IT, Business Skills And Health & Safety Courses





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IT, Business Skills And Health & Safety Courses











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Pringle PCS have been established since 1996 and have become one of the UK Leading Training Providers. PCS Training offer extensive IT & Business Skills training courses designed to improve and enhance learners' skills. All courses are taught by highly experienced professional trainers.

PCS-Limited originated as a partnership, set up by Jamie and Simon Pringle. By employing only the very best highly skilled professionals, PCS have grown to create an established UK base with over 300 clients, ranging from multi-national plc's to smaller developing companies, across multiple industry sectors.

The main Headquarters of PCS are in Sheffield at Skywalker House, S9 5AB and have three dedicated IT training rooms and two conference rooms. This facility enables PCS to provide Business Skills (People Skills) and IT training that ranges from scheduled courses to bespoke IT and company development solutions. All PCS services are offered across the entire United Kingdom to provide any company, in any industry the full solution.

UK Training

PCS train throughout the UK at customer premises or assigned conference facilities. PCS can even bring full IT equipment that makes a standard office into a fully functional training room. PCS can also train in-house designed company programs or company procedures that would need rolling out throughout the organisation.

Scheduled Courses

PCS run scheduled courses at Sheffield PCS Training & Conference Centre which are open to any learners from any organisation or company. This can make an enjoyable training day a network opportunity at the same time as gaining and improving required skills.

IT Surgery

PCS have created a unique service whereby your employees can receive specific, individual training without the loss of a full working day. A PCS IT Master can go and wait in a designated room at the company premises so employees can turn up for appointments and then be shown and helped with their task/s at hand.

Online Training

PCS offer extensive Business Skills and Health & Safety training courses designed to improve and enhance learners' skills. PCS have a variety of online training courses that are aimed at developing individuals working in all areas within the workplace.

Pringle PCS Training

IT, Business Skills And Health & Safety Courses





BESPOKE TRAINING DAY AT PCS OFFICES OR CLIENT SITE

Tailored Training covering selected topics and selected content

This training is given exclusively for your company only either here at PCS or at your own premises. (Evening and weekend dates are also available on request)

- Microsoft: Word | Excel | PowerPoint | Outlook | OneNote
- Microsoft Professional: Access | VBA | SQL | Project | Visio | Publisher
- **Adobe**: Photoshop | Illustrator | InDesign | Dreamweaver | Premiere

BESPOKE IT SURGERY DAY – ON-SITE AT CLIENT'S PREMISES:

As you know, losing a whole day to training can prove to be an expensive investment. An individual may not need a full day's training if there are only a few elements of a program they really need to know i.e. Excel Pivot Tables; Access: Append Queries; or Photoshop: Masking; or simply that they need refreshing on basic skills and are too embarrassed to say - PCS have a solution to the problem - Our IT Surgery!

PCS have **IT Masters** who can teach and consult to the highest level and provide solutions for any IT working problem. With these skills and experience to draw on, PCS have created a unique service whereby your employees can receive specific, individual training without the loss of a full working day.

PCS can turn one of your rooms into an 'IT surgery' where employees can turn-up for scheduled appointments or we can move round Desk to Desk to help teach and solve problems with in your organisation.

BOOKING & EVALUATING APPOINTMENTS

Our experienced PCS IT Training team will circulate amongst your employees and identify from each member of staff what their particular IT problems and needs are. Our team will quickly evaluate the time needed for the IT Master to show and teach the appropriate tasks on the surgery day.

IT BESPOKE SURGERY DAY

Our IT Master will be based on-site in any available room awaiting IT problems or training requirements. On-site Training hours can be structured to fit your business operation, Our training surgery day is a 6 hour day but the start time can be flexible to suite your company working hours i.e. Surgery Day can start at 7.30am or stay open to 7.30pm if required.

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This unique service is the most efficient way for your company to train and increase productivity whilst keeping your training costs and <u>lost</u> time to an absolute minimum.

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IT TRAINING PRICE GUIDE

Scheduled courses are held at PCS Training & Conference Centre and open to any learners from any organisation or company.

Scheduled courses are placed into 2 price grades: (S) Standard, (P) Premium Please refer to www.pringlepcs.co.uk to find course price grade.

IT Course Price Grade	Standard	Premium
Single Booking	£120 PP	£150 PP
Multiple People On The Same Scheduled IT Course	£90 PP	£120 PP
IT One To One	£395	

IT COMPANY CLASSROOM

This training is given exclusively for your company only either here at PCS or at your own premises. (Evening and weekend dates are also available on request)

Company Classroom	Standard & Premium
IT: 1 - 8 People (Max 8 Delegates) (Additional £20 Per Person)	£595
Bespoke Courses	Negotiable Rates
Please Telephone To Discuss.	Rates negotiable, dependent on complexity of structure & amount of development work required.
IT Client Site Contracted Rates Up To 8 People Per Day	Standard & Premium
Individual Days At Client Site (Max 8 Delegates) (Additional £20 Per Person)	£595
Bespoke IT Surgery Day On-site at Client's Premises	£695
Computer Hire and Setup	£10 Per PC

% Discount Available Related To Contract Size



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IT, Business Skills And Health & Safety Courses





IT UK CONTRACTED RATES

IT Client Site Contracted Rates				
Cost Zono	Individual Days At Client Site		Consecutive Days At Client Site	
Cost Zone	Standard	Premium	Standard	Premium
Green 70 Miles From Sheffield S9 5AB	£595	£595	£495	£495
Yellow Remaining UK Except Green And Red Zones	£695	£695	£595	£595
Red Inside M25 London Scotland - Ireland	£795	£795	£695	£695

- % Discount Available Related To Contract Size
- No Travel Expenses
- PC Hire £10 Per Computer / Per Day
- Server Hire £25 Per Computer / Per Day
- % Discount Available Related To Contract Size
- Hilton Conference Room Hire (Ask For Prices And Locations)
- Prices Ex VAT

% Discount Available Related To Contract Size

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BUSINESS SKILLS TRAINING PRICE GUIDE

Scheduled courses are held at PCS Training & Conference Centre and open to any learners from any organisation or company.

Scheduled courses are placed into 2 price grades: (S) Standard and (P) Premium. Please refer to www.pringlepcs.co.uk to find course price grade.

Business Skills Course Price Grade	Standard	Premium
Single Booking	£120 PP	£150 PP
Multiple Booking On The Same Scheduled Business Skills Course	£90 PP	£120 PP
One To One	£395	
ilm: Single Booking	£200 PP inc ilm Certificate	
ilm: Multiple Booking On The Same Scheduled Business Skills ilm Course	£170 PP inc ilm Certificate	
ilm: One To One	£395 + £50 PP ilm Certificate	

BUSINESS SKILLS COMPANY CLASSROOM

This training is given exclusively for your company only either here at PCS or at your own premises. (Evening and weekend dates are also available on request)

Company Classroom At PCS or Client Site	Standard	Premium
Business Skills: 1 - 12 People	£595	£695
ilm: Business Skills Course	£695 + £50 PP ilm Certificate	
Bespoke Courses	Negotiable Rates	
Please Telephone To Discuss.	complexity of str	le, dependent on ucture & amount of work required.

% Discount Available Related To Contract Size



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IT, Business Skills And Health & Safety Courses





BUSINESS SKILLS UK CONTRACTED RATES

Business Skills Client Site Contracted Rates					
Cost Zone	Individual Days At Client Site		Consecutive Days At Client Site		
Cost Zone	Standard	Premium	Standard	Premium	
Green 70 Miles From Sheffield S9 5AB	£595	£695	£495	£595	
Yellow Remaining UK Except Green And Red Zones	£695	£795	£595	£695	
Red Inside M25 London Scotland - Ireland	£795	£895	£695	£795	

% Discount Available Related To Contract Size

- No Travel Expenses
- PC Hire £10 Per Computer / Per Day
- Server Hire £25 Per Computer / Per Day
- % Discount Available Related To Contract Size
- Hilton Conference Room Hire (Ask For Prices And Locations)
- Prices Ex VAT

% Discount Available Related To Contract Size

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Scheduled courses are held at PCS Training & Conference Centre and open to any learners from any organisation or company.

- First Aid At Work
- Paediatric First Aid
- Manual Handling
- Fire Safety and Fire Marshal
- Asbestos Awareness

HEALTH & SAFETY TRAINING PRICE GUIDE

Scheduled courses are held at PCS Training & Conference Centre and open to any learners from any organisation or company.

Health & Safety: Course Price Grade Max 12 Delegates	Cost
One Day First Aid Emergency	£95 PP
Two Day First Aid At Work Refresher	£120 PP
Three Day First Aid At Work Certificate	£190 PP
One Day Emergency Paediatric First Aid	£50 PP
Two Day Paediatric First Aid	£90 PP
Blended Paediatric First Aid	£50 PP
CPR & AED - Half Day	£30 PP
First Aid Refresher - Half Day	£35 PP
Manual Handling - Half Day	£65 PP
Fire Safety and Fire Marshal - Half Day	£65 PP

% Discount Available Related To Contract Size



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IT, Business Skills And Health & Safety Courses





HEALTH AND SAFETY COMPANY CLASSROOM

This training is given exclusively for your company only either here at PCS or at your own premises. (Evening and weekend dates are also available on request)

Company Classroom Health & Safety PCS Or Client Site: Max 12 Delegates	Cost
One Day First Aid Emergency	£645
Two Day First Aid At Work Refresher	£945
Three Day First Aid At Work Certificate	£1485
Two Day Mental Health First Aid	£1200
One Day Emergency Paediatric First Aid	£495
Two Day Paediatric First Aid	£745
Blended Paediatric First Aid	£545
CPR & AED - Half Day	£495
First Aid Refresher - Half Day	£445
Manual Handling - Half Day	£445
Fire Safety and Fire Marshal - Half Day	£445
UKATA Asbestos Awareness - Half Day	£945

Bespoke Courses	Negotiable Rates	
Please Telephone To Discuss.	Rates negotiable, dependent on complexity of structure & amount of development work required.	

% Discount Available Related To Contract Size

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PCS Training offer extensive Business Skills & Health and Safety training courses designed to improve and enhance learners' skills. PCS have a variety of online training courses that are aimed at developing individuals working in all areas within the workplace.

You can create a single user account or set up a business account. This will enable you to have as many licenses as you want for your staff, our online courses will cover all of your organisation's needs. You can purchase specific courses for each member of staff that you would like them to learn.

Each course has numerous modules that contain an exam at the end. This allows you to monitor the progress of your staff. You get 3 chances to achieve the pass percentage on each module. If you fail a module more than 3 times you will have to contact the distributor to arrange a reset. A maximum of 3 resets are allowed per course before it is permanently locked and you would have to purchase the course again.

After each course the delegate will be awarded a certificate of completion that will look great in your CV and also for personal and company development.

If you are interested in our online courses we can give you a demo version that provides you with a login to access the courses we have to offer, and to find out more information on each. The demo gives you access the first module of each course.

ONLINE TRAINING ROOMS

If the workplace is a difficult environment to watch our courses, this could be because of distractions etc. we offer our delegates the chance to come to our offices where a PC will be set up for you with a member of PCS staff on hand to assist. We offer this to our delegates free of charge.

