



Yorkshire Training Centre Ltd

Training Team

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Yorkshire Training Centre

Present Company Profile

Yorkshire Training Centre Ltd

Our range of services includes training students from home
and abroad

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Introduction

Preparing an impressive company profile is an important element in growing and sustaining your business. Through the profile, we want to make sure that the readers have prospects to know who we are, what we do, what we have achieved in our business operation, and why they should work with us and become our clients.

Our goal is it to obtain and employ the use of latest technologies to deliver our services. To this end we see it as necessary that our training equipment should be made up of state of the art tools. For this purpose we present a selection of our training equipment as follows.

Yorkshire Training Centre (YTC) is a boutique of human resource practice which offers ‘high touch’, optimum quality Soft Skills Training and human resource solutions to organisations.

All trainers have an integrated skill base that benefits the trainee. Our trainers continuously upgrade their expertise with higher professional and academic qualifications.

YTC provides clients with the expertise, support, methodology and tools to effect lasting and sustainable improvements for both their business operations and the way in which their people interact with one another.

YTC specialises in effecting change and improving performance, where we partner with a select group of companies to provide best practice solutions and best value to our clients.

We understand business levers and what affects them. We know how to move people to positive action through carefully planned approaches. **YTC** aims to help clients train

their most important resource: good quality employees. To be the human resource services supplier of choice, for companies seeking a professional partner for the design and delivery of leading edge training, and human resource solutions.

YTC is committed to designing development solutions individually tailored to your specific needs and situation, with language, company information and scenarios to enhance the relevance of the training to your employees. Our high energy training workshops emphasise participation, involvement and contribution from the participants to produce immediate and beneficial change.

We follow up our training in the workplace to reinforce and ensure effective learning. Although we place importance on theory, we are committed to providing practical solutions with 'real world' application. This translates to successful and measurable outcomes.

The YTC training team draws on a wealth of practical experience gained in the areas of psychology, general management, office management and secretary, accounting, finance, economic, banking, Islamic banking, investment, insurance programs, education, custom, duty free, human resource management, skills public relations, sales & marketing, security & healthy, law programs, engineering programs, IT programs, tourism & hospitality and customer service.

YTC has established itself an enviable reputation for training in a range of industries including Medical, Legal, Professional Services, IT, Telecommunications, Finance, Retail, Manufacturing, Distribution, Printing & Publishing, Media & Entertainment, Education, Government at Federal & State levels & Corporate Government Agencies.

Therefore, we are strongly committed to collaboration, working in partnership with clients, achieving shared training goals and outcomes. **YTC** customises training workshops to suit the specific training needs of each individual organisation; we

achieve this through a process of needs analysis. Once we have gathered all relevant information **YTC** then applies this knowledge in the tailoring process, producing a unique training program for our client.

Training Team

Yorkshire Training Centre



Yorkshire Training Centre Ltd



Higher National Diploma, Higher National Certificate, Management Qualifications and Specialized Course

Qualification is awarded by The Chartered Management Institute (Higher National Diploma, Higher National Certificate, Specialized Course and Technicians English). Yorkshire Training Centre range of services includes training students from home and abroad. In addition our course program in some countries for example United Arab Emirates (Dubai & Abu Dhabi), Jordan (Amman) Turkey (Istanbul), Malaysia (Kuala Lumpur), Morocco (Casablanca), and Egypt (Cairo, Sharm el-Sheikh & Alexandria).

Higher National Diploma			
Course Title	Duration Weeks	Start Date	End Date
HND in Electrical and Electronic	52	Sep 2014	Sep 2015
HND in Mechanical Engineering	52	Sep 2014	Sep 2015
HND in Finance	52	Sep 2014	Sep 2015
HND in Accounting	52	Sep 2014	Sep 2015
HND Internal Auditing	52	Sep 2014	Sep 2015
HND in Risk Management	52	Sep 2014	Sep 2015
HND in Marketing	52	Sep 2014	Sep 2015
HND in Strategic Direction and Leadership	52	Sep 2014	Sep 2015

Higher National Certificate			
Course Title	Duration Weeks	Start Date	End Date
HNC in Electrical and Electronic Engineering	34	Sep 2014	June 2015
HNC in Mechanical Engineering	34	Sep 2014	June 2015
HNC in Finance	34	Sep 2014	June 2015
HNC in Accounting	34	Sep 2014	June 2015
HNC Internal Auditing	34	Sep 2014	June 2015
HNC in Risk Management	34	Sep 2014	June 2015
HNC in Marketing	34	Sep 2014	June 2015

Management Qualifications	
Course Title (Chartered Management Institute)	Duration Weeks
CMI Level 2 Award in Team Leading	12
CMI Level 3 Award in First Line Management	15
CMI Level 3 Certificate in First Line Management	15
CMI Level 3 Diploma in First Line Management	15
CMI Level 5 Certificate in Leadership and Management	30
CMI Level 5 Diploma in Management and Leadership	30
CMI Level 5 Extended Diploma in Management and Leadership	30
CMI Level 7 Award in Professional Consulting - postgraduate	52
CMI Level 7 Certificate in Professional Consulting - postgraduate	52
CMI Level 7 Diploma in Professional Consulting - postgraduate	52
CMI Level 8 Strategic Direction and Leadership	64

Management Qualifications	
Course Title (Institute of Leadership and Management)	Duration Weeks
The ILM Level 3 Award in Leadership and Management	3
The ILM Level 5 Award in Management	4
The ILM Level 5 Award in Leadership & Management	4
The ILM Level 2 Award in Team Leading	2

Specialized Course and Technicians English			
Course Title	Duration Weeks	Technicians English	Specialized Course
Mechanical Manufacturing Engineering	16	6	10
Electrical and Electronic Engineering	16	6	10
Fabrication and Welding Techniques	16	6	10
Welding Skills	16	6	10
Engineering Construction	16	6	10
Performing Operations	16	6	10
Installation and Commissioning	16	6	10
Technicians Skills	16	6	10



Communication Skills and Personal Effectiveness Courses

Our communications skills courses and personal effectiveness training courses provide the interpersonal skills that can make a huge impact in the way that you interact and perform at work. These training courses can also provide invaluable life skills that are transferable to your home as well as work life.

