

## Book-Keeping and Accounts

Level 1



### Course Description

This is a short course aimed at people looking for a basic qualification in book-keeping and accounts. The course tests a candidate's ability, within the context of a simple sole trader business, to:

- Process documents involved in the accounting function using double-entry book-keeping
- Prepare statements as a preliminary to financial control
- Display information about the financial state of the business.

### Examination

On completion of the programme candidates take a two hour Level 1 examination which consists of five practical tasks. The exam fee is included in the course fee.

### Entry Requirements

There are no formal entry requirements but it is recommended that all candidates have:

- Good numeracy and literacy skills
- For non-native speakers of English: Intermediate Level English.

DAY	DATE	TIME	WEEKS	FEE	DISCOUNTED FEE	CODE
Mon	17/09/07	1830-2115	12	£160	£71	22144 E07MA
Wed	24/01/08	1830-2115	12	£160	£71	22144 E07MB

## Book-Keeping and Accounts

Level 2



### Course Description

This is a follow-on course from Book-keeping and Accounts Level 1 and is aimed at people seeking to further develop skills in book-keeping and accounts. A candidate who is successful in this examination would be competent to fulfil a wide range of functions in an accounts office. The course tests a candidate's ability, within the context of a simple sole trader business, to undertake the following activities:

- Process a full range of financial transactions using double-entry book-keeping
- Prepare control statements
- Check and correct accounting records as necessary
- Display comprehensive financial information about the state of the business.

### Examination

On completion of the programme candidates take a two hour Level 2 external examination. The exam fee is included in the course fee.

### Entry Requirements

It is recommended that all candidates have:

- Either a Level 1 qualification in book-keeping or a basic knowledge of book-keeping
- Good numeracy and literacy skills
- For non-native speakers of English: Intermediate Level English.

DAY	DATE	TIME	WEEKS	FEE	DISCOUNTED FEE	CODE
Mon	21/01/08	1830-2115	12	£160	£71	22145 E07MA



Enrol by post or in person



Interview required, please complete Application Form on page 115.

# Business and Management

## City and Guilds Computerised Accounts

Level 1



NEW

### Course Description

The aim of the award is to test a candidate's ability in the operation of computerised accounts software/packages to routine accounting tasks.

The course is aimed at learners seeking a first qualification in the practical use of computerised accounts. Candidates must have an understanding of the terms used in basic book-keeping.

The course covers:

- Adding new accounts to purchase/sales ledgers
- Creating new accounts in the nominal ledger from given information
- Processing information in respect of the sales ledger
- Processing information in respect of the purchase ledger
- Calculating and reconciling all batch totals as required
- Printing out copies of ledgers, balances and accounts as required.

### Entry requirements

It is recommended that candidates already hold a Level 1 qualification in book-keeping such as the C&G 8953 Level 1 qualification in Book-keeping and Accounts and have basic numeracy skills.

### Examination

There is a one hour final examination set by the City and Guilds which takes the form of a case study where it is assumed the candidate is working in an accounts department using a computerised system.

DAY	DATE	TIME	WEEKS	FEE	DISCOUNTED FEE	CODE
Wed	19/09/07	1830-2115	12	£160	£71	22156 E07MA
Tue	22/01/08	1830-2115	12	£160	£71	22156 E07MB

## City and Guilds Computerised Accounts

Level 2



NEW

### Course Description

The aim of the award is to test a candidate's ability in the preparation and operation of computerised accounts software/packages, and to test the candidate's ability to interpret and verify information from source documents.

The course is aimed at learners seeking certification of a broad experience in using computerised accounts software and to widen her/his competence. It is also aimed at those who want to enter employment in a computerised accounts environment.

In addition to the skills developed at Level 1 of the course the candidates will also:

- Enter initial capital, cash, cheque and other bank transactions
- Correct errors by means of credit notes or journal adjustments
- Enter tax reference codes and/or percentages such as VAT
- Produce a trial balance
- Produce an aged debtors schedule
- Produce a supplier and customer account history.

