



Training Courses

2009/2010





UGCS (University of Glamorgan Commercial Services) Ltd provides training, consultancy and access to the University's expertise for knowledge transfer on a local, national and international basis.

UGCS has extensive experience in all aspects of the delivery of short courses and extended training programmes, both at our training centres and in-company.



UGCS is a PRINCE2® & Managing Successful Programmes (MSP™) Accredited Training Organisation (ATO)

- Providing accredited project management training for more than 10 years.
- We deliver quality PRINCE2® and MSP™ training using our team of highly experienced PRINCE2 and MSP trainers.
- Our training co-ordinators are PRINCE2 qualified in order to possess a full understanding of all aspects of the PRINCE2 awards.



High Quality Service

UGCS maintains the highest level of customer care; we are continually monitoring our performance to ensure clients receive the level of service they expect.

- Providing the highest quality of responsive service, we offer innovative and flexible packages to satisfy clients' needs.
- UGCS has been ISO 9001 accredited since 1995 and was one of the first organisations to move to the 2000 standard, embedding continuous improvement and customer satisfaction within the award.
- Proven capability to sustain and maintain an excellent quality management system that contributes to our commercial success and reputation.



The University of Glamorgan is a UK Centre of Excellence for the CIPS Diploma.

- The main regional provider for the Chartered Institute of Purchasing & Supply (CIPS) Diploma in Wales for over three decades.
- Proven track record in high quality supply chain management training and consultancy.

PRINCE2® is a Registered Trade Mark of the Office of Government Commerce in the United Kingdom and other countries.

MSP™ is a Trade Mark of the Office of Government Commerce

The Swirl logo™ is a Trade Mark of the Office of Government Commerce

What our clients say....

UGCS works with a diverse range of clients from across all sectors in Wales, the UK and globally. We strive to meet client expectations and exceed these where we can; customer care is at the heart of all we do.

“

The PRINCE2 Practitioner course and in particular the tutor was exceptional. This course has been stimulating and very well delivered in a way that relates to real life project management.

**Policy Advisor,
Youth Justice Board for England & Wales**

”

“

In 27 years service, I have attended many courses provided by external providers and this ILM course was definitely one of the best organised and delivered. You not only kept the course but also the students in check and encouraged full participation.

Very enjoyable and worthwhile with the most detailed after course support and feedback.

**Station Manager,
Mid & West Wales Fire and Rescue Service**

”

“

IOSH – Excellent trainer and interesting course content.

**Centre Manager,
Safer Merthyr Tydfil**

”

“

I found the IOD Certificate in Company Direction extremely useful, not only for my current position, but for future employers too. The seminars were carried out in a very professional, but informal way, which enabled full group participation.

The web based learning tools were very user friendly and provided the right guidance for exam preparation. I would recommend this course to directors that serve as part of the board and wish to fully understand the compliance and strategic aspects of directorship.

**Head of Finance,
Thomson Broadband UK**

”

“

The CIPS course was well structured and the trainer was approachable when we had questions

**Buyer,
Velindre NHS Trust**

”

Current clients include:

- Arriva Trains
- BBC
- Brick Fabrication Ltd
- Cardiff Council
- Careers Wales
- CORUS
- Darwin Gray
- HM Prison
- Mayer Brown Ltd
- Mid & West Wales Fire and Rescue
- NHS Wales
- NLIAH
- Panasonic
- Patent Office
- Principality Building Society
- RAF
- South Wales Police
- Sumitomo
- Thomson Broadband UK
- Wales & West Utilities
- Welsh Assembly Government
- Welsh Health Supplies

UGCS Trainers include:



Alan Scott

An experienced Programme and Project Manager, Alan has led teams of project managers, specialists, operation and support staff, and suppliers to successfully deliver projects on all scales. Servicing such diverse organisations as the Police, NHS, MOD, Government and Multi-

National companies, his portfolio of project delivery includes major UK-wide deployments of application software, hardware and networks plus complex multi-party, multi-site, multi-technology systems integration. In addition to providing consultancy services, Alan is the UGCS Lead PRINCE2 and Managing Successful Programmes (MSP) Trainer.



John Elward

Bringing his industry experience to the higher education sector, John has been a part-time Senior Lecturer in the Faculty of Advanced Technology at the University of Glamorgan for the last four years.

Working at a capital intensive blue chip company for 24 years, John was involved with the introduction of multi skilling with a stable income plan. John played a significant part in the organisation's move to ISO accreditation and his was the first business unit in the company to introduce an Environmental Management system and achieve ISO14001. He was also heavily involved with the introduction of Total Quality Management.

At Glamorgan, John lectures on its Management Studies and Quality Systems courses and has brought his vast experience to teaching on the CQI programme.



Dave Tee

An experienced management and organisational development professional whose experience ranges from setting up project and performance management regimes in organisations to designing and implementing accredited development

programmes. Equally comfortable operating at strategic level or in a workshop setting, he thrives in the dynamic, fast moving modern business environment. Dave is a trained occupational psychologist who developed the Applied Psychology Consultancy Unit at the University of Glamorgan and is currently completing his chartership portfolio.



Training Venues

The **Glamorgan Business Centre (GBC)** is a purpose built conference centre on the campus of the University of Glamorgan.

www.glam.ac.uk/gbc

The **QED Conference Centre** is a sophisticated, purpose-built conference facility on the Treforest Industrial Estate, Pontypridd which offers free on-site parking for all delegates. Only ten minutes from Junction 32 of the M4, the Centre provides our delegates with a pleasant and relaxing atmosphere which aids the learning experience.

www.qualtech.co.uk/conference

The **Swansea Marriot, Swansea** is situated 40 miles from Cardiff airport, off junction 42 of the M4 close to the Gower Peninsula. The hotel offers excellent conference and meeting facilities along with superb accommodation and dining.

www.marriott.co.uk

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PRINCE2® is a Registered Trade Mark of the Office of Government Commerce in the United Kingdom and other countries.

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PRINCE2® Foundation & Practitioner

PRINCE2 has become the UK's de facto standard process for all types of projects. This project management framework can be used for any type of project regardless of scope, size or sector. PRINCE2 provides all delegates with a common language and framework to manage the project. The widespread use of PRINCE2 owes much to the fact that it is an easily tailored and scaleable method that can be applied to all projects and situations across all sectors.

The 5 day PRINCE2 course is divided into two parts; Foundation and Practitioner. The Foundation stage comprises of the first 3 days and the Practitioner the final 2 days. Delegates may attend:

- the whole 5 days as one course
- the Foundation level first and then the Practitioner later (after a short delay)
- the Foundation course alone
- the conversion course (if they already possess a PRINCE2 Foundation Certificate)
- the re-registration course (required if PRINCE2 Practitioner acquired 3 or more years ago)

Who is it suitable for?

- Organisations or Individuals seeing the need for a controlled approach to Managing Projects using the PRINCE2 method
- Project Managers and Support Staff needing a comprehensive understanding of all aspects of the project lifecycle and the key management documents that should be created during each stage of your project
- Project Management Consultants
- Team leaders
- Project Managers wanting to be recognised at PRINCE2 Practitioner Level

What will the course cover?

Foundation Level: Provides the delegate with a comprehensive introduction to PRINCE2 - the seven principles, the seven themes and seven processes central to the successful running of a project. Also covered is guidance on how PRINCE2 can be tailored to meet the needs of different project environments and preparation for the Foundation certificate examination. By the end of the course delegates should be able to:

- Recognise the factors that enable a project to be delivered on time, on budget and meet its stakeholders expectations.
- Describe all PRINCE2 principles, themes and processes.
- Understand and utilise the PRINCE2 terminology.
- Undertake the PRINCE2 Foundation Certificate Examination.

