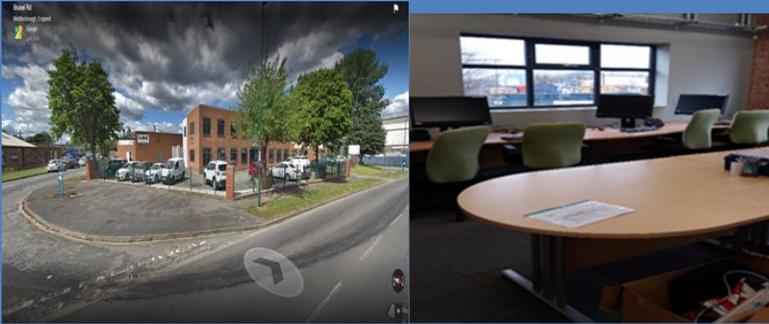# Agility People Services Limited

Agility People Services Ltd., (Agility)
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Fees list and rates 2026-7
Subject to Agility's Terms and agreements

Developing your business

Agility People Services (Agility)

Agility offers services of business led training and Human Resource (HR) for 25 years (1999). Training courses with resources are delivered in our training rooms, by experienced and qualified trainers. Training rooms are well equipped with IT and telephones, IT and telecoms support, desktop space, and a wide range of training resources. There are some courses offered remotely, distance learning and on customers' premises. Experienced and qualified trainers cover all guided hours. Agility deliver business led training to learners and Small Medium Businesses in the Tees Valley area.

Our values are to aim high for both learners and businesses by offering business led training and Human Resource services. Agility aims and objectives for our learners are to develop the whole person of knowledge, skills, attitudes, behaviors, and values. This is because we believe in developing the whole person, nurtures their and our belief in them to succeed. We believe the service is all about them, their training or their service and their future development and or the future of the development of the business. It is in this sense we offer them the best service of Training and HR to learners and employers, to progress the employee and progress the business. As our values are to aim high for the learner and the business, we champion at each stage of their journey achievements to ensure that they grow confident in the progress they have made. We begin our service by offering to develop our learners and customers to look at their present worth in life, accomplishments, capabilities, and achievements (for example congratulating them on gaining employment, gaining a promotion, or accomplishing a task they previously found difficult). We set staged or steps of targets for them to aim high for their future and give them skills, behaviors, knowledge or a service to move forward in their career, life or building their company and we champion them in their successful steps as they seize the day, look forward, aim forward and move forward.

We are an Oxford and Cambridge RSA (OCR) Centre (2003) and Pearson (2020-21). We offer training in Careers, Management Leaderships and Business, Human Resource Management and Training and Development Levels 2-6, at levels 1-3 we offer Customer Services, Business Administration, Functional Skills, Marketing, sales and telephone SMART calls, work skills, Information Technology, Health and Safety, and we have a range of training courses for those areas such as Data protection, Emotional Learning, Communication, Brand, CPD, Decision making Sales, managing people, performance management and many more.

Inclusion of generic training courses for an area, for example Equal Quality Opportunities, diversity and

inclusion, safeguarding, Data Protection, Employee rights, and Responsibilities, ten areas of training in Workplace Essential skills.

2025-26 Agility People Services has added major development in specific training resources for the learning areas of Human Resource Management, Business, Leadership, Management, Sales & Marketing and Administration, which develop skills and development for the learner and in turn progress the company. These business-led training courses are designed to be delivered over a year; however, single training sessions are available or group sessions in one area are available. Plus, we have had major developments in reflections and lesson or training session's structure which is unique in the field. Our training workshops and training courses all have lesson plans, longer courses usually from about 7 weeks to three years, also have either a scheme/scope of works or a training specification. Both training specification and lesson plans include learning aims, learning objectives, unique resources, teacher/training methods, assessment methods, learning outcomes, business needs to be met, target audience, number of workshops and hours of training and lesson plans.

Agility started training learners to achievement their formal qualifications in 2003, to the development of cognitive skills and develop their social skills and work skills which focused learners on acceptable behaviors at work, social values, self-understanding, managing emotions, and upholding values. Agility is in Middlesbrough and Tees Valley is our local community area. Contracts and subcontracts we have worked on include Tees Valley Work skills, and Work based learning 2013-2019. Apprenticeships 2011-2021 have a good success rate in subcontract of not less than 86%, usually 94%, Kickstart 2021-22 offering employees on placements to employers. All Agility training courses and training resources have been audited and developed throughout 2024-25.

Agility offers Advice, Information, Guidance & Support for the Trainer, and the Learner. The resources are specific to the course and to learning, for their learning journey, their career development, and their Continuous Professional Development in the form of Advice & Guidance documents, Icebreakers, questionnaires, matrixes, games and videos, Learning Styles inventories, Resources and Games, Workbooks, Exercises, Essays, questionnaires, matrixes, and Projects for both workshop and guided hours, Agility's Classbook portal, government, and expert portals to visit, and Handouts. Since 2003 Agility has successfully completed training and regulated qualifications approved by OCR and Pearson, to over 330 apprentices levels 2-5, all gaining a full qualification, to over 400 learners we successfully completed and they gained full Diplomas, in levels 2-5, a further 396 learners either gained their first qualification or second qualification certificate, Agility also

helped learners and apprentices successfully gain 343 Functional Skill at level 1 & 2 English, Mathematics and Information Technology, all passing. The majority (95%) of these learners and apprentices were either in their first qualification, or progressing to the next level, or studying in a new field and all the functional skills had not got them before coming to Agility.

AREAS AND STANDARDS: Level 1-6

Agility has at present fourteen AREAS of training, each holding a range of training courses and various levels within each area and they are usually long courses. Section A is a range of stand-alone courses of various levels for short courses. Section B are courses and standards for all that need, for example 'Health and Safety' or 'Equal Opportunities.' All include Advice, Information, Guidance and Support for both trainers and learners. All areas of training are flexible, mix and match from one area and other, to make the best longer training course for the individual learner. Each training area and training course has training resources that are easy to complete and more difficult to complete, to cater for differentiation. The training sessions are in the cognitive domain, affective domain, and the psychomotor domain to respond to different learning styles. Each training session has a lesson plan which includes a diverse range of unique training resources, a diverse range of teaching methods, a diverse range of assessment methods to cater for a range of learning styles.