### Entry requirements

It is recommended that candidates already hold a Level 1 qualification in book-keeping such as the C&G 8953 and have good numeracy skills.

### Examination

There is a two hour final examination set by the City and Guilds which takes the form of a case study where it is assumed the candidate is working in an accounts department using a computerised system.

DAY	DATE	TIME	WEEKS	FEE	DISCOUNTED FEE	CODE
Thu	20/09/07	1830-2115	12	£160	£71	22157 E07MA
Thu	24/01/08	1830-2115	12	£160	£71	22157 E07MB



#### Course Description

This course will provide you with an up-to-date qualification that is in line with industry needs and present an opportunity for individuals to progress within their present and future roles.

Designed for those people who:

- Are involved in Administration as their primary work activity
- Are seeking a career in Administration and wish to take their first steps towards professional qualifications
- Wish to receive recognition for their Administration experience.

To achieve the full certificate in Business and Administration you must complete 5 units including 2 mandatory units of:

- Carry out your responsibilities at work
- Work within your business environment.

You will then need to select another 3 units from a choice of 24 which include various IT units, managing diary systems, organising business travel, health and safety, operating credit control, operating office equipment, managing customer relations and organising and supporting meetings.

#### Any further information about this course?

This NVQ would be appropriate for learners who wish to progress to the Level 3 in Business and Administration.

National Vocational Qualifications are competence based and differ considerably from the more traditional types of examination.

#### Assessment

Assessment is undertaken in the work environment. Each unit can be achieved individually; a full qualification is awarded when all units have been achieved. There are no examinations; they allow the individual to work and achieve at their own pace.

#### Entry Requirements:

- Interview
- As assessments are generally conducted in English you should be confident of completing assessments in this language
- Reasonable numeracy skills.

DAY	DATE	TIME	WEEKS	FEE	DISCOUNTED FEE	CODE
Tue	18/09/07	0945-1200	30	£460	£100	22146 D17MA



Enrol by post or in person



Interview required, please complete Application Form on page 115.

# Business and Management

## NVQ in Business and Administration

Level 3



### Course Description

This qualification follows on from Level 2 and is suitable for you if your job involves many complex tasks requiring initiative and personal responsibility.

This course will provide you with an up-to-date qualification that is in line with industry needs and present an opportunity for individuals to progress within their present and future roles.

Designed for those people who:

- Are involved in Administration as their primary work activity
- Wish to receive recognition for their Administration experience.

To achieve the full certificate in Business and Administration you must complete 6 units including the 2 mandatory units of:

- Carry out your responsibilities at work
- Work within your business environment.

You will then need to select another 4 units from a choice of 30 which include various IT units, supervising an office facility, managing diary systems, organising business travel, health and safety, procure products and services, manage payroll function, complete year-end procedures, run projects, organise and coordinate events, provide leadership of your team and plan and implement innovation and change.

### Any further information about the course?

National Vocational Qualifications are competence based and differ considerably from the more traditional types of examination.

### Assessment

Assessment is undertaken in the work environment. Each unit can be achieved individually; full qualification is awarded when all units have been achieved. There are no examinations; they allow the individual to work and achieve at their own pace.

### Entry Requirements:

- Interview
- As assessments are generally conducted in English you should be confident of completing assessments in this language
- Reasonable numeracy skills.

DAY	DATE	TIME	WEEKS	FEE	DISCOUNTED FEE	CODE
Tue	18/9/07	0945-1200	30	£460	£100	22147 D17MA



Enrol by post or in person



Interview required, please complete Application Form on page 115.



#### Course Description

ILEX students are normally employed in legal practice during their training programme, thereby allowing them to acquire at an early stage the practical skills and experience required by the profession. The ILEX Level 3 programme is studied part-time over two years and consists of the following 7 units:

- Unit 1 Introduction to Law and Practice
- Unit 2 Contractual Obligations
- Unit 3 Property Transactions
- Unit 4 Family Welfare
- Unit 5 Tort and Civil Litigation
- Unit 6 Criminal Process
- Unit 7 Business Formation and Practice.

