

Bancroft Community Association Course List

Basic Skills, Literacy

Basic Skills Literacy Entry Level 1 (Train 2 Gain (6256)

Basic Skills Literacy Entry Level 2 (Train 2 Gain (6257)

Basic Skills Literacy Entry Level 3 (Train 2 Gain (6258)

Grammar Series (4298)

Communication Skills, General

Communications Management (6161)

Effective Communications (6143)

Communication Skills, Negotiation

Negotiating Series (909)

Negotiating Strategies 1 – Strategy Basics (178)

Negotiating Strategies 2 – Psychological Strategi (177)

Communication Skills, Oral Communication Skills

An Introduction to Listening (166)

Becoming a Better Listener (164)

Questioning Skills - Unproductive Questions (167)

Questioning Skills - Using Closed Questions (168)

Questioning Skills - Using Open Questions (170)

Questioning Skills - Using Probing Questions (169)

Questioning Skills - Why Are Questions Important? (171)

Removing the Barriers to Listening (165)

The Persuasion Process (175)

Communication Skills, Presentation Skills

Presentations 1 - Preparing For the Presentation (174)

Presentations 2 - The Presentation (173)

Computing / ICT, Databases

Access 2000 MOS Series (674)

Access 2002 Series (677)

Access 2003 Series (5473)

Lotus Notes 6.5 Series (5478)

Lotus Notes R5 Series (838)

Microsoft® Office Specialist (MOS) - Access 2002 (6164)

SQL Server 2000 Database Design MCSE 70-229 Serie (2407)

SQL Server 6.5 Series (2408)

SQL Server 7 Admin Series (2413)

Computing / ICT, DTP / Graphics / Powerpoint

Adobe Acrobat 5 (486)

Adobe Image Ready (482)

Adobe Photoshop 6.0 (481)

Macromedia Freehand 10.0 (490)

Microsoft Photo Editor (484)

Microsoft Publisher (473)

Microsoft Visio 2002 Pro (477)

Microsoft® Office Specialist (MOS) - PowerPoint® (6178)

Paint Shop Pro 5 Series (700)

Paintshop Pro 7.0 (491)

Photoshop 7 Series (4329)

Photoshop Series (2451)

PowerPoint 2000 MOS Series (701)

PowerPoint 2002 Series (840)

PowerPoint 2003 Series (5477)

Computing / ICT, ECDL / ICDL

BCS Certificate for IT Users (Level 2) - Unit E S (6238)

Computing / ICT, Internet & email

CIW Security 1DO-470 Series (5562)

Dreamweaver MX 2004 Series (5547)

Dreamweaver MX Series (2444)

Dynamic HTML Series (2445)

Frontpage 2000 Series (2448)

Internet Explorer 5 (471)

Internet Explorer 6 Series (5479)

Internet Explorer 7 Series (6620)

Macromedia Dreamweaver 4.0 (479)

Microsoft FrontPage (474)

Microsoft® Office Specialist (MOS) - Outlook® 200 (6167)

Microsoft® Office Specialist (MOS) - Outlook® 200 (6177)

Outlook 2002 Series (698)

Outlook 2003 Series (5480)

PHP and MySQL Series (6240)

Web Design & Graphics Series (2453)

Web Publishing and Design with HTML 4.01 and XHTML (6243)

Computing / ICT, Networking

CompTIA Network+ 2005 (N10-003) Series (6235)

Microsoft Certified Professional (MCP) - Windows (6427)

Microsoft Certified Systems Administrator (MCSA) (6425)

Microsoft Exchange Server 2003 MCSA/MCSE 70-284 S (5519)

Windows 2000 Basics - Server Series (2393)

Windows Server 2003 Security MCSE 70-298 Series (5555)

Windows Server 2003 Series (5526)

Computing / ICT, Operating Systems

Computing Concepts Series (695)

Linux Series (2373)

Windows XP Application Support MCDST 70-272 Serie (5548)

Windows XP Professional MCSE 70-270 Series (2430)

Windows XP System Support MCDST 70-271 Series (5549)

Windows XP Upgrade Series (880)

Computing / ICT, PC Basics

Adobe Acrobat Reader (485)

CLAIT Plus - Mandatory Unit: Create, Manage and I (6120)

Computer Basics Series (5474)

Introduction to PCs Series (891)