Business Skills

Customer Service

IT, Business Skills And Health & Safety Courses





Health & Safety

Asbestos Awareness for Architects and Designers

Emergency First Aid at Work - Annual Refresher

Display Screen Equipment Awareness

Assessing Display Screen Equipment

Control of Substances Hazardous to Health (COSHH) 58

Abrasive Wheels

Manual Handling

Working Safely

Safeguarding Children

Safeguarding Adults

Working at Height

ONLINE COURSES TABLE OF CONTENTS

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IT, Business Skills And Health & Safety Courses



Standard IT Courses















Microsoft Word

Premium IT Graphic Design Courses







Adobe Flash



Adobe Dreamweaver Adobe Illustrator







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Microsoft Visio

Premium IT Database & Programming Courses



Adobe Premiere

Microsoft Access



Adobe InDesign

Microsoft VBA



Microsoft SQL Server



SAP Crystal Reports

Premium IT Project Management Courses





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IT, Business Skills And Health & Safety Courses





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Standard Business Skills Courses									
General Seminars									
	Telephone And Reception Skills		Notes And Minute Taking						
85	Customer Care								
Premium Business Skills Courses									
	General	Seminars							
	Business Writing Skills		Effective Communication And Productive Meetings						
	Confidence And Assertiveness		Handling Difficult Customers						
	Sales &	Marketing							
	Face To Face Sales		Negotiation And Influencing Skills						
	Marketing By Social Media	\$	Selling On The Telephone						
	Publicity And Marketing								
Institute of Leadership & Management									
Ţ.	Appraisal Skills		Presentation Skills - Stage 2						
WAYNA	Introduction To The Role Of The Supervisor		Time Management						
	Project Management		Train The Trainer						
	Presentation Skills - Stage 1								
	Premium F	Plus Course	es es						
	Developing Management And Leadership Skills		Introduction To Accounts						
E	Team Building		Finance For The Non-Financial Manager						



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IT, Business Skills And Health & Safety Courses





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Health & Safety Courses								
First Aid At Work								
+	1 Day First Aid Emergency	+	2 Day First Aid Refresher					
+	3 Day First Aid Certificate							
Paediatric First Aid								
A B+	1 Day Emergency Paediatric First Aid	A B+	Blended Paediatric First Aid					
A B+	2 Day Paediatric First Aid							
	Mental Heal	th First Aid						
	2 Day Mental Health First Aid							
	CPR & De	fibrillator						
*	Basic Life Support	9	CPR & AED					
Health & Safety								
	Fire Marshal & Fire Safety		UKATA Asbestos Awareness					
₩ II ¥ 🛨	Manual Handling							



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IT, Business Skills And Health & Safety Courses



Health & Safety

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CPR & AED	198
Fire Marshal And Fire Safety	199
Manual Handling	200
Asbestos Awareness	201



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Pringle PCS | Online Training | Business Skills | Health & Safety



Online Training













































































APPROVAL BODIES







accidents don't have to happen





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Business Skills

Legal And Business Office Work

Conflict Resolution in the Workplace

This course will consider what conflict is as well as its impact and role in the workplace. We will consider some of the triggers for workplace conflict and how it develops before looking at a number of different ways of managing it.

Data Protection in the Workplace

If you or your organisation handles personal information about individuals you have a number of legal obligations to protect that information. Training should be a vital part of any company's data protection policy. This course covers in detail: The benefits of good data protection, the rights of individuals in respect of their data, the data protection act, the issues that can arise from sharing data and the basic steps so you can start creating a data protection policy.

Equality, Diversity and Discrimination

In this course we're going to be discussing two topics, 'equality' and 'diversity' and how they relate to one another. Understanding this will help us to identify and address issues of unfairness and discrimination in the workplace.



Conflict Resolution In The Workplace

Pringle PCS | Online Training | Business Skills | Legal and Business Office Work





Duration: 45 minutes Course Code: ONBS10

Course Description:

This course will consider what conflict is as well as its impact and role in the workplace. We will consider some of the triggers for workplace conflict and how it develops before looking at a number of different ways of managing it.

Who Should Attend Conflict Resolution Training?

The course will equip participants with skills which will help them to diffuse potentially confrontational situations and deal with abusive people.

Course Contents:

- The Causes and Symptoms of Conflict at Work
- Resolving Conflict
- The Five Conflict Modes
- Using the Modes
- Assertiveness
- Making Positive Outcomes

Related Courses:

Equality, Diversity And Discrimination | Code: ONBS11



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Pringle PCS | Online Training | Business Skills | Legal and Business Office Work



Data Protection In The Workplace

Online Training

Duration: 70 minutes Course Code: ONBS12

Course Description:

If you or your organisation handles personal information about individuals you have a number of legal obligations to protect that information. Training should be a vital part of any company's data protection policy. This course covers in detail: The benefits of good data protection, the rights of individuals in respect of their data, the data protection act, the issues that can arise from sharing data and the basic steps so you can start creating a data protection policy.

Who Should Attend Data Protection in the Workplace Training?

This course would be ideal for staff who work with personal data within the workplace.

Staff who work with personal data need to be aware of the data protection fundamentals.

Course Contents:

- Benefits and Good Data Safety
- Right and Conditions
- The Data Protection Act
- Data sharing and security
- Creating a data protection policy
- Putting it into practice
- Handling the requests for personal data

Related Courses:

Equality, Diversity And Discrimination | Code: ONBS11





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Equality, Diversity And Discrimination

Pringle PCS | Online Training | Business Skills | Legal and Business Office Work





Online Training

Duration: 70 minutes Course Code: ONBS11

Course Description:

In this course we're going to be discussing two topics, 'equality' and 'diversity' and how they relate to one another. Understanding this will help us to identify and address issues of unfairness and discrimination in the workplace.

Who Should Attend Equality, Diversity and Discrimination Training?

This course would be ideal for people who want to gain awareness of the value of equality and diversity, and will be encouraged to promote equal opportunities in the workplace.

Course Contents:

- What is Equality & Diversity?
- Equality and Diversity Legislation
- What do we mean by discrimination?
- Promoting diversity
- Links between values attitudes and beliefs
- Stereotypes, Prejudices and Discrimination
- Institutional Discrimination
- Valuing Others
- Resistance to Feedback
- Course Summary

Related Courses:

Conflict Resolution In The Workplace | Code: ONBS10



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Business Skills

Social Media

Social Media for Business



This course is all about how to get the best out of social media in a business. Looking at business strategy, business development and the practicalities of employing people and agencies to support your social media activity.

Search Engine Optimisation for Business



This course focuses on the anchor point of your digital marketing strategy which is your website or micro-site. Here we'll explore search engine optimisation 'SEO' and how you can use this to drive traffic to your website.

Facebook for Business



Facebook is the world's largest social media network. With over a billion users it's very likely that a proportion of your target customer audience will have a Facebook account.

This course will show you the tools and the techniques to create an effective Facebook page.

LinkedIn for Business



LinkedIn is a very valuable tool to find the key decision makers within certain companies. It's used for finding the best point of contact, gaining familiarity with their background before a call or sales pitch and a lot more. Find out how it can be used to enhance your business.

Twitter for Business



Twitter is a social media platform that is used by a wide range of people, from celebrities, who use it to communicate with their fans to companies and brands who can use it to engage their customers and attract new ones.



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Social Media For Business

Pringle PCS | Online Training | Business Skills | Social Media





Duration: 100 minutes Course Code: ONBS01

Course Description:

This course is all about how to get the best out of social media in a business. Looking at business strategy, business development and the practicalities of employing people and agencies to support your social media activity.

Who Should Attend Social Media For Business Training?

This course would be suitable for users of social media who use advertisements and want to expand their knowledge of implementing social media strategies.

Course Contents:

- What is Social Media?
- Introduction to POST Methodology
- Websites and Microsites
- Facebook
- LinkedIn
- Twitter
- Blogging
- Video
- Bringing it all together
- Is Social Media worth it?

Related Courses:

- Facebook For Business | Code: ONBS03
- LinkedIn For Business | Code: ONBS04
- Twitter For Business | Code: ONBS05



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Search Engine Optimisation for Business

Online Training

Duration: 80 minutes Course Code: ONBS02

Course Description:

This course focuses on the anchor point of your digital marketing strategy which is your website or micro-site. Here we'll explore search engine optimisation 'SEO' and how you can use this to drive traffic to your website.

Who Should Attend Search Engine Optimisation For Business Training?

This course would be suitable for people who are involved in marketing, who use advertisements and want to expand their knowledge and also implementing social media strategies.

Course Contents:

- Introduction to SEO
- Link Building
- On-Site SEO
- Social Media as part of SEO
- Local Search
- Pay Per Click (PPC)

Related Courses:

Social Media For Business | Code: ONBS01





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Pringle PCS | Online Training | Business Skills | Social Media





Duration: 80 minutes Course Code: ONBS03

Course Description:

Facebook is the world's largest social network. With over a billion users it's very likely that a proportion of your target customer audience will have a Facebook account. In the 'Social Media for Business' course you'll have been encouraged to research and investigate the preferred social media platforms used by your target audience, so you should have a good idea at this point if Facebook is one of the right platforms for you.

This course will show you the tools and the techniques to create an effective Facebook page.

Who Should Attend Facebook For Business Training?

This course would be suitable for current or new users of Facebook who use advertisements and brand pages and want to expand their knowledge of implementing social media strategies.

Course Contents:

- An introduction to Facebook
- Setting up a Facebook Brand Page
- Administrating your Facebook Brand Page
- Adding Content to your Brand Page
- Custom Applications
- Getting people on your Brand Page
- Facebook Advertising
- Getting Website Traffic from Facebook

Related Courses:

- LinkedIn For Business | Code: ONBS04
- Twitter For Business | Code: ONBS05





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Duration: 45 minutes Course Code: ONBS04

Course Description:

LinkedIn is a very valuable tool to find the key decision makers within certain companies. It's used for finding the best point of contact, gaining familiarity with their background before a call or sales pitch and a lot more. Find out how it can be used to enhance your business.

Who Should Attend LinkedIn For Business Training?

This course would be suitable for current or new users of LinkedIn who use advertisements and brand pages and want to expand their knowledge of implementing social media strategies.

Course Contents:

- Introduction to LinkedIn
- Company Policies and the use of LinkedIn
- How LinkedIn Works
- Setting up your LinkedIn Profile

Related Courses:

Facebook For Business | Code: ONBS03

Twitter For Business | Code: ONBS05





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Pringle PCS | Online Training | Business Skills | Social Media





Twitter for Business

Online Training

Duration: 55 minutes Course Code: ONBS05

Course Description:

Twitter is a social media platform that is used by a wide range of people, from celebrities, who use it to communicate with their fans to companies and brands who can use it to engage their customers and attract new ones.

Who Should Attend Twitter For Business Training?

This course would be suitable for current or new users of Twitter who use advertisements and brand pages and want to expand their knowledge of implementing social media strategies.

Course Contents:

- An Introduction to Twitter
- Getting Started on Twitter
- Using Third-Party Applications
- Being Social

Related Courses:

Facebook For Business | Code: ONBS03LinkedIn For Business | Code: ONBS04



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Business Skills

Staff And Management Skills

Presentation Skills



Presentation Skills are vital in today's business world; poor presentations not only obscure the message and lose arguments, but also can affect sales. No matter what the case may be if it's not presented professionally it will undoubtedly lose its impact.

Leadership Skills



A leader doesn't necessarily have to be a 'manager', but it's difficult to see how a manager could be truly effective without having at least some leadership skills. This course will introduce you to some of the import techniques and theories that can help you to improve your leadership skills and be more effective in your role.

Stress Management



Stress is a real problem for both organisations and their employees. It accounts for a significant proportion of work related illness each year. Being aware of the signs of stress, some of the triggers and how to manage them can make a real difference to your well-being and that of people around you.

Time Management



More often than not, the people who excel in their job, or are high achievers manage their time effectively, in a way that makes them work in a more efficient manner. This course has been designed to ensure you have the techniques to improve your efficiency, output and ability to function more effectively - whether in your ordinary day or when deadlines loom and the pressure is building.

Project Management



This course covers the basic principles of project management and covers some of the tools and techniques you can employ to improve your project management skills.

Customer Service



This course will start by making it very clear exactly what we mean by customer service, and why it's so vital and then go into detail about some of the ways you can improve the customer service provided by your organisation.