Code:	Course Title:	Classroom Hours:	Guided hours:	Levels:	Starting Fee per learner:
A.	Standalone courses:	3	0-3	1 - 6	£ 49.00
B.	Standards for training courses that may need a short course of 'Health and Safety' or 'Interview technique'	3	0-3	1 - 6	£ 49.00
1	Careers – One of training course or long training course	3	0-3	1 - 6	£ 49.00
2	Customer Service– One of training course or long training course	3	3	1 - 3	£ 49.00
3	Continuous Professional Development– One of training course or long training course	3	3	1 - 6	£ 49.00
4	Essential Skills – One of training course or long training course	3	3	1 - 6	£ 49.00
5	Data Protection– One of training course or long training course	3	3	1 - 6	£ 49.00
6	Functional Skills– One of training course or long training course	4-7	3	1 - 2	£ 49.00
7	Health and Safety– One of training course or long training course	3	0-3	1 - 6	£ 49.00

8	Information Technology– One of training course or long training course	3	3	1 - 3	£ 49.00
9	Management, Leadership and Team Leader– One of training course or long training course	6	3	1 - 6	£ 99.00
10	Human Resource Management– One of training course or long training course	6	3	1 - 6	£ 99.00
11	Call center, SMART calls and Sales – One of training course or long training course	6	3	1 - 6	£ 99.00
12	Training and Development– One of training course or long training course	6	3	1 - 6	£ 99.00
13	Work skills– One of training course or long training course	3	0-3	1 - 3	£ 49.00
14	Business Administration– One of training course or long training course	6	3	1 - 5	£ 99.00

ALL AGILITY PEOPLE SERVICES TRAINING COURSES:
AREAS AND STANDARDS ADVICE, INFORMATION & GUIDANCE FOR THE CENTRE, THE LEARNERS, AND THE TRAINERS:

Advice, Information, Guidance & Support Learner, and Trainer for all short and long training courses at Agility.
1. Advice, Information & Guidance
2. Icebreakers, questionnaires, matrixes, games, and videos
3. Learning Styles inventories
4. Resources, videos, and Games
5. Workbooks
6. Exercises, Essays, questionnaires, matrixes, and Projects for both workshop and guided hours.
7. Agility Classbook portal
8. Handouts
9. Reflections
10. Government and expert portals for expert information, reference and to visit
11. Bibliography
12. Assessment resources.

Area A: Stand-alone training Courses: Level 1-6

Agility has a range of Stand-alone training courses listed below; each has different levels 1-6 and training resources to cover the level and differentiation. Other training courses can be found in areas 1-14. Training courses below may fit into one of the 14 Agility training areas, or they can be a stand-alone course. All training courses Agility have training resources that are easy to complete and more difficult to complete to cater for differentiation. The training sessions are in the cognitive domain, affective domain, psychomotor domain, and the creative and innovative domain to respond to different learning styles.

Code:	Course Title:	Classroom Hours:	Guided hours:	Levels:	Fee per learner starts at:
A.	Standalone courses:	3	0-3	1 - 6	£ 49.00
A1	Acts and Legislation	3	0-3	1 - 6	£ 49.00
A2	Administration	3	0-3	1 - 3	£ 49.00
A3	Aiming High part of Confidence Building	3	0-3	1 - 6	£ 49.00
A4	Appraisals and Reviews	2.5	0-3	2 - 6	£ 49.00
A5	Assertiveness part of Confidence Building	3	0-3	1 - 3	£ 49.00
A6	Assessing Performance	2.5	0-3	2 - 6	£ 49.00
A7	Benchmarks	3	0-3	1 - 6	£ 49.00
A8	Brand	3	0-3	1 - 6	£ 49.00
A9	Business	3	0-3	1 - 6	£ 49.00
A10	Career Development	3	0-3	1 - 6	£ 49.00
A11	Change	3	0-3	1 - 6	£ 49.00
A12	Coaching, Buddying and Mentoring	2.5	0-3	2 - 6	£ 49.00
A13	Code of Conduct at work	3	0-3	1 - 6	£ 49.00
A14	Collaboration and Cooperation	3	0-3	1 - 6	£ 49.00
A15	Communication	3	0-3	1 - 6	£ 49.00
A16	Complaints and Problems	3	0-3	1 - 6	£ 49.00
A17	Conflict	3	0-3	1 - 6	£ 49.00
A18	Continuous Professional Development	3	0-3	1 - 6	£ 49.00
A19	Creativity and Innovation	3	0-3	1 - 6	£ 49.00
A20	Critical thinking	3	0-3	1 - 6	£ 49.00
A21	Culture in a business	3	0-3	1 - 6	£ 49.00
A22	Customer Service	3	0-3	1 - 3	£ 49.00
A23	Customer Service Terminology	3	0-3	1 - 6	£ 49.00
A24	Data Protection	3	0-3	1 - 6	£ 49.00
A25	Decision Making	3	0-3	1 - 6	£ 49.00
A26	Delegation	3	0-3	1 - 6	£ 49.00
A27	Desk top management -Word Processing	3	0-3	1 - 3	£ 49.00
A28	Discipline and Grievances	2.5	0-3	2 - 6	£ 49.00
A29	Emotional Intelligence	2.5	0-3	2 - 6	£ 49.00
A30	Equal Opportunities, Diversity & Inclusion	3	0-3	1 - 6	£ 49.00
A31	Essential Skills	3	0-3	1 - 6	£ 49.00
A32	Excel	3	0-3	1 - 3	£ 49.00

A33	Flexibility & Adaptability	3	0-3	1 - 6	£ 49.00
A34	Health and Safety	3	0-3	1 - 6	£ 49.00
A35	Inductions for work	3	0-3	1 - 6	£ 49.00
A36	IT Management of your area	3	0-3	1 - 3	£ 49.00
A37	Leadership	2.5	0-3	2 - 6	£ 49.00
A38	Management	2.5	0-3	2 - 6	£ 49.00
A39	Managing People	2.5	0-3	2 - 6	£ 49.00
A40	Managing Performances	2.5	0-3	2 - 6	£ 49.00
A41	Marketing and Sales	3	0-3	1 - 6	£ 49.00
A42	Motivation	3	0-3	1 - 6	£ 49.00
A43	Negotiation Skills	3	0-3	1 - 5	£ 49.00
A44	Networking	2.5	0-3	2 - 6	£ 49.00
A45	Performances	3	0-3	1 - 6	£ 49.00
A46	Professional Emails	3	0-3	1 - 3	£ 49.00
A47	Power Point	3	0-3	1 - 3	£ 49.00
A48	Presentations	2.5	0-3	2 - 6	£ 49.00
A49	Prevent	3	0-3	1 - 2	£ 49.00
A50	Problem Solving	3	0-3	1 - 6	£ 49.00
A51	Project work	3	0-3	1 - 6	£ 49.00
A52	Quality Improvement Plans	3	0-3	1 - 6	£ 49.00
A53	Recruitment and Selection	2.5	0-3	2 - 5	£ 49.00
A54	Report writing	3	0-3	1 - 3	£ 49.00
A55	Risk Assessments	3	0-3	1 - 6	£ 49.00
A56	Self-Assessment Report	2.5	0-3	2 - 6	£ 49.00
A57	Safeguarding	3	0-3	1 - 3	£ 49.00
A58	Sales SMART CALLS	2.5	0-3	2 - 6	£ 49.00
A59	SMART	3	0-3	1 - 3	£ 49.00
A60	Strategy	2.5	0-3	2 - 6	£ 49.00
A61	Stress Management part of Wellbeing	3	0-3	1 - 3	£ 49.00
A62	Telephone Skills	3	0-3	1 - 3	£ 49.00
A63	Telephone and call center training	3	0-3	1 - 3	£ 49.00
A64	Time Management	3	0-3	1 - 5	£ 49.00
A65	Training and development	3	0-3	1 - 6	£ 49.00
A66	Understanding Employers Organisation	3	0-3	1 - 6	£ 49.00
A67	Wellbeing	3	0-3	1 - 3	£ 49.00
A68	Word	3	0-3	1 - 3	£ 49.00