#### Any further information about the course?

All candidates must register as a student with ILEX which is separate from enrolling as a student with Dunstable College. Exam fees are also paid directly to ILEX.

In Year 1 the ILEX registration and student membership fee is £115.

In Year 2 the student membership fee is £81. Each examination case study costs £87 and the final examination costs £92. Course manuals are purchased from ILEX via the College and cost £20 per unit manual. (Prices correct May 2007, may be subject to change.)

#### Assessment

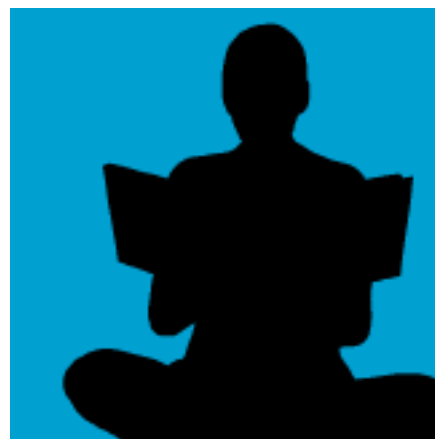
Dunstable College only offers the mixed assessment route. Unit 1 is assessed by completion of a portfolio. Units 2-7 are assessed by pre-seen case studies. The final examination is set and marked by ILEX.

#### Entry requirements

Applicants under 21 years must have at least 4 GCSEs or GCE O Levels, at Grade C or above, or the equivalent in approved subjects, including English Language or English Literature. At least two of the other subjects must be academic such as Mathematics, History, Languages, Science subjects, etc.

Applicants aged 21 years or over can register as mature students without formal qualifications. Enrolments can be on the basis of business, commercial, academic or other experience. Each application will be considered on its individual merits, but it must be endorsed by a current employer or other professional person.

DAY	DATE	TIME	WEEKS	FEE	DISCOUNTED FEE	CODE
Year 1 of 2						
Tue	18/09/07	1530-2000	30	£305 + ILEX Fees	£145 + ILEX Fees	22340 D17MA
Year 2 of 2						
Tue	18/09/07	1530-2000	30	£305 + ILEX Fees	£145 + ILEX Fees	22340 D27MA



Enrol by post or in person



Interview required, please complete Application Form on page 115.

# Business and Management

## ILEX Professional Higher Diploma in Law

Level 6



### Course Description

This is a two-year part-time course suitable for candidates who have successfully completed ILEX Professional Diploma in Law Level 3. The examination papers are set and examined at a standard comparable to that required in university honours degree examinations. As such, candidates must demonstrate strong analytical and problem solving skills and construct sound coherent and relevant arguments supported by appropriate authority.

The course is structured into two distinct areas, Practice Papers and Law Papers. A candidate must pass an exam in one Practice Paper and three Law Papers. One of the Law Papers must be linked to the Practice Paper as specified by ILEX.

At present the College offers Civil Litigation as the Practice Paper and the Law of Contract, Criminal Law and the Law of Tort as the three substantive law papers. However, subject to demand other options may be available (see below).

Practice Paper	Linked Law Papers
Criminal Litigation	Criminal Law + 2 others such as Law of Tort and Law of Contract
Family Practice	Family Law + 2 others such as Law of Contract and Law of Tort
Conveyancing	Land Law + 2 others such as Law of Tort and Law of Contract

For further details please contact the College.

### Any further information about the course?

All candidates must register as a student with ILEX which is separate from enrolling as a student with Dunstable College. Exam fees are also paid directly to ILEX.

If not already a member the ILEX registration fee is £34. Student membership fee of £81 is paid annually. Each Level 6 Law and Practice Examination Paper costs £66 each. Course manuals are purchased from ILEX via the College and cost £20 per unit manual. (Prices correct May 2007, may be subject to change.)

### Assessment

To successfully complete the ILEX Level 6 Professional Higher Diploma in Law candidates must pass:

- 1 Practice Paper (pass mark 50%)
- 3 Law Papers (pass mark 40%).

All externally set exams are of 3 hours duration.