Practitioner Level: Builds upon the delegates detailed knowledge of the PRINCE2 method from the Foundation course by studying the effective use and application of PRINCE2 within real projects by using case studies and workshops.

Any pre-course activity?

Yes. Pre-course reading is sent to delegates four weeks before the commencement of each course. It is strongly recommended that between 10 and 15 hours of pre-course reading is completed during the weeks before the course starts.

Examinations:

Foundation Level: The one hour Foundation examination takes place on the afternoon of day three. This will consist of a one-hour multiple-choice examination. All delegates must pass this examination in order to be eligible for the Practitioner examination.

Practitioner Level: The Practitioner examination takes place on Friday afternoon and is a two and a half hour Objective Test Examination (OTE) which uses various question styles and levels of difficulty.

Course Information

Dates

2009

14-18 September	(Swansea)
28 September-02 October	(GBC)*
12-16 October	(GBC)
02-06 November	(GBC)
30 November-04 December	(GBC)
07-11 December	(Swansea)

2010

18-22 January	(GBC)
15-19 February	(GBC)
08-12 March	(GBC)
15-19 March	(Swansea)
19-23 April	(GBC)
10-14 May	(GBC)
14-18 June	(GBC)
28 June-2 July	(GBC)
5-9 July	(Swansea)
9-13 August	(GBC)

* Glamorgan Business Centre

Costs

Foundation: £1055 + VAT
Practitioner: £1460 + VAT

Additional Information

During the course all delegates are expected to complete evening work.

Delegates who pass the Practitioner examination are awarded the qualification of registered PRINCE2 Practitioner.

In-company courses

All of our courses are available in-company. This enables us to meet the needs of specific delegate groups or to support the overall aims and objectives of your organisation. In-company courses can be delivered anywhere you require. Whether it's a one day workshop or a long term, bespoke programme, in-company training repeatedly provide the most cost effective option for our client organisations.

Once we have analysed and established your training requirements, we will propose a programme that will provide you with flexibility in terms of duration, size of group, timing and venue. This will be done in full consultation with yourselves.

PRINCE2®

Conversion & Re-accreditation



	PRINCE2 Conversion	PRINCE2 Re-accreditation (required if PRINCE2 Practitioner status was acquired three or more years ago)
Overview	<p>2 day course Attend Thursday and Friday of a PRINCE2 Practitioner course.</p> <p>Provides delegates with the required information to upgrade to PRINCE2 Practitioner qualification.</p>	<p>2 day course Attend Thursday and Friday of a PRINCE2 Practitioner course.</p> <p>Provides delegates with the required information to re-register their PRINCE2 Practitioner qualification.</p>
Who should attend?	Those who have successfully passed the PRINCE2 Foundation course and wish to obtain the PRINCE2 Practitioner qualification	Those who have successfully passed the PRINCE2 Practitioner and need to re-register their PRINCE2 qualification
Objectives of the Course	Develops further the practical use of PRINCE2 using case studies and workshops culminating in the Practitioner examination on the Friday afternoon of the course.	<p>Enables delegates to reacquaint themselves with the PRINCE2 project management method and will discuss the implications of using and/or implementing PRINCE2.</p> <p>Culminates in the one-hour Objective Test Examination (OTE) on the Friday afternoon answering 3 selected questions from the PRINCE2 topics.</p>
Course details	Comprehensive pre-course reading sent 2 weeks prior to the course. Delegates must complete scheduled pre-course reading before the course begins.	Comprehensive pre-course reading sent 2 weeks prior to the course. Delegates must complete scheduled pre-course reading before the course begins.
Dates	Please see course dates on page 5	
Costs	£600.00 + VAT	£595.00 + VAT



Accredited

Presented in conjunction with
Edison Personal Development Ltd

APMP

The Association for Project Management (APM) is the largest independent professional body in Europe which is dedicated to project and programme management.

Run by project managers for project managers, APM members share a passion for the profession, and remain at the forefront of professional standards and practice, championing project management and bringing new ideas to the project management world.

APMP (IPMA Level D) is a knowledge based qualification. Successful candidates are able to participate in projects from individual assignments through to large capital projects. APMP is a qualification recognised both nationally and internationally that successful candidates can carry from one job to another or from one industry to another.

Who is it suitable for?

- Anyone who has worked within project management for up to two years, such as project office personnel, team members, recently appointed project managers, or for anyone who has recently taken on project management responsibilities as part of their job.

What will the course cover?

APMP covers 37 knowledge areas from the *APM Body of Knowledge*, knowledge of these areas is considered fundamental to the professional management of projects.

APMP assesses the candidate's breadth of knowledge in all areas of project management, from strategic and commercial implications, to the technical, organisational, and people management skills required to participate effectively within a project team.

Key outcomes of attending?

At the end of the course candidates will be able to:

- Understand the phases of a project and the roles of a project manager.
- Understand the contribution of improved project planning and control to the project management performance of a company.
- Understand the project estimating and risk analysis aspects of project management and improve their own contribution to the project team performance.
- Understand the factors that can influence the success or failure of a project.
- Specify, estimate and integrate the resource requirements within the programme and schedules on the project.
- Identify the means of providing the resources to implement the project.
- Identify and assess major and minor risk factors that can affect the achievement of objectives for the project.
- Recognise and interpret the agreed objectives for the project.
- Specify and understand the implementation process for systematically monitoring and controlling the identified risks.
- Commence preparation of portfolio evidence and collection of competence.
- Prepare for the APM's Professional Examination.

Examinations

To further support learning, candidates are able to access tutor advice both online and via Skype between the intensive 5 day course and the exam (which takes place on the Thursday of the following week). Externally invigilated by APM, the exam is closed book and involves a three hour written essay-based paper where the candidate has a choice of ten questions from sixteen. The pass mark is 60%.

Course Information

Dates

28 September-2 October 2009

Exam: 8 October 2009 (am)

23-27 November 2009

Exam: 3 December 2009 (am)

8-12 March 2010

Exam: 18 March 2010 (am)

Total cost for course & exam

£1950 + VAT

APM Member £1800 + VAT

Venue

Glamorgan Business Centre
(GBC)

Free registration when becoming a member

Individuals who take the exam will be eligible for free registration when applying for membership of APM. This offer is only available for six weeks after the examination (valid from the date on the results letter).

In-company courses

All of our courses are available in-company. This enables us to meet the needs of specific delegate groups or to support the overall aims and objectives of your organisation. In-company courses can be delivered anywhere you require. Whether it's a one day workshop or a long term, bespoke programme, in-company training repeatedly provide the most cost effective option for our client organisations.

Once we have analysed and established your training requirements, we will propose a programme that will provide you with flexibility in terms of duration, size of group, timing and venue. This will be done in full consultation with yourselves.



MSP™ is a Trade Mark of the Office of Government Commerce
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Accredited by APM GROUP

Managing Successful Programmes (MSP™) Practitioner

Managing Successful Programmes gives the framework and strategies of Programme Management, using the Office of Government Commerce (OGC) approach for managing change, delivering strategic objectives and business benefits from a set of related projects.

A five day course, accredited by APM Group and presented by MSP approved trainers.

Who is it suitable for?

- Senior Managers investigating the benefits of adopting an organisation wide approach to Programme Management.
- Programme Managers who need to understand the methodology and its practical application.
- Experienced Project Managers.
- Management Consultants.

What are the benefits of MSP?

Complementing the approaches and methodologies laid out in PRINCE2, MSP:

- Offers organisations a standard and consistent approach to managing programmes.
- Provides a framework for senior management to manage change process.
- Project prioritisation and integration encourages increased efficiency.
- Provides for better management of risk.
- Timescales, budgets and quality standards are controlled more effectively.
- Clearly defined roles and responsibilities ensuring programme members fully understand expectations.

What will the course cover?