Area A: Advice, Information, Guidance & Support for Learners, and Trainers for Stand-alone training courses and workshops.

1. Advice & Guidance
2. Icebreakers, questionnaires, matrixes, games, and videos

3. Learning Styles Inventories
4. Learning and Assessment Resources and Games
5. Workbooks
6. Exercises, Essays, questionnaires, matrixes, and Projects for both workshop and guided hours.
7. Agility Classbook portal
8. Handouts
9.Government and expert portals to visit
10. Bibliography

Area B: Standards training courses for all areas or indicated. Level 1-6

These training courses are usually included in a longer course and are optional for employees and employers. (for example, a learner may need (Data Protection or Health and Safety) However, these training courses are and can be a stand-alone course.

Code:	Course Title:	Classroom Hours:	Guided hours:	Levels:	Fee per learner starts at:
B1	Coaching - Team Leadership and Management	3	0-3	2 - 6	£49.00
B2	Culture and Change	3	0-3	2 - 6	£49.00
B3	Data Protection	3	0-3	1 - 6	£49.00
B4	Decision making	3	0-3	1 - 6	£49.00
B5	Equal Opportunities, Diversity, and Inclusion	3	0-3	1 - 6	£49.00
B6	Health and Safety	3	0-3	1 - 6	£49.00
B7	Information Technology	3	0-3	1 - 6	£49.00
B8	Leadership - Team Leadership and Management	3	0-3	1 - 6	£49.00
B9	Safeguarding, Prevent, social media, and IT and British Values	3	0-3	1 - 3	£49.00
B10	British Values	3	0-3	1 - 3	£49.00
B11	Working on Projects	3	0-3	1 - 6	£49.00
B12	Safeguarding and prevent	3	0-3	1 - 5	£49.00
B13	Stakeholders	3	0-3	1 - 6	£49.00
B14	Employment Rights and Responsibilities	3	0-3	1 - 6	£49.00

Area A: Advice, Information, Guidance & Support for Learners, and Trainers for Standards training courses and workshops.

1. Advice & Guidance
2. Icebreakers, questionnaires, matrixes, games, and videos

3. Learning Styles Inventories
4. Learning and Assessment resources and games
5. Workbooks
6. Exercises, Essays, questionnaires, matrixes, and Projects for both workshop and guided hours.
7. Agility Classbook portal
8. Handouts
9.Government and expert portals to visit
10.Bibliography
11. Scope/schemes of work and training specifications for larger and longer training courses

Area 1: Careers Education and Learning CEAIG and CLAIG Levels 1-6

These courses are for those wanting to develop their skills to look for employment, getting on the employment ladder/ labor market, or wanting to change their career, and for those wanting to develop and plan their skills and qualifications career in and for work. Higher level of training courses are for practitioners wanting to help clients who want to develop their skills to look for employment and get on the employment ladder / labor market, or want to change their career, or employees who must reskill and for those wanting to develop and plan their skills and qualifications for work. They can be part of Continuous Professional Development and open pathways in training, careers practitioner, careers coaching, and mentoring.

Agility People Services point learners in the right direction for a career and employment, with our AI or IT fun learning engagement experiences, it helps learners explore who they are, where they are at, and where to go. Agility's unique employment compass, career compass and employment ready questionnaire moves their attitudes and behaviors for employment.

Code:	Course Title:	Classroom Hours:	Guided hours:	Levels:	Fee per learner starts at:
1.1	Routes and Pathways	3	0-3	1 - 3	£49.00
1.2	Who am I and where do I want to go	3	0-3	1 - 3	£49.00
1.3	Career Strength, Threats, Risks and Likelihood	3	0-3	1 - 3	£49.00
1.4	My comfort zone	3	0-3	1 - 3	£49.00
1.5	Career Reflection Plan	3	0-3	1 - 3	£49.00
1.6	Employment/ Career balanced Score Card	3	0-3	1 - 3	£49.00
1.7	How I like to learn	3	0-3	1 - 3	£49.00
1.8	Learning Inventories	3	0-3	1 - 6	£49.00
1.9	Employment & Career Benchmark/s	3	0-3	1 - 6	£49.00
1.10	Interview plan	3	0-3	1 - 3	£49.00
1.11	Personal Development Plan	3	0-3	1 - 6	£49.00

1.12	Career planning	3	0-3	1 - 6	£49.00
1.13	Work ready test – Employment ready test	3	0-3	1 - 3	£99.00
1.14	Job Search	3	0-3	1 - 3	£49.00
1.15	Gatsby Report & Benchmark	3	0-3	1 - 6	£49.00
1.16	Safeguarding, Prevent & British Values	3	0-3	1 - 3	£49.00
1.17	Career guidance and development theories and models	3	0-3	1 - 6	£49.00
1.18	Working with clients, development needs and learning plans	3	0-3	1 - 6	£49.00
1.19	Essential Skills	3	0-3	1 - 6	£49.00
1.20	Sources of Career client related information	3	0-3	1 - 6	£49.00
1.21	Supporting clients with career needs	3	0-3	1 - 6	£49.00
1.22	Practitioner codes of conduct and professionalism	3	0-3	1 - 6	£49.00
1.23	Client routes, pathways, and job search	3	0-3	1 - 6	£49.00
1.24	Negotiation, influencing, networks and support for the career practitioner	3	0-3	1 - 6	£49.00
1.25	Labor market intelligence	3	0-3	1 - 6	£49.00
1.26	Career Reflections	3	0-3	1 - 6	£49.00
1.27	Career Score Card Tipping Point	3	0-3	1 - 6	£49.00
1.28	Career compass/Employment compass	3	0-3	1 - 6	£99.00

Advice, Information, Guidance & Support for Learners, and Trainers for Careers Education and Learning CEAIG and CLAIG Levels 1-6 training courses and workshops.