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Presentation Skills

Online Training

Duration: 55 minutes Course Code: ONBS20

Course Description:

Presentation Skills are vital in today's business world; poor presentations not only obscure the message and lose arguments, but also can affect sales. No matter what the case may be if it's not presented professionally it will undoubtedly lose its impact.

Who Should Attend Presentation Skills Training?

Giving a successful presentation can be one of the hardest parts of many people's jobs. This course covers the common mistakes people make when preparing for and giving a presentation so you can avoid these, as well as going over good practice and providing some practical advice that you can put to good use the next time you have a big presentation to make.

Course Contents:

- Presentation and its Structure
- Content
- Visual Aids
- The Presentation
- Listening
- Learning Names

Related Courses:

Project Management | Code: ONBS24



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Duration: 90 minutes Course Code: ONBS21

Course Description:

A leader doesn't necessarily have to be a 'manager', but it's difficult to see how a manager could be truly effective without having at least some leadership skills. This course will introduce you to some of the import techniques and theories that can help you to improve your leadership skills and be more effective in your role.

Who Should Attend Leadership Skills Training?

The Leadership programme aims to give practising and potential first line managers the foundation for their formal management development.

Course Contents:

- Leadership and Management
- Leadership Theories
- Team Development and Leadership
- Individuals Within teams
- Communicating One-to-One with Individuals
- Moving Forward Together

Related Courses:

Time Management | Code: ONBS23





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Stress Management

Online Training

Duration: 30 minutes Course Code: ONBS22

Course Description:

Stress is a real problem for both organisations and their employees. It accounts for a significant proportion of work related illness each year. Being aware of the signs of stress, some of the triggers and how to manage them can make a real difference to your well-being and that of people around you.

Who Should Attend Stress Management Training?

This course is ideal for anyone who feels they need to take greater control over their situation, and or influence that of colleagues, in managing the workplace stresses.

Course Contents:

- What Is Stress and Why Is It a Problem?
- The Causes and Symptoms of Stress
- The Law on Stress and Its Contravention
- Minimising the Risk of Stress

Related Courses:

Customer Care | Code: ONBS25



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Time Management

Online Training

Duration: 105 minutes Course Code: ONBS23

Course Description:

More often than not, the people who excel in their job, or are high achievers manage their time effectively, in a way that makes them work in a more efficient manner. This course has been designed to ensure you have the techniques to improve your efficiency, output and ability to function more effectively - whether in your ordinary day or when deadlines loom and the pressure is building.

Who Should Attend Time Management Training?

If you are a team leader, supervisor or manager this one day event is designed to help you appreciate the importance of managing time: not only for your own personal effectiveness, but also for managing tasks and teams.

Course Contents:

- Key Terms and the Benefits of Time Management
- The 6 Laws of Time Management
- Time Stealers and Interruptions
- Time Saving Methods
- Monkey Management
- Meetings and Summing Up

Related Courses:

Leadership Skills | Code: ONBS21





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Pringle PCS | Online Training | Business Skills | Staff and Management Skills





Online Training

Duration: 90 minutes Course Code: ONBS24

Course Description:

This course covers the basic principles of project management and covers some of the tools and techniques you can employ to improve your project management skills.

Who Should Attend Project Management Training?

 Project managers, team leaders and team members who need to know more about how to go about managing a project; specifically the planning, resources and delivering on time and on budget.

Course Contents:

- Introducing Project Management
- Terminology and Project Lifestyle
- Identifying Needs, Aims and Objectives
- Project Aims, Objectives and Initiation
- GANTT Charts, Budgets, Risks and Issues
- Monitoring Change, Stakeholders & Termination

Related Courses:

Leadership Skills | Code: ONBS21



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Duration: 75 minutes Course Code: ONBS25

Course Description:

This course will start by making it very clear exactly what we mean by customer service, and why it's so vital and then go into detail about some of the ways you can improve the customer service provided by your organisation

Who Should Attend Customer Service Training?

This course would be ideal for people who want to learn about the goals of great customer service, communication skills, understanding customer needs and much more.

Course Contents:

- About the Course
- What is Customer Service
- The Goals of Great Customer Service
- Discovering and Understanding Customer Needs
- Delivering Maximum Levels of Customer Service
- Communication Skills
- Non-Verbal Communication and Body Language
- Dealing with Customer Complaints

Related Courses:

Equality, Diversity and Discrimination | Code: ONBS11





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Health & Safety

Fire Safety



Basic Fire Safety Awareness

This course explains, in brief, why fires occur and what actions you must take to help prevent them starting and the actions you must take when they do. By completing this course you will be making your workplace a safer environment.





This course explains, in brief, why fires occur and what actions you must take to help prevent them starting and the actions you must take when they do. By completing this course you will be making your workplace a safer environment. This course is a variation on the Basic Fire Awareness course that contains information that is specific to employees of care and residential homes.

Fire Marshal



The main outcome of this training course is to provide you with the knowledge to carry out the functions of a fire marshal - Please note, this course also contains all of the content in the Basic Fire Awareness and Fire Extinguisher courses.

Fire Marshal for Care Homes



The main outcome of this training course is to provide you with the knowledge to carry out the functions of a fire marshal - Please note, this course also contains all of the content in the Basic Fire Awareness and Fire Extinguisher courses. This course is a variation on the Fire Marshal course that contains information that is specific to employees of care and residential homes.

Fire Extinguisher



Learn how to identify the different types of fire extinguishers that might be installed within your workplace and what situations they might be used in. At the end of the final module you will be presented with a simulation that will test what you've learnt.

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Duration: 60 minutes Course Code: ONHS01

Course Description:

This course explains, in brief, why fires occur and what actions you must take to help prevent them starting and the actions you must take when they do. By completing this course you will be making your workplace a safer environment.

Who Should Attend Basic Fire Safety Awareness Training?

Any person who is expected to respond to a fire alarm or may actually be confronted by a real fire and who may be required or have the opportunity to use a fire extinguisher. These courses are also aimed at any person that has been allocated fire safety responsibilities in the prevention of fires and implement fire evacuations should a fire occur.

Course Contents:

- Chemistry of Fire
- Common Causes of Fire
- Basic Safety Features in Buildings
- Introduction to Fire Extinguishers
- What to do in Cases of Fire

Related Courses:

Fire Marshal | Code: ONHS03





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Basic Fire Safety For Care Homes

Pringle PCS | Online Training | Health & Safety | Fire Safety





Fire Safety Awareness For Care Homes

Online Training

Duration: 60 minutes Course Code: ONHS02

Course Description:

This course explains, in brief, why fires occur and what actions you must take to help prevent them starting and the actions you must take when they do. By completing this course you will be making your workplace a safer environment. This course is a variation on the Basic Fire Awareness course that contains information that is specific to employees of care and residential homes.

Who Should Attend Basic Fire Safety Awareness For Care Homes Training?

Any person who is expected to respond to a fire alarm or may actually be confronted by a real fire and who may be required or have the opportunity to use a fire extinguisher. These courses are also aimed at any person that has been allocated fire safety responsibilities in the prevention of fires and implement fire evacuations should a fire occur.

Course Contents:

- Chemistry of Fire
- Common Causes of Fire
- Basic Safety Features in Buildings
- Introduction to Fire Extinguishers
- What to do in Cases of Fire

Related Courses:

Fire Marshal for Care Homes | Code: ONHS04



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Duration: 220 minutes Course Code: ONHS03

Course Description:

The main outcome of this training course is to provide you with the knowledge to carry out the functions of a fire marshal. Please note, this course also contains all of the content in the Basic Fire Awareness and Fire Extinguisher courses.

Who Should Attend Fire Marshal Training?

This course would be ideal for staff who have the responsibility of being the designated fire marshal and how to comply with the rules and regulations.

Course Contents:

- Chemistry of Fire
- Common Causes of Fire
- Basic Safety Features in Buildings
- Introduction to Fire Extinguishers
- What to do in Cases of Fire
- Fire Statistics
- Current Fire Safety Legislation
- Fire Risk Assessment

- Preventative Measures
- Safety Features within Buildings
- Role of the Fire Marshal
- Action on Fire Discovery
- Fire Drills and Evacuation
- Fire Extinguishers
- Pre-Engagement Action
- Using a Fire Extinguisher

Related Courses:

- Working Safely | Code: ONHS13
- Basic Fire Safety Awareness | Code: ONHS01



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Online Training

Duration: 220 minutes Course Code: ONHS04

Course Description:

The main outcome of this training course is to provide you with the knowledge to carry out the functions of a fire marshal. - Please note, this course also contains all of the content in the Basic Fire Awareness and Fire Extinguisher courses. This course is a variation on the Fire Marshal course that contains information that is specific to employees of care and residential homes.

Who Should Attend Fire Marshal For Care Homes Training?

This course would be ideal for staff who have the responsibility of being the designated fire marshal in care homes and how to comply with the rules and regulations.

Course Contents:

- Chemistry of Fire
- Common Causes of Fire
- Basic Safety Features in Buildings
- Introduction to Fire Extinguishers
- What to do in Cases of Fire?
- Fire Statistics
- Current Fire Safety Legislation
- Fire Risk Assessment

- Preventative Measures
- Safety Features within Buildings
- Role of the Fire Marshal
- Action on Fire Discovery
- Fire Drills and Evacuation
- Fire Extinguishers
- Pre-Engagement Action
- Using a Fire Extinguisher

Related Courses:

Basic Fire Safety Awareness for Care Homes | Code: ONHS02



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Duration: 25 minutes Course Code: ONHS05

Course Description:

During this course you will learn how to identify the different types of fire extinguishers that might be installed within your workplace and what situations they might be used in. At the end of the final module you will be presented with a simulation that will test what you've learnt.

Who Should Attend Fire Extinguisher Training?

This course would be ideal for staff who have the responsibility of using a fire extinguisher and how to handle the situations in when a fire extinguisher is required.

Course Contents:

- Fire Extinguishers
- Pre-Engagement Action
- Using a Fire Extinguisher

Related Courses:

- Basic Fire Safety Awareness | Code: ONHS01
- Fire Marshal | Code: ONHS03



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Health & Safety

Food Safety

Level 1 Food Safety – Manufacturing



Food safety combines a number of practices to reduce health hazards. These include premises hygiene, personal hygiene, risk control, pest control and waste management. This level 1 course is about minimising the level of potential hazards in a food manufacturing setting.

Level 1 Food Safety - Catering



Food safety combines a number of practices to reduce health hazards. These include premises hygiene, personal hygiene, risk control, pest control and waste management. This level 1 course is about minimising the level of potential hazards in a food catering setting.

Level 1 Food Safety - Retail



Food safety combines a number of practices to reduce health hazards. These include premises hygiene, personal hygiene, risk control, pest control and waste management. This level 1 course is about minimising the level of potential hazards in a food retail setting.

Level 2 Food Safety – Manufacturing



Food safety combines a number of practices to reduce health hazards. These include premises hygiene, personal hygiene, risk control, pest control and waste management. This level 2 course is about minimising the level of potential hazards in a food manufacturing setting.

Level 2 Food Safety – Catering



Food safety combines a number of practices to reduce health hazards. These include premises hygiene, personal hygiene, risk control, pest control and waste management. This level 2 course is about minimising the level of potential hazards in a food catering setting.

Level 2 Food Safety – Retail



Food safety combines a number of practices to reduce health hazards. These include premises hygiene, personal hygiene, risk control, pest control and waste management. This level 2 course is about minimising the level of potential hazards in a food retail setting.

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Level 1 Food Safety Manufacturing

Online Training

Duration: 50 minutes Course Code: ONHS30

Course Description:

Food safety combines a number of practices to reduce health hazards. These include premises hygiene, personal hygiene, risk control, pest control and waste management. This level 1 course is about minimising the level of potential hazards in a food manufacturing setting.