### Entry requirements

ILEX Professional Diploma in Law Level 3 or equivalent.

DAY	DATE	TIME	WEEKS	FEE	DISCOUNTED FEE	CODE
Thu	20/09/07	1530-2000	30	£350 + ILEX Fees	£150 + ILEX Fees	22341 D17MA



Enrol by post or in person



Interview required, please complete Application Form on page 115.

## BTEC Award Introducing Team Leading

Level 2



NEW

This 30-hour Level 2 management qualification has been designed for people who in their job role have a responsibility for team leading or are potential team leaders. The course consists of 3 units:

- Becoming an Effective Team Leader
- Leading a Team
- Leading the Work of Your Team.

Progression from this qualification could be made to:

- BTEC Award Introducing Management Level 3
- ILM Certificate in First Line Management.

### Examination

Each unit is assessed separately and candidates must pass all three units to achieve the award. The assessment methods include assignments, case studies, projects and time-constrained assessments.

### Entry requirements

There are no formal entry requirements for candidates undertaking this qualification; however, candidates need to have a responsibility for team leading or are potential team leaders. They will also need to have a good command of written and spoken English.

DAY	DATE	TIME	WEEKS	FEE	DISCOUNTED FEE	CODE
Wed	19/09/07	1830-2115	12	£160	£75	22154 E07MA
Wed	20/02/08	1830-2115	12	£160	£75	22154 E07MB

## BTEC Award Introducing Management

Level 3



NEW

This 30-hour Level 3 management qualification has been designed for people who in their job role have a responsibility for first line management. The course consists of 3 units:

- Developing as a Manager
- Leadership in Management
- Meeting the Requirements of a Manager.

Progression from this qualification could be made to:

- BTEC Certificate in Management Level 4.

### Examination

Each unit is assessed separately and candidates must pass all three units to achieve the award. The assessment methods include assignments, case studies, projects and time-constrained assessments.

### Entry requirements

There are no formal entry requirements for candidates undertaking this qualification; however, candidates need to have a responsibility for first line management. They will also need to have a good command of written and spoken English.

DAY	DATE	TIME	WEEKS	FEE	DISCOUNTED FEE	CODE
Mon	17/09/07	1830-2115	12	£160	£75	22155 E07MA
Mon	18/02/08	1830-2115	12	£160	£75	22155 E07MB



Enrol by post or in person



Interview required, please complete Application Form on page 115.

# Business and Management

## ILM Certificate in Team Leading

Level 2



### Course Description

This qualification covers the full range of responsibilities of the team/group leader or member. It is designed to improve your performance within an organisation through a strong focus on your specific job role.

The programme, including induction and tutorials is 66 learning hours plus time for assessment. The full certificate consists of four 15-hour modules:

- Team Leading Skills
- Getting the Work Done
- Leading People in Teams
- Communication with People.

### Any further information about the course?

Those who achieve this award are eligible to apply for the first level of Associate Membership (AMInstLM). The next progression stage is the ILM Certificate in First Line Management Level 3.

### Assessment

There are 3 elements to assessment:

- Knowledge assessment of each unit based on short questions
- Short centre-assessed presentation
- Mini-Project.

### Entry requirements

There are 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. A good command of written and spoken English is also required.

DAY	DATE	TIME	WEEKS	FEE	DISCOUNTED FEE	CODE
Mon	01/10/07	1830-2130	24	£250	£110	22151 E17MA

## IILM Certificate in First Line Management

Level 3



### Course Description

This qualification is for people likely to become first line managers (team leaders or supervisors) or who are already in post but have had little or no formal training.

The programme, including induction and tutorials is 180 learning hours plus time for assessment. The full certificate consists of ten 15-hour modules:

- Managing-Self
- Management Skills and Competency
- Understanding Organisations
- Managing Change
- Managing Activities
- Managing Resources
- Developing People
- Managing People
- Communication
- Managing Information.

### Any further information about the course?

Those who achieve this award are eligible to apply for ILM Associate Membership (AMInstLM).

### Assessment

10 short work-based assignments (approximately 1 hour each).