Microsoft Office 2000 (468)

Microsoft Office 97 (467)

New CLAIT (6119)

Office 2000 Series (692)

Office 2003 – What's New Series (5481)

Office 2007 Series (6621)

Office XP Upgrade Series (696)

QuickBooks 2004 Series (5485)

QuickBooks Series (4320)

Star Office 5.2 (470)

The Michellen Guide to Digital Literacy (5956)

Windows Media Player (475)

WinZip (472)

Computing / ICT, Programming

Java 1.2 Series (2437)

Java 2 Enterprise Design Series (2442)

Java 2 Programmer Certification 310-035 Series (2443)

JavaScript Series (6249)

Microsoft Visual Basic 6 (478)

SharePoint 2003 Series (6245)

Sun Java 2 Developer SCJD CX-310- 252A/CX-310-027 (5518)

Visual Basic 6 Series (2392)

Visual Studio. NET Programming with Visual C# Se (2424)

Computing / ICT, Spreadsheets

Excel 2000 MOS Expert Series (702)

Excel 2000 MOS Series (4300)

Excel 2002 Series (839)

Excel 2003 Series (5475)

Microsoft Office Excel 2003 Level 1 (6836)

Microsoft Office Excel 2003 Level 2 (6839)

Microsoft Office Excel 2003 Level 3 (6842)

Microsoft Office Excel 2007 Level 1 (6885)

Microsoft® Office Specialist (MOS) - Excel 2002 C (6165)

Microsoft® Office Specialist (MOS) - Excel 2002 E (6166)

Computing / ICT, Word processing

Microsoft Office Word 2007 Level 1 (6891)
Microsoft Office Word 2007 Level 2 (6892)
Microsoft® Office Specialist (MOS) - Word 2002 Co (6179)
Microsoft® Office Specialist (MOS) - Word 2002 Ex (6180)
Word 2000 MOS Expert Series (883)
Word 2000 MOS Series (882)
Word 2002 Series (888)
Word 2003 Series (5476)

Health & Safety, Assessment

Repetitive Strain Injury - Risk Assessment (804)

Health & Safety, Fire / Hazard Safety

Fire Safety (5458)

Health & Safety, Food Hygiene

Food Hygiene - Introductory Certificate (6461)
Food Hygiene Principles and Practice (5970)
Food Safety (Level Two) (5457)

Health & Safety, Healthcare

Common Induction Standards, Social Care (Adult Se (6386)

Health & Safety, Manual Handling

Manual Handling (6217)
Manual Handling - Risk Assessment (803)
Manual Handling Plus (4292)

Health & Safety, Workplace Safety

Health & Safety (6130)

Health & Safety in the Workplace (Level One) (5459)

Health and Safety (6539)

Languages, English

English Advanced (6496)

English Beginner (6497)

English Beginner + (6498)

English Intermediate (6499)

English Intermediate + (6500)

ESOL Entry Level 1 (Train 2 Gain/Real Talk Englis (6253)

ESOL Entry Level 2 (Train 2 Gain/Real Talk Englis (6254)

ESOL Entry Level 3 (Train 2 Gain/Real Talk Englis (6255)

ESOL Entry Levels 1, 2 and 3 (Train 2 Gain/Real T (6510)

Languages, French

French Beginner (6501)

French Beginner + (6502)

French Intermediate (6503)

Vektor Online Resources – French - Advanced (5427)

Languages, German

German Intermediate (6626)

Languages, Italian

Vektor Online Resources - Italian - Advanced (5433)
Vektor Online Resources - Italian - Beginner (5430)
Vektor Online Resources - Italian - Beginner Plus (5431)
Vektor Online Resources - Italian - Intermediate (5432)

Languages, Spanish

Spanish Beginner (6504)
Spanish Beginner + (6505)
Vektor Online Resources - Spanish - Advanced (5429)

Managing Finance, Budgeting

Budgeting and Saving Series (4313)
Capital Budgeting (235)
Context and Purpose of Budgeting (232)
Implementing Budgets (237)
Master Budgets (236)
Revenue Budgeting (234)
The Budgeting Process (233)