Today's organisations are often re-structuring and widening employee responsibilities, and training is essential to fill skills gaps and enable individuals to tackle their new roles with confidence. Our communications skills courses and personal effectiveness training courses cover a wide range of subjects and are packed with up to date techniques and approaches that provide the skills, competencies and confidence you need to perform your best in the work place.

Effective Communications
Course Title (two weeks each course)
Better Communication Skills at Work - Communication that Delivers Results
Senior Level Communication Skills Workshop
An Introduction to Neuro Linguistic Programming
Applying Neuro Linguistic Programming in the Workplace
Effective Feedback Skills
Creating Powerful Relationships Through Networking
Creative and Innovative Problem Solving
The Modern Day Communicator - Communication Skills in the 21 st Century

Negotiation
Course Title (two weeks each course)
Negotiation Skills
Influencing and Persuading Skills with an Introduction to Negotiating
Influencing & Persuading for Managers - With an Introduction to Negotiation
Negotiation Skills Workshop for Managers
Influencing and Negotiating Upwards
Advanced Influencing & Persuading for Managers

Presentation Skills

Course Title (two weeks each course)

Speaking and Presenting with Confidence

Positive Presenting for Professionals

Speaking in Public with Authority and Confidence

Presentation Clinic

Interview Excellence - How to Perform Well in Interviews

Speaking and Presenting Success: Training with Follow-up Coffee Shop Coaching Programme

Working with Others

Course Title (two weeks each course)

Handling Difficult People and Situations

Communicating Effectively in the Workplace

Interpersonal Effectiveness for Managers

Developing Your Personal Impact and Building Productive Relationships

Coaching For Results

Facilitation Skills for Managers

Increase Your Self Awareness - Get the Best from Others and Create a Successful Team

Creating Powerful Relationships Through Networking

Effective Feedback Skills

Influencing and Persuading Skills with an Introduction to Negotiating

Influencing & Persuading for Managers - With an Introduction to Negotiation

Negotiation Skills

Negotiation Skills Workshop for Managers

Emotional Intelligence for Managers

Advanced Influencing & Persuading for Managers

Motivating Your Team

Cultural Awareness & Diversity

Conflict Resolution

Coached e-Learning: Communicating Effectively in the Workplace

Written Communication

Course Title (two weeks each course)

Effective Business English

Professional Written Communication

Writing for Results

Writing Effective Reports

Minute Taking Made Simple

Speed Reading
Coached e-Learning: Effective Business Writing
Writing for Digital Media

Developing People
Course Title (two weeks each course)
Team Management and Leadership Skills for Supervisors and Team Leaders
Train the Trainer Essentials - Developing Effective and Confident Training Techniques
Conducting Successful Appraisals & Reviews

Customer Service
Course Title (two weeks each course)
An Introduction to Customer Service - Putting the Customer First
Handling Customer Complaints - Remaining Calm Under Pressure

Personal Effectiveness
Course Title (two weeks each course)
Coached e-Learning: Managing Stress
Dealing with Stress and Conflicting Needs
Working Assertively and with Confidence
Rapid Development Workshop - Assertiveness in a Day
Effective Time Management
Improve your Memory Skills
Conducting Effective Meetings
Interview Excellence - How to Perform Well in Interviews
Coached e-Learning: Effective Time Management
How to Deliver Outstanding Corporate Events
Coached e-Learning: Managing Meetings
Managing Anger and Aggressive Behaviour
Positive Psychology at Work - Enhance Performance Using Positive Psychology



Business Improvement Training – Lean and Six Sigma Training Courses

A lean approach and six sigma principles allow you to keep your business processes lean, add value and deliver better solutions for improved customer satisfaction.

Partnering with Enabling Maximum Potential, **Yorkshire Training Centre** can provide a wide range of lean and six sigma training programmes.

The training courses are delivered by a qualified team of trainers who are lean and six sigma experts.

Lean Training
Course Title (two weeks each course)
Introduction to Lean
Introduction to Design for Six Sigma
Lean Leadership
The Lean Practitioner



Credit & Finance Training Courses

Our finance training courses will tackle what can sometimes be viewed as either a dull or intimidating subject by breaking the subject down into logical and manageable sequences and delivering learning in an entertaining, memorable and understandable way.

