

NLCC TRAINING DIARY 2010

Improving Business in North London



September

Level 2 Food Hygiene

6th September

The CIEH (Chartered Institute of Environmental Health) Accredited Training Course is 1 day and is for all employees who prepare or handle food and wish to meet the statutory obligations under Health & Safety at Work.

All passing this course will receive the CIEH Level 2 Award in Food Safety in Catering

Date: 6th September 2010 **Time:** 9 - 4.30pm **Cost:** Members & Guests £65 + Vat, Non Members £75 + Vat **Venue:** 2nd Floor, Enfield Business Centre, 201 Hertford Road, Enfield EN3 5JH

Microsoft Outlook 2007

16th September

Existing Microsoft Outlook 2003 users who need to use group working techniques in the communications process.

Note : Experience of using Microsoft Outlook 2003 as a desktop information management tool is required. Knowledge of an e-mail system and using on-line services would also be useful.

Date: 16th September 2010 **Time:** 10am - 4.30pm **Cost:** Members & Guests £75+ Vat, Non Members £95 + Vat
Venue: Enfield Business Centre, 201 Hertford Road, Enfield EN3 5JH

Microsoft Excel 2007

22nd September

This hands-on training course has been designed to give delegates a solid understanding of more advanced Excel tools and concepts in order to increase their knowledge and productivity.

Recommended for users with a basic understanding of Microsoft Excel who want to consolidate and expand on their knowledge of the basic features in a short space of time.

Date: 22nd September 2010 **Time:** 10am - 4.30pm **Cost:** Members & Guests £75+ Vat, Non Members £95 + Vat
Venue: Enfield Business Centre, 201 Hertford Road, Enfield EN3 5JH

Cold Calling for Scaredy Cats!

30th September

Your telephone is a link between your customers' wallets and your bank account.

Cold Calling for Scaredy Cats will help you to use your phone more effectively. You will learn: how to get past the gatekeeper, how to deal with rejection, how to stay in control and how to track your numbers.

Date: 30th Sept 2010 **Time:** 9.30 - 12.30pm **Cost:** Members & Guests £60 + Vat, Non Members £75 + Vat
Venue: 2nd Floor, Enfield Business Centre, 201 Hertford Road, Enfield EN3 5JH

October

Fire Warden with Basic First Aid

7th October

Fire Marshall element of this course is designed to provide an appropriate level of Fire Awareness. Enabling staff to become the first line of defence in the prevention of fire. This course provides an excellent introduction to basic first aid, and attendees will leave with an understanding of common elements including CPR, Asphyxia, Choking, & Diabetic Emergencies.

Date: 07th October 2010 **Time:** 9.30 - 4.30pm **Cost:** £75+vat pp - members & guests, £95+vat - non-members
Venue: 2nd Floor, Enfield Business Centre, 201 Hertford Road, Enfield EN3 5JH.

Effective Time Management (2 hr Session)

13th October

The purpose of the training is to give guidance on how to self - manage, and how to prioritise effectively, by exploring the need for setting goals, and planning and organising activities. The session will cover - how to prioritise workloads; how to cope effectively and appropriately when under pressure; how to self-manage; and how to set achievable goals.

Date: 13th October 2010 **Time:** 10am - 12pm **Cost:** Members & Guests £35+ Vat, Non Members £45 + Vat **Venue:** Enfield Business Centre, 201 Hertford Road, Enfield EN3 5JH

First Aid at Work (3 day course)

19th – 21st October

This Course is designed for those Employees intending to act as FIRST AIDERS AT WORK and ends with an Assessment. Successful candidates will receive the FIRST AID AT WORK certificate, valid for three years. (HSE Approved). This course is legally compliant with the current Health and Safety (first aid) Regulations 1981

Date: 19th – 21st October 2010 **Time:** 9 - 4.30pm **Cost:** Members & Guests £180 + Vat, Non Members £225 + Vat **Venue:** 2nd Floor, Enfield Business Centre, 201 Hertford Road, Enfield EN3 5JH

Microsoft Access Databases (2007) Introduction

28th October

This intensive, hands-on training course is designed to give delegates an understanding of some of the major features and functions within Microsoft Access. An introduction to database theory and practice, plus hints and tips on good database design techniques are also given.

Date: 28th October 2010 **Time:** 10am - 4.30pm **Cost:** Members & Guests £75+ Vat, Non Members £95 + Vat **Venue:** Enfield Business Centre, 201 Hertford Road, Enfield EN3 5JH

November

First Aid Refresher

8th November

This short Course is for First Aiders holding a current qualification. It will be run on a 'workshop' basis to provide a chance for delegates to practice skills that may be a bit 'rusty' !
New HSE regulations state that anyone who holds a First aid at Work certificate dated after October 1st 2009 should go on a refresher session once a year.

Date: 8th November 2010 **Time:** 9 - 4.30pm **Cost:** Members & Guests £45 + Vat, Non Members £55 + Vat **Venue:** 2nd Floor, Enfield Business Centre, 201 Hertford Road, Enfield EN3 5JH

Microsoft Office Word (2007) Intermediate

11th November

Users with a basic understanding of Microsoft Word 2003 who want to consolidate and expand on their knowledge of the basic features in a short space of time. Delegates should have a good working knowledge and understanding of basic word functions.

Date: 11th November 2010 **Time:** 10am - 4.30pm **Cost:** Members & Guests £75+ Vat, Non Members £95 + Vat **Venue:** Enfield Business Centre, 201 Hertford Road, Enfield EN3 5JH

L2 Food Hygiene

26th November

The CIEH (Chartered Institute of Environmental Health) Accredited Training Course is 1 day and is for all employees who prepare or handle food and wish to meet the statutory obligations under Health & Safety at Work. All passing this course will receive the CIEH Level 2 Award in Food Safety in Catering

Date: 26th November 2010 **Time:** 9 - 4.30pm **Cost:** Members & Guests £65 + Vat, Non Members £75 + Vat **Venue:** 2nd Floor, Enfield Business Centre, 201 Hertford Road, Enfield EN3 5JH

For further information on these or any other courses please contact Janine Higgins jhiggins@nlcc.co.uk or 020 8443 4464. Alternatively please visit www.nlcc.co.uk/events