Governance

- Vision
- Blueprint
- Organisation
- Benefits management
- Stakeholder engagement
- Risk management and issue resolution
- Programme planning and control
- Business case management
- Quality management

The Transitional Flow

- Identifying a programme
- Defining a programme
- Managing the tranches
- Delivering the capability
- Realising benefits
- Closing a programme

Any pre course reading?

Yes. The pre-course reading will be sent to delegates four weeks prior to the commencement of each course (unless a delegate registers for the course within this timescale). It is strongly recommended that between 10 to 15 hours of pre-course reading is completed during the weeks before the course starts.

During the course all delegates are expected to complete evening work.

Examinations

As part of your Practitioner course, you will be required to take the MSP Foundation Examination. Taking place on the morning of Day 4, this consists of 50 multiple choice questions to be answered in 40 minutes and is a closed book examination.

The MSP Practitioner Examination consists of the 'Objective Test' questioning method. There are 9 questions with a total possible mark of 180, with the pass mark set a 50%.

Course Information

Dates

23-27 November 2009

15-19 March 2010

26-30 July 2010

Cost

£1595 + VAT

Venue

Glamorgan Business Centre (GBC)

Additional Information

During the course all delegates are expected to complete evening work.

Delegates who pass the Practitioner examination are awarded the qualification of registered MSP Practitioner.

In-company courses

All of our courses are available in-company. This enables us to meet the needs of specific delegate groups or to support the overall aims and objectives of your organisation. In-company courses can be delivered anywhere you require. Whether it's a one day workshop or a long term, bespoke programme, in-company training repeatedly provide the most cost effective option for our client organisations.

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ITIL® Service Foundation Certificate (Version3)

Organisations are becoming increasingly dependent on IT in order to satisfy their corporate aims and meet their business needs. This leads to an increased requirement for high quality IT services.

The ITIL® Service Management Foundation Course is a 3 day course which introduces the concept of IT Service Management (ITSM) and gives a framework for identifying and inter-relating the various activities involved in developing, delivering, measuring, and improving IT services to user communities.

The scope of the course takes into account wider implications than solely IT Service Management. It also considers the translation of internal best practice focus outside the IT department - integration with the rest of the organisation as well as the customers, partners and its supply chain.

The first level of certification is known as ITIL Foundation Certification, the purpose of which is to establish that an individual has a solid understanding of ITIL. This course, combined with additional experience, contributes to the students' capacity to successfully pass the ITIL Foundation Certification and can act as a springboard to the Intermediate, Managing Through the Lifecycle and Expert levels of the course.

Who is it suitable for?

- System and Network Administrators
- IT Service Providers
- IT Directors and Managers
- Business Analysts

In order to attend, it is expected that delegates should have at least some experience with the specification, development, installation and/or management of information technology.

Key benefits of attending?

ITIL provides a systematic and professional approach to the management of IT service provision. Adopting its guidance offers users a huge range of benefits that include:

- Reduced costs.
- Improved IT services through the use of proven best practice processes.
- Improved customer satisfaction through a more professional approach to service delivery.
- Standards and guidance.
- Improved productivity.
- Improved use of skills and experience.
- Improved delivery of third party services through the specification of ITIL.

What will the course cover?

- Introduction of the concepts underlying IT Service Management.
- Introduction of best practice as documented in the Information Technology Infrastructure Library
- **Appreciate the roles, processes, and components that are part of certain key ITSM areas:** Service Desk, Incident Management, Problem Management, Change Management, Configuration Management, Release Management, IT Continuity Management, Availability Management, Capacity Management, Financial Management for IT Services and Service Level Management.
- Awareness of what is best practice and the implications of its implementation

Examination:

The ITIL® Service Foundation Certificate (Version3) Examination consists of 40 multiple choice questions to be answered in 60 minutes.

ITIL® is a Registered Trademark of the Office of Government Commerce in the United Kingdom and other countries

Course Information

Dates

16-18 November 2009

22-24 March 2010

12-14 July 2010

Cost

£850 + VAT

Venue

Glamorgan Business Centre
(GBC)

Please note:

Delegates should have at least some experience with the specification, development, installation or the management of IT.

In-company courses

All of our courses are available in-company. This enables us to meet the needs of specific delegate groups or to support the overall aims and objectives of your organisation. In-company courses can be delivered anywhere you require. Whether it's a one day workshop or a long term, bespoke programme, in-company training repeatedly provide the most cost effective option for our client organisations.

Once we have analysed and established your training requirements, we will propose a programme that will provide you with flexibility in terms of duration, size of group, timing and venue. This will be done in full consultation with yourselves.



CQI Diploma in Quality Quality Assurance & Management 2009/2010

Quality is an organisation-wide approach that focuses on improving value for customers and the organisations. For those organisations competing in the global market using price and brand, quality is fundamental. To get the best out of quality approaches and tools, an investment must be made to develop or employ the expertise of a quality professional.

Who is it suitable for?

- quality professionals looking to update their skills
- those with substantial work experience in quality but lacking academic knowledge
- those looking to further their academic and professional achievements

Key outcomes of attending?

The CQI Diploma in Quality is a level 5 equivalent course and is designed to equip you with the latest knowledge and skills to analyse quality problems and implement strategies to resolve them. It provides you with the ability to apply quality assurance and management skills within the workplace with an understanding of the key concepts, principles and practices. It also shows an ability to offer creative solutions to quality challenges.

Upon satisfactory completion of the Diploma you will be awarded the CQI Diploma in Quality and can use the letters Dip.Q after your name. This also enables progression onto the University's MSc Quality and Environmental Management / Total Quality.

What will the course cover?

The Diploma is made up of six separate modules of which you are able to study two each year. Each module is essentially free standing but has clear links and relationships with the other modules.

The course uses a **blended learning approach**. Weekly teaching sessions are supported by 'Blackboard', the University's virtual learning tool which allows you the flexibility to gain access to your course materials anytime and anywhere.

You can opt to take individual courses in order to acquire skills in a specific area.

Mode of delivery:

Modules alternate each year in order to allow delegates to achieve the Diploma on a part-time basis within 3 years. The courses take place on a Monday evening and last for 25 weeks. At the end of this period you will sit the CQI examination. The modules offered from the University of Glamorgan commencing Monday 19th October 2009 are as shown on the opposite page.

" Achievement of the Diploma has vastly increased my overall knowledge of quality assurance and has given me the self confidence to carry out my role as a Senior Quality Officer within Defence Quality Assurance Field Force for which I was promoted partly as a result of achieving the CQI Diploma. "

Government Quality Assurance Representative
BAE Land Systems

Course Information

Dates

Commencing 19 October 2009
You will attend on a Monday evening, commencing 19th October 2009 over a duration of 25 weeks.

Cost

£450 + VAT
£80 Enrolment fee

Venue

University of Glamorgan, Pontypridd. Rooms will be advised upon booking.

Further details can be found on the CQI web site:
www.thecqi.org

The following modules will be available for study from October 2010:

- D1 Principles of Quality and Data Analysis
- D3 Tools and Techniques
- D4 Communications and Project Management
- D5 Quality Project

In-company courses

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Once we have analysed and established your training requirements, we will propose a programme that will provide you with flexibility in terms of duration, size of group, timing and venue. This will be done in full consultation with yourselves.