Finance Professional Development Programme
Course Title (two weeks each course)
Finance Fundamentals - For Those New to the Finance Department
Risk Management, Control and the Role of Internal Audit

Credit Management

Course Title (two weeks each course)

A-Z of Credit Control

B2C Credit Management

Telephone Cash Collections

Credit Processes to Cut Bad Debts

Assessing Credit Risk

Accounting, Finance ,Capital Market &Investment

Course Title (two weeks each course)

The Modern Tools for Accounting and Financial Analysis by Using Computer

Assessment of Administrative and Financial Performance in Organizations

Budgeting, Planning & Management Reporting

Projects Feasibility Study and Evaluation

Modern Strategies in Financial Investigations (Detection of Irregularities and Fraud)

Modern Techniques in Auditing and Financial Control

Financial Awareness

Course Title (two weeks each course)

Making Sense of Finance - Essential Knowledge

Financial Performance

Effective Budgeting

Finance for Non Financial Managers

Finance for Senior Managers & Directors

Advanced Finance for Senior Managers and Directors

Bookkeeping to Trial Balance

Accounting & Financial Statements

Commercial Debt Recovery

Course Title (two weeks each course)

Insolvency Procedures

Debt Collection - Understanding the Legal Process

Debt Collection - Conducting Your Own Claims

International Trade and Export

Course Title (two weeks each course)

How to Handle Letters of Credit

Advanced Letters of Credit Workshop

Export Procedures and Documents

Understanding Export Risks

Corporate Governance
Course Title (two weeks each course)
Corporate governance Principles
Transparency and Disclosure

Business Ethics
Course Title (two weeks each course)
Business Ethics
Ethics Decision Making
Accounting Ethics
Auditing Ethics
Moral Idealism
Moral Relativism
Ethical Judgment
Ethical Intention
Variables Impacting Ethical Decision Making of Accounting



Banking

Yorkshire Training Centre offers instructor-led investment banking training to banks, private equity, hedge funds, corporate and individual clients.

This banking course will provide an introduction to the basic skills and information needed to begin a new position as a teller. It will prepare tellers to interact well with customers, to complete processing and settlement transactions quickly and correctly, and to be mindful of compliance issues that affect their work.

Banking Services
Course Title (two weeks each course)
Basel standards Banking II
Basel standards Banking III
Financial Analysis & Company Valuation

Teller Training
Personal Banking Essentials
Security Training
Lending, Credit & New Business
Compliance Training
Modern Teller Training
Customer Service
Selling Bank Products and Services
Orientation and Professionalism

Investment Banking

Course Title (two weeks each course)
Performing Financial Valuation, Discounted Cash Flow and Multiples-Based Analyses
Building and Using Financial Models
Preparing Presentation Materials and Participating in Deal Pitches
Conducting Industry and Product Research
Executing Client Transactions from Start to Closing
Typical Responsibilities of a Summer Analyst
Valuation Analysis – The Core Methodologies of Investment Banks
Introduction to Valuation
Comparable Company Analysis
Comparable Acquisition Analysis
Discounted Cash Flow Analysis
Leveraged Buyout Analysis
Interpreting and Presenting Valuation Results



Islamic Banking

Islamic banking is now one of the fastest growing sectors of the financial market place, largely driven by the need for Muslims, representing one-fifth of the world’s population, to find islamically acceptable financial products.

Our training provides a more flexible system of choice where the participants can choose from the variety of modules listed below and create their own training

programme, based on their own requirements. The participants simply choose the modules they are most interested in and the Course Director puts them together to make up the programme.

Yorkshire Training Centre goals is training in Islamic banking and in Islamic insurance is building the knowledge and the human resource skills base and enhancing the competency of personnel serving in this sector with a genuine realisation of the need to take morality and professionalism into account very seriously in all their business dealings.

The Underlying Principles of Islamic Finance

Course Title (two weeks each course)

What are The Principles of Islamic Banking?

What is Islamic Banking?

What are the Driving Principles of Islamic Banks?

Islamic Finance

Course Title (two weeks each course)

Advanced Sukuk and Islamic Securitization

Islamic Fund and Asset Management

Accounting and Financial Reporting for Islamic Hedging Products

Islamic Treasury and Risk Management Products

Islamic Finance Qualification

Islamic Project and Infrastructure Finance Structures

Islamic Capital Markets

Course Title (one week each course)

Islamic Capital Market Instruments

Islamic Securitisation

Islamic Securities

Islamic Finance

Sharia Boards

Risks Involved in Sukuk

Islamic Investment Funds and their Structures

Conversion of Conventional Bonds into Islamic Securities

Conversion of Conventional Bonds into Islamic Securities

Islamic Banking and Human Resources

Course Title (one week each course)

Leadership Program in Islamic Banking

Islamic Finance and Human Resources

Islamic Banking and Finance

Islamic Financial Services

Insurance Operations and with the Principles and Objectives of Islamic Economics and the Shari'ah Requiring

Implementation of The Products and Services

The Characteristics of an Islamic Financial System

Course Title (one week each course)

Riba

Risk Sharing /Profit Sharing/Loss Sharing

Time Value of Money Islamically Interpreted

Prohibition of Speculation

Sanctity of Contracts

Sharia Approved Activities

The Key Characteristics of the Liabilities of Islamic Banks

Course Title (one week each course)

Current Accounts

Saving Accounts

Investment Accounts

Bank Capital

Nature of Islamic Contracts

Course Title (one week each course)

Intermediation Contracts-Mudaraba

Kifala

Amana

Takaful

Wikala

Ju'ala Transactional Contracts- Murabaha

Bay Salam

Bay Mua'ajal

Ijara

Istisna

Musharaka

Islamic Finance

Course Title (two weeks each course)

Advanced Sukuk & Islamic Securitization

Islamic Fund and Asset Management

Accounting & Financial Reporting for Islamic Hedging Products

Islamic Treasury and Risk Management Products

Islamic Finance Qualification

Islamic Project & Infrastructure Finance Structures

Sukuk: Islamic Bonds

Course Title (one week each course)

Sukuk Basics

How do Sukuk Differ from Conventional Bonds ?

Sukuk Standards

How have Sukuk Evolved ?

