

Date and time	Course	Course Description	Length of course	Venue
Wednesday 13 th May 6.30pm – 9pm	NVQ 2 Business Skills Certificate	If you work in a role that requires a “little bit of everything” then a qualification in Business Skills is for you. It is designed for those who use a limited variety of skills including administration and customer service to carry out their work.	16 Weeks	Norwich Wensum Lodge
Monday 11 th May 6.30pm – 9pm	NVQ 2 Business Skills Certificate	If you work in a role that requires a “little bit of everything” then a qualification in Business Skills is for you. It is designed for those who use a limited variety of skills including administration and customer service to carry out their work.	16 Weeks	Attleborough Community & Enterprise Centre
Monday 11 th May 6.30pm – 9pm	NVQ 2 Business Administration	If you are in a role that involves administration or if you wish to update your knowledge then you will benefit from having a clear understanding of the responsibilities of your role and having the opportunity to develop new skills.	16 Weeks	Norwich Wensum Lodge

Date and time	Course	Course Description	Length of course	Venue
Monday 11 th May 6.30pm – 9pm	NVQ 2 Team Leading	If you aspire to a role that involves taking responsibility for others or if you currently undertake such a role then you will benefit from having a clear understanding of the responsibilities of your role and having the opportunity to develop new skills.	16 Weeks	Norwich Wensum Lodge
Monday 11 th May 6.30pm – 9pm	NVQ 2 Business Administration	If you are in a role that involves administration or if you wish to update your knowledge then you will benefit from having a clear understanding of the responsibilities of your role and having the opportunity to develop new skills.	16 Weeks	Attleborough Community & Enterprise Centre
Tuesday 12 th May 6.30pm – 9pm	NVQ 2 Customer Service	If you are in a role that involves serving customers you will be aware that this area is constantly developing and changing. Therefore this course is suitable if you; have a particular customer service and administrative role, are working in a customer service environment and are providing services to customers – they can be within your organisation!	16 Weeks	Norwich Wensum Lodge

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Wednesday 13 th May 6.30pm – 9pm	NVQ 2 Customer Service	If you are in a role that involves serving customers you will be aware that this area is constantly developing and changing. Therefore this course is suitable if you; have a particular customer service and administrative role, are working in a customer service environment and are providing services to customers – they can be within your organisation!	16 Weeks	Aylsham Aylsham High School
Wednesday 13 th May 6.30pm – 9pm	NVQ 2 Business Skills	If you work in a role that requires a “little bit of everything” then a qualification in Business Skills is for you. It is designed for those who use a limited variety of skills including administration and customer service to carry out their work.	16 Weeks	Cromer Cromer High School
Wednesday 13 th May 6.30pm – 9pm	NVQ 2 Team Leading	If you aspire to a role that involves taking responsibility for others or if you currently undertake such a role then you will benefit from having a clear understanding of the responsibilities of your role and having the opportunity to develop new skills.	16 Weeks	North Walsham Tudor House

Date and time	Course	Course Description	Length of course	Venue
Thursday 14 th May 6.30pm – 9pm	NVQ 3 Management	The Management level 3 qualification is broadly aimed at those who are responsible for the control of activities and work output of a team. You will have the ability and the opportunity to demonstrate recognisable management and leadership skills, for example, providing leadership, planning and implementing change, managing a budget, managing a project. Therefore, you do need to be working, whether paid or voluntary.	16 Weeks	Norwich Wensum Lodge
Thursday 14 th May 9.30 – 12.30 £135	Understanding Business Enterprise – (for those looking to set up their own business)	This course is designed for those wishing to understand the basic concept of enterprise or enterprising behaviour and/or wanting to gain an understanding and knowledge of the business start-up process.	6 Weeks	Attleborough Community & Enterprise Centre
Thursday 14 th May 6.30pm – 9pm	NVQ 2 Team Leading	If you aspire to a role that involves taking responsibility for others or if you currently undertake such a role then you will benefit from having a clear understanding of the responsibilities of your role and having the opportunity to develop new skills.	16 Weeks	Great Yarmouth

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9 th June 9.30 – 4.00pm £135	Intro Certificate Essential Customer Contact Skills <ul style="list-style-type: none"> • Customer service • Conflict handling • Selling 6 hrs x 6 weeks	These three courses are designed for those wishing to understand the basic concepts of customer service, selling and conflict handling, all key customer facing principles. Training in these makes good business sense! You do not need to be in work to achieve these qualifications and they make an ideal platform for NVQs for those in work.	6 Weeks	Norwich Wensum Lodge

Date	Course			Venue
8 th June at 10.00 – 12.00 noon	Taster Certificate in Administration	If you are looking to prepare yourself for employment in a role that involves administration or if you wish to update your knowledge then you will benefit from having a clear understanding of the responsibilities of your role and having the opportunity to develop new skills. This is how the Certificate in Administration can benefit you.		Kings Lynn Green Quay
18 th June at 2.00 - 4.00 pm	Taster NVQ Business Administration	If you are in a role that involves administration or if you wish to update your knowledge then you will benefit from having a clear understanding of the responsibilities of your role and having the opportunity to develop new skills.		Kings Lynn Green Quay
6 th July at 5.00 - 7.00 pm	Taster NVQ Team Leading	If you aspire to a role that involves taking responsibility for others or if you currently undertake such a role then you will benefit from having a clear understanding of the responsibilities of your role and having the opportunity to develop new skills.		Kings Lynn Green Quay
14/5/09 19:00 – 21:30	Finance AAT	The course is the second level of the Accounting Technician's qualification, and an NVQ level 3. You must have achieved	15 weeks	Thorpe Adult Education Centre

		the AAT Foundation level, or have appropriate experience or qualifications.		
13/5/09 19:00 – 21:00	Finance AAT	The course is the second level of the Accounting Technician's qualification, and an NVQ level 3. You must have achieved the AAT Foundation level, or have appropriate experience or qualifications.	15 weeks	Attleborough Community & Enterprise Centre

For enrolment or further information onto any of above courses please contact:

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