Module	Times	Cost (includes examination fee)
D2 Quality Management This module develops students' understanding of the management principles, disciplines and techniques involved in quality within an organisation. Its aims are to: <ul style="list-style-type: none"> • enhance awareness of the disciplines of quality management • develop an appreciation of customers, clients and markets • enable you to apply quality management methods to all activities in the business or organisation • evaluate the human dimension of an organisation 	5 – 7pm	£450 + VAT Plus £75 examination fee (Total: £592.50 inc. VAT)
D6 Quality and Environmental Management This module provides students with an understanding of the interactions of quality management systems and environmental management systems, and their application in industry. Its aims are to: <ul style="list-style-type: none"> • enhance awareness of quality and environmental management and their development • identify the relationship between ISO 14000, EMAS and other management systems. • enable the application of environmental management system techniques in an industrial environment • enable you to report on an industrial activity with regard to environmental effects 	7 – 9pm	£450 + VAT Plus £75 examination fee (Total: £592.50 inc. VAT)
D4 Communication and Project Management The first half of this module enhances your ability to become a more effective communicator. The second half introduces the techniques and applications of project management. Its aims are to: <ul style="list-style-type: none"> • provide a broad view of communication theory • develop the transferable skills of communication and presentation • provide an understanding of the methods used in project management • enable you to apply quality in project management 	5 – 7pm	£450 + VAT Plus £75 examination fee (Total: £592.50 inc. VAT)
D5 Quality Project This module is designed to enable the exploration, analysis and evaluation of a quality related issue encountered at work. It is recommended that you complete at least three other modules from the CQI Diploma. Its aims are to: <ul style="list-style-type: none"> • provide an opportunity to undertake independent work • enable you to utilise a range of concepts encountered during your course of study • develop critical awareness and analytical skills • enable you to demonstrate effective written communication skills 	7 – 9pm	£450 + VAT Plus £130 project fee (Total: £647.50 inc. VAT)
Student Enrolment (one off fee paid upon commencement of the diploma):		£80

Examinations:

At the end of the 25 weeks of your course you will sit your CQI examination. UGCS will register you for your June 2010 examination.

As requested by CQI, all registration, i.e. enrolment of new students, entering for individual modules and resits is to be carried out through the Education Centres.

Student enrolment:

As above, enrolment takes place through UGCS. Students are enrolled with CQI (one-off fee) upon commencement of the Diploma.

Entry Requirements:

CQI does not stipulate that students should have any particular qualifications before entering the Diploma. However, students should be aware that they will be required to make mathematical calculations for two of the modules.

Membership:

Queries regarding membership should be made to:

The Chartered Quality Institute on 020 7245 6866.
 See www.thecqi.org



NEBOSH

National General Certificate in Occupational Safety and Health

The NEBOSH National General Certificate has been designed to provide an appropriate breadth of underpinning knowledge for non-specialists in occupational safety and health to enable them to discharge more effectively their organisational duties or functions with respect to workplace health and safety.

The Certificate course is demanding but rewarding and is designed to complement existing skills for managers, supervisors, employee representatives and others who require a basic knowledge and understanding of occupational safety and health. The core knowledge is transferable across all employment sectors, which means the qualification is highly respected and valued by employers.

The NEBOSH National General Certificate consists of three units, each separately assessed:

- **Unit NGC1** - Management of Health and Safety
- **Unit NGC2** – Controlling Workplace Hazards
- **Unit NGC3** – Practical Assessment



IOSH

Managing Safely

The IOSH Managing Safely course will provide delegates with the knowledge and tools to tackle health and safety issues which they are responsible for. Most importantly the course demonstrates just why health and safety is such an essential part of the job role.

Successful delegates are awarded an IOSH Managing Safely certificate.

Who is it suitable for?

The IOSH Managing Safely course is for managers and supervisors in any organisation and in any sector. It is designed to get managers up to speed on the practical actions they need to handle health and safety in their teams.

The course covers the following topics:

- | | |
|--------------------------------------|--|
| • Introducing Managing Safely | • Assessing risks |
| • Controlling risks | • Understanding your responsibilities |
| • Identifying Hazards | • Investigating accidents and incidents |
| • Measuring Performance | • Protecting our environment |

Assessment Details

Delegates sit a one-hour closed book assessment on day four of the course.

Delegates will complete a hand-written risk assessment project. Project instructions will be given during the course and should be taken away for completion. Delegates must complete and return the project within two weeks of the last day of the course.

Course Information

Dates

Delivery Option One:

Commencing 21 October 2009
Every Wednesday from
9.00 am – 5.00 pm

The teaching blocks are:

NGC1: 21 Oct-24 Nov 2009
Examination: Friday 4 Dec 2009
NGC2: 20 Jan-24 Feb 2010
Examination: Friday 5 Mar 2010

Practical Examination:
Wednesday 10 March 2010

Delivery Option Two:

Two week intensive course –
Commencing 19 April 2010.

The teaching blocks are:

NGC1: 19-23 April 2010
NGC2: 26-30 April 2010
NGC1 & NGC2 Exams: Friday
7th May 2010
NGC3: Monday 10th May 2010

Cost

Option One:
£1095 + VAT (plus £135 exam fee)
Option Two:
£1295 + VAT (plus £135 exam fee)

Venue

Glamorgan Business Centre

Course Information

Dates

9-12 November 2009
15-18 March 2010

Cost

£495 + VAT

Venue

University of Glamorgan
(rooms to be advised on booking)

In-company courses

All of our courses are available in-company. This enables us to meet the needs of specific delegate groups or to support the overall aims and objectives of your organisation. In-company courses can be delivered anywhere you require. Whether it's a one day workshop or a long term, bespoke programme, in-company training repeatedly provide the most cost effective option for our client organisations.

National Vocational Qualifications (NVQ's) in Supply Chain Management at Levels 3, 4 and 5

These nationally recognised qualifications will allow you to gain recognition for the skills, knowledge and understanding gained within your vocational area.

NVQ's in Supply Chain Management are based on the National Occupational Standards in Supply Chain, developed through consultation with UK organisations in the public, private and voluntary sectors. They embrace the key commercial areas of procurement, purchasing, contract management and inventory and materials management. The Standards describe best practice in Supply Chain and set out what is expected of procurement professionals at work.

Who is it suitable for?

Individuals working in supply chain roles in businesses and organisations. Level 5 is for strategic managers; Level 4 is for middle managers; and Level 3 is suitable for supervising managers.

There are no academic requirements but candidates must be working in a position in which they can gain the evidence necessary to prove competent performance.

How does the NVQ work?

You will meet with our experienced professional who will help you to diagnose whether you can be successful in your chosen programme. This ensures that you are enrolling onto the most appropriate type and level of NVQ. Once enrolled, you will be allocated a personal adviser/assessor who will guide you through the necessary stages in the production of your 'portfolio' of evidence of competence against the chosen standards. For most people, the completed portfolio will include the following sections:-

- An introduction to the context in which you work.
- A series of reflective written reports that represent your 'claims to competence' against individual units of the NVQ.
- The actual evidence that you wish to present to support the written claims to competence that you have made – all suitably indexed for audit purposes.

On successful completion of a Level 4/5 NVQ you will be invited to attend a University of Glamorgan degree ceremony.

Progression Routes

Possession of a Level 3 and/or Level 4 Supply Chain Management NVQ provides access to membership of the Chartered Institute of Purchasing and Supply, the professional body for people working in supply chain roles. The NVQ qualifications will also allow candidates to progress to other NVQs and vocationally-related qualifications.

Course Information

Dates

On-going registration

Cost

Level 3	£1595 + VAT
Level 4	£1695 + VAT
Level 5	£1895 + VAT

In-company courses

All of our courses are available in-company. This enables us to meet the needs of specific delegate groups or to support the overall aims and objectives of your organisation. In-company courses can be delivered anywhere you require. Whether it's a one day workshop or a long term, bespoke programme, in-company training repeatedly provide the most cost effective option for our client organisations.

Once we have analysed and established your training requirements, we will propose a programme that will provide you with flexibility in terms of duration, size of group, timing and venue. This will be done in full consultation with yourselves.

Frequently asked questions

How long does it take?

You are expected to complete your Supply Chain NVQ within no more than 18 months of making the initial enquiry. In order to do this, it is important to ensure that you are meeting your adviser/assessor every 6-8 weeks with completed units.

Where is it delivered?

