01543 251346 or e-mail membership@i-l-m.com for details.

Progression

- ILM Level 3 Introductory Certificate in First Line Management
- ILM Level 3 Certificate in First Line Management
- ILM Level 2 S/NVQ in Team Leading or Level 3 S/NVQ in Management

Duration: Minimum 65 guided learning hours, excluding assessment, and may take from two weeks to a maximum of two years to complete.

Certification: ILM

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Endorsed Awards

ILM Endorsed Awards enable organisations to gain external validation and recognition for their own programmes which have specially designed to support their specific organisational needs and tailored to their own systems and practices.

The key requirement of this award is that the programme is based on management and/or leadership development. The Endorsed Award must include some form of participant assessment.

ILM recognises the value of this programme as a means of raising management capability in a way that differs from the standard offering provided by awarding bodies. In effect, ILM is approving and monitoring the quality of the programme, whilst giving total flexibility to the provider or their client. Therefore the duration, level of content covered and the delivery method are specified by the provider. The provider also designs the way participants are assessed. ILM certificate the participants who undertake the programme, thereby providing them with the benefit of recognition from a leading national and professional awarding body.

Duration: 2 days
Certification: ILM

Payment terms available for individuals
Corporate rates negotiated
Delivery at our own training suites or at your workplace

CKW Training Consultants Limited

Level 3 NVQ in Management

The **ILM Level 3 S/NVQ in Management** is for first line managers who have decision-making responsibilities within defined limits and wider responsibility for people and their performance and also assess their knowledge and understanding of key management activities. It also gives managers an opportunity to develop their performance in their job to become more effective and to progress their career.

Candidates are required to take seven units: four mandatory units plus three out of a choice of 11 optional units.

Mandatory units

- A2 Manage your own resources and professional development
- B6 Provide leadership in your area of responsibility
- D6 Allocate and monitor the progress and quality of work in your area of responsibility
- E6 Ensure health and safety requirements are met in your area of responsibility

Optional units

- B11 Promote equality of opportunity and diversity in your area of responsibility
- C2 Encourage innovation in your area of responsibility
- C5 Plan change
- C6 Implement change
- D1 Develop productive working relationships with colleagues
- D3 Recruit, select and keep colleagues
- D7 Provide learning opportunities for colleagues
- E1 Manage a budget
- F1 Manage a project
- F6 Monitor and solve customer service problems
- F8 Work with others to improve customer service



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Cont.

Progression

Candidates can progress onto:

- ILM Level 4 S/NVQ in Management; S/NVQ in Personnel Management; or NVQ in Volunteer Management
- ILM Level 3 Certificate or Introductory Certificate in Management
- ILM Level 5 (new NQF) Diploma or Introductory Diploma in Management
- ILM Level 3 or (new NQF) Level 5 Award or Certificate in Leadership
- ILM Level 3 or Level 5 (new NQF) qualifications in Coaching and Mentoring.

- Candidates who achieve the ILM Level 3 S/NVQ in Management will be eligible to apply for ILM Associate Membership (AMInstLM).

Duration: Approx. 9 months

Certification: ILM

Payment terms available for individuals

Corporate rates negotiated

Delivery at our own training suites or at your workplace



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Level 4 NVQ in Management

The **ILM Level 4 S/NVQ in Management** is aimed at middle managers with a wider span of control, greater accountability for performance and responsibility for determining resource allocation and operational methods.

Candidates are required to take eight units: five mandatory units plus three out of a choice of 17 optional units.

Mandatory units

- B1 Develop and implement operational plans for your area of responsibility
- C2 Encourage innovation in your area of responsibility
- D2 Develop productive working relationships with colleagues and stakeholders
- E6 Ensure health and safety requirements are met in your area of responsibility
- F3 Manage business processes

Optional units

- A2 Manage your own resources and professional development
- A3 Develop your personal networks
- B6 Provide leadership in your area of responsibility
- B8 Ensure compliance with legal, regulatory, ethical and social requirements
- B11 Promote equality of opportunity and diversity in your area of responsibility
- C4 Lead change
- C5 Plan change
- C6 Implement change
- D3 Recruit, select and keep colleagues
- D6 Allocate and monitor the progress and quality of work in your area of responsibility
- D7 Provide learning opportunities for colleagues
- E2 Manage finance for your area of responsibility
- F1 Manage a project
- F2 Manage a programme of complementary projects

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Cont.