1. Advice & Guidance
2. Icebreakers, questionnaires, matrixes, games, and videos
4. Training and Assessment Resources and Games
5. Workbooks
6. Exercises, Essays, questionnaires, matrixes, and Projects for both workshop and guided hours.
7. Agility Classbook portal
8. Handouts
9. Barclay Career Advice
10. Career Enterprise
11. Education foundation
12. Icebreakers, Resources and Games
13. Learning styles inventories
14. Bibliography
15. Scope/schemes of work and training specifications for larger and longer training courses Careers Education and Learning CEAIG and CLAIG Levels 1-6.

Area 2: Customer Service training courses. Level 1-3

These training courses are for those that are employed in or wanting to be employed in Customers Services, in an office environment or retail environment or dealing with customers face to face. These training courses will develop skills with working with customers and for customers. They can be part of Continuous Professional Development and a career pathway may include areas of Telephone customer service, working in a shop, working in an office, on reception, they are usually dealing with customer face to face, however learners, maybe dealing with customers information, or working in the background and dealing with enquiries, problems, issues, or even complaints and needs knowledge and skills of dealing with confidential information.

Code:	Course Title:	Classroom Hours:	Guided hours:	Levels:	Fee per learner starts at:
2.1	Know your customers	3	0-3	1 – 3	£49.00
2.2	Understand your company's Organisation	3	0-3	1 – 3	£49.00
2.3	Policies, procedures, regulations, and the law	3	0-3	1 – 3	£49.00
2.4	Tools and resources at work to complete tasks	3	0-3	1 – 3	£49.00
2.5	Employees and Employers roles and Responsibilities	3	0-3	1 – 3	£49.00
2.6	Customer Service and the customer	3	0-3	1 – 3	£49.00
2.7	Know your products and services	3	0-3	1 – 3	£49.00
2.8	Customers and Communication	3	0-3	1 – 3	£49.00
2.9	How knowing Customer Service terminology can improve the quality of your business.	3	0-3	1 – 3	£49.00
2.10	Your companies Brand	3	0-3	1 – 3	£49.00
2.11	Customer Relations: communication, enquiries, problems, and complaints	3	0-3	1 – 3	£49.00
2.12	Telephone training, Telephone management, Telesales and Sales calling	3	0-3	1 – 3	£49.00

Advice, Information, Guidance & Support for Learners, and Trainers for Customer Services training courses and workshops.

1. Advice, Guidance & Information
2. Icebreakers, questionnaires, matrixes, games, and videos
3. Learning Styles Inventories
4. Learner and Assessment resources and games
5. Workbooks and Work Power Points
6. Exercises, Essays, questionnaires, matrixes, and Projects for both workshop and guided hours.
7. Agility Classbook portal
8. Handouts
9. Scopes/ Scheme of work/Training Specification for larger and longer courses of Customer Service training courses. Level 1-3
10. Government and expert portals to visit

	Area 3: Continuous Professional Development (CPD). Level 1-6

These courses are for those in employment and wanting to develop their skills throughout the lifetime of their career. It is for those who want to learn and develop themselves, knowledge, skills and behaviors in themselves and their specialised area and the peripheral areas that link to their career. Training courses are held in our well-equipped training rooms, online and through distance learning, which are supported and guided as illustrated below and in each section.

Code:	Course Title:	Classroom Hours:	Guided hours:	Levels:	Fee per learner start at:
3a	Your own CPD	2hrs 30 mins	0-3	1 – 6	£49.00
3b	CPD plan – plan your journey from where you are now to where you want to go	2hrs 30 mins	0-3	1 – 6	£49.00
3c	CPD record of your journey	2hrs 30 mins	0-3	1 – 6	£49.00
3d	Reflections on your learning and journey	2hrs 30 mins	0-3	1 – 6	£49.00
3e	Your Learning style/s	2hrs 30 mins	0-3	1 – 6	£49.00
3f	Plan and record workplace achievement. (Log of practices)	2hrs 30 mins	0-3	1 – 6	£49.00
3g	CPD record of achievement in your specialised area (Standardisation for equality)	2hrs 30 mins	0-3	1 – 6	£49.00
3h	Keep a record of achievements. -Folder	2hrs 30 mins	0-3	1 – 6	£49.00
3i	Work life balance	2hrs 30 mins	0-3	1 – 6	£49.00

Advice, Information, Guidance & Support for Learners, and Trainers for CPD training courses and workshops.

1. Advice & Guidance
2. Icebreakers, questionnaires, matrixes, games, and videos
3. Learning Styles Inventories
4. Training and Assessment Resources and Games
5. Workbooks and Work Power Points
6. Exercises, Essays, questionnaires, matrixes, and Projects for both workshop and guided hours.
7. Agility Classbook portal
8. Handouts
9. CPD plans
10. et-foundation for trainers, assessors, and practitioners
11. Target skills and workplace areas
12. Government and expert portals to visit
13.Bibliography
14. Scopes/ Scheme of work/Training Specification for larger and longer training courses for CPD.

Area 4: Essential Skills. Level 1-6

These training courses are for those wanting to develop their knowledge, skills, and behaviors in the workplace. They are for those in employment and those who are not in employment, education, or training (NEET) and want to develop the kind of skills, behaviors and knowledge employers are looking for. These are for those who are employed and that are given the opportunity to move up the career ladder. There is clear research information from corporate businesses such as Barclays that look at developing these skills. They can be part of Continuous Professional Development and career pathways may include areas of Telephone customer service, working in a shop, working in an office, on reception, in leadership, management or team leadership, managing employees, dealing with enquiries, problems, issues, or even complaints.

Code:	Course Title:	Classroom Hours:	Guided hours:	Levels :	Fee per learner start at:
4.1	Problem solving/decision making	2hrs 30mins	0-3	1 – 6	£49.00
4.2	Critical thinking/analysis	2hrs 30mins	0-3	1 – 6	£49.00
4.3	Communication	2hrs 30mins	0-3	1 – 6	£49.00
4.4	Collaboration/cooperation	2hrs 30mins	0-3	1 – 6	£49.00
4.5	Creativity/innovation	2hrs 30mins	0-3	1 – 6	£49.00
4.6	Leadership/management	2hrs 30mins	0-3	1 – 6	£49.00
4.7	Self-motivation/learning orientation	2hrs 30mins	0-3	1 – 6	£49.00
4.8	Flexibility/adaptability	2hrs 30mins	0-3	1 – 6	£49.00
4.9	Resilience/optimism	2hrs 30mins	0-3	1 – 6	£49.00
4.10	Empathy/social perceptiveness	2hrs 30mins	0-3	1 – 6	£49.00

Advice, Information, Guidance & Support for Learners, and Trainers for Essential Skills training courses and workshops.