Alternative Sukuk Structures

Sukuk and The Private Sector

Rating Sukuk

Risks Associated with Sukuk

Case Studies. UK

Strategic Issues facing the Islamic Banking Industry

Course Title (one week)

Risk in Islamic Banking

Asset, Liability and Capital Adequacy Issues for Islamic Banks

Islamic Banking Business Model

Challenges for Islamic Banks

Islamic Financial Innovation



Customer Service Training Courses

Our range of customer service training courses has been developed to address the key challenges facing organisations today. Our customer service training courses ensure that individuals are equipped with the skills and behaviours necessary in order that

your business can deliver superior customer experience at all levels within the organisation, whilst increasing customer loyalty and retention.

Customer Service Management
Course Title (two weeks each course)
Managing and Coaching your Customer Service Team

Excellence in Customer Service
Course Title (two weeks each course)
An Introduction to Customer Service - Putting the Customer First
Professional Reception Skills - The Face of the Company
Delivering Excellence in Customer Service via Email and on the Telephone
Handling Customer Complaints - Remaining Calm Under Pressure
Building and Retaining Customer Relationships
Managing Touchpoint Performance to Improve the Customer Experience
Going the Extra Mile: Achieving Excellence in Customer Service



Health and Safety Training Courses

Our technical coverage is comprehensive - from audit to risk assessment, safety management systems to training. Our focus is always to provide practical and cost effective solutions that meet the individual requirements of our clients.

Health and Safety
Course Title (two weeks each course)
Course Title
Health & Safety at Work
Risk Assessment in Practice
CoSHH Regulations
Accident Investigation Workshop

IOSH Qualifications and Certificates

Course Title (two weeks each course)

IOSH Managing Safely

IOSH Working Safely

IOSH Safety for Senior Executives

NEBOSH Qualifications and Certificates

Course Title (two weeks each course)

NEBOSH Certificate in the Management of Health & Well-being at Work

NEBOSH General Certificate

NEBOSH Construction Certificate

NEBOSH National Diploma

Engineering and Maintenance, Security and Safety, and Hospitals

Course Title (two weeks each course)

Developing Leadership Skills in Security Management and Planning According to International Standards

Recent Trends in Monitoring , Preparedness and Emergency Response

Electrical Distribution Equipment Operation & Maintenance

Security Fire and Loss Prevention and Emergency Management

All about OSHA with Special Emphasis on the Safety Supervisor Role

Investigation of Accidents and Fires Originating out of Electricity

Best Practice in Sewage & Industrial Waste Water Treatment & Environmental Protection

Maintenance & Reliability Best Practices: Lowering Life Cycle Cost of Equipment

Developing Leadership Skills in Security Management and Planning According to International Standards



Oil and Gas Training

Benefit from the knowledge, experience and proven expertise of a large team of highly qualified, Oil and Gas practitioners who have worked in a wide cross section of Oil and Gas industry & commerce.

Oil and Gas Training
Course Title (two weeks each course)
Safety Engineering of Oil and Gas Operations and Occupation Safety
Finance & Accounting for the Oil & Gas Industry
Electrical Engineering & Maintenance
Mechanical Engineering & Maintenance
Instrumentation Engineering & Maintenance
Process Technologies & Operations
Projects, Engineering Studies & Economics
Piping Engineering & Pipeline
Oil & Gas Production
Reservoir
Exploration



Human Resources Courses, Trainer Courses & Employment Law Training Courses

Yorkshire Training Centre a range of training courses providing the skills, tools and techniques needed by professionals to win over, train and engage the people in any organisation. All of our human resources training courses are designed to ensure that the skills can be practically implemented back in the workplace. All of our courses can provide evidence of your Continuing Professional Development.

Train the Trainer
Course Title (two weeks each course)
Train the Trainer Essentials - Developing Effective and Confident Training Techniques
Train the Workplace Trainer - One-to-One and Small Group Training
Coached e-Learning: Train the Trainer - The Essential Skills
Train the Trainer Advanced - Engaging your Learners & Accelerating Recall and Transfer

Human Resources Skills for All

Course Title (two weeks each course)
Conducting Successful Appraisals & Reviews
An Introduction to Human Resources
Confident Recruitment and Selection Interviewing Skills
Essential human resources for Managers - Best Practice and Employment Law
Cultural Awareness & Diversity
Conflict Resolution
Interview Excellence - How to Perform Well in Interviews
Promoting your Expertise as an Internal Consultant - Strategic Perspective, Change Management & People Engagement
Talent Management & Succession Planning
The Role of the L&D Consultant
Effective Mentoring at Work

Human Resources Training Administration

Course Title (two weeks each course)
Essential Skills for Effective Training Administration
The Human Resources Administrator's Role

Human Resources & Training

Course Title (two weeks each course)
The Art of Human Resources Management
Strategies and Recent Trends of Training Management and career development
Advanced Selection, Interviewing & Recruitment Skills
The Innovative Approach of Evaluating Training Needs and Career Planning towards Goal Achievement in Institutions
Manpower Planning and Strategies of Job Analysis, Description and Evaluation
Identification and Analysis of Training Needs and Preparing Training Plans

Additional Human Resources Training Courses

Course Title (two weeks each course)
Developing your Human Resources Strategy
The Human Resources Business Partner
Human Resources Measurement and Human Capital Management
Developing a Strategically Aligned Learning and Development Strategy
Evaluating the Impact of Learning and Development
A Strategic Approach to Induction: Engaging your Talent from Day One
Managing Reorganisations, Restructurings and Redundancies
The Annual Strategic Human Resources Conference

Practical Implications of the Agency Workers Regulations
Acas Code of Practice
Graduate Recruitment and Development
Developing and Integrating your Diversity Strategy
Mediation & Strategic Conflict Resolution
Working with the Board
Developing a Coaching Culture
The Role of Human Resources in Mergers & Acquisitions
Russian Working Practices and Business Culture
Pension Auto-Enrolment: The New Roles
Managing Globally Integrated Workforces
The Role of Human Resources in M&A Integration
Integrated Talent Management
Introduction to European Employment Law
UK Employment Law Update
Unlocking Employee Voice