### Entry requirements

There are no formal entry requirements, but participants should be practising or potential first line managers with two years full-time (or three years part-time) work experience, and a background which will enable them to benefit from the programme. All potential candidates will require an interview before enrolling on the course.

DAY	DATE	TIME	WEEKS	FEE	DISCOUNTED FEE	CODE
Tue	02/10/07	1545-2130	30	£450	£200	22152 E17MA



### Course Description

The Professional Certificate in Management Studies (PCMS) is a Level 5 part-time qualification for learners wanting to confirm or extend their work experience if they are, or have been, employed in a management role. It also a suitable qualification for those wishing to change career or move into a management position.

It comprises six units of 30 hours each. The two core units are:

- Personal Development
- Communication at Work.

The 4 specialist units are:

- Leadership
- Financial Awareness
- Managing Activities
- Recruitment for Selection.

Learners studying for the PCMS will be expected to develop the following skills during the programme of study:

- Knowledge and capabilities which underpin the professional area of management, informed by knowledge and practice, some of which are at the forefront of the discipline
- Ability as an effective practitioner to handle complex and unpredictable work situations
- Independence of approach to research and study and the generation of management evidence, using and selecting appropriate methodologies
- Application of the methods and techniques learned, to review, consolidate, extend and apply knowledge and understanding, and to initiate and carry out projects
- Critical evaluation of arguments, assumptions, abstract concepts and data to make judgements and to frame appropriate questions to achieve a solution
- Communication of information, ideas, problems and solutions to both specialist and non-specialist audiences
- Ability to innovate and work in a creative way
- Ability to respond to change
- Ability to multi-task.

### Assessment

Assessment is through internally set assignments and learners must complete and pass all 6 units to achieve the full certificate.

### Entry requirements

The entry profile is likely to include one of the following:

- A BTEC National or Level 3 Short Course in a related subject (eg Business, Management, Administration, Customer Service)
- An Advanced/Advanced Subsidiary GCE profile which demonstrates strong performance in a relevant subject or an adequate performance in more than one GCSE subject. This profile is likely to be supported by GCSE grades at levels A\*-C
- An Access to Higher Education Certificate awarded by an approved Further Education institution
- Other related level 3 or 4 qualifications
- Appropriate work experience.

DAY	DATE	TIME	WEEKS	FEE	DISCOUNTED FEE	CODE
Wed	03/10/07	1515-2130	30	£750	£250	22342 D17MA



Enrol by post or in person



Interview required, please complete Application Form on page 115.



#### Course Description

This qualification is aimed at broadening and deepening a learner's management skills and knowledge. It is particularly suitable for experienced managers or for those wishing to move into management as a change of career. The diploma is a 270-hour qualification comprising 9 units of 30 hours each delivered as follows:

#### Year 1

- Unit 1 Advanced Professional Development - delivered across Years 1 & 2
- Unit 2 Managing Change in Organisations
- Unit 5 Managing Financial Principles and Techniques
- Unit 16 Managing Human Resources Policy
- Unit 17 Strategic Marketing Management.

#### Year 2

- Unit 1 Advanced Professional Development
- Unit 3 Management Research
- Unit 8 Leadership of your Organisation
- Unit 10 Management Research Methods
- Unit 14 Managing Finance for Strategic Managers.

During the programme of study learners will be expected to develop the following skills:

- Systematic understanding of knowledge and a critical awareness of current problems and new insights, much of which is at the forefront of the professional area of management
- Comprehensive understanding of management techniques and ability to apply
- Originality in the application of knowledge, together with a practical understanding of how established techniques of research and enquiry are used to create and interpret knowledge in the area of management
- Critical evaluation of current research and advanced scholarship in the area of management
- The ability to develop and apply novel approaches in handling complex and unpredictable situations
- The ability to operate effectively in highly critical situations by dealing effectively with problems and employing a high level of skill, judgement and insight
- The ability to respond to change and initiate change
- The ability to deal with complex issues creatively yet systematically, make sound judgements and communicate their conclusions clearly to specialist and non-specialist audiences
- The demonstration of self-direction and originality in tackling and solving problems
- The ability to act autonomously in planning and implementing tasks.