1. Advice & Guidance
2. Icebreakers, questionnaires, matrixes, games, and videos
3. Learning Styles Inventories
4. Learning and assessment resources and games
5. Workbooks
6. Exercises, Essays, questionnaires, matrixes, and Projects for both workshop and guided hours.
7. Agility Classbook portal
8. Handouts
9. Essential skills online
10. Skills builder
11. Workplace essential skills information i.e., Barclays
12. Government and expert portals to visit
13. Bibliography
14. Scopes/ Scheme of work/Training Specification for larger and longer training courses for Essential Skills.

Area 5: Data Protection. Level 1-6						
These courses are for those employed or wanting to work in an environment and handling confidential information. These training courses are for inexperienced employees/NEET and experienced employees or owners of businesses, depending on which courses and levels of Data Protection are needed. They are for those who need to develop their skills in how to use and manage confidential information. They can be part of Continuous Professional Development and career pathways may include areas of employees who work in offices, sales, or customer service, business administration, leadership, management, retail, accounts, finance, or manufacturing dealing with confidential information. This is mandatory training for all businesses.						

Code:	Course Title:	Classroom Hours:	Guided hours:	Levels:	Fee per learner start at:	
5.1	Data Protection induction	3	0-3	1 – 3	£49.00	
5.2	Confidential Information and data	3	0-3	1 – 3	£49.00	
5.3	Data Protection awareness	3	0-3	1 – 3	£49.00	
5.4	Data Protection Processor and Controller	3	0-3	1 – 6	£49.00	
5.5	Data Protection Rights and Responsibilities	3	0-3	1 – 6	£49.00	
5.6	Data Protection Risk Assessment	3	0-3	1 – 6	£49.00	
5.7	Data Protection Privacy Laws	3	0-3	1 – 6	£49.00	
5.8	Data Protection Lawful basis	3	0-3	1 – 6	£49.00	
5.9	Company Data Protection Policies, Procedures and Lawful basis	3	0-3	1 – 6	£49.00	
5.10	Data Protection Self-Assessment Reporting	2hrs 30 mins	0-3	2-6	£49.00	
5.11	Data Protection Quality Improvement Plan	2hrs 30 mins	0-3	2-6	£49.00	

Advice, Information, Guidance & Support for Learners, and Trainers for Data Protection training courses and workshops.

1. Advice & Guidance
2. Icebreakers, questionnaires, matrixes, games, and videos
3. Learning Styles Inventories
4. Learning and assessment resources and games
5. Workbooks
6. Exercises, Essays, questionnaires, matrixes, and Projects for both workshop and guided hours.
7. Agility Classbook portal
8. Handouts
9. Training resources and games
10. Government and expert portals to visit
11. Bibliography
12. Scopes/ Scheme of work/Training Specification for larger and longer training courses for Data Protection.

Area 6: Functional Skills Levels Entry to level 2
a. English
b. Mathematics
c. Information Technology (IT)

These qualifications are for those wanting to develop their skills in either English, Mathematics, or Information Technology. Level 1's are for those wanting to study on a national program or a recognised qualification of level 2 (as this must be completed in conjunction/ commitment). Level 2's are for those wanting to study on a national program or a recognised qualification of level 3 (as this must be completed in conjunction/commitment). They are for those wanting to get an apprentice, or those on apprentice and do not have the corresponding (as above) level for the level of apprentices. (This is for English and Mathematics as IT is not now usually specified).

Code:	Course Title:	Classroom Hours:	Guided hours:	Levels:	Fee per learner:
6.1	English	4	3	1 - 2	£49.00
6.2	Mathematics	4	3	1 - 2	£49.00
6.3	Information Technology	4	3	1 - 2	£49.00

Advice, Information, Guidance & Support for Learners, and Trainers for Functional Skills training courses and workshops.

1. Advice & Guidance
2. Icebreakers, questionnaires, matrixes, games, and videos
3. Learning Styles Inventories
4. Learning and Assessment resources and games
5. Workbooks
6. Exercises, Essays, questionnaires, matrixes, and Projects for both workshop and guided hours.
7. Agility Classbook portal
8. Handouts
9. English scope, Mathematic scope, and Information Technology scope
10. BKS leveler
11. Skills Leveler
12. Training manuals of all course areas
13. Practice areas
14. Skills wise
15. BBC practice areas
16. Marking skills gap register for each specific functional skill area
17. Practice Tests
18. Government, Bibliography, and expert portals to visit
19. Scopes/ Scheme of work/Training Specification for larger and longer training courses for Functional Skills

Area 7: Health and Safety. Level 1-6

Health and Safety training and inductions are mandatory training for all employees working in any business. These training courses are for those working or those wanting to be employed, to enable a safe working environment for themselves and other workers and have responsibilities in the said area. They can be part of Continuous Professional Development and career pathways may include areas of employees who work in offices, sales, or customer service, business administration, retail, accounts, finance, leadership, management, on site, working manually, lone workers or manufacturing. This is compliance training for all businesses.

Code:	Course Title:	Classroom Hours:	Guided hours:	Level	Fee per learner start at:	
7.1	Health and Safety Induction	3	0-3	1 - 5	£49.00	
7.2	Health and Safety at work	3	0-3	1 - 5	£49.00	
7.3	Health and Safety Manual Handling	3	0-3	1 - 3	£49.00	
7.4	Health and Safety Risk Assessments (list of Risk Assessments training available include Safeguarding and Prevent)	3	0-3	1 - 6	£49.00	
7.5	Health and Safety for Team leaders, Managers and Directors	3	0-3	1 - 6	£49.00	
7.6	Health and Safety Cleaners induction	3	0-3	1 - 3	£49.00	
7.7	NRASWA induction/ Refresher	3	0-3	1 - 5	£49.00	
7.8	10 Safe working practices for the workplace	2hrs 30mins	0-3	2 - 5	£49.00	
7.9	Safeguarding and Prevent	3	0-3	1 - 5	£49.00	
7.10	British Values Induction	3	0-3	1 - 5	£49.00	
7.11	Health and Safety Self-Assessment Plans	2hrs 30mins	0-3	2 - 5	£49.00	
7.12	Health and Safety Quality Improvement Plan	2hrs 30mins	0-3	2 - 5	£49.00	

Advice, Information, Guidance & Support for Learners, and Trainers for Health and Safety training courses and workshops.

1. Advice & Guidance
2. Icebreakers, questionnaires, matrixes, games, and videos
3. Learning Styles Inventories
4. Learning and assessment resources and games
5. Workbooks
6. Exercises, Essays, questionnaires, matrixes, and Projects for both workshop and guided hours
7. Agility Classbook portal
8. Handouts
9. Scopes
10. Government and expert portals to visit
11. Bibliography
12. Scopes/ Scheme of work/Training Specification for larger and longer training courses for Health and Safety.