Who Should Attend Level 1 Food Manufacturing Training?

This course would be ideal for anyone who works with food and wants to learn about the potential hazards with food manufacturing.

Course Contents:

- Food Safety Legislation
- Hazards from Delivery to Service
- Risk Control (Prevention of Contamination)
- Pests, Premises and People

Related Courses:

- Level 2 Food Safety Manufacturing | Code: ONHS33
- Level 1 Food Safety Catering | Code: ONHS31
- Level 1 Food Safety Retail | Code: ONHS32



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Online Training

Duration: 50 minutes Course Code: ONHS31

Course Description:

Food safety combines a number of practices to reduce health hazards. These include premises hygiene, personal hygiene, risk control, pest control and waste management. This level 1 course is about minimising the level of potential hazards in a food catering setting.

Who Should Attend Level 1 Food Catering Training?

This course would be ideal for anyone who works with food and wants to learn about the potential hazards with food catering.

Course Contents:

- Food Safety Legislation
- Hazards from Delivery to Service
- Risk Control (Prevention of Contamination)
- Pests, Premises and People

Related Courses:

- Level 2 Food Safety Catering | Code: ONHS34
- Level 1 Food Safety Manufacturing | Code: ONHS30
- Level 1 Food Safety Retail | Code: ONHS32



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Level 1 Food Safety Retail

Online Training

Duration: 50 minutes Course Code: ONHS32

Course Description:

Food safety combines a number of practices to reduce health hazards. These include premises hygiene, personal hygiene, risk control, pest control and waste management. This level 1 course is about minimising the level of potential hazards in a food retail setting.

Who Should Attend Level 1 Food Retail Training?

This course would be ideal for anyone who works with food and wants to learn about the potential hazards with food retail.

Course Contents:

- Food Safety Legislation
- Hazards from Delivery to Service
- Risk Control (Prevention of Contamination)
- Pests, Premises and People

Related Courses:

- Level 2 Food Safety Retail | Code: ONHS35
- Level 1 Food Safety Manufacturing | Code: ONHS30
- Level 1 Food Safety Catering | Code: ONHS31





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Online Training

Duration: 75 minutes Course Code: ONHS33

Course Description:

Food safety combines a number of practices to reduce health hazards. These include premises hygiene, personal hygiene, risk control, pest control and waste management. This level 2 course is about minimising the level of potential hazards in a food manufacturing setting.

Who Should Attend Level 2 Food Manufacturing Training?

This course would be ideal for anyone who works with food and wants to learn about the potential hazards with food manufacturing.

Course Contents:

- Food Safety Legislation
- Hazards from Delivery to Service
- Risk Control (Prevention of Contamination)
- Pests, Premises and People

Related Courses:

- Level 1 Food Safety Catering | Code: ONHS31
- Level 1 Food Safety Retail | Code: ONHS32



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Duration: 75 minutes Course Code: ONHS34

Course Description:

Food safety combines a number of practices to reduce health hazards. These include premises hygiene, personal hygiene, risk control, pest control and waste management. This level 2 course is about minimising the level of potential hazards in a food catering setting.

Who Should Attend Level 2 Food Catering Training?

This course would be ideal for anyone who works with food and wants to learn about the potential hazards with food catering.

Course Contents:

- Food Safety Legislation
- Hazards from Delivery to Service
- Risk Control (Prevention of Contamination)
- Pests, Premises and People

Related Courses:

- Level 1 Food Safety Manufacturing | Code: ONHS30
- Level 1 Food Safety Retail | Code: ONHS32





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Online Training

Duration: 75 minutes Course Code: ONHS34

Course Description:

Food safety combines a number of practices to reduce health hazards. These include premises hygiene, personal hygiene, risk control, pest control and waste management. This level 2 course is about minimising the level of potential hazards in a food retail setting.

Who Should Attend Level 2 Food Retail Training?

This course would be ideal for anyone who works with food and wants to learn about the potential hazards with food retail.

Course Contents:

- Food Safety Legislation
- Hazards from Delivery to Service
- Risk Control (Prevention of Contamination)
- Pests, Premises and People

Related Courses:

- Level 1 Food Safety Manufacturing | Code: ONHS30
- Level 1 Food Safety Catering | Code: ONHS31



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Health & Safety

General Safety



Basic Legionella Awareness

This course explains the background to Legionella and Legionnaires' Disease, the potential risks associated with water systems and how these can be prevented or controlled.



Asbestos Awareness

As well as informing you about the risks of working with asbestos, the course will deliver a lot more information about: Recognising asbestos, where it's used, minimising the risks and the legislation about working with asbestos.





As well as informing you about the risks of working with asbestos, the course will deliver a lot more information about: Recognising asbestos, where it's used, minimising the risks and the legislation about working with asbestos. This course is a variation on the Asbestos Awareness course that contains specific information for designers and architects.



Abrasive Wheels

This course is aimed at anyone who uses abrasive wheels, or employs people who use abrasive wheels as part of their work. It covers different types of AW, safety in their use and how to identify the type of wheel.



Control of Substances Hazardous to Health (COSHH)

This course covers what you need to know about the Control of Substances Hazardous to Health. It's aimed at anyone who is exposed to Substances Hazardous to Health at work, as well as line managers with responsibility for such people.

Manual Handling



Manual handling covers a wide range of activities and incorrect manual handling is one of the most common causes of injury at work. The nature of the load itself doesn't matter if you have to use your muscles, then it's manual handling and, well, you're in danger.

Working Safely



Working safely is in the interest and concern of all staff – both the employers and employees. Workers have an expectation to go home at the end of the working day not having been injured - or having had their health affected by - any workplace activity, or as a result of it.



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Health & Safety

General Safety

Safeguarding Children



Safeguarding is a term that describes the work and processes undertaken to minimise and manage the risks involved to vulnerable children. During this training video you will hear many facts, figures and details surrounding the risk to children, the types of abuse suffered, how to recognise the signs of abuse and key safeguarding legislations put in place to minimise the abuse of children.

Safeguarding Adults



This course is aimed at anyone who has a duty of care for, or comes into contact with, adults in need of care and support, either as a paid professional or a volunteer. You and the organisation you work for must take appropriate measures for the protection of adults in your care, while still ensuring they are supported and empowered. This course can bring you one step closer to being able to do this.

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Emergency First Aid at Work - Online Annual Refresher

This Emergency First Aid Refresher course will highlight some of the most common situations that you might come across and the actions that you can take to help.



Working at Height

This course is aimed at anyone who undertakes work at height, or who employs people who regularly work at height. It covers what constitutes work at height, the safety issues, and how to assess and reduce some of the risks.

Display Screen Equipment Awareness



This course is aimed at users of display screen equipment, or DSE as it's often called. DSE is a term that covers a wide range of equipment. If DSE equipment like this is not set up correctly, users are at increased risk from certain disorders. As an employee, you share the responsibility to keep people safe at work. That means undergoing relevant training and ensuring that rules are followed.

Assessing Display Screen Equipment



This course is aimed at companies who employ users of display screen equipment, or DSE as it's often called and is intended to be completed by those who will be assessing the DSE set ups of employees. DSE is a term that covers a wide range of equipment. If equipment like this is not set up correctly, users are at increased risk from certain disorders.

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Basic Legionella Awareness

Online Training

Duration: 75 minutes Course Code: ONHS07

Course Description:

This course explains the background to Legionella and Legionnaires' Disease, the potential risks associated with water systems and how these can be prevented or controlled.

Who Should Attend Basic Legionella Awareness Training?

This course would be ideal for anybody working in the Health & Safety role who wants to become aware of Legionella, and to learn the potential risks and hazards with water systems and how to prevent it.

Course Contents:

- What is Legionella?
- Risk Areas
- Legislation
- Risk Management
- Water System Monitoring
- Cooling System Awareness

Related Courses:

Working Safely | Code: ONHS13





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Asbestos Awareness

Online Training

Duration: 65 minutes Course Code: ONHS08

Course Description:

The Control of Asbestos Regulations 2012 apply to employers, employees, self-employed persons and duty holders and cover all work with asbestos containing materials. Regulation 10 of CAR states that every employer must ensure that adequate information, instruction and training is given to employees who are liable to be exposed to asbestos. This includes maintenance workers and others who may come into contact with or disturb asbestos.

As well as informing you about the risks of working with asbestos, the course will deliver a lot more information about: Recognising asbestos, where it's used, minimising the risks and the legislation about working with asbestos.

Who Should Attend Asbestos Awareness Training?

- General Maintenance Staff
- Electricians, Plumbers & Gas Fitters
- Painters & Decorators
- Construction & Demolition Workers
- Joiners, Plasterers and Roofers
- Computing & Ventilation Engineers
- Fire & Burglar Alarm Installers

Course Contents:

- Properties and Risks of Asbestos Exposure
- Different Types of Asbestos
- Avoiding the Risks from Asbestos
- An Outline of Asbestos Legislation

Related Courses:

Asbestos Awareness for Architects and Designers | Code: ONHS09



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Asbestos Awareness For Architects & Designers

Online Training

Duration: 75 minutes Course Code: ONHS09

Course Description:

As well as informing you about the risks of working with asbestos, the course will deliver a lot more information about: Recognising asbestos, where it's used, minimising the risks and the legislation about working with asbestos. This course is a variation on the Asbestos Awareness course that contains specific information for designers and architects.

Who Should Attend Asbestos Awareness For Architects And Designers Training?

- General Maintenance Staff
- Electricians, Plumbers & Gas Fitters
- Painters & Decorators
- Construction & Demolition Workers
- Joiners, Plasterers and Roofers
- Computing & Ventilation Engineers
- Fire & Burglar Alarm Installers
- Architects & Building Surveyors

Course Contents:

- Properties and Risks of Asbestos Exposure
- Different Types of Asbestos
- Avoiding the Risks from Asbestos
- An Outline of Asbestos Legislation
- Content for Architects and Designers

Related Courses:

- Control of Substances Hazardous to Health (COSHH) | Code: ONHS11
- Manual Handling | Code: ONHS12



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Duration: 100 minutes Course Code: ONHS10

Course Description:

This course is designed and structured to help employees understand their responsibilities within the workplace when working with Abrasive wheels. This includes hand held cutters & grinders and petrol cutters.

Who Should Attend Abrasive Wheels Training?

This course is aimed at anyone who uses abrasive wheels, or employs people who use abrasive wheels as part of their work. It covers different types of AW, safety in their use and how to identify the type of wheel.

Course Contents:

- Introducing Abrasive Wheels
- The Anatomy of an Abrasive Wheel
- The Dangers of an Abrasive Wheel
- Abrasive Wheel Safety
- Safe Speeds
- Other Wheel Markings
- Storage and Handling
- Checking and Testing
- Training and Certification
- Inspections
- Course Summary

Related Courses:

Manual Handling | Code: ONHS12



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Duration: 125 minutes Course Code: ONHS11

Course Description:

This course covers what you need to know about the Control of Substances Hazardous to Health. It's aimed at anyone who is exposed to Substances Hazardous to Health at work, as well as line managers with responsibility for such people.

Who Should Attend COSHH Training?

This course would be ideal for people who want to learn the Health & Safety regulations for hazardous substances and how to evaluate and assess the risks.

Course Contents:

- Introducing COSHH
- Different Types of Hazard
- Different Types of Exposure
- Regulations and Approved Labelling
- Assessing COSHH Risks
- The Risk Assessment in Practice
- Exposure Control
- Staying in Control
- Training and Emergency Planning
- Course Summary

Related Courses:

Working Safely | Code: ONHS13





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Duration: 75 minutes Course Code: ONHS12

Course Description:

Manual handling covers a wide range of activities and incorrect manual handling is one of the most common causes of injury at work. The nature of the load itself doesn't matter if you have to use your muscles, then its manual handling and, well, you're in danger.