Managing Finance, Business Basics

Accounting - An Introduction (6402)
Balance Sheet (221)
Basics of Business Math Series (896)
Business Perspectives (240)
Cash Flow Challenge (367)
Cashflow (222)
Home Business Series (4315)
Introduction to Financial Statements (219)
Planning for the Future – Budgeting (243)
Profit and Loss Account (239)
Sources of Financial Information (241)
The Balance Sheet (6404)
The Cash Flow Statement (6406)
The Income Statement (6405)
Understanding Financial Reports (6407)
Understanding the Business (242)

Managing Finance, Financial Accounts

Accounting / Valuation (6401)
Asset Turnover (226)
Costing Decisions (223)
Dividends and Growth (229)
Finance (Videos) (5576)
Financial Statements - Ratio Analysis (6403)
Introduction to Activity Based Costing (230)
Investment Appraisal (224)
Profit Margin (225)
Return on Capital Employed (238)
Return on Equity (228)

Managing Finance, Grants & funds

Tendering Toolkit (6440)

Managing Finance, Investment

Investing Fundamentals Series (4317)

Managing Information, Data protection & security

Data Protection (UK) (6408)

Security+ Series (5517)

Managing Information, Knowledge Management

Data Warehousing Series (1063)

Managing Information, Problem Solving

Effective Decision Making (6132)

Managing People, Appraisal

An Overview of Appraisals & Performance Management (183)

On-going Appraisal (180)

Preparing for the Appraisal Discussion (182)

The Appraisal Discussion (181)

Managing People, Employment law

Managing Within the Law (Videos) (5604)

Managing People, Equal opportunities

Awareness (6125)
Diversity (6126)
Equal Opportunities (6536)
Equality (6127)

Managing People, Grievance & disciplinary

Dealing with Difficult People Series (6231)
Dealing with Sexual Harassment (6129)
Managing Problem Performance (6140)
Sexual Harassment in the Workplace Series (6232)
Workplace Environment (Videos) (5588)

Managing People, Leadership

Coaching (Videos) (5581)
Delegation (172)
Effective Coaching (6136)
Effective Delegation (6134)
Effective Management (6535)
Leadership (Videos) (5613)
Management (Videos) (5607)

Managing People, Managing change

Effective Management of Change (6137)

Managing People, Meetings

Conducting Effective Meetings (196)
Effective Meetings (6142)
Introduction to Meetings & Meeting Types (198)
Meeting Behaviour & Dealing with Problem Characte (195)
Meeting Planning & Preparation (197)
Virtual Meetings (194)

Managing People, Motivating employees

Effective Motivation (6135)

Managing People, Recruitment & selection

Interview Skills Series (4316)

The Recruitment Process – An Overview (188)

Writing Job Descriptions & Person Specifications (187)

Managing People, Teambuilding

Effective Team Building (6138)

Effective Team Leadership (6139)

Leading Teams (Videos) (5580)

Personal Development, Career Development

careerindex© (5469)

Personal Development, Self Development

Business Ethics Series (6230)

Effective Objective Setting (6133)

Estate Planning Series (4314)

Global Business (Videos) (5577)

Human Resources Management (6160)

Instructional Design Series (6246)

Integration Management (6154)

Introduction to Key Skills (6545)

Management Skills Introduction Series (6241)

Risk Management (6162)

Personal Development, Time management

Effective Time Management (6141)

Purpose and Goals of Time Management (203)

Time Management Fundamentals Series (6233)

Time-Saving Tips & Technology (199)

Processes & Operations, Process management

Using IT (6551)

Processes & Operations, Project management

Closing a Project (6152)
Controlling a Project (6151)
Cost Management (6158)
Dealing with Time-Wasting Situations (200)
Executing a Project (6150)
Initiating a Project (6146)
Microsoft Project 2000 (476)
Microsoft Project 2002 (487)
Project 2000 MOS Series (842)
Project 2003 Series (5483)
Project Management Professional Certification 200 (6236)
Project Management Series (922)

Sales / Marketing, Customer service

Buyer Behaviour (4336)
Customer Service Series (897)
eCRM (4360)
eCustomers (4356)

Sales / Marketing, Market Research

Marketing Research (4337)

Sales / Marketing, Marketing strategies

eMarketing Excellence (4365)

eTools (4357)

History, Definition and Concept of Marketing (4333)

Integrated Marketing Communications (4351)

Introduction to eMarketing (4353)

Marketing Essentials (4363)

Marketing Planning (4335)

Web Site Design (4358)

Web Site Traffic (4359)