- F8 Work with others to improve customer service*
- F9 Build your organisations understanding of its market and customers
- F11 Manage the achievement of customer satisfaction
- * Unit imported from Customer Service L2/3

Progression

Candidates may progress to:

- ILM Level 5 (new NQF) Diploma or Introductory Diploma in Management
- ILM Level 5 (new NQF) Diploma in Management Coaching and Mentoring
- ILM Level 5 S/NVQ in Management; S/NVQ in Personnel Strategy; or NVQ in Volunteer Management
- ILM Level 7 (new NQF) Executive Diploma or Introductory Executive Diploma in Management
- ILM (new NQF) Level 5 Award or Certificate in Leadership
- ILM Level 7 (new NQF) Diploma in Leadership Mentoring and Executive Coaching
- ILM (new NQF) Level 5 Award in Understanding Social Enterprise.

Candidates who achieve the ILM Level 4 S/NVQ in Management will be eligible to apply for ILM Member status (MInstLM).

Duration: Approx. 1 year

Certification: ILM

- Payment terms available for individuals
- Corporate rates negotiated
- Delivery at our own training suites or at your workplace



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ILM Membership

At the outset of these programmes, candidates can join ILM as a student member. Membership supports candidates by providing a range of information and opportunities for professional development. The benefits include: an annual subscription to Edge, the UK's premier magazine on leadership and management issues, published 10 times per year; special rates at member seminars; and networking opportunities.

Candidates who achieve the qualification will be eligible to upgrade their membership and apply for either Associate or full membership. This enhanced grade brings enhanced benefits, including post nominal letters to reflect your professionalism, subscription to ILM News, access to the free legal help line and many more exclusive benefits. Call membership on 01543 251346 or email membership@i-l-m.com

CKW Training Consultants Limited

Business & Administration NVQ Level 2 (4404-02)

Candidate work role requirements

This NVQ is for those working in office environments in any of the following roles, or roles similar to these:

- Junior assistant
- Receptionist
- Office assistant
- Contact centre operator
- Administrator

Candidate entry requirements

Generally, there is no prescribed recommended prior knowledge, attainment or experience needed to gain access to this qualification. It is recommended that potential candidates are initially assessed on entry, so that levels of literacy, numeracy, communication skills and sector understanding can be determined. This initial assessment should consider previous qualifications and practical experience. Candidates will be employed within the industry or in a realistic working environment and as such would have been through a selection process.

Age restrictions

These NVQs are approved for the use of those who are under 16 years of age. There are no age restrictions attached to candidates undertaking this qualification unless this is a legal requirement of the process or the environment. Otherwise, there are no formal entry requirements for candidates undertaking this NVQ, however centres must ensure that candidates have the potential and opportunity to gain evidence for the qualification in the work place or realistic working environment..

2 mandatory units:

- 201 Carry out your responsibilities at work
- 202 Work within your business environment

Plus 3 optional units from a choice of 23

Duration: Approx. 6 months

Certification: City & Guilds

- Payment terms available for individuals
- Corporate rates negotiated
- Delivery at our own training suites or at your workplace



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CKW Training Consultants Limited

Business & Administration NVQ Level 3 (4404-03)

Candidate work role requirements

This NVQ is for those working in office environments in any of the following roles, or roles similar to these:

- Administrator
- Co-ordinator
- Team leader
- Supervisor
- Office manager

Candidate entry requirements

Generally, there is no prescribed recommended prior knowledge, attainment or experience needed to gain access to this qualification. It is recommended that potential candidates are initially assessed on entry, so that levels of literacy, numeracy, communication skills and sector understanding can be determined. This initial assessment should consider previous qualifications and practical experience. However, as candidates are required to be employed within the industry it is assumed that they will have been through a selection process.