Law, Contract Management and Insurance

Course Title (two weeks each course)
Modern Trends in the Management of Legal Affairs
Contract Drafting and Implementation
Managing Contracts, Agreements and Negotiations
Drafting of Contracts and the Art of Legal Drafting and Commercial Arbitration
Legal Aspects of Managing and Developing the Skills of Legal Managers and Officials
Advanced Strategies of Contract Management and Legal Practices of Tenders

Employment Law

Course Title (two weeks each course)
Discipline, Grievances and Dismissal
Essential Employment Law
Essential Discrimination Law
Conducting Workplace Investigations
Employment Tribunals
Family-friendly Rights and the Law
Making and Varying Employment Contracts
Employment Law in a Day
Employee Relations, Trade Unions and the Law
Transfer of Undertakings

Employment Law Update: Law on the Road
Complete Employment Law
The Advanced Certificate in Employment Law Modular Course
Employment Law Libya
Mediation & Strategic Conflict Resolution
Developing and Integrating your Diversity Strategy



Airport Training

Yorkshire Training Centre providing operational consultancy, support and training to International Airports, the Management, Aviation and Security industries. The training programmes we develop, supply and deliver are tailored to the individual airport or operational facility wherever this maybe in the world and take account of cultural and language requirement.

Airport Training Programmes
Course Title (two weeks each course)
Auditing / Monitoring for Supervisors
Auditing / Monitoring for Supervisors
Security
Customer Service
Disability Awareness – Special Needs
Train the Trainer
Health & Safety
Conflict Management
Cultural Awareness
Telephone Bomb Threat
Hold Baggage Operations
Ground Security Operatives
Ground Security Supervisors
Operational Airport Management
Body Scanners

Recognition of Firearms, Explosives & Incendiary Devices
X-Ray Training – theory & practical on the job
National X-Ray Competency Test
General Security Awareness Training
Liquid Screening Process Training
Aircrew training
Cargo training
Dangerous Goods
Triple AAA – Authorisation & Accounting
Equipment training
Disability Awareness
General Customer Service
Special Needs
Conflict Management
Cultural Awareness
Design of Operational Readiness Programs
Perform quality and audit reviews of facilities
Undertake business process engineering
Develop and design Career Development programs
Develop staff coaching programs
Undertake compliance and regulatory reviews
Plan and implement complex tasks - Logistics
Undertake business continuity analysis, design and implementation
Project manage



IT Training Courses

Yorkshire Training Centre offers a series of technical IT courses covering Cisco, Microsoft, Networking, Security, VoIP, and Wireless.

Technical - Cisco
Course Title (two weeks each course)
Introduction to Cisco Network Devices Part 1
Introduction to Cisco Network Devices Part 2
Cisco CCNA Certification Fast Track Programme

Technical - Service Management

Course Title (two weeks)

Managers Certificate in IT Service Management - Service Delivery

Technical - Nortel

Course Title (two weeks each course)

Ethernet Routing Switch 8600 Configuration and Management

VOIP Technologies

Technical - VMWare Training

Course Title (two weeks)

Virtual Infrastructure 3: Install & Configure

Technical - Microsoft

Course Title (two weeks each course)

Managing and Maintaining a Microsoft Windows Server 2003 Environment

Implementing and Maintaining a Microsoft SQL 2005 Database

Implementing and Managing Microsoft Exchange Server 2003

Implementing Microsoft Office Live Communications Server 2005

Updating Your Network Infrastructure Technology Skills to Windows Server 2008

Implementing and Supporting Microsoft Windows XP Professional

Planning, Implementing & Maintaining a Microsoft Windows Server 2003 Active Directory Infrastructure

Information Technology and Project Management

Course Title (two weeks each course)

IT Service Management

Strategic IT Leadership

The Use of Information Technology in the Training and Development of Human Resources

Strategies of Management Development by Information Technology and Communications



Networking and Communications

Yorkshire Training Centre offers a series of Networking and Communications. Our range of Networking and Communications courses can be tailored to meet your organisation's specific needs. We work with our clients in order to fully understand their needs and to deliver a practical Networking and Communications programme that will give incredible results.

Networking and Communications
Course Title (three weeks each course)
HP-UNIX Systems Fundamentals\administration
2G Radio Optimization With Real Life Network Analysis
3G Optimization with Real Life Network Analysis
Basics About Radio Network Planning & Optimization
BSS training course package by ERICSSON
BTS O&M and Troubleshooting
Business Research Process
Core Network Planning - LTE / EPS and UMTS
Crystal report
Fundamentals of Product and Services Roadmap (in mobile network)
HSPA for UMTS Network Planner
HSPA+ Protocols , Procedures and Signalling (R7, R8 & R9)
IMS (included diameter charging interface) or IMS in UMTS (R8) Networks
IN & CAMEL Fundamentals
Informal Certified Advanced Core Network Planning Professional
Linux Fundamentals
Maintenance Management Best Practices
MapInfo Software
Mobile Video & TV Technologies
NEC Equipment Installation & Maintenance
NodeB O&M and Troubleshooting
O&M IN Mobile Networks
OPEX and CAPEX planning with respect to network services needs.
Oracle Database Fundamentals/Administration
Oracle DB Introduction to SQL
OS Linx/Sybase DB Advanced Training
Power System Planning For Mobile Networks

Power Systems For Mobile Networks (Troubleshooting)
Power Systems For Mobile Networks (DCRectifier-BATTARY- EARTING SYSTEM)
RFI, RFP , SLA & KPI for the Related Infrastructure (also service providers and 3rd party)
Satellite Technology, Concepts, Fundamentals, and Related Considerations for GSM//UMTS/HSPA+/<E
Short Message Service (SMS) Advanced
SIGTRAN (Signalling Transport) Fundamentals
SONET/SDH and DWDM Fundamentals
Split System Installation Course. Red Dragon Air Conditioning Ltd
TAP 3
Telecom Mini MBA - Technology Focus
Traffic Engineering & Design Principles for Voice and data in Mobile Network



Management Training and Leadership Courses

Our Management Training & Leadership Training courses are focused on developing managerial and leadership excellence. Driven by thought leaders and positioned, tested and implemented against the needs of the market and our clients, our faculty provides leading edge management and leadership thinking, training and development.