#### Assessment

Assessment is through internally set assignments and learners must complete and pass all 9 units to achieve the full diploma.

#### Entry requirements

For learners who have recently been in education the entry profile is likely to include at least one of the following:

- A degree, or BTEC Higher National Diploma/Certificate in a Business/Management related subject
- A BTEC Level 5/6 short course in a related subject (Business or Management)
- Appropriate work experience.

Mature learners may present a more varied profile of achievement that is likely to include extensive work experience and/or achievement of a range of professional qualifications in their work sector.

DAY	DATE	TIME	WEEKS	FEE	DISCOUNTED FEE	CODE
Year 1 of 2						
Thu	04/10/07	1600-2100	30	£900	£300	22148 E17MA
Year 2 of 2						
Thu	01/10/07	1600-2100	30	£900	£300	22148 E27MA



Enrol by post or in person



Interview required, please complete Application Form on page 115.



### Course Description

The Level 1 NVQ in Retail Skills is suitable for entry level retail sales assistants and for young people still in full-time education wishing to experience the world of working in retail.

The one-year course consists of 5 units, one mandatory:

Unit 101 Work effectively in your retail team

Plus four optional units from:

- Unit 102 Move goods and materials manually in a retail environment
- Unit 103 Process donated goods for resale or recycling in a retail environment
- Unit 104 Contribute to food safety in a retail environment
- Unit 105 Keep stock at required levels in a retail environment
- Unit 106 Wrap and pack goods in a retail environment
- Unit 107 Help to keep the retail unit secure
- Unit 108 Help to maintain health and safety in a retail environment
- Unit 109 Keep the retail environment clean and hygienic (non-food).

### Progression from this qualification could be made to:

- C&G Level 2 NVQ in Retail Skills
- C&G Level 2 NVQ in Distribution, Warehousing & Storage Operations.

### Examination

The competences are assessed in the workplace and knowledge looked for in performance. The candidate will need to keep a portfolio of evidence to demonstrate competence.

### Entry requirements

This NVQ is not approved for those who are under 16 years of age. There are no formal entry requirements for candidates undertaking this qualification; however, candidates need to be working in a retail environment and have the potential to gain all the necessary evidence from the workplace.

Good numeracy and literacy skills are also required.

DAY	DATE	TIME	WEEKS	FEE	DISCOUNTED FEE	CODE
Thu	20/09/07	0945-1200	30	£460	£200	22168 D17MA



Enrol by post or in person



Interview required, please complete Application Form on page 115.

# Business and Management

## C&G 1008 NVQ in Retail Skills

Level 2



NEW

### Course Description

The Level 2 NVQ in Retail Skills is suitable for those working in Retail as Sales Advisors, Customer Sales Advisors, Product Experts or similar roles.

The course should be completed within 2 years of registration and consists of 1 mandatory unit:

Unit 201 Work effectively in your retail team

Plus five optional units from units such as:

Unit 202 Help customers choose products in a retail environment

Unit 205 Demonstrate products to customers in a retail environment

Unit 207 Receive goods and materials into storage in a retail environment.

### Progression from this qualification could be made to:

- C&G Level 3 NVQ in Retail Skills
- C&G Level 3 Certificate in Retail
- C&G Level 3 NVQ in Distribution, Warehousing & Storage Operations.

### Examination

The competences are assessed in the workplace and knowledge looked for in performance. The candidate will need to keep a portfolio of evidence to demonstrate competence.

### Entry requirements

This NVQ is not approved for those who are under 16 years of age. There are no formal entry requirements for candidates undertaking this qualification; however, candidates need to be working in a retail environment and have the potential to gain all the necessary evidence from the workplace.

Good numeracy and literacy skills are also required.