Evidence is gathered at your place of work. Normally, meetings will also be held at your place of work to minimise disruption to your normal routine. If you are advised to undertake knowledge based modules, these may be delivered at the University of Glamorgan or delivery can be negotiated elsewhere. General workshop sessions based on the underpinning knowledge can be considered on request, but are not an integral part of the current award delivery.

When can I start?

Anytime as the NVQ programme is not governed by the academic year.

Do the NVQ's link with academic programmes?

The recommended route is to progress from NVQ level 3 to NVQ Level 4/5. On completion of your NVQ you will also be awarded general credit points, however, you should note that these points may not match specific academic programmes clearly, therefore any exemptions for credit awarded have to be individually negotiated.



The Chartered Institute of Purchasing & Supply

A CIPS UK Centre of Excellence 2003 – 2009

The Chartered Institute of Purchasing and Supply (CIPS) qualifications are widely regarded as an international benchmark of excellence, enhancing standards of professionalism and performance throughout purchasing and supply.

As a provider of the CIPS Graduate Diploma programme, the University of Glamorgan is UK Centre of Excellence. Many students pass through all three levels with us and form excellent working relationships with our experienced tutors.

Who is it suitable for?

Level 4 is ideal for people who have been employed in a purchasing role. You should have at least 2 A Levels or equivalent (as determined by CIPS). Also acceptable are CIPS Level 3 Certificates and/or any Level 3 qualifications that CIPS consider to be equivalent.

Level 5 is aimed at people who have achieved Level 4 Foundation diploma (or are exempt) who are aiming for strategic career goals or who intend to specialise in key areas. For exemption, qualifications with relevant content must be a Level 5 or above or their equivalent as determined by CIPS such as a degree from a recognised University.

Level 6 is for people who have achieved Level 5 award or are exempt. For exemption, qualifications with relevant content must be a Level 6 or above, or their equivalent as determined by CIPS. The modules must have been covered in the final year of an undergraduate programme in a recognised University or be at post-graduate level.

What will the course cover?

Level 4 Foundation Diploma in Purchasing and Supply

There are five core modules:

- Effective Negotiation in Purchasing and Supply
- Developing Contracts in Purchasing and Supply
- Purchasing Contexts
- Measuring Purchasing Performance
- Managing Purchasing and Supply Relationships

Level 5 Advanced Diploma in Purchasing and Supply

There are five core modules:

- Management in the Purchasing Function
- Risk Management and Supply Chain Vulnerability
- Improving Supply Chain Performance
- Marketing for Purchasers
- Storage and Distribution

Course Information

Dates

Level 4

1st September 2009 – 11th May 2010

Every Tuesday afternoon and evening from 1.00pm – 9.00pm

Level 5

2nd September 2009 – 12th May 2010

Every Wednesday afternoon and evening from 1.00pm – 9.00pm

Cost

Per Level -
£1999 + VAT per delegate

Cost per module – £475 + VAT

Venue

QED Conference Centre, Treforest Industrial Estate, Pontypridd, (although you will be required to attend the University of Glamorgan campus for the first three weeks for enrolment purposes).

In-company courses

All of our courses are available in-company. This enables us to meet the needs of specific delegate groups or to support the overall aims and objectives of your organisation. In-company courses can be delivered anywhere you require. Whether it's a one day workshop or a long term, bespoke programme, in-company training repeatedly provide the most cost effective option for our client organisations.

Once we have analysed and established your training requirements, we will propose a programme that will provide you with flexibility in terms of duration, size of group, timing and venue. This will be done in full consultation with yourselves.

Level 6 Graduate Diploma in Purchasing and Supply

There are five modules to complete:

Three core modules:

- Leading and Influencing
- Strategic Supply Chain Management
- Supply Chain Management in Practice (choose between either Case Study or work-based project)

Delegates then choose two modules from three options:

- Legal Aspects in Purchasing and Supply
- Advanced Project Management
- Finance for Purchasers

Course Information

Dates

Level 6

3rd September 2009 – 13th May 2010

Every Thursday afternoon and evening from 1.00pm – 9.00pm

Cost

Per Level -
£1999 + VAT per delegate

Cost per module – £475 + VAT

Venue

QED Conference Centre, Treforest Industrial Estate, Pontypridd, (although you will be required to attend the University of Glamorgan campus for the first three weeks for enrolment purposes).

Additional CIPS Guidance Notes

Examinations

The CIPS examination will take place during November, March and May. If you are scheduled to take an examinations or an examination re-sit during this period you must ensure that you register and send the necessary payment directly to CIPS.

CIPS Student membership

All delegates must register directly with CIPS to become a student member. Fees should be paid directly to CIPS. It is very important that you register with CIPS *immediately* on booking the course, as without a CIPS membership number you can not proceed with the course or any examinations. Enquiries regarding membership should be made to CIPS on 01780 756777 or via www.cips.org

CIPS Exemptions

Exemptions are available to those that can demonstrate that they have studied the same subject within an alternative programme and at an equivalent level. All exemptions should be applied for directly through CIPS. For all entry requirements for individual levels please contact the CIPS membership team. Enquiries regarding exemptions should be made to CIPS on 01780 756777 or via www.cips.org

Attendance

Details of a delegates attendance will be shared with senior managers, only upon request from the company.

“ The CIPS Course was enjoyable which eased the learning curve. ”

Buyer
Aviza Technologies Ltd

MSc Online International Logistics & Supply Chain Management

MSc Online International Transport and Logistics

The Chartered Institute of
Logistics and Transport (UK)



Both of these online Masters level programmes are delivered in conjunction with Chartered Institute of Logistics and Transport (CILT). They are three year, distance learning programmes that are delivered via the online environment of Blackboard.

A CILT(UK) MSc will equip you with the necessary skills and knowledge to bridge the gap between operational and strategic management to fulfil your professional potential and enhance your strategic capabilities for your own and your organisation's benefit.

The courses are suitable for those with a strong background in logistics and supply chain management or in transport and logistics who wish to progress their careers.

To register or to find out more, please visit <http://www.ciltuk.org.uk/pages/stramngt>

In-company courses

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Once we have analysed and established your training requirements, we will propose a programme that will provide you with flexibility in terms of duration, size of group, timing and venue. This will be done in full consultation with yourselves.



Institute of Directors

Certificate in Company Direction Programme for Directors

Designed by directors
Taught by directors
For directors
The route to Chartered Director Status

The University of Glamorgan provides the Institute of Directors Certificate in Company Direction Programme in South Wales.

Dynamic and professional boards of directors have a collective responsibility to ensure that each individual is effective, able to perform their duty and to lead the organisation. The IoD's development programme will equip you with the skills, knowledge and understanding essential for successfully directing an organisation from a strategic perspective. The programme leads to recognised qualifications, the Certificate and Diploma in Company Direction, and ultimately to Chartered Director status.

Who is it suitable for?

The programme has been seen to address the needs of prospective, newly appointed and aspiring directors from all sizes of organisations. Delegates are made up of senior executives, directors and owner managers drawn from public bodies, charities and family businesses through to multi-nationals. This wide diversity is one of the main strengths of the programme. Participants have the option of signing up for the whole programme or may simply elect to undertake individual modules.

Key outcomes of attending?

The Certificate in Company Direction is based on a blended learning principle: a combination of modules combining short courses with e-learning, making them the most time-efficient way to keep you up to date with the changing responsibilities and liabilities of a director. Individuals are supported along a continuous development path from knowledge acquisition through to the opportunity to explore application of this knowledge in a realistic and relevant environment.

The benefits of Blended Learning

- The flexibility of e-learning means that you will spend less time away from the office
- Blended learning allows you time to reflect on and reinforce the face to face learning and link it back to your own organisation
- You are able to direct your learning to times that are most convenient to you

What will the course cover?