Who Should Attend Manual Handling Training?

Anyone involved in the moving and handling of goods and people could be at risk. Injuries and suffering can be linked to any work involving handling of loads. There are risks in handling even light loads if a repetitive task is being carried out in poor conditions. Poor ergonomics and workplace layout are a factor in many hazardous manual handling tasks.

Course Contents:

- What is Manual Handling?
- Manual Handling Regulations
- Safe Handling
- Learning Safe Handling Habits
- Practical Manual Handling Solutions
- Use of Mechanical Aids

Related Courses:

Working Safely | Code: ONHS13



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Duration: 150 minutes Course Code: ONHS13

Course Description:

Working safely is in the interest and concern of all staff – both the employers and employees. Workers have an expectation to go home at the end of the working day not having been injured - or having had their health affected by - any workplace activity, or as a result of it.

Who Should Attend Working Safely Training?

This course would be ideal for people who want to learn the Health & Safety risks and hazards when performing tasks and how to improve safety performance in the workplace.

Course Contents:

- Introducing Working Safely
- Defining Hazard and Risk
- Identifying Common Hazards
- Improving Safety Performance
- Protecting the Environment
- Final Assessment
- Hazard Perception

Related Courses:

Manual Handling | Code: ONHS12Working at Height | Code: ONHS17



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Safeguarding Children

Online Training

Duration: 75 minutes Course Code: ONHS14

Course Description:

Safeguarding is a term that describes the work and processes undertaken to minimise and manage the risks involved to vulnerable children. During this training video you will hear many facts, figures and details surrounding the risk to children, the types of abuse suffered, how to recognise the signs of abuse and key safeguarding legislations put in place to minimise the abuse of children.

Who Should Attend Safeguarding Children Training?

This course would be ideal for people who are working with adults and want to learn the current legislation and how to spot signs of abuse and how to handle those situations.

Course Contents:

- Introduction to Safeguarding Children
- Types of Abuse
- How to recognise the Signs of Abuse
- What to do if you Suspect Abuse
- Safeguarding Legislation

Related Courses:

Safeguarding Adults | Code: ONHS15



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Duration: 75 minutes Course Code: ONHS15

Course Description:

This course is aimed at anyone who has a duty of care for, or comes into contact with, adults in need of care and support, either as a paid professional or a volunteer. You and the organisation you work for must take appropriate measures for the protection of adults in your care, while still ensuring they are supported and empowered. This course can bring you one step closer to being able to do this.

Who Should Attend Safeguarding Adults Training?

This course would be ideal for people who are working with adults and want to learn the current legislation and how to spot signs of abuse and how to handle those situations.

Course Contents:

- Introduction and Definitions
- Abuse and the Rights of Vulnerable Adults
- Recognising the Signs of Abuse
- What to do if you Suspect Abuse
- Safeguarding Legislation

Related Courses:

Safeguarding Children | Code: ONHS14



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Emergency First Aid At Work – Annual Refresher

Pringle PCS | Online Training | Health & Safety | General Safety





Online Training

Duration: 150 minutes Course Code: ONHS16

Course Description:

This Emergency First Aid Refresher course will highlight some of the most common situations that you might come across and the actions that you can take to help.

In the most serious situations a first aider's role will be to assess the scene so that accurate information can be passed to Emergency services and then to act appropriately to try and increase the patients odds of survival.

Who Should Attend First Aid At Work Training?

This course would be ideal for people who are learning how to handle different scenarios and what action needs to be taken for each as they're all different.

Course Contents:

- What is First Aid?
- Barriers, ABCDs and The Recovery Position
- CPR and AED
- Chocking
- Bleeding
- Shock
- Spinal Injuries
- Breaks

Related Courses:

Manual Handling | Code: ONHS12

- Head Injuries
- Sprains
- Incident Management
- Burns and Scalds
- Electric Shock
- Eye Injuries
- Epilepsy, Anaphylaxis and Diabetes
- Heart Attack and Stroke



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Duration: 105 minutes Course Code: ONHS17

Course Description:

Working safely is in the interest and concern of all staff – both the employers and employees. Workers have an expectation to go home at the end of the working day not having been injured - or having had their health affected by - any workplace activity, or as a result of it.

Who Should Attend Working At Height Training?

This course would be ideal for people who want to learn the rules and regulations for working at heights and also the risks and how to minimise them.

Course Contents:

- Introducing Work at Height
- The Dangers of Work at Height
- The Work at Height Regulations
- Summary of Duty Holder's Responsibilities
- Employer's Responsibilities
- The Hierarchy of Control
- Avoiding Work at Height Wherever Possible
- Prevent Risk of Falls
- Minimise Consequences
- The Risk Assessment
- Course Summary

Related Courses:

Working Safely | Code: ONHS13





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Display Screen Equipment Awareness

Pringle PCS | Online Training | Health & Safety | General Safety





Duration: 50 minutes Course Code: ONHS18

Course Description:

This course is aimed at users of display screen equipment, or DSE as it's often called. DSE is a term that covers a wide range of equipment. If DSE equipment like this is not set up correctly, users are at increased risk from certain disorders. As an employee, you share the responsibility to keep people safe at work. That means undergoing relevant training and ensuring that rules are followed.

Who Should Attend Display Screen Equipment Awareness Training?

This course would be ideal for people who want to learn the Health & Safety regulations when it comes to the layout of your workstation.

Course Contents:

- Introduction
- Legislation
- Protecting Your Body
- Adjusting Your Chair
- Adjusting Your Screen
- Work Arrangements
- Adjusting the Layout of Your Workstation
- Adjusting Your Work Environment

Related Courses:

Accessing Display Screen Equipment | Code: ONHS19



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Duration: 110 minutes Course Code: ONHS19

Course Description:

This course is aimed at companies who employ users of display screen equipment, or DSE as it's often called and is intended to be completed by those who will be assessing the DSE set ups of employees. DSE is a term that covers a wide range of equipment. If equipment like this is not set up correctly, users are at increased risk from certain disorders.

Who Should Attend Assessing Display Screen Equipment Training?

This course would be ideal for people who want to learn the Health & Safety regulations when it comes to the layout of your workstation. Also for people who want to know the risks and hazards with how your workstation can be adjusted to meet requirements.

Course Contents:

- Introduction to DSE for Risk Assessors
- Legislation
- Protecting Your Body
- Adjusting Your Chair
- Adjusting Your Screen
- Work Arrangements
- Adjusting the Layout of Your Workstation
- Adjusting Your Work Environment

- Risk Assessment Overview
- Principles of Sensible Risk Management
- Key Health and Safety Legislation
- DSE Hazards and Risks
- DSE Assessments
- Control and Prevention Strategies
- Practical Element

Related Courses:

Display Screen Equipment Awareness | Code: ONHS18





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Pringle PCS | Online Training | Business Skills | License Costs



Online Training

Business Skills				
Lega	l and Business Office Work	RRP	PCS	
#?*\$!	Conflict Resolution in the Workplace			
1	Data Protection in the Workplace	£35	£20	
	Equality, Diversity and Discrimination			
Socia	l Media	RRP	PCS	
	Social Media for Business	£149	£95	
~	Search Engine Optimisation for Business	E149		
f	Facebook for Business			
in	LinkedIn for Business	£90	£50	
7	Twitter for Business			
Staff	and Management Skills	RRP	PCS	
	Presentation Skills			
	Leadership Skills			
4/4	Stress Management	COE	C20	
	Time Management	£35		
	Project Management			
~	Customer Service			

All Prices Ex VAT
Cost Per Delegate License

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Online Training

	Health & Safety			
Fire S	Safety	RRP	PCS	
Ż.	Basic Fire Safety Awareness			
·**	Basic Fire Safety Awareness for Care Homes			
	Fire Marshal	£35	£20	
	Fire Marshal for Care Homes			
	Fire Extinguisher			
Food	Safety	RRP	PCS	
TLEVEL I	Level 1 Food Safety - Manufacturing			
THE VELLE	Level 1 Food Safety - Catering			
ZILEVELTIK	Level 1 Food Safety - Retail	C1 E	C11	
* LEASE DE LA COMPANIE DE LA COMPANI	Level 2 Food Safety - Manufacturing	£15	£11	
ZILEVEL 21	Level 2 Food Safety - Catering			
TITEAETS	Level 2 Food Safety - Retail			

All Prices Ex VAT
Cost Per Delegate License

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Pringle PCS | Online Training | Health & Safety | License Costs



Online Training

Health & Safety				
Gene	ral Safety	RRP	PCS	
	Basic Legionella Awareness			
	Asbestos Awareness			
	Asbestos Awareness for Architects and Designers			
O.	Abrasive Wheels			
	Control of Substances Hazardous to Health (COSHH)			
	Manual Handling			
	Working Safely £35		£20	
	Safeguarding Children			
18+	Safeguarding Adults	Safeguarding Adults		
+	Emergency First Aid at Work Online Annual Refresher			
1	Working at Height			
	Display Screen Equipment Awareness			
	Assessing Display Screen Equipment			

All Prices Ex VAT
Cost Per Delegate License

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Pringle PCS Training

Pringle PCS | IT Training | Standard Office Programs





Standard IT Courses

Any successful office needs certain IT applications to help it run smoothly. PCS offer all these standard applications for Microsoft Windows up to and including Microsoft Office 2016.













Microsoft Office 365 / 2016

To keep up in today's mobile world, you need to access your tools and files from anywhere, across your devices. With Office 365 you can. Use your business-class email through Outlook, collaborate on documents, and create and edit files from your phone, tablet, or desktop. With Office powered by the cloud, you always have the latest applications, your files are always up to date, and your recent documents are up front, so you can get right to work.

Microsoft Word

Microsoft Word is a word processing program. The purpose of Word is to allow the users to type and maintain documents. Some of the tools include a spelling & grammar checker, word count and the newest version includes speech recognition. With this program, you can make professional documents or reports with inserted pictures, tables, contents and index.

Microsoft Excel

Microsoft Excel is a complex and powerful spreadsheet program that you can use to create, edit and format professional tabled reports. It uses grid sheets that can easily create simple lists of organised data which can be made into complex linked spreadsheets utilising formulas, functions and macros.

Microsoft PowerPoint

Microsoft PowerPoint is a presentation program. Most Presentations are now delivered by a presenter using a PC or laptop connected to a data projector and people are using PowerPoint to help deliver a simple, complicated or memorable message. PowerPoint uses slides as pages for any presentation, where each slide can have animated text, tables, graphs, images and movies.

Microsoft Outlook

Microsoft Outlook is a personal information manager. Used mainly as an e-mail application, it also includes a Calendar, Tasks, Contacts, Notes, and a Journal. It can be used as a stand-alone application or can work with Microsoft Exchange Server and Microsoft Office SharePoint Server for multiple users in an organisation. Delegates can make the most of this software by managing their emails, time and contacts with ease.

Microsoft OneNote

Microsoft OneNote is an application that allows you to organise notes, files, articles, pictures and more in a single digital notebook. By storing text notes, photos, audio and video snippets, handwriting and other content, OneNote collects and organises the information, making it available to find as well as to share with others.

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To keep up in today's mobile world, you need to access your tools and files from anywhere, across your devices. With Office 365 you can. Use your business-class email through Outlook, collaborate on documents, and create and edit files from your phone, tablet, or desktop. With Office powered by the cloud, you always have the latest applications, your files are always up to date, and your recent documents are up front, so you can get right to work.