Yorkshire Training Centre can offer the management training course that will make a real and measurable difference to your performance.

People Management Training
Course Title (two weeks each course)
People Management Skills for New Supervisors & Team Leaders - The Role, The Team and The Individual
Fast Track to Successful People Management and Team Leadership
People Management Skills for Managers
Performance Management

Effective Management and Leadership Styles
Effective Delegation
Creative and Innovative Problem Solving
Effective Office Management
Essential Skills to Get the Most from your Staff
Coached e-Learning: Management Essentials
Objective Setting

Management Development
Course Title (two weeks each course)
The Newly Appointed Manager - Building Your Experience
The Manager's Development Programme
Stepping Up to Senior Management
Negotiation Skills Workshop for Managers
Essential Skills to Get the Most from your Staff
Motivating Your Team
Business Risk Management Workshop
Promoting your Expertise as an Internal Consultant - Strategic Perspective, Change Management & People Engagement
Talent Management & Succession Planning
Effective Mentoring at Work

Recruitment & Development
Course Title (two weeks each course)
Health & Safety at Work
Coaching for Results
Conducting Successful Appraisals & Reviews
Managing the Talent of Your Team
Essential Human Resources for Managers - Best Practice and Employment Law
Confident Recruitment and Selection Interviewing Skills
Train the Workplace Trainer - One-to-One and Small Group Training
Interview Excellence - How to Perform Well in Interviews

Strategy & Change
Course Title (two weeks each course)
An Introduction to Strategy
Effective Change Management
Business Process Mapping
Developing A Business Plan
Strategic Performance Measurement - using the Balanced Scorecard

Understanding and Implementing Change
Business Risk Management Workshop
Promoting your Expertise as an Internal Consultant - Strategic Perspective, Change Management & People Engagement
Objective Setting
Talent Management & Succession Planning
Directing Projects and Programmes - A Sponsor's Workshop
Perfect Storm: Leading your team through a sea of uncertainty
Resolving Conflict and Business Disputes

Finance & Project Management

Course Title (two weeks each course)
Finance for Non Financial Managers
Introduction to Company Accounts
Effective Budgeting
PRINCE2 Combined Foundation & Practitioners
Planning, Organising and Controlling Projects
An Introduction to Effective Project Management
Finance for Senior Managers & Directors
Risk Management, Control and the Role of Internal Audit
Key Accounting Concepts for Non Financial Managers

Personal Development

Course Title (two weeks each course)
Facilitation Skills for Managers
Developing Your Personal Impact and Building Productive Relationships
Interpersonal Effectiveness for Managers
An Introduction to Neuro Linguistic Programming
Applying Neuro Linguistic Programming in the Workplace
Manager & Secretary/PA - Working Together More Effectively
Time Management for Managers
Cultural Awareness & Diversity
Advanced Influencing & Persuading for Managers
Motivating Your Team
Increase Your Business Confidence - 10 steps for success in and out of the workplace
Dealing with Stress and Conflicting Needs
Working Assertively and with Confidence
Conducting Effective Meetings

Management Communications

Course Title (two weeks each course)

Speaking and Presenting with Confidence

Writing for Results

Positive Presenting for Professionals

Negotiation Skills

Senior Level Communication Skills Workshop

Critical Conversations for Managers

Emotional Intelligence for Managers

Advanced Influencing & Persuading for Managers

Conflict Resolution

Leadership Training

Course Title (two weeks each course)

Effective Management and Leadership Styles

High Performance Leadership - Why Should Anyone Follow You? - Residential Course

Emotional Intelligence for Managers

Successful Management for Business Achievement

Leading your Managers - Cascading for Success

Coaching for Leadership - Create the Spark for Excellence

Developing Leadership Coaching

Advanced Leadership Coaching

Effective Mentoring at Work

Perfect Storm: Leading your team through a sea of uncertainty

Resolving Conflict and Business Disputes

Team Management Training

Course Title (two weeks each course)

Team Management and Leadership Skills for Supervisors and Team Leaders

Remote Team Leadership

Managing the Talent of Your Team

Managing a Matrix Team

Effective Delegation

Management & Leadership

Course Title (two weeks each course)

Computer-Based Office Administration and Organization

Negotiation Management under Conditions of Crises and Emergencies

Creativity, Critical Thinking and Problem Solving

Strategic Management and Strategic Planning
Effective Business Communication: Professional Understanding of Successful Communication
Leadership & Management Skills for the New Manager & Supervisor
Implementation of Six Sigma : How To Get The Best Results & High Performance
Strategic Planning & Goal Setting: Setting Business Goals, Targets & Deliverable
Managing & Motivating Towards Excellence: Skills, Competencies, Traits & Techniques
The Effective Executive Trends & Strategies for the Future
Administration and Office Management Best Practices and Technologies
Mastering Management and Leadership Skills
Building Skills for Working in Teams: Igniting Passion & Activating Potential in Teams