Area 8: Information Technology (IT). Level 1-5

These courses are for those wanting to develop their skills in IT or develop skills in IT software that they use or manage and who would like to know more. IT training is part of most courses that use software packages as part of other courses. They can be part of Continuous Professional Development and career pathways may include areas of employees who work in offices, sales, retail, or customer service, management, business administration, accounts, or finance.

Code:	Course Title:	Classroom Hours:	Guided hours:	Levels :	Fee per learner starts at:	
8.1	Professional Emails	3	0-3	1 - 3	£49.00	
8.2	Word and professional documents	3	0-3	1 - 3	£49.00	
8.3	Power Point	3	0-3	1 - 3	£49.00	
8.4	Excel	3	0-3	1 - 3	£49.00	
8.5	Desk top management – Managing Documents and areas Word Processing	3	0-3	1 - 3	£49.00	
8.6	Outlook task, emails, meetings, and appointment	3	0-3	1 - 3	£49.00	
8.7	IT Management of your area	3	0-3	1 - 5	£49.00	
8.7	Safeguarding, Prevent, social media and IT	3	0-3	1 - 3	£49.00	

Advice, Information, Guidance & Support for Learners, and Trainers for Information Technology training courses and workshops.

1. Advice & Guidance
2. Icebreakers, questionnaires, matrixes, games, and videos
3. Learning Styles Inventories
4. Learning and assessment resources and games
5. Workbooks
6. Exercises, Essays, questionnaires, matrixes, and Projects for both workshop and guided hours.
7. Agility Classbook portal
8. Handouts
9. Scopes
10. Work IT examples
11. Workbooks
12. Trainer resources, icebreakers, and games
13. Scopes/ Scheme of work/Training Specification for larger and longer training courses for IT.

Area 9: Leadership and Management training courses: Level 1-6

These training courses are for those new to the area of management, leadership, or team leadership or those who want to work in the area or those wanting to develop their skills in the area or those newly promoted or are likely to be promoted. They are for those wanting to develop skills and work in leadership, managing, people, projects, departments, and their work. They can be part of Continuous Professional Development and career pathways may include areas of employees who work in offices, sales, or customer service, business administration, retail, accounts, finance, or manufacturing managing work, managing people, or managing resources.

Code:	Course Title:	Classroom Hours:	Guided hours:	Levels:	Fee per learner starts at:
9.1	Leadership and Management Styles, Models and Theory	2hrs 30mins	0-3	2 - 6	£99.00
9.2	Motivation	2hrs 30mins	0-3	2 - 6	£99.00
9.3	Performance Management	2hrs 30mins	0-3	2 - 6	£99.00
9.4	Manage People & Performance through KPI's and Performance Benchmarks	2hrs 30mins	0-3	2 - 6	£99.00
9.5	Employee Influences	2hrs 30mins	0-3	2 - 6	£99.00
9.6	Decision Making	2hrs 30mins	0-3	2 - 6	£99.00
9.7	Four areas of Emotional Learning	2hrs 30mins	0-3	2 - 6	£99.00
9.8	Managing Change	2hrs 30mins	0-3	2 - 6	£99.00
9.9	Strategy - Vision and Mission	2hrs 30mins	0-3	2 - 6	£99.00
9.10	Quality - Benchmark, Competitive Edge, Benefits & Features	2hrs 30mins	0-3	2 - 6	£99.00
9.11	Working on Projects	2hrs 30mins	0-3	2 - 6	£99.00
9.12	Stakeholders	2hrs 30mins	0-3	2 - 6	£99.00
9.13	Understanding the workplace	2hrs 30mins	0-3	2 - 6	£99.00
9.14	Communication	2hrs 30mins	0-3	2 - 6	£99.00
9.15	Presentation skills	2hrs 30mins	0-3	2 - 6	£99.00
9.16	Managing People	2hrs 30mins	0-3	2 - 6	£99.00
9.17	Managing problems, conflict, and complaints	2hrs 30mins	0-3	2 - 6	£99.00
9.18	Business Planning	2hrs 30mins	0-3	2 - 6	£99.00
9.19	Recruitment	2hrs 30mins	0-3	2 - 6	£99.00
9.20	Management Self-Assessment reporting	2hrs 30mins	0-3	2 - 6	£99.00
9.21	Management Quality Improvement Plans	2hrs 30mins	0-3	2 - 6	£99.00
9.22	Buddying, Coaching and Mentoring as a manager	2hrs 30mins	0-3	2 - 6	£99.00

Advice, Information, Guidance & Support for Learners, and Trainers for Leadership and Management training courses and workshops.
1. Advice & Guidance
2. Icebreakers, questionnaires, matrixes, games, and videos
3. Learning Styles Inventories
4. Learning and assessment resources and games
5. Workbooks
6. Exercises, Essays, questionnaires, matrixes, and Projects for both workshop and guided hours.
7. Agility Classbook portal
8. Handouts
9. Scopes
10. Work Power Points
11. Government and expert portals to visit
12. Bibliography
13. Scopes/ Scheme of work/Training Specification for larger and longer training courses for Leadership and Management.

Area 10: HUMAN RESOURCE MANAGEMENT. Level 2-6

These training courses are for those who own a business, developing a business, those working in human resources or want to add human resource management into the business. They are for those wanting to develop skills and work in Human resource management, people, projects, departments, and their work. It is for those working with employees and those working for employees and the company/business in employee resources, employee training and development, employee relations, or personal management. They can be part of Continuous Professional Development and career pathways may include areas of employees who work in Human Resources, office managers, leaders, managers, team leaders, those working in retail, or manufacturing or other businesses.

Why not try one of our longer courses of an eleven-week flexible course on Job Design. 'A BUSINESS APPROACH TO STRATEGIC JOB DESIGN' Aimed at improving employees' performance and company performance. This training course gives lots of practical examples of how to design employees' work to get the best for the company and the best out of the employees by keeping them motivated, interested in the job and developing the employee skills and behaviour for the company.