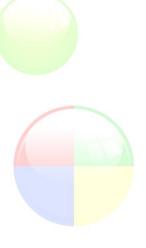


Microsoft Office Differences: Introduction



Microsoft Office 365 / 2016 / 2019 | Duration: 1 Day | Level: Introduction | Code: ITS19

This course provides delegates with an overview of the basic Microsoft Office programs (Word, Excel, PowerPoint and Outlook.) The overview is focused on the basics of each program and the differences between the versions of each program.



*BESPOKE COURSE | Course Duration, Level & Duration: Depends On Content & Individuals

Note: So courses run effectively we ask all participants to examine the course content closely to determine which stage most suits their requirements and abilities. Pre-course questionnaires are available on request.



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Microsoft Office 365 / 2016 / 2019

Pringle PCS | IT Training | Standard Application





Microsoft Office Differences: Introduction



Microsoft Office 365 / 2016 / 2019

Course Code: ITS19 | Duration: 1 Day | Level: Introduction

Course Description:

This course provides delegates with an overview of the basic Microsoft Office programs (Word, Excel, PowerPoint and Outlook.) The overview is focused on the basics of each program and the differences between the versions of each program.

Course Requirements:

No previous experience of Microsoft Office 365 / 2016 / 2019 is required however the delegate should have knowledge in basic computer skills.

Course Content:

Word

- Screen Layout (Terminology/Ribbons/Shortcuts/Navigation)
- Editing (Cut, Copy & Paste/Replacing & Deleting text)
- Formatting (Text/Tables)
- Printing (Page Setup/Quick Print/Print Options)

Outlook

- Screen Layout (Terminology/Ribbons/Shortcuts/Navigation)
- Emails (Sending/Replying/Forwarding)
- Contacts (Adding contacts/Organising Contacts)
- Calendar (Navigation/Creating Appointments/Views)

Excel

- Screen Layout (Terminology/Ribbons/ Shortcuts/Navigation)
- Formatting (Opening Closing Saving/ Text/Columns & Rows)
- Editing (Planning, Autofill/Copy/Cut/Paste/ Paste Special)
- Intro to Formulas (Creating Simple Formulas)
- Printing (Selection/Entire Workbook/ Worksheet/Page Setup)

PowerPoint

- Screen Layout (Terminology/Ribbons/ Shortcuts/ Navigation)
- Slides (Creating/Editing)
- Formatting (Text and Backgrounds)
- Drawing Objects (Autoshapes/Fill Colours)
- Printing (Page Setup/Quick Print/Print Options)

Additional Information:

- 100% Free Re-Sit: Within 12 months of attending the course
- Free telephone & email support
- Exercise notes included
- PCS Certificate of Achievement
- This Training course can also be run on request as a One to One or a Classroom Booking

*BESPOKE COURSE | Course Duration, Level & Duration: Depends On Content & Individuals

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Microsoft Word is a word processing program. The purpose of Word is to allow the users to type and maintain documents. Some of the tools include a spelling & grammar checker, word count and the newest version includes speech recognition. With this program, you can make professional documents or reports with inserted pictures, tables, contents and index.

Our Word courses take you from the initial steps of document creation, printing and saving through to efficiently creating structured styles and multiple-page reports. Mail Merge is one of the strongest attributes to the program which allows the user to create labels from a linked data source or a specific letter or e-mail which can then be personalised from the data provided or created.



Microsoft Word: Introduction



Microsoft Word: Simple Documents | Duration: 1 Day | Level: Introduction | Code: ITS06

This course assumes no prior knowledge of Word. The course would be ideal for beginners or for people who are self-taught and just wish to brush up on their existing skills. The course begins with an overview of the program, description of terminology and navigation of the screen. By the end of the course delegates will be able to produce, edit, save and print a variety of documents.



Microsoft Word: Intermediate



Microsoft Word: Professional Documents | Duration: 1 Day | Level: Intermediate | Code: ITS07

This course is aimed at users that have been on the previous level or for the more experienced user who wishes to further their knowledge of this program. On completion of this course, delegates will be able to make use of more advanced formatting techniques, for example, being able to work with tables and using bulleted and numbered lists. The course also introduces the idea of mail merge, with a view to delegates producing letters, emails or address labels.



Microsoft Word: Advanced



Microsoft Word: Advanced | Duration: 1 Day | Level: Advanced | Code: ITS08

The advanced course expands on your existing knowledge of this program, by introducing more advanced document management and set-up techniques. Through the use of styles, delegates will be able to automatically create a table of contents to provide a structure at the beginning of long documents. Mail merge will be refreshed and built on with the introduction of filters and links to databases. The course also covers the customisation of word, allowing you to create your own menus and buttons with an introduction to macros VBA.

*BESPOKE COURSE | Course Duration, Level & Duration: Depends On Content & Individuals

Note: So courses run effectively we ask all participants to examine the course content closely to determine which stage most suits their requirements and abilities. Pre-course questionnaires are available on request.



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Microsoft Word: Introduction



Course Title: Simple Documents

Course Code: ITS06 | Duration: 1 Day | Level: Introduction

Course Description:

This course assumes no prior knowledge of Word. The course would be ideal for beginners or for people who are self-taught and just wish to brush up on their existing skills. The course begins with an overview of the program, description of terminology and navigation of the screen. By the end of the course delegates will be able to produce, edit, save and print a variety of documents.

Course Requirements:

No previous experience of Microsoft Word is required however the delegate should have knowledge in basic computer skills i.e. how to use a mouse and keyboard.

Course Content:

- Screen Layout (Menus / Toolbars / Views)
- Entering / Selecting Text (Keyboard / Mouse Functions)
- File Management (Saving / Opening / Closing / Organising)
- Formatting (Selection Techniques / Font / Paragraph / Page Formatting)
- Printing (Print Options / Previews)
- Proofing Tools (Checking Spelling & Grammar / Thesaurus)
- Editing (Cut / Copy / Paste / Insert & Overtype)
- Basic Tables & Columns

Follow On Courses:



Additional Information:

- 100% Free Re-Sit: Within 12 months of attending the course
- Free telephone & email support
- Exercise notes included
- PCS Certificate of Achievement
- This Training course can also be run on request as a One to One or a Classroom Booking

*BESPOKE COURSE | Course Duration, Level & Duration: Depends On Content & Individuals

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Microsoft Word: Intermediate



Course Title: Professional Documents

Course Code: ITS07 | Duration: 1 Day | Level: Intermediate

Course Description:

This course is aimed at users that have been on the previous stage or for the more experienced user who wishes to further their knowledge of this program. On completion of this course, delegates will be able to make use of more advanced formatting techniques, for example, being able to work with tables and using bulleted and numbered lists. The course also introduces the idea of mail merge, with a view to students producing letters, emails or address labels.

Course Requirements:

The delegate needs to have attended the previous stage of the Word course at Pringle PCS or at least, have the equivalent working knowledge.

Course Content:

- Formatting (Borders / Shading / Line Spacing / Columns / Tabs)
- Bulleted Lists (Creating / Updating / Customising)
- Numbered Lists (Creating / Updating / Customising / Outlining)
- Find & Replace (Advanced Options)
- AutoCorrect & AutoText
- Headers & Footers (Page Setup)
- Mail Merge (Letters / Labels)
- Styles & Formatting
- Text & Images (Text boxes / Clip Art / Images / Word Art)
- Object Linking (Other Office Applications)
- Advanced Tables (Tabs to Tables / Properties / Auto format / Sort)

Follow On Courses:



Additional Information:

- 100% Free Re-Sit: Within 12 months of attending the course
- Free telephone & email support
- Exercise notes included
- PCS Certificate of Achievement
- This Training course can also be run on request as a One to One or a Classroom Booking

*BESPOKE COURSE | Course Duration, Level & Duration: Depends On Content & Individuals



 Pringle PCS | IT Training | Standard Application





Microsoft Word: Advanced



Course Title: Word Advanced

Course Code: ITS08 | Duration: 1 Day | Level: Advanced

Course Description:

The advanced course expands on your existing knowledge of this program, by introducing more advanced document management and set up techniques. Through the use of styles, delegates will be able to automatically create a table of contents to provide a structure at the beginning of long documents. Mail merge will be refreshed and built on with the introduction of filters. The course also covers the customisation of word, allowing you to create your own menus and buttons.

Course Requirements:

The delegate needs to have attended the previous stage of the Word course at Pringle PCS or at least, have the equivalent working knowledge.

Course Content:

- Advanced Styles & Templates
- Advanced Mail Merge (Importing & Mapping Fields / Using Filters)
- Advanced Tools (AutoSummarise / AutoFormat / Track Changes / Merging Documents)
- Referencing (Index & Tables / Table of Contents / Index / Cross Reference / Headers & Footers)
- Macros (Introduction to Macros / Introduction to VBA)
- Advanced Formatting (Forms / Fields / Customisation & Menu Bars / Outlining & Masters)
- Problem Solving

Follow On Courses:



Microsoft Word: Masterclass



Additional Information:

- 100% Free Re-Sit: Within 12 months of attending the course
- Free telephone & email support
- Exercise notes included
- PCS Certificate of Achievement
- This Training course can also be run on request as a One to One or a Classroom Booking

*BESPOKE COURSE | Course Duration, Level & Duration: Depends On Content & Individuals

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Microsoft Excel is a complex and powerful spreadsheet program that you can use to create, edit and format professional tabled reports. It uses grid sheets that can easily create simple lists of organised data which can be made into complex linked spreadsheets utilising formulas, functions and macros.

Excel is designed to make life easier and save you huge amounts of time. The user does not need to be a mathematical genius to create powerful statistics or advanced graphs from your data, but instead letting Excel be the calculator. As with any IT application, it only save the delegate's time if they know how to use it. Our Excel courses take them through the most essential commonly used features and help build up their confidence to master this fundamental office program.



Microsoft Excel: Introduction



Course Title: Spreadsheets Made Easy | Duration: 1 Day | Level: Introduction | Code: ITS12

One of the hardest problems users face in Excel is Percentages (Finding, Adding and Deducting). This course shows some simple steps of how to conquer this problem allowing users to create more complicated spreadsheets that they can trust and use effectively. In addition, linking spreadsheets is one of the easiest ways to improve your readable data with the introduction of some new formulas i.e. Today, Median, Mode and Absolute Cell Referencing. Delegate's confidence will quickly grow allowing them to start learning filtering and subtotal functions.



Microsoft Excel: Intermediate



Course Title: Complex Formulas | Duration: 1 Day | Level: Intermediate | Code: ITS13

This course introduces more complex features. By the end of this course delegates will be in a position to use some of Excel's most beneficial functions such as If, Sumif, Countif, And, Or, Vlookup, and Hlookup and is an introduction to using combined formulas. In addition, PCS will also look at more advanced data analysis techniques with combined formulas such as Pivot tables.



Microsoft Excel: Advanced



Course Title: Advanced | Duration: 1 Day | Level: Advanced | Code: ITS14

The previous levels of Excel introduce several very useful functions and tools, as introduced in the previous level; one single function cannot always provide you with a solution. The advanced course focuses on how to combine the features, functions and tools of Excel together. This course is not just about integration, but several new functions will also be introduced such as Financial, Text & Date formulas. This will give the user confidence to master any formula. In addition this course also introduces Macros VBA.

*BESPOKE COURSE | Course Duration, Level & Duration: Depends On Content & Individuals

Note: So courses run effectively we ask all participants to examine the course content closely to determine which stage most suits their requirements and abilities. Pre-course questionnaires are available on request



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Pringle PCS | IT Training | Standard Application





Microsoft Excel: Introduction



Course Title: Spreadsheets Made Easy

Course Code: ITS12 | Duration: 1 Day | Level: Introduction

Course Description:

One of the hardest problems users face in Excel is Percentages (Finding, Adding and Deducting). This course shows some simple steps of how to conquer this problem allowing users to create more complicated spreadsheets that they can trust and use effectively. In addition, linking spreadsheets is one of the easiest ways to improve your readable data with the introduction of some new formulas i.e. Today, Median, Mode and Absolute Cell Referencing. Delegate's confidence will quickly grow allowing them to start learning filtering and subtotal functions.