The programme consists of a series of short business orientated courses with expertise provided by specialist course leaders and you. It is action based and participative, and your ideas and experiences are shared with other Directors. Each course provides a forum for discussion and interchange of ideas among the participants. Delegates can take one, several or all of the course titles, leading to the Certificate in Company Direction.

The modules that comprise the programmes are highly participative and involve group work, tutor input and e-learning. Directors join the programme from a range of organisations and all welcome the chance to look at their role from a fresh perspective.

Course Information

Dates

On-going Programme

Cost

The Certificate in Company Direction

£4200 + VAT (IoD member fee)
£4600 + VAT (Non member fee)
Individual course (per day)
£395 + VAT

Examination Fees

This is paid direct to the IoD when registering for the examination. Full details will be given to delegates during the programme.

Certificate Examination Fee:

£287 +vat*

Referral Examination:

£150 +vat*

(*fees at time of printing)

Venue

The Glamorgan Business Centre (GBC) is a purpose built conference centre on the campus of the University of Glamorgan, Treforest, Pontypridd.

In-company courses

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Once we have analysed and established your training requirements, we will propose a programme that will provide you with flexibility in terms of duration, size of group, timing and venue. This will be done in full consultation with yourselves.

The Certificate in Company Direction

The Certificate encompasses the knowledge and awareness that are necessary to function effectively as a director. This is covered in a series of courses, backed up by a set of e-learning modules and leading to the Certificate Examination.

The Role of the Company Director and the Board & The Director and the Law

21st – 22nd October 2009

2 days + 1 day post course e-learning

This course provides an essential introduction to the key duties, roles and legal responsibilities of directors, corporate governance and the role of the board. It also looks at the crucial differences between management, direction and ownership and offers guidance on improving board effectiveness. There will be an opportunity to discuss case studies examining legal aspects of your role.

Finance for Non-Financial Directors

7th – 9th December 2009

3 days

This course provides explanations of the terminology used by finance directors or accountants allowing you to contribute more effectively to boardroom discussion. You will develop your understanding of the evaluation and monitoring of the financial health of a business using accepted financial ratios. You will learn to understand and compile financial statements in accordance with accounting principles and distinguish between management accounts and the statutory financial reports of a company whilst examining the various sources of finance available to a company and their relative advantages and disadvantages.

Strategic Business Direction

2nd – 3rd February 2010

2 days + 1 day post course e-learning

This course will provide an introduction to the key ideas and approaches to strategic direction. It will consider the role and responsibility of the strategic group in strategic thinking and analysis, strategic choice and in the implementation of strategy whilst offering an external expert perspective in a risk-free environment.

Effective Marketing Strategies

23rd April 2010

1 day

This course will provide an overview of the principles of marketing strategy from the director's perspective, focusing on why marketing is important to the on-going success of the company. It will look at how marketing strategies are devised, implemented and controlled to create customer value and improve the company's market performance.

People Mean Business

15th June 2010

1 day

Successful companies rely on having the right people, with the right skills in the right jobs to ensure that business strategies are realised. This course examines the issue of aligning human resource strategies to your business goals and provides the legal and professional frameworks within which directors can enhance the investment made in people, so adding value to the business.

Leading Strategic Change

9th September 2010

1 day

Deciding how to respond to the pressures for business change is critical for most organisations and leading the strategic change is the responsibility of every director. This course will examine the strategic issues, opportunities and pressures for change which exist in the business environment and within organisations and provide an understanding of the role of the board in leading the organisation and creating a culture committed to change. You will learn to understand the process of planning and implementing strategic change and decision making within the organisation.

Examination Dates

• Wednesday 11th November 2009 • Wednesday 3rd March 2010 • Wednesday 23rd June 2010 • Wednesday 3rd November 2010

The Diploma in Company Direction Developing Board Performance

Once you have completed the Certificate in Company Direction courses and examination, the Diploma in Company Direction is the next step. It provides an opportunity to put into practice the knowledge gained from the Certificate in a realistic and safe environment. It encourages peer group support, challenge and stimulation, mirroring in many ways the operation of a board.

Please contact us for details of Diploma providers.

Chartered Director

Chartered Director is a unique qualification for directors. Not only will being a Chartered Director demonstrate that you have a real grasp of the issues affecting your business and the skills to deal with them but it will give you a solid competitive edge.



Institute of Leadership and Management (ILM)

The Institute of Leadership and Management qualifications cover all aspects of management and leadership from team leading to executive management, alongside specialist programmes in coaching and mentoring.

Individuals are commonly promoted to management positions due to industry knowledge and technical experience. To assist career progression, ILM qualifications provide the foundation to formally develop in this role. By taking ILM qualifications, over half a million managers have improved their own performance whilst bringing significant benefits to their employers.

Open Courses

Level 7 Diploma in Executive Management

The highly regarded, Level 7 Diploma in Executive Management has been specially designed to give aspiring and practicing senior managers the widest choice for their formal development in this role.

The qualification is more suited to the practicing senior manager as the programme is challenging. The qualification develops a comprehensive range of senior management skills, assisting participants in gaining the knowledge required at this level of responsibility.

Delegates will complete the eight mandatory units:

- Developing the executive manager
- Critical thinking and research skills in management
- Developing excellence in operations
- Making informed decisions
- Leading change in organisations
- Developing and implementing corporate policy and strategy
- Promoting organisational commitment to customer satisfaction
- Ensuring long term financial stability
- Team working in organisational partnerships

The University of Glamorgan is unique in that it is the only ILM Centre in Wales that is able to offer progression onto its MSc Management. We offer exit stages at Award and Certificate levels.

Level 5 Certificate in Coaching and Mentoring in Management (Middle Manager Level)

The Level 5 Certificate in Coaching and Mentoring in Management is designed to equip practicing middle managers with the knowledge, skills and confidence to perform effectively as coaches or mentors as part of their normal work role.

Level 7 Certificate in Executive Coaching and Leadership Mentoring (Senior Manager/Training & Development Manager)

The Level 7 Certificate in Executive Coaching and Leadership Mentoring is designed to equip practicing senior leaders/managers (or those in a training and development role) with the knowledge, skills and confidence to perform effectively as coaches or mentors.

In company programmes

The University of Glamorgan offers the full range of ILM levels (from Level 3 to Level 7). Bespoke, company specific programmes can be designed that will fully address the management development requirements of your organisation. The ILM qualification structure provides unprecedented flexibility to pick and mix units from the wide ranging ILM portfolio to custom build qualifications which meet the organisational needs.

Course Information

Dates

Level 7 Diploma in Executive Management will commence in September 2009.

Level 5 Certificate in Coaching and Mentoring in Management (Middle Manager)

1	Thurs 3rd Sept 2009
2	Thurs 1st Oct
3	Tues 20th Oct
4	Wed 25th Nov
5	Tues 15th Dec
6	Mon 25th Jan 2010
7	Mon 22nd Feb

Level 7 Certificate in Executive Coaching and Leadership Mentoring (Senior Manager/Training & Development Manager)

1	Tues 1st Sept 2009
2	Tues 29th Sept
3	Wed 21st Oct
4	Tues 24th Nov
5	Wed 16th Dec
6	Wed 20th Jan 2010
7	Thurs 11th Feb

Cost

Level 7 Diploma in Executive Management
£2595 + VAT

Level 5 Certificate in Coaching and Mentoring in Management
£1495 + VAT

Level 7 Certificate in Executive Coaching and Leadership Mentoring
£1995 + VAT

In-company courses

All of our courses are available in-company. This enables us to meet the needs of specific delegate groups or to support the overall aims and objectives of your organisation. In-company courses can be delivered anywhere you require. Whether it's a one day workshop or a long term, bespoke programme, in-company training repeatedly provide the most cost effective option for our client organisations.