DAY	DATE	TIME	WEEKS	FEE	DISCOUNTED FEE	CODE
Thu	20/09/07	0945-1200	30	£460	£200	22169 D17MA

## C&G 1008 NVQ in Retail Skills

Level 3



NEW

### Course Description

The Level 3 NVQ has been designed for department, section and team leaders, specialist sales advisors and owners/managers. With this in mind the NVQ offers 3 pathways for the candidate:

- Sales Professional
- Management
- Visual Merchandising.

The course should be completed within 2 years of registration and consists of 1 mandatory unit:

Unit 201 Work effectively in your retail team

Plus five optional units from units such as:

Unit 202 Help customers choose products in a retail environment

Unit 205 Demonstrate products to customers in a retail environment

Unit 207 Receive goods and materials into storage in a retail environment.

### Examination

The competences are assessed in the workplace and knowledge looked for in performance. The candidate will need to keep a portfolio of evidence to demonstrate competence.

### Entry requirements

This NVQ is not approved for those who are under 16 years of age. There are no formal entry requirements for candidates undertaking this qualification; however, candidates need to be working in a retail environment and have the potential to gain all the necessary evidence from the workplace.

Good numeracy and literacy skills are also required.

DAY	DATE	TIME	WEEKS	FEE	DISCOUNTED FEE	CODE
Thu	20/09/07	0945-1200	30	£460	£200	22170 D17MA

## OCR Certificate in Text Processing

Level 1



NEW

The Text Processing suite of qualifications has been designed to develop and recognise candidates' ability to produce a variety of straightforward business documents to meet the requirements of employment. The units that make up this qualification are drawn directly from the RSA Text Processing Modular Awards at Stage 1 which are widely recognised by employers as the benchmark qualifications in text processing.

Unit structure provides flexibility for delivery, examination and certification. A Certificate is awarded for each individual unit. The full OCR Level 1 Certificate in Text Processing is awarded for the achievement of the Text Production mandatory unit (English or Welsh) plus a unit in Word Processing.

### Any further information about the course?

The qualification is ideal for those who are new to the skills and knowledge required by Text Processing operators. It is also suitable for those who are studying in preparation for employment.

### Assessment

Assessment for both units takes the form of a 1 hour 15 minute externally set and marked examination. Results are graded as Distinction, Pass or Fail and the grades achieved will be stated on the candidate's certificate.

### Entry requirements:

- Interview
- As assessments are generally conducted in English you should be confident of completing assessments in this language
- Reasonable numeracy skills.

DAY	DATE	TIME	WEEKS	FEE	DISCOUNTED FEE	CODE
Thu	04/10/07	1845-2100	20	£170	£80	22140 E07MA

## Certificate in Text Processing

Level 2



### Course Description

This qualification has been designed to assess a candidates' ability to produce a range of business documents to meet the requirements of employment.

The two units that make up this qualification are widely recognised by employers as the benchmark qualifications in text processing.

The mandatory unit is called Text Production and requires candidates to produce three business documents in the form of a letter, a memorandum and a short report or article. The documents are produced from a variety of handwritten and typewritten draft material to a standard that meets the business document production requirements of employment.

The option unit is called Word Processing and requires candidates to produce four business documents using a word processor, to a standard that meets the business document production requirements of employment. The documents for production are a notice for display, an article/report, a table with columns, subdivisions and multi-line headings and a standard document (letter or memo) which includes stored phrases selected from a phrase file. Candidates will work from a draft containing handwritten/typewritten material and recalled text.

### Any further information about the course?

Assessment for the Text Production unit takes the form of a 1 hour 15 minute externally set and marked examination. The Word Processing unit is a 1 hour 45 minute externally set and marked examination. Results are graded as Distinction, Pass or Fail and the grades achieved will be stated on the candidate's certificate.

### Entry requirements

There are no formal entry requirements but candidates should have sufficient skill, underpinning knowledge and command of English to carry out the production of business documents without supervision.

It is also suitable for those in employment who wish to further develop their knowledge and expertise in this area.