Course Requirements:

No previous experience of Microsoft Excel is required however the delegate should have knowledge in basic computer skills.

Course Content:

- Keyboard (Function Keys / Shortcuts)
- Screen Layout (Terminology / Toolbars / Navigation)
- Formatting (Opening Closing Saving / Text / Columns & Rows)
- Editing (Planning / Autofill / Copy / Cut / Paste / Paste Special)
- Printing (Selection / Entire Workbook / Worksheet / Page Setup)
- Data (Sort / Filter / Subtotals)
- Basic Graphs (Bar / Area / Pie)
- Basic Formulas (+ ÷ × / Basic Percentages / Absolute References / Averages / Dates)
- BODMAS: (2+2*2=6)
- Average / Median / Mode Formulas
- Count / CountA / CountBlank / CountIF Formulas
- Min / Max Formulas
- Todav Formula
- Problem Solving Workshops
- Question and Answers

Follow On Courses:

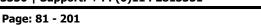


Additional Information:

- 100% Free Re-Sit: Within 12 months of attending the course
- Free telephone & email support
- Exercise notes all included
- PCS Certificate of Achievement
- This Training course can also be run on request as a One to One or a Classroom Booking

*BESPOKE COURSE | Course Duration, Level & Duration: Depends On Content & Individuals

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Microsoft Excel: Intermediate



Course Title: Complex Formulas

Course Code: ITS13 | Duration: 1 Day | Level: Intermediate

Course Description:

This course introduces more complex features. By the end of this course delegates will be in a position to use some of Excel's most beneficial functions such as If, Sumif, Countif, And, Or, Vlookup, and Hlookup and is an introduction to using combined formulas. In addition, PCS will also look at more advanced data analysis techniques with combined formulas such as Pivot tables.

Course Requirements:

The delegate needs to have attended the previous level of the Excel course at Pringle PCS or at least, have the equivalent working knowledge.

Course Content:

- Refresher Workshop
- Editing (Custom Fills / Conditional Formatting)
- Advanced Linking Spreadsheets (Formula Linking)
- Data (Pivot Tables / Custom Filtering / Subtotals / Validation / Lists / Protection)
- Formulas (IF Statements / CountIF & SumIF / Vlookup / Hlookup)
- Nested IFs: =IF(A1=1,"Yes",IF(A1=2,"No",IF(A1=3,"Good",IF(A1=4,"Bad","Naughty"))))
- AND / OR Formulas
- What IF Analysis (Goal Seek / Scenario Manager)
- PMT (Repayment of a Loan)
- Introduction to Combined Formulas
- Text Formulas (Len / Left / Right / Mid / Find / Proper / Upper / Lower)
- Introduction to Combined Text Formulas: =Proper(Left(D1,1)&" "&Right(D1,Len(D1)-Find(" ",d1,1)))
- Problem Solving Workshops
- Question and Answers

Follow On Courses:



Additional Information:

- 100% Free Re-Sit: Within 12 months of attending the course
- Free telephone & email support
- Exercise notes all included
- PCS Certificate of Achievement
- This Training course can also be run on request as a One to One or a Classroom Booking

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Pringle PCS | IT Training | Standard Application





Microsoft Excel: Advanced



Course Title: Excel Advanced

Course Code: ITS14 | Duration: 1 Day | Level: Advanced

Course Description:

The previous levels of Excel introduce several very useful functions and tools, as introduced in the previous level; one single function cannot always provide you with a solution. The advanced course focuses on how to combine the features, functions and tools of Excel together. This course is not just about integration, but several new functions will also be introduced such as Financial, Text & Date formulas. This will give the user confidence to master any formula. In addition this course also introduces Macros VBA.

Course Requirements:

The delegate needs to have attended the previous level of the Excel course at Pringle PCS or at least, have the equivalent working knowledge.

Course Content:

- Refresher Workshop
- Date Formulas (Day / Month / Year / WeekDay / WeekNum)
- Combined Advanced Formulas (IF / AND / OR / V & H Lookup Combined)
- Problem Solving Exercises (The Solver / Utilising / Complex Formulas)
- Introduction to Macros VBA (Recording, Editing, Running Macros / Understanding VBA / Rem Statements)
- Advanced Customising Of Excel (Toolbars / Menus)
- Advanced Formatting (Templates / Consolidating Data / Track Changes / Auditing)
- Forms / Dropdown Lists / Tick Boxes / Spinners
- Date Formulas (Day / Month / Year / Weekday / WeekNum)
- Combined Date Formulas: =IF(WeekDay(A1,2)<=5,"Work","Play")</p>
- Advanced Combined Text Formulas (Len / Left / Right / Mid / Find / Proper / Upper / Lower)
- Problem Solving Workshops
- Question and Answers

Follow On Courses:



Microsoft Excel: Masterclass

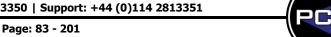


Additional Information:

- 100% Free Re-Sit: Within 12 months of attending the course
- Free telephone & email support
- Exercise notes all included
- PCS Certificate of Achievement
- This Training course can also be run on request as a One to One or a Classroom Booking

*BESPOKE COURSE | Course Duration, Level & Duration: Depends On Content & Individuals

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Pringle PCS | IT Training | Standard Application





Outlook is a personal information manager. Used mainly as an e-mail application, it also includes a Calendar, Tasks, Contacts, Notes, and a Journal. It can be used as a stand-alone application or can work with Microsoft Exchange Server and Microsoft Office SharePoint Server for multiple users in an organization. Delegates can make the most of this software by managing their emails, time and contacts with ease.

Using Outlook can be the easiest and most effective way to improve and project manage their company's procedures, if used properly. By using and discovering the new features of this program, this will help organise their own and the company's working life.



Microsoft Outlook: Introduction



Course Title: Inside Outlook | Duration: 1 Day | Level: Introduction | Code: ITS15

This course assumes no prior knowledge of Outlook however self-taught and day to day users of the program would still benefit from this course. Most people already know how to send an email, and even though this will be one of the course's starting points, it will quickly progress to advanced Emailing by using Cc and Bcc, creating Distribution Lists and Groups and using Auto-replies and Voting Buttons.

The Course is divided into 5 parts; an introduction to Views and Toolbars, Emails, Calendar, Tasks and Notes. Then the course will end with some workshop exercises using all the program features together, i.e. sending an Email with an Appointment or Task assigned. By the end of the course the user will have become much more confident and capable in using this powerful and versatile program.



Microsoft Outlook: Advanced



Course Title: Outlook Advanced | Duration: 1 Day | Level: Advanced | Code: ITS16

The advanced course expands on your existing knowledge of the program, by introducing more advanced management techniques such as Rules and Alerts, Categories, Colours and Creating folders that can be applied to the main elements within Outlook. One of the best sections of the course is incorporating Microsoft Word linked into Outlook to create a Mail merge as part of a bulk e-mailing campaign; this can be one of the best e-marketing solutions available to any company. In addition to this, students can expect to learn about sharing information with other Outlook users, scheduling meetings through the Calendar, utilising public folders, archiving old items and creating Signatures.

Creating and using a PST file can be a valuable part of the course, as this can be one of the ways to recover from a PC or server failure. By the end of the course the user will feel confident with the more advanced features and will be able to master this impressive program.

*BESPOKE COURSE | Course Duration, Level & Duration: Depends On Content & Individuals

Note: So courses run effectively we ask all participants to examine the course content closely to determine which stage most suits their requirements and abilities. Pre-course questionnaires are available on request.

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Microsoft Outlook: Introduction



Course Title: Inside Outlook

Course Code: ITS15 | Duration: 1 Day | Level: Introduction

Course Description:

This course assumes no prior knowledge of Outlook however self-taught and day to day users of the program would still benefit from this course. Most people already know how to send an email, and even though this will be one of the course's starting points, it will quickly progress to advanced Emailing by using Cc and Bcc, creating Distribution Lists and Groups and using Auto-replies and Voting Buttons.

The Course is divided into 5 parts; an introduction to Views and Toolbars, Emails, Calendar, Tasks and Notes. Then the course will end with some workshop exercises using all the program features together, i.e. sending an Email with an Appointment or Task assigned. By the end of the course the user will have become much more confident and capable in using this powerful and versatile program.

Course Requirements:

No previous experience of Microsoft Outlook is required however the delegate should have knowledge in basic computer skills i.e. how to use a mouse and keyboard.

Course Content:

- What Is Outlook? (Email / Electronic Personal Organiser / Menus / Navigation / Toolbars / Views)
- Guidelines & Etiquette (SPAM / Uppercase)
- Responding to Emails (Sorting / Reading / Reply / Reply to All / Forward)
- Sending Emails (To / Cc / BCC / Subject / Body / Importance)
- Message Management (Deleting / Folders)
- Attachments (Saving / Inserting / Difference with Reply & Forward)
- Printing (Simple / Without Address List)
- Proofing Tools (Checking Spelling & Grammar / Thesaurus)
- Deleted Items (Emptying / Restoring)
- Working with Contacts (Creating / Editing / Deleting)
- Working with Calendar Appointments (Creating / Editing / Deleting)
- Working with Tasks (Creating / Editing / Deleting)
- Basic Searching & Outlook Today (Viewing)

Follow On Courses:



Microsoft Outlook: Advanced



Additional Information:

- 100% Free Re-Sit: Within 12 months of attending the course
- Free telephone & email support
- Exercise notes included
- PCS Certificate of Achievement
- This Training course can also be run on request as a One to One or a Classroom Booking

*BESPOKE COURSE | Course Duration, Level & Duration: Depends On Content & Individuals



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Microsoft Outlook

Pringle PCS | IT Training | Standard Application





Microsoft Outlook: Advanced



Course Title: Outlook Advanced

Course Code: ITS16 | Duration: 1 Day | Level: Advanced

Course Description:

The advanced course expands on your existing knowledge of the program, by introducing more advanced management techniques such as Rules and Alerts, Categories, Colours and Creating folders that can be applied to the main elements within Outlook. One of the best sections of the course is incorporating Microsoft Word linked into Outlook to create a Mail merge as part of a bulk e-mailing campaign; this can be one of the best e-marketing solutions available to any company. In addition to this, students can expect to learn about sharing information with other Outlook users, scheduling meetings through the Calendar, utilising public folders, archiving old items and creating Signatures.

Creating and using a PST file can be a valuable part of the course, as this can be one of the ways to recover from a PC or server failure. By the end of the course the user will feel confident with the more advanced features and will be able to master this impressive program.

Course Requirements:

The delegate needs to have attended the previous level of the Microsoft Outlook course at Pringle PCS or at least, have the equivalent working knowledge.

Course Content:

- Customising Screen Layout (Views / Sorting / Grouping / Field Headings)
- Advanced Email Options (Sensitivity / Read-Delivery Receipt / Delay / Recall)
- Mail Signatures (Creating / Editing / Deleting)
- Out Of Office Assistant (Setting Up / Turning On / Turning Off)
- Advanced Message Management (Rules / Colouring / Archiving)
- Calendar (Customisation / Public Holidays / Scheduling Meetings / Recurring Appointments)
- Tasks (Customisation / Assigning / Recurring)
- Contacts (Distribution Lists / Forwarding / Search Order)
- Sharing Folders (Inbox / Calendar / Contacts / Tasks)
- Public Folders (Messages / Calendars / Contacts / Tasks)
- Importing / Exporting (Calendars / Contacts / Tasks)
- Advanced options (Changing Outlook Preferences)
- Categories (Using / Editing / Adding / Removing)
- Advanced Searches (Defining Fields / Setting Criteria)

Follow On Courses:



Microsoft Outlook: Masterclass



Additional Information:

- 100% Free Re-Sit: Within 12 months of attending the course
- Free telephone & email support
- Exercise notes included
- PCS Certificate of Achievement
- This training course can also be run on request as a One to One or a Classroom Booking

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Pringle PCS | IT Training | Standard Application





Microsoft PowerPoint is a presentation program. Most Presentations are now delivered by a presenter using a PC or laptop connected to a data projector and people are using PowerPoint to help deliver a simple, complicated or memorable message. PowerPoint uses slides as pages for any presentation, where each slide can have animated text, tables, graphs, images and movies. Delivering a presentation can be a nerveracking experience but creating a presentation for someone else can also be a harder task, unless the users know the tools available to use.