Code:	Course Title:	Classroom Hours:	Guided hours:	Levels:	Fee per learner starts:
10.1	Human Resource Management	2hrs 30mins	0-3	2 - 6	£99.00
10.2	Training Needs Analysis	2hrs 30mins	0-3	2 - 6	£99.00
10.3	Inductions	2hrs 30mins	0-3	2 - 6	£99.00
10.4	Professionalism, behaviour, and attitudes at work.	2hrs 30mins	0-3	2 - 6	£99.00
10.5	Understanding the role of HR	2hrs 30mins	0-3	2 - 6	£99.00
10.6	Understanding the role of HR and Quality	2hrs 30mins	0-3	2 - 6	£99.00
10.7	Wellbeing at work	2hrs 30mins	0-3	2 - 6	£99.00
10.8	Staying Positive	2hrs 30mins	0-3	2 - 6	£99.00
10.9	Job Performance	2hrs 30mins	0-3	2 - 6	£99.00
10.10	Key Performance Indictors	2hrs 30mins	0-3	2 - 6	£99.00
10.11	Assessing employee performances	2hrs 30mins	0-3	2 - 6	£99.00
10.12	Job Specification V Job Description	2hrs 30mins	0-3	2 - 6	£99.00
10.13	Job Design	2hrs 30mins	0-3	2 - 6	£99.00
10.14	Personal Specification	2hrs 30mins	0-3	2 - 6	£99.00
10.15	Job Analysis	2hrs 30mins	0-3	2 - 6	£99.00
10.16	A range of Learning and Development courses	2hrs 30mins	0-3	2 - 6	£99.00
10.17	A range of Employee Resources training courses	2hrs 30mins	0-3	2 - 6	£99.00

10.18	A range of Employee Relationship management training courses	2hrs 30mins	0-3	2 - 6	£99.00
10.19	Human Resource Self-Assessment Report	2hrs 30mins	0-3	2 - 6	£99.00
10.20	Human Resource Quality Improvement Plan	2hrs 30mins	0-3	2 - 6	£99.00

Advice, Information, Guidance & Support for Learners, and Trainers for Human Resource Management training courses and workshops

1. Advice & Guidance
2. Icebreakers, questionnaires, matrixes, games, and videos
3. Learning Styles Inventories
4. Learning and assessment resources and games
5. Workbooks
6. Exercises, Essays, questionnaires, matrixes, and Projects for both workshop and guided hours.
7. Agility Classbook portal
8. Handouts
9. Government and expert portals to visit
10. Bibliography
11. Scopes/ Scheme of work/Training Specification for larger and longer training courses for Human Resource Management.

Area 11: Sales and SMART calls. Level 2-6

These training courses are for those new to the area of sales and SMART calls or those who want to work in the area or those who want to develop their skills around making smart calls. They are for those wanting to develop skills in sales and SMART telephone calls. This means developing how the learner develop skills of how to engage with potential customers, how to command the conversation, how to listen and respond, how to move the conversation on, how to open opportunities, how to react SMARTLY, how to take opportunities and how to direct the conversation. They can be part of Continuous Professional Development, and they may include a pathway to employment of Customer Services, Call Centre, sales, team leader, or manager of marketing campaigns in SMART calls.

Code:	Course Title:	Classroom Hours:	Guided hours:	Levels	Fee per learner:	
11.1	Recruitment and Sales	2hrs 30mins	0-3	2 - 6	£99.00	
11.2	Positive and Negative Telephone calls	2hrs 30mins	0-3	2 - 6	£99.00	
11.3	Value Added in Scripts	2hrs 30mins	0-3	2 - 6	£99.00	
11.4	Language Steering and Influencing	2hrs 30mins	0-3	2 - 6	£99.00	
11.5	Making the telephone call memorable & Resistant Reflect Responses & Pattern Interrupt	2hrs 30mins	0-3	2 - 6	£99.00	
11.6	The 4 Showstoppers	2hrs 30mins	0-3	2 - 6	£99.00	
11.7	Using Questions	2hrs 30mins	0-3	2 - 6	£99.00	
11.8	Assumptions	2hrs 30mins	0-3	2 - 6	£99.00	
11.9	Call for action and call for action	2hrs 30mins	0-3	2 - 6	£99.00	
11.10	Quantifying Needs, Pains, Problems, and Desires	2hrs 30mins	0-3	2 - 6	£99.00	
11.12	Furthering the conversation	2hrs 30mins	0-3	2 - 6	£99.00	
11.13	Listening and communication skills	2hrs 30mins	0-3	2 - 6	£99.00	
11.14	Next steps and SMART Calls Recommendation Process	2hrs 30mins	0-3	2 - 6	£99.00	
11.15	Influences (People)	2hrs 30mins	0-3	2 - 6	£99.00	
11.16	You and your script	2hrs 30mins	0-3	2 - 6	£99.00	
11.17	Commitments	2hrs 30mins	0-3	2 - 6	£99.00	
11.18	Commitment for the future and asking for More	2hrs 30mins	0-3	2 - 6	£99.00	
11.19	Analysing your successes	2hrs 30mins	0-3	2 - 6	£99.00	
11.20	Call backs and specific timed call backs	2hrs 30mins	0-3	2 - 6	£99.00	
11.21	Notes from calls	2hrs 30mins	0-3	2 - 6	£99.00	

Advice, Information, Guidance & Support for Learners, and Trainers for SMART CENTRE Sales training courses and workshops.

1. Advice & Guidance
2. Icebreakers, questionnaires, matrixes, games, and videos
3. Learning Styles Inventories
4. Training and assessment resources and games
5. Workbooks - Learner and Trainer
6. Exercises, Essays, questionnaires, matrixes, and Projects for both workshop and guided hours.
7. Agility Classbook portal
8. Handouts
9. Scopes
10. Work Power Points
11. Workbooks
12. Scopes/ Scheme of work/Training Specification for larger and longer training courses for Sales and SMART calls Level 1-6.

Area 12: Training and Development. Level 2-6

These training courses are for those wanting to work in or develop their skills training, initial assessments, assessments, coaching, mentoring, shadowing, as a practitioner and as a leading practitioner. They can be part of Continuous Professional Development, and they can open pathways in training, teaching coaching, mentoring, and in careers of counseling, coaching, and practitioner.