National Vocational Qualifications (NVQ's) in Management at Levels 3, 4 and 5

NVQ's in Management are based on the National Occupational Standards developed by the Management Standards Centre (MSC) through consultation with UK organisations in the public, private and voluntary sectors. These nationally recognised qualifications will allow you to gain recognition for the skills, knowledge and understanding gained within your vocational area.

Who is it suitable for?

Management NVQ's are designed to give newly qualified and experienced managers in all areas of business and industry the opportunity to gain recognition for their managerial skills and competence, assess their development needs, aid effective managerial performance and enhance their current level of skills. All Management NVQs are applicable across business sectors and organisations.

Level 3 candidates are expected to be working as a supervisor or first line manager.

Level 4 candidates are middle managers, holding a more central management role in an organisation.

Level 5 is for senior management, those holding a more strategic role in an organisation.

There are no academic requirements but candidates must be working in a position in which they can gain the evidence necessary to prove competent performance.

What will the course cover?

There are no academic requirements but candidates must be working in a position in which they can gain the evidence necessary to prove competent performance.

Level 3	Level 4	Level 5
Manage your own resources and professional development	Develop and implement operational plans for your area of responsibility	Provide leadership for your organisation
Provide leadership in your area of responsibility	Encourage innovation in your area of responsibility	Encourage innovation in your organisation
Allocate and monitor the progress and quality of work in your area of responsibility	Develop productive working relationships with colleagues and stakeholders	Ensure an effective organisational approach to health and safety
Ensure health and safety requirements are met in your area of responsibility	Ensure health and safety requirements are met in your area of responsibility	Improve organisational performance
	Manage business processes	

Please see page 20 for general information on how the NVQ process works and Frequently asked questions on NVQ's.

Course Information

Cost

Level 3 - £1595 + VAT

Level 4 - £1695 + VAT

Level 5 - £1895 + VAT

In-company courses

All of our courses are available in-company. This enables us to meet the needs of specific delegate groups or to support the overall aims and objectives of your organisation. In-company courses can be delivered anywhere you require. Whether it's a one day workshop or a long term, bespoke programme, in-company training repeatedly provide the most cost effective option for our client organisations.

Once we have analysed and established your training requirements, we will propose a programme that will provide you with flexibility in terms of duration, size of group, timing and venue. This will be done in full consultation with yourselves.

“ Having recently completed the NVQ 5 in Management with the Business School at the University of Glamorgan, I would definitely recommend it to others. The informative and accessible support I received set the University apart from other NVQ providers I have experienced and raised the bar in terms of standards and expectations. Through completing the NVQ this way I have gained 60 credits towards the Masters I am currently studying. ”

Nicola Sweet
RCTCBC

NVQ's in Learning and Development at Levels 3, 4 and 5

NVQ's in Learning and Development are based on the National Occupational Standards developed by the Employment NTO, the government approved body for the learning and development sector. These standards describe the level and breadth of performance that is expected of anyone working in this sector. These nationally recognised qualifications will allow you to gain recognition for the skills, knowledge and understanding gained within your vocational area.

Who is it suitable for?

Learning and Development NVQ's are designed to meet the needs of people working in the training and learning sector, as well as those who wish to develop individual training skills. Alternatively, candidates may have a strategic management role in learning and development in their organisations.

Level 3: suitable for delegates who deliver and/or develop learning and development programmes and those who support learners.

Level 4: suitable for those involved in the delivery of learning programmes to individuals and groups, who identify learning aims, needs and styles of individuals and design learning programmes to meet those needs.

Level 5: suitable for those with strategic management responsibility for learning and development involved in identifying organisational learning and development needs with strategic planning of the implementation of learning and development objectives. This qualification includes the co-ordination of learning opportunities in line with organisational requirements, along with securing resources and the management of teams to implement the plans.

There are no academic requirements but candidates must be working in a position in which they can gain the evidence necessary to prove competent performance.

How does the NVQ work?

Our experienced professional who will help you to diagnose whether you can be successful in your chosen programme. This ensures that you are enrolling onto the most appropriate type and level of NVQ. Once enrolled, you will be allocated a personal adviser/assessor who will guide you through the necessary stages in the production of your 'portfolio' of evidence of competence against the chosen standards. For most people, the completed portfolio will include the following sections:-

- An introduction to the context in which you work.
- A series of reflective written reports that represent your 'claims to competence' against individual units of the NVQ
- The actual evidence that you wish to present to support the written claims to competence that you have made – all suitably indexed for audit purposes.

On successful completion of a Level 4 / 5 NVQ you will be invited to attend a University of Glamorgan degree ceremony.

Course Information

Cost

Level 3 - £1595 + VAT

Level 4 - £1695 + VAT

Level 5 - £1895 + VAT

In-company courses

All of our courses are available in-company. This enables us to meet the needs of specific delegate groups or to support the overall aims and objectives of your organisation. In-company courses can be delivered anywhere you require. Whether it's a one day workshop or a long term, bespoke programme, in-company training repeatedly provide the most cost effective option for our client organisations.

Once we have analysed and established your training requirements, we will propose a programme that will provide you with flexibility in terms of duration, size of group, timing and venue. This will be done in full consultation with yourselves.

Frequently asked questions

How long does it take?

You are expected to complete your Management NVQ within no more than 18 months of making the initial enquiry. In order to do this, it is important to ensure that you are meeting your adviser/assessor every 6-8 weeks with completed units.

Where is it delivered?

Evidence is gathered at your place of work. Normally, meetings will also be held at your place of work to minimise disruption to your normal routine. If you are advised to undertake knowledge based modules, these may be delivered at the University of Glamorgan or delivery can be negotiated elsewhere. General workshop sessions

based on the underpinning knowledge can be considered on request, but are not an integral part of the current award delivery.

When can I start?

Anytime as the NVQ programme is not governed by the academic year.

Do the NVQ's link with academic programmes?

The recommended route is to progress from NVQ level 3 to NVQ level 4/5. On completion of your NVQ you will also be awarded general credit points, however, you should note that these points may not match specific academic programmes clearly therefore any exemptions for credit awarded have to be individually negotiated.



National Vocational Qualification (NVQ) in Business Support at Level 4

This qualification is about providing support to clients who are setting up or developing small scale businesses. Candidates will be maintaining effective business relationships, helping clients to analyse their business and encouraging and supporting clients to implement changes to their business. Candidates will develop business support networks and evaluate and develop their own practice in relation to business support. This qualification will recognise candidates' existing skills and will develop the skills, knowledge and understanding needed to provide business support.

Who is it suitable for?

This NVQ is designed to reflect the work of candidates who are in work roles where they provide business support to small businesses. It is suitable for candidates who:

- Have advisory relationships with clients
- Are involved in small business support
- Advise clients to help them meet their business needs
- Are in an advisory job role i.e. small business advisor

There are no academic requirements but candidates must be working in a position in which they can gain the evidence necessary to prove competent performance.

Key outcomes of attending?

- Opportunities to improve the quality of service provided
- Increased motivation in staff
- The development of new skills
- The recognition of existing skills
- New ideas for future developments
- A clear understanding of responsibilities and performance

Course Information

Cost

£1695 + VAT

In-company courses

All of our courses are available in-company. This enables us to meet the needs of specific delegate groups or to support the overall aims and objectives of your organisation. In-company courses can be delivered anywhere you require. Whether it's a one day workshop or a long term, bespoke programme, in-company training repeatedly provide the most cost effective option for our client organisations.



National Vocational Qualification (NVQ) in Developing an Established Business Enterprise at Level 4

This qualification is designed to reflect the work of candidates who are considering or are in the process of developing an already established business.

Who is it suitable for?

This qualification aims to reflect the essential knowledge, understanding and competence needed to develop an already established business and allow candidates to progress personal and professional development. The standards described in the Enterprising Essentials (EE) units cover the essential enterprising abilities needed to be successful in Business Enterprise.