PowerPoint does not just have to be used for presentations, it can also be used for slideshows at trade fairs or even marketing emails. This program can definitely be one of the most enjoyable programs of Microsoft Office Suite to use. PCS' PowerPoint courses will allow the user to gain confidence and the knowledge to create vibrant presentations for themselves or their teams to present.



Microsoft PowerPoint: Introduction



Course Title: Showtime | Duration: 1 Day | Level: Introduction | Code: ITS09

This course assumes no prior knowledge of PowerPoint. The course would be ideal for beginners or for people who are self-taught and just wish to brush up on their existing PowerPoint skills. The course begins with an overview of the program and navigation of the screen, then quickly progresses to creating a simple presentation with each slide using a different layout. Once the user has created the Presentation they will then be taught how to add the different types of Animation effects to their text, images and even graphs, and how each slide can blend into one another by using Slide Transitions.



Microsoft PowerPoint: Advanced



Course Title: PowerPoint Advanced | Duration: 1 Day | Level: Advanced | Code: ITS10

The advanced PowerPoint course is a very important course for anyone needing to take their presentations to the next level. Adding Animation to incoming text is the most common effect to add, however text and shapes or images can appear or disappear or move direction as well. Sometimes the easiest way to emphasize a topic or message is sometimes by showing less. With this course PCS will show all the effects of how they can be used effectively starting with animated organisational charts to custom animated graphs with pictures.

*BESPOKE COURSE | Course Duration, Level & Duration: Depends On Content & Individuals

Note: So courses run effectively we ask all participants to examine the course content closely to determine which stage most suits their requirements and abilities. Pre-course questionnaires are available on request.

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Microsoft PowerPoint: Introduction



Course Title: Showtime

Course Code: ITS09 | Duration: 1 Day | Level: Introduction

Course Description:

This course assumes no prior knowledge of PowerPoint. The course would be ideal for beginners or for people who are self-taught and just wish to brush up on their existing PowerPoint skills. The course begins with an overview of the program and navigation of the screen, then quickly progresses to creating a simple presentation with each slide using a different layout. Once the user has created the Presentation they will then be taught how to add the different types of Animation effects to their text, images and even graphs, and how each slide can blend into one another by using Slide Transitions.

One of the best and useful parts of the course would be using Master Slides which allows the one slide image or text layout to be used throughout all slides; this can speed up the time spent on the creation and formatting of a detailed presentation. By the end of the course you will have the confidence to create professional looking slides to be used for their own or some else's presentations.

Course Requirements:

No previous experience of Microsoft PowerPoint is required however the delegate should have knowledge in basic computer skills.

Course Content:

- Views (Screen Layout / Menus / Buttons / Toolbars)
- File Management (Creating / Saving / Opening / Closing)
- Slide Layout (Choosing / Changing / Customising / Background Choice)
- Working Text Boxes (Creating / Positioning / Size / Borders / Shadows / 3D)
- Text Formatting (Font / Colour / Size / Effects)
- Images & Clipart (Inserting / Removing / Searching / Inserting / Removing)
- Organisation Charts & Graphs (Creating / Amending)
- Drawing (Basic Tools / Principles)
- Slide Sorter (Re-ordering / Duplication / Removing / Hiding)
- Simple Transitions (Applying / Removing)
- Simple Custom Animations (Applying / Removing)
- Printing (Slides / Handouts / Notes Pages)

Follow On Courses:



Microsoft PowerPoint: Advanced



Additional Information:

- 100% Free Re-Sit: Within 12 months of attending the course
- Free telephone & email support
- Exercise notes included
- PCS Certificate of Achievement
- This Training course can also be run on request as a One to One or a Classroom Booking

*BESPOKE COURSE | Course Duration, Level & Duration: Depends On Content & Individuals



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Microsoft PowerPoint

Pringle PCS | IT Training | Standard Application





Microsoft PowerPoint: Advanced



Course Title: PowerPoint Advanced

Course Code: ITS10 | Duration: 1 Day | Level: Advanced

Course Description:

The advanced PowerPoint course is a very important course for anyone needing to take their presentations to the next level. Adding Animation to incoming text is the most common effect to add, however text and shapes or images can appear or disappear or move direction as well. Sometimes the easiest way to emphasise a topic or message is sometimes by showing less. With this course PCS will show all the effects of how they can be used effectively starting with animated organisational charts to custom animated graphs with pictures.

The Question and Answer section of a presentation can sometimes be one of the hardest problems for anyone; with this course we will show how a simple slide "Any Questions" can have the capabilities of jumping to any slide in any direction which will make the presenter look prepared for any question and create an overall more professional impression. After attending this course you will feel very capable of mastering PowerPoint enabling them to create more advanced slideshows with advanced content, using links into slides or applications as well as sound and video.

Course Requirements:

The delegate needs to have attended the previous level of the PowerPoint course at Pringle PCS or at least, have the equivalent working knowledge.

Course Content:

- Slide Layout (Choosing / Changing / Customising / Background Choice / Text Effects)
- Working Text Boxes (Creating / Positioning / Size / Borders / Shadows / 3D)
- Masters & Templates (Background / Text / Images / Logos / Creating /Changing)
- Advanced Organisational Charts & Graphs (Creating / Animating / Linking Excel)
- Images (Searching / Utilising / Static / Animated)
- Movie Clips & Sound Clips (Inserting / Playback Timing / Soundtracks)
- Linking (Web Pages / Office Files / Email)
- Action Buttons (Creating / Editing / Removing)
- Advanced Transitions & Animation (Applying / Controlling / Emphasis / Exit / Motion Paths)
- Custom Shows & Workshop (Creating / Bending the rules / Buttons)

Follow On Courses:



Microsoft PowerPoint: Masterclass



Additional Information:

- 100% Free Re-Sit: Within 12 months of attending the course
- Free telephone & email support
- Exercise notes included
- PCS Certificate of Achievement
- This Training course can also be run on request as a One to One or a Classroom Booking

*BESPOKE COURSE | Course Duration, Level & Duration: Depends On Content & Individuals

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Microsoft OneNote is an application that allows you to organise notes, files, articles, pictures and more in a single digital notebook.

By storing text notes, photos, audio and video snippets, handwriting and other content, OneNote collects and organises the information, making it available to find as well as to share with others.



Microsoft OneNote: Introduction



Course Title: Creating Notes | Duration: 1 Day | Level: Introduction | Code: ITS18

This course guides delegates through the process of creating a shared notebook to centralise notes, files, and records for a project. You will learn how to create a notebook and organise the notebook by using section groups, sections, and pages.



*BESPOKE COURSE | Course Duration, Level & Duration: Depends On Content & Individuals

Note: So courses run effectively we ask all participants to examine the course content closely to determine which stage most suits their requirements and abilities. Pre-course questionnaires are available on request.



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Microsoft OneNote

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Microsoft OneNote: Introduction



Course Title: Creating Notes

Course Code: ITS18 | Duration: 1 Day | Level: Introduction

Course Description:

This course guides delegates through the process of creating a shared notebook to centralise notes, files, and records for a project. You will learn how to create a notebook and organise the notebook by using section groups, sections, and pages

Course Requirements:

No previous experience of Microsoft OneNote is required however the delegate should have knowledge in basic computer skills.

Course Content:

- Create A OneNote Notebook
- Working With Local Notebooks And Notebook Views
- Organise A Notebook
- Create And Organise Sections And Pages
- Populate A Notebook
- Manage Notebook Content
- Working With Note Containers And Tags
- Locate Information In A Notebook
- Share Information From A Notebook
- Share Notebooks
- Opening And Protecting Shared Notebooks

Follow On Courses:



Microsoft Word: Introduction



Additional Information:

- 100% Free Re-Sit: Within 12 months of attending the course
- Free telephone & email support
- Exercise notes included
- PCS Certificate of Achievement
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P	Project:	sQL⊜	SQL Server			

PCS offer expert training in the industry-standard graphic design packages. We also deliver training on designing high-quality web sites. These courses are aimed at anyone from the occasional user to professional designers. No matter what your current skill level our training will enable you to produce professional publications.

One of our primary function is systems development and our knowledge for training in the area of database and programming sets us ahead of the rest. We use our practical knowledge and skills to provide top class training and after course support.



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Adobe Photoshop

Pringle PCS | IT Training | Publishing, Graphic Design & Web Design





Adobe Photoshop is a popular graphics editing software and is used widely in the desktop publishing and graphics design industry as well as the web authoring profession. Photoshop is used to edit and enhance images to prepare for publication in many media formats.



Adobe Photoshop: Introduction



Course Title: Simple Graphics | Duration: 1 Day | Level: Introduction | Code: ITG08

The course begins with an overview of the program and navigation of the screen. By the end of the course participants will be able to insert and edit images, use the painting and editing tools and work with layers and types.



Adobe Photoshop: Advanced



Course Title: Photoshop Advanced | Duration: 1 Day | Level: Advanced | Code: ITG09

The advanced course expands on your existing knowledge of this program, by introducing more advanced management techniques such as using channels and masks, using filters and creating animations and roll-overs.

*BESPOKE COURSE | Course Duration, Level & Duration: Depends On Content & Individuals

Note: So courses run effectively we ask all participants to examine the course content closely to determine which stage most suits their requirements and abilities. Pre-course questionnaires are available on request.

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Adobe Photoshop: Introduction

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Course Title: Simple Graphics

Course Code: ITG08 | Duration: 1 Day | Level: Introduction

Course Description:

The course begins with an overview of the program and navigation of the screen. By the end of the course delegates will be able to insert and edit images, use the painting and editing tools and work with layers and types.

Course Requirements:

This course assumes no prior knowledge of Photoshop but basic IT skills are essential. The course would be ideal for beginners or for people who are self-taught and just wish to brush up on their existing skills.

Course Content:

- Basic Theory (Bitmaps & Vectors / Pixels & Resolution / RGB & CMYK / Colour Management)
- The Working Environment (Screen Environment / Toolbox / Document and Scratch Size / Guides & Grids / Moving Around / Info Palette / Palette Techniques / Custom Settings / Printing / History Palette)
- Opening & Saving Files (Opening / Scanning / EPS files / Adobe Bridge / Saving / TFF Format / JPEG Format / Creating New File / Photo Merge)
- Image & Colour Basics (Rotating / Resizing / Resampling / Cropping / Adding Border / Image Modes / Duotone Mode / Foreground & Background Colours / Eyedropper & Colour Sampler Tools / The Colour Picker Palette / The Swatches Palette)
- The Painting Tools (Brushes / Pencil Tool / Gradient Tool / Paint Bucket / Blending Modes / Rasterising Shapes)
- The Editing Tools (Blur, Sharpen & Smudge Tools / Clone Tool / Dodge, Burn & Sponge Tools / magic Eraser / Background Eraser / Healing Brush / Patch Tool / Colour Replacement)
- Making Selections (Marquee Tool / Lasso / Magic Wand / Feathering / Modifying / Grow & Similar / Copying & Pasting / Filling / Transforming)
- Layers (Working with layers / Merging & Flattening / Moving between Images / Selecting & Linking / