

Industry Sector	Course Title	Duration	Price per delegate	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
Customer Service	Customer Service Essentials	1 day	£95	19	16		13		8						
	Effective Customer Communication	1 day	£95	26		9	20	11	15						
	Implementing Customer Service Standards	1 day	£95		9	16		18							
Information Technology	Microsoft Word - Beginner to Intermediate	1 day	£85	15		19			11						
	Microsoft Word - Intermediate to Advanced	1 day	£85	22			16		18						
	Microsoft Excel - Beginner to Intermediate	1 day	£85		12		23								
	Microsoft Excel - Intermediate to Advanced	1 day	£85		19			14							
	Microsoft PowerPoint	1 day	£85			12		21							
Management Development & Team Leading	Effective Communication & Delegation	1 day	£145	13											
	Managing Disciplinary & Grievance	1 day	£145	20											
	Managing Staff Development & Appraisals	1 day	£145		10										
	Holding Effective meetings	1 day	£145		17										
	Coaching & Mentoring	1 day	£145			10									
	Effective Time Management	1 day	£145			17									
	Interview Techniques & Recruitment	1 day	£145				14								
	Managing Change	1 day	£145				21								
	Project Management	1 day	£145					12							
Quality Management	1 day	£145					19								
Statutory Training	First Aid	1 day	£95												
	Forklift/Industrial Truck Training	1 – 3 days	Please contact centre for full details of cost and availability												
	Food Hygiene	1 day	from £25												
Care	Moving & Handling	1 day	£45	14			15		8						
	Protection of Vulnerable Adults	1 day	£45	21			22		15						
	Infection Control	Half day	£45		11			13			12				
	Dementia	1 day	£45		18			20			19				
	Client Communication	Half day	£35			11			10			9			
	Record Keeping	Half day	£35			18			17			16			
Security	Door Supervisors License	1 week	£250	Please contact centre for details and availability											
	Safe searching of persons	2 hrs	£25	Please contact centre for details and availability											

* All courses are subject to VAT, for full details on any of the above courses please E-mail support@anneclarkeltd.co.uk, or call us on (01366) 389900.