Age restrictions

This NVQ is approved for the use of those who are aged 16 or over. There is no other age restriction attached to candidates undertaking this qualification unless it is a legal requirement of the process or the environment. Otherwise, there are no formal entry requirements for candidates undertaking this N/SVQ, however centres must ensure that candidates have the potential and opportunity to gain evidence for the qualification in the work place

2 mandatory units:

- 301 Carry out your responsibilities at work
- 302 Work within your business environment

Plus four additional units

Duration: Approx. 9 months
Certification: City & Guilds

- Payment terms available for individuals
- Corporate rates negotiated
- Delivery at our own training suites or at your workplace



CKW Training Consultants Limited

Business & Administration NVQ Level 4 (4404-04)

Candidate work role requirements

This NVQ is for those working in office environments in any of the following roles, or roles similar to these:

Team leader
Supervisor
Office manager

Candidate entry requirements

Generally, there is no prescribed recommended prior knowledge, attainment or experience needed to gain access to this qualification. It is recommended that potential candidates are initially assessed on entry, so that levels of literacy, numeracy, communication skills and sector understanding can be determined. This initial assessment should consider previous qualifications and practical experience. However, since candidates are required to be employed within the industry it is assumed that they will already have been through a selection process.

Age restrictions

This NVQ is approved for the use of those who are aged 16 or over. There is no other age restriction attached to candidates undertaking this qualification unless it is a legal requirement of the process or the environment. Otherwise, there are no formal entry requirements for candidates undertaking this N/SVQ, however centres must ensure that candidates have the potential and opportunity to gain evidence for the qualification in the work place.

2 mandatory units:

401 Carry out your responsibilities at work
402 Work within your business environment

Plus four additional units

Duration: Approx. 1 year
Certification: City & Guilds

- Payment terms available for individuals
- Corporate rates negotiated
- Delivery at our own training suites or at your workplace



CKW Training Consultants Limited

Customer Service NVQ Level 2 (4507-82)

The level 2 in Customer Service is for individuals whose customer service role requires well developed behavioural competence, but whose scope for independent decision making and for bringing about change is limited

To meet the level 2 standards for qualification purposes individuals will need to demonstrate that they can:

- Use well developed communication skills
- Develop relationships with customers
- Work well with others
- Resolve customer service problems, both pro-actively and reactively

And they have the option to demonstrate that they can:

- Work with change by supporting customer service improvements
- Develop their personal performance
- Promote additional products and services
- Process customer information

4 mandatory units:

- 201 Give customers a positive impression of yourself and your organisation
- 202 Deliver reliable customer service
- 203 Develop customer relationships
- 204 Resolve customer service problems

Plus 1 optional unit from a choice of 4:

- 205 Support customer service improvements
- 206 Develop personal performance through delivering customer service
- 207 Promote additional products or services to customers
- 208 Process customer service information

Duration: Approx. 6 months

Certification: City & Guilds

- Payment terms available for individuals
- Corporate rates negotiated
- Delivery at our own training suites or at your workplace



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Customer Service NVQ Level 3 (4507-83)

The level 3 standards are for individuals who have the scope to bring about permanent improvements in service delivery that benefit customers and the organisation for which they work. However, this does not mean that these individuals should be in roles where they have direct line responsibility for people

At level 3, individuals are likely to be in roles where for example:

- They have the opportunity to influence what happens at work, though not necessarily in a management or supervisory position
- They will have the experience to know how to use rules and systems flexibly to deliver good service
- They have the confidence to question the way things are done and to suggest improvements
- They have excellent communication skills and a wide knowledge of what to do, who to see and where to go to get things done for the customer
- They have an awareness of the commercial or other pressures on the organisation

5 mandatory units:

- 301 Organise, deliver and maintain reliable customer
- 302 Improve the customer relationship
- 303 Work with others to improve customer service
- 304 Monitor and solve customer problems
- 305 Promote continuous improvement

Plus 1 optional unit from a choice of 3:

- 306 Develop your own and others customer service skills
- 307 Organise and promote products or services to customers
- 308 Lead the work of teams and individuals to improve customer service

Duration: Approx.9 months
Certification: City & Guilds

- Payment terms available for individuals
- Corporate rates negotiated
- Delivery at our own training suites or at your workplace