DAY	DATE	TIME	WEEKS	FEE	DISCOUNTED FEE	CODE
Thu	04/10/07	1845-2100	30	£200	£90	22153 E17MA

# Business and Management

## NVQ Customer Service

Level 2



NEW

This qualification has been developed for candidates who already have the knowledge and skills equivalent to a Level 1 Customer Service qualification, gained either through previous learning or employment or both, and now wish to:

- Acquire knowledge and understanding relevant to a customer service role
- Progress a career, and need the knowledge and understanding to support that career
- Enter customer service roles in which they will carry out a range of tasks under supervision
- Progress towards an NVQ, such as the EDI Customer Service NVQ Level 2 or Level 3
- Gain a Customer Service Apprenticeship.

### Any further information about the course?

This qualification is appropriate for those who wish to gain underpinning knowledge and understanding through off-the-job learning in all occupational areas in which customer service is provided.

The course is appropriate for learners who wish to progress to the NVQ Level 3 in Customer Service Award.

### Assessment

There are no formal examinations and assessment is undertaken in the work environment by the candidate producing a portfolio of evidence. Each unit can be achieved individually and the full qualification is awarded when all units have been achieved.

### Entry requirements:

- Interview
- As assessments are generally conducted in English you should be confident of completing assessments in this language
- Reasonable numeracy skills.

DAY	DATE	TIME	WEEKS	FEE	DISCOUNTED FEE	CODE
Tue	25/09/07	0945-1200	30	£460	£200	22158 E17MA

## NVQ in Customer Service

Level 3



NEW

The NVQ Level 3 Award in Customer Service is designed for customer service professionals. The qualification builds on the NVQ Level 2 syllabus and deals with more complex issues and practices.

### Any further information about the course?

This qualification is appropriate for those who wish to gain underpinning knowledge and understanding through off-the-job learning in all occupational areas in which customer service is provided.

### Assessment

There are no formal examinations and assessment is undertaken in the work environment by the candidate producing a portfolio of evidence. Each unit can be achieved individually and the full qualification is awarded when all units have been achieved.

### Entry requirements:

- Level 2 NVQ or equivalent in Customer Service or related subject
- Interview
- Good command of written and spoken English
- Good numeracy skills.

DAY	DATE	TIME	WEEKS	FEE	DISCOUNTED FEE	CODE
Tue	25/09/07	0945-1200	30	£460	£200	22159 E17MA



Enrol by post or in person



Interview required, please complete Application Form on page 115.

## Foundation Degrees

### Foundation Degree (FdA) Advertising and Marketing Communications

#### Course Description

This new two-year programme, which has been specially devised in conjunction with staff at the University of Bedfordshire, is designed to meet the needs of employees locally who are responsible for many aspects of marketing communications in their places of work. In the SME context one person may have to perform a number of functions, in larger organisations an individual may have a more specialist job title. Both groups of people will benefit greatly from this course.

The course is composed of a number of business modules covering such key areas as finance and data analysis, but most of the modules have a marketing emphasis e.g. Marketing Research and Understanding the Customer. What makes this foundation degree unique, however, is the way that it integrates graphics and design modules, such that its graduates not only have an understanding of all aspects of advertising and marketing communications, they have developed the practical skills to enable them to design brochures, posters and fliers to promote their businesses. This ambitious goal is achieved through the assessment of a significant proportion of work-based activity. Not only is it the intention that each student will be visited on a regular basis by their College tutor, a significant proportion of the assessed work will be based upon work that is generated directly within the individual's regular work schedule.

#### Any further information about the course?

Potential candidates should ask for a course leaflet which gives more information about the programme and also contains an application form. The return of a completed application form will trigger an informal interview with the programme manager.


A wide range of teaching techniques will be employed and the assessment methods will be very innovative. Successful learners will be able to 'top up' to a full honours degree at the University of Bedfordshire.

DAY	DATE	TIME	WEEKS	FEE	DISCOUNTED FEE	CODE
Mon	24/09/07	1400-2100	30	£1,225	N/A	22941 D17MA
Mon & Wed	24/09/07	1800-2100	30	£1,225	N/A	22941 E17MA

Please note: the fee shown is per annum.



 Enrol by post or in person

 Interview required, please complete Application Form on page 115.