Media, Public Relations and Communication Skills

Course Title (two weeks each course)
International Business Etiquette and Protocol for Management
Public Relations and Effective Communication Skills
Customer Relationship Management
Administrative and Professional Skills of Public Relations and Media Employees
Social Media communication and PR Focused Immersion
New Strategies in Planning Media Campaigns and Advertising
Behavioural and Professional Skills of Public Relations and Media Employees

Office Management & Secretariat

Course Title (two weeks each course)
Integrated Approach of Managing and Organizing the Work of Office Managers for Top Management
Development of Managerial Skills - The Art of Dealing with Work Pressures for Office Managers
Etiquette Skills and Art of Dealing with the Public for the Offices Managers
The Executive Secretary & Officer Management Skills
Modern Archiving and Electronic Indexing (Keeping and Retrieval of Documents and Files Electronically)
Modern Systems and Trends of Office Management and e-Secretariat
Administrative and Technical Skills of Office Management and Executive Secretariat
Modern Archiving and Electronic Indexing (Keeping and Retrieval of Documents and Files Electronically)
The Highly Productive and Effective Administrator

Global Secretariat in the e-Business Perspective - Paperless Management

Stores, Purchasing and Logistics Management
Course Title (two weeks each course)
Advanced Stores & Inventory Management
Warehouse, Stores & Stock Control Management
Warehousing and stores Computerizing, and Management of Procurement, Negotiation and Evaluation of the Performance of Suppliers
Rules and Regulations of Internal and External Purchase
Excellence in Warehouse and Inventory
Effective Purchasing and contract Negotiation Strategies
Advanced Stores & Inventory Management



Marketing Training Courses

Our marketing training courses will help you to develop essential skills and use tools and techniques to improve your job performance and career progression. Our marketing courses are continuously reviewed and updated to ensure they reflect the latest marketing trends. We use up-to-date case studies and exercises to reinforce key learning points for you to implement back in the work place and gain tangible results. Wherever you are in your career, we have a marketing training course for you!

Essential Skills
Course Title (two weeks each course)
An Introduction to Marketing - The Essential Marketing Toolkit
Marketing for Secretaries and PAs
Making Sense of Marketing

Digital Marketing
Course Title (two weeks each course)
An Overview of Digital Marketing
Effective Digital Marketing - Putting Theory into Practice
Integrated Digital Marketing

Mobile Marketing
Email Marketing
Writing for Digital Media

Marketing Communications
Course Title (two weeks each course)
Marketing Communications
Direct Marketing

Strategic Marketing
Course Title (two weeks each course)
Strategic Marketing Planning
Successful Product Management
Market Research, Analysis and Insight
Branding

Practical Skills
Course Title (two weeks each course)
Planning and Running Effective Marketing Events
Great Copywriting
Proofreading

Public Relations
Course Title (two weeks each course)
Introducing Public Relations
Writing Better Press Releases



PA Training and Secretary Courses

PA & Secretary Professional Development Programme

Secretarial and PA Conferences
Course Title (two weeks each course)
Secretary and PA Day Autumn 2014 - Sessions to Motivate & Inspire

Career Development

Course Title (two weeks each course)

The Essential Office Professional - Professional Skills for Administrators, Secretaries & Support Staff

Success Skills for PAs and Administrators

Professional Development for Senior PAs and Executive Assistants

The Diploma in Business Administration

Diploma in Business Administration - in a week

Supporting Your Manager and Team

Course Title (two weeks each course)

Providing Administrative and Secretarial Support for Teams

Build Your Credibility and Be Influential - Supporting Busy and Absent Managers

Manager & Secretary/PA - Working Together More Effectively

Working with More Than One Boss - Successfully Juggling Priorities

Increase Your Self Awareness - Get the Best from Others and Create a Successful Team

Personal Effectiveness

Course Title (two weeks each course)

Be Brilliant! Building Your Image and Networking for Success

Managing Pressure and Conflicting Demands

Personal Effectiveness to Improve Your Performance at Work

Effective Time Management for Office Professionals

Influencing Successfully - Getting the Results that You Want

Essential Skills

Course Title (two weeks each course)

Minute Taking Made Simple

Professional Reception Skills - The Face of the Company

Speed Reading

The Professional Administrator

Course Title (two weeks each course)

Essential Administration Skills - Be Successful in Your Role

Essential Skills for Effective Training Administration

The HR Administrator's Role

Practical Skills for Your Changing Role

Course Title (two weeks each course)

Making Sense of Finance - Essential Knowledge

An Introduction to Successful Conferences and Events

Commercial and Business Awareness for Experienced PAs and Secretaries

Marketing for Secretaries and PAs

Project Management Skills for Office Professionals

Management Skills for PAs

Effective Office Management

Effective Communication

Course Title (two weeks each course)

Personal Effectiveness to Improve your Performance at Work

Communicating Effectively in the Workplace

Writing for Results

Writing Effective Reports

Influencing & Persuading for Managers - With an Introduction to Negotiation

Handling Difficult People and Situations

An Introduction to Neuro Linguistic Programming

Speaking and Presenting with Confidence

Creative and Innovative Problem Solving

Effective Feedback Skills

Negotiation Skills

Effective Business English

Working Assertively and with Confidence

Improve your Memory Skills

The Modern Day Communicator - Communication Skills in the 21st Century

Customer Service

Course Title (two weeks each course)

An Introduction to Customer Service - Putting the Customer First

Delivering Excellence in Customer Service via Email and on the Telephone

Going The Extra Mile: Achieving Excellence in Customer Service

Handling Customer Complaints - Remaining Calm Under Pressure



Purchasing Training Courses and Supply Chain Training Courses

Yorkshire Training Centre new range of Purchasing and Supply Chain training courses are focused on getting increased value from your purchasing activities. You will also be able to use the most important concepts in supply chain and apply these in your work to develop more effective business partnerships.