There are no academic requirements but candidates must be working in a position in which they can gain the evidence necessary to prove competent performance.

Key outcomes of attending?

The National Occupational Standards not only provide the knowledge, understanding and competence needed to set up, run and develop a small business but also a benchmark for good practice and personal development. The mandatory Enterprising Essentials (EE) units are applicable to all small/medium sized businesses and cover the development of skills critical to the success of business enterprise.

Course Information

Cost

£1695 + VAT

In-company courses

All of our courses are available in-company. This enables us to meet the needs of specific delegate groups or to support the overall aims and objectives of your organisation. In-company courses can be delivered anywhere you require. Whether it's a one day workshop or a long term, bespoke programme, in-company training repeatedly provide the most cost effective option for our client organisations.

Chartered Institute of Personnel and Development

Professional Assessment of Competence Scheme

The Professional Assessment of Competence (PAC) Scheme is a method of achieving Chartered Membership of CIPD through the development of a portfolio of evidence of current and previously acquired knowledge and experience.

PAC will recognise existing experience, skills and competencies and fit alongside a busy work schedule, providing a seamless route to becoming a Chartered Member of the CIPD (Chartered MCIPD).

Being a Chartered Member will enable you to use a CIPD designation after your name that is instantly recognisable by employers and clients. This will immediately strengthen your professional credentials and ensure that your skills and expertise are fully recognised.

Who is it suitable for?

- Experienced professionals in personnel, training and development
- Other managers with HR and people management responsibilities

What will the course cover?

Candidates will need to demonstrate competence in four fields:-

- Leadership & Management (4 modules)
- Core Personnel and Development (1 module)
- Generalist and Specialist Personnel and Development Area (4 elective modules)
- Applied Personnel and Development comprising a Management Research Report and a Continuing Professional Development Record and Plan

Candidates will need to provide evidence to an assessor which demonstrates workplace competence. This is done in one of two ways:-

- Compiling a portfolio of documents supported by a personal report which contextualises and explains your role in their formation and outcomes
- Through professional discussion and workplace assessment

When can I start?

Anytime as PAC is not governed by the academic year. We'll arrange to meet you to discuss the process and agree local support and an action plan. You'll start on your first module as soon as you are ready.

“ The support and encouragement I received were superb. I came out of the assessment energised, recognising that I had achieved a lot in my professional career and had built up a bank of experience and knowledge that was worthy of accreditation. I really couldn't have made a better choice than the PAC scheme and University of Glamorgan as the provider. ”

**HR Manager
Thales**

Course Information

Dates

On-going registration

Cost

Price on application

In-company courses

All of our courses are available in-company. This enables us to meet the needs of specific delegate groups or to support the overall aims and objectives of your organisation. In-company courses can be delivered anywhere you require. Whether it's a one day workshop or a long term, bespoke programme, in-company training repeatedly provide the most cost effective option for our client organisations.

Once we have analysed and established your training requirements, we will propose a programme that will provide you with flexibility in terms of duration, size of group, timing and venue. This will be done in full consultation with yourselves.



Business Improvement Techniques

Business Improvement Techniques are essential for all types and sizes of companies in all sectors to remain competitive in today's challenging business environment.

To implement business improvement techniques, it often requires a culture change throughout the organisation; those companies who have already implemented such change are reaping the benefits by being more competitive and productive. Our techniques can be applied in all business sectors from healthcare to construction, from local government to service providers.

Who is it suitable for?

Organisations who are looking at implementing business improvement techniques - whether through training, consultancy, facilitation or mentoring we will work with you to ensure that the benefits of change are achieved and maintained. We realise that every business is different and therefore we are able to use many different techniques to help the organisation to achieve significant benefits.

How do we implement Business Improvement Techniques?

Our approach is to work with your senior management team to help in developing a vision and strategy for making extraordinary gains in your business. We can then help you to identify and map the key processes and information flows within the whole business. We will then help you to identify areas of 'waste' and recommend methods of introducing business improvement techniques which will eliminate that waste and provide bottom line benefits to your business.

Although many of the tools and techniques are derived from Lean Thinking we recommend a pragmatic and common sense approach to business improvement – use what is right for your organisation, not just today's hot topics.

Topics and themes include:

- People and process development
- Lean thinking
- Theory of constraints
- Planning and control
- Data analysis and quality improvement

Training and Workshop delivery options to include:

- Special one to three day events to create awareness of what is possible
- Foundation courses to support nationally recognised educational qualifications such as the NVQ in Business Improvement Techniques
- Workshops to support organisational change and business improvement
- Generic investigative tools and techniques
- Short courses for Continuous Professional Development

There is usually a major difference in applying both the theory and practice of business improvement techniques in different companies! No one solution fits all and we will design a package to help you determine the best tools or techniques for your individual business.

Course Information

Cost


Tailored packages available from £850 + VAT per day


In-company courses

Business Improvement Techniques are currently available on an in-company basis. This enables us to meet the needs of specific delegate groups or to support the overall aims and objectives of your organisation. In-company courses can be delivered anywhere you require. Whether it's a one day workshop or a long term, bespoke programme, in-company training repeatedly provide the most cost effective option for our client organisations.


Once we have analysed and established your training requirements, we will propose a programme that will provide you with flexibility in terms of duration, size of group, timing and venue. This will be done in full consultation with yourselves.


Booking Form

 Call us on 01443 482482

 Fax a copy to 01443 485916

 Send a copy of this form to UGCS Ltd, University of Glamorgan, Trefforest, Pontypridd, CF37 1DL.

 Book Online at www.ugcs.co.uk/store

 Email ugcsenq@glam.ac.uk

Course Name:	Date of Course:
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Delegate Full Name:	Position:
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Telephone No:	Email address:
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Delegate 2 Full Name:	Position:
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Telephone No:	Email address:
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Delegate 3 Full Name:	Position:
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Telephone No:	Email address:
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For all delegates, please advise if there are any special requirements for the course (e.g. Dietary or Access) or if there are any to sit Examinations (e.g. Dyslexia or if English is not the delegate's daily business language)

Company:

Address:

Postcode:

Tel No:	Fax:
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Booking Contact Name:	Position:
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Telephone No:	Email address:
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Payment Options (tick appropriate box):

I enclose cheque to the sum of £ (payable to UGCS Ltd)

Please send an invoice to the above address using purchase order number:

Payment will be made by BACs. Bank name & address: HSBC, 92A Taff Street, Pontypridd, Mid Glam, CF37 4SR
Sort Code: 40-37-08 Account Number: 21197398 Account Name: UGCS Limited

Please debit my credit card: Visa/Mastercard/Other (please specify):

Card number: Expiry Date:

Cardholder Name: Security Code:

Approved Signature:	Position	Date:
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Please note: Once payment has been authorised, card details will be erased.

Booking Terms:

1. A place on the course is reserved when the completed booking form is received and accepted by UGCS Ltd. 2. An invoice will be issued on receipt of a confirmed booking and payment must be made prior to commencement or upon registration for the course. 3. Joining instructions will be forwarded following receipt of payment. 4. Cancellations must be in writing and are subject to the following charges: £45 administration charge up to 4 weeks prior to the course. 50% of the fees between 4 and 1 week prior to the course. No refund within 1 week of the course. We regret that the transfer of a booking to another event cannot be made but a substitute delegate will be accepted at any time. 5. UGCS Ltd reserves the right to alter the content, lecturers, timing and venue of the course for reasons beyond the control of UGCS Ltd. 6. Course fees are non-transferable. 7. UGCS Ltd shall not be liable for any loss or damage arising out of statements or views and opinions expressed.

Authorisation:

To enable registration, this booking form must be authorised by a director, partner or senior manager.

I confirm that I have read and agree to the Booking Terms and conditions.

Signature:	Print Name:	Position:
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