Code:	Course Title:	Classroom Hours:	Guided hours:	Levels :	Fee per learner:	
12.1	Icebreakers and games	2hrs 30mins	0-3	2 - 6	£99.00	
12.2	Assessments	2hrs 30mins	0-3	2 - 6	£99.00	
12.3	Lesson Plans	2hrs 30mins	0-3	2 - 6	£99.00	
12.4	Learning styles and domains of learning	2hrs 30mins	0-3	2 - 6	£99.00	
12.5	Learning Styles inventories	2hrs 30mins	0-3	2 - 6	£99.00	
12.6	Standardisations	2hrs 30mins	0-3	2 - 6	£99.00	
12.7	Differentialisation	2hrs 30mins	0-3	2 - 6	£99.00	
12.8	Learner feedback	2hrs 30mins	0-3	2 - 6	£99.00	
12.9	Continuous Professional Development	2hrs 30mins	0-3	2 - 6	£99.00	
12.10	Learning Theories	2hrs 30mins	0-3	2 - 6	£99.00	
12.11	Code of Conduct/Practice and Professionalism	2hrs 30mins	0-3	2 - 6	£99.00	
12.12	Equal Opportunities, Diversity, and Inclusion	2hrs 30mins	0-3	2 - 6	£99.00	
12.13	Safeguarding, Prevent & British Values	2hrs 30mins	0-3	2 - 6	£99.00	
12.13	Initial Assessments and Learning Plans	2hrs 30mins	0-3	2 - 6	£99.00	
12.14	Teaching methods and styles	2hrs 30mins	0-3	2 - 6	£99.00	
12.15	Learning styles inventories	2hrs 30mins	0-3	2 - 6	£99.00	
12.16	Reflections theory to practice	2hrs 30mins	0-3	2 - 6	£99.00	
12.17	Learning and Development Self-Assessment Reporting and Self Assessments	2hrs 30mins	0-3	2 - 6	£99.00	
12.18	Learning and Development Quality Improvement Plan	2hrs 30mins	0-3	2 - 6	£99.00	
12.19	Career Development and HR				£99.00	

Advice, Information, Guidance & Support for Learners, and Trainers for Training and Development training courses and workshops.
1. Advice & Guidance
2. Icebreakers, questionnaires, matrixes, games, and videos
3. Learning Styles Inventories
4. Learning and assessment resources and games
5. Workbooks - Learner and Trainer
6. Exercises, Essays, questionnaires, matrixes, and Projects for both workshop and guided hours.
7. Agility Classbook portal
8. Handouts
9. Government and expert portals to visit
10. Scopes/ Scheme of work/Training Specification for larger and longer courses for Training and Development Levels 2-6.

These training courses are for those who are inexperienced in the world of work and have not worked before or have not developed their resources for placing them on the employment ladder and or want to develop their skills for the workplace. These courses open pathways for those attending and practicing their skills of planning to put themselves on the employment ladder or the labor door and information/advice on acceptable behaviour at work.

Agility People Services point learners in the right direction for a career and employment, with our AI or IT fun learning engagement experiences, it helps learners explore who they are, where they are at, and where to go. Agility's unique employment compass, career compass and employment ready questionnaire moves their attitudes and behaviors for employment.

EMPLOYMENT TESTS START FROM AS LITTLE AS £99.00

Employment Work Ready Test

Employment Work Ready Intelligence test

Employment Balance Score Card

Employment Tipping Point

Employment Compass

Code:	Course Title:	Classroom Hours:	Guided hours:	Levels:	Fee per learner:
13.1	Acceptable behaviour at work	3	0-3	1 - 3	£49.00
13.2	Code of Conduct at work	3	0-3	1 - 3	£49.00
13.3	Employability training	3	0-3	1 - 3	£49.00
13.4	Employment training	3	0-3	1 - 3	£49.00
13.5	Personal Awareness and Personal Interests	3	0-3	1 - 3	£49.00
13.6	Work ready test	3	0-3	1 - 5	£49.00
13.7	Step in, to get on the employment ladder	3	0-3	1 - 3	£49.00
13.8	Motivation workshop	3	0-3	1 - 3	£49.00
13.9	Performance at work and performance reviews (KPI's)	3	0-3	1 - 3	£49.00
13.10	Benchmarks for Key Performance Indicators	3	0-3	1 - 3	£49.00
13.11	Working within your authority	3	0-3	1 - 3	£49.00
13.12	Work skills Reflections	3	0-3	1 - 3	£49.00

13.13	Employment Balance Score Card Employment tipping Point Employment compass	3	0-3	1 - 3	£99.00

Advice, Information, Guidance & Support for Learners, and Trainers for Work skills training courses and workshops.

1. Advice & Guidance
2. Icebreakers, questionnaires, matrixes, games, and videos
3. Learning Styles Inventories
4. Learning and assessment resources and games
5. Workbooks - Learner and Trainer
6. Exercises, Essays, questionnaires, matrixes, and Projects for both workshop and guided hours.
7. Agility Classbook portal
8. Handouts
9. Scopes
10. Work Power Points
11. Workbooks
12. Government and expert portals to visit
13. Scopes/ Scheme of work/Training Specification for larger and longer training courses for Work skills

Area14: Business Administration. Level 1-6					
These training courses are for those who are employed in or want to be employed in an office environment to develop their skills with working with business and administration. They can be part of Continuous Professional Development and career pathways may include areas of leadership, management, reception, clerk, administration, office manager, or telephone work.					

Code:	Course Title:	Classroom Hours:	Guided hours:	Levels:	Fee per learner:
14.1	Understand your company's organisation	3	0-3	1 - 6	£99.00
14.2	Your companies Brand	3	0-3	1 - 6	£99.00
14.3	Policies, procedures, regulations, and the law/Compliance	3	0-3	1 - 6	£99.00
14.4	Tools and resources at work to complete tasks	3	0-3	1 - 6	£99.00
14.5	Employees and Employers roles and Responsibilities	3	0-3	1 - 6	£99.00
14.6	Business Markets	3	0-3	1 - 6	£99.00
14.7	Products and services	3	0-3	1 - 6	£99.00
14.8	Communication	3	0-3	1 - 6	£99.00
14.9	Business Terminology	3	0-3	1 - 6	£99.00
14.10	Buddying, Coaching and Mentoring in a business	2hrs 30mins	0-3	2 - 6	£99.00
14.11	Customer Relations: communication, enquiries, problems, and complaints	3	0-3	1 - 6	£99.00
14.12	Telephone Training	3	0-3	1 - 6	£99.00
14.13	Telephone Management	3	0-3	1 - 6	£99.00
14.14	Standard operating procedures and forms.	3	0-3	1 - 6	£99.00
14.15	Business finance, purchase orders, proposals, and quotes.	3	0-3	2 - 6	£99.00
14.16	Business IT databases and portals	3	0-3	1 - 6	£99.00
14.17	Business meetings	3	0-3	1 - 6	£99.00
14.18	Business Self-Assessment Reporting	2hrs 30mins	0-3	2 - 6	£99.00

14.19	Business Quality Improvement Plan	2hrs 30mins	0-3	2 - 6	£99.00

Advice, Information, Guidance & Support for Learners, and Trainers for Business Administration training courses and workshops.

1. Advice & Guidance
2. Icebreakers, questionnaires, matrixes, games, and videos
3. Learning Styles Inventories
4. Learning and assessment resources and games
5. Workbooks - Learner and Trainer
6. Exercises, Essays, questionnaires, matrixes, and Projects for both workshop and guided hours.
7. Agility Classbook portal
8. Handouts
9. Work Power Points
10. Government and expert portals to visit
11. Scopes/ Scheme of work/Training Specification for larger and longer training courses for Business Skills Level 1-6