Whether you are new to your purchasing / supply chain role, involved on an ad-hoc basis alongside specialists, or part of strategic projects, **Yorkshire Training Centre** has a course to help you get the best out of your procurement and supplier management processes.

All of our courses have been designed and developed by experts with a strong background in public service procurement and the retail sector. You will learn from trainers with experience of being suppliers and contract managers and leave the training room feeling confident and better equipped to go into negotiations, communicate with suppliers and get the profitable results that you need to benefit your organisation.

With our support, you will also be able to deal with more complex and business-critical procurement projects. The courses are a useful refresher for existing purchasing and supply chain professionals and you will pick up some additional ideas and tools to extend what you already do.

Supply Chain & Supplier Management
Course Title (two weeks each course)
Introduction to Supply Chain Management
Principles of Supply Chain Management
Supply Chain and Business Strategy
Supplier & Contract Management

Purchasing & Procurement
Course Title (two weeks each course)
Introduction to Best Practice in Purchasing & Procurement
Purchasing Negotiation - Negotiating for Profit
The Strategic Procurement Process



Sales Negotiation Skills Training

Our sales training courses are suitable for all levels of sales professionals. From those who need a sales training course to kick start their career, to those wanting personal skills training, including developing key accounts, building relationships and negotiation skills training.

Sales negotiation skills are an essential part of any sales professional's role. Identifying the appropriate negotiation style to use, building the right rapport with your clients and knowing how and when to close the deal are critical. Our sales negotiation course is packed full of interactive techniques to enable you to negotiate with confidence...and success.

Commercial Awareness
Course Title (two weeks each course)
Commercial Awarer

Key Sales Skills Training
Course Title (two weeks each course)
Sales for Non Sales People - Moving from Service to Sales
Fundamentals of Selling
Consultative Selling Skills
Successful Selling Techniques

Bid and Tender Management
Prospecting and Networking to Win New Business
Coached e-Learning: Sales Skills for Success

Account Management Training
Course Title (two weeks each course)
Stepping Up to Account Management
Managing and Developing Key Accounts

Leading a Sales Team
Course Title (two weeks each course)
Coaching Your Sales Team to Deliver Sales Success
Motivating and Understanding Sales Teams

Sales Negotiation Skills Training
Course Title (two weeks each course)
Selling to the Board
Sales Negotiation

Sales Presentation Skills
Course Title (two weeks each course)
Memorable Sales Presentations
Developing and Delivering Winning Sales Pitches

Specific Sales Skills
Course Title (two weeks each course)
Telesales with a Competitive Edge
Neuro Linguistic Programming for Sales People
Finance for Sales People

Commercial Awareness
Course Title (two weeks)
Commercial Awareness

Marketing, Sales & Customer Service
Course Title (two weeks each course)
Advanced Strategies of Defining and Implementing Winning Solutions for Target Markets
Advanced Skills of Preparing Effective Marketing Plans and Strategy of Customer Satisfaction from TQM Perspective

Excellence in Service Quality and Skills of Dealing with Customers
New Methods and Techniques of Developing Comprehensive Strategies to Win Best Sales Opportunities
Key Account Management: Establishing Profitable Customer Relationships
The Concept of Strategic Selling and its Effect in Winning and Retaining Customers
Creativity & Excellence in Commercial Wholesale Operations & Customer service



Chief Executive's Selection

The way we all learn today is quite different from 10 years ago. As experts in learning, we are passionate about how learning and development can improve people's opportunities and can power organisational performance.

For 2014 we are introducing a number of innovative and exciting new programmes. At the heart of these we've focused on how to create more engagement and learning retention, by using experiential approaches and also by including programmes that get you thinking differently.

Chief Executive's Personal Favourites
Business Leaders Thinking Differently
Perfect Storm: Leading Your Team Through a Sea of Uncertainty
Resolving Conflict and Business Disputes
How Ready are You to Work with the World?
Neuroscience and the Leadership Brain
Detection of Deception - Spy the Lie!
Sketch Speak - Visual Foundations
Sketch Speak - Create Clarity, Alignment and Momentum Around Your Story

Creativity and Collaboration for Teams, using Songwriting
The GP Team Challenge
THRIVE in a Box
Live Interactive Business Simulation



Coached e-Learning

What is Coached e-Learning?

Sometimes you need to update your skills quickly, in your own timescales and use the new skills straight away. So, to help we have introduced a series of programmes in a brand new format – 'Coached e-learning'.

These programmes include interactive online e-learning modules with telephone coaching to help consolidate the learning. Created so that the topics learnt can be immediately applied, the addition of coaching ensures you get a very efficient yet personalised experience. There are ten coached e-learning programmes available – see list below. Please click on the course titles for full information.

Coached e-Learning Courses
Effective Business Writing
Communicating Effectively in the Workplace
Managing Stress
Managing Meetings
Effective Time Management
Sales Skills for Success
Management Essentials
Project Management Essentials
Train-The-Trainer – The Essential Skills
Effectively Conducting Appraisal Interviews

E-Learning Packages

Available e-Learning Packages
Running Meetings
Management Essentials
Project Management
Performance Review
Stress
Time Management
Written Communication
Oral Communication
Training for Trainers
Purchasing
Finance
Marketing
Sales Skills for Success
Sales Management
Selling with NLP



Yorkshire Training Centre Ltd

We look forward to seeing you

Best wishes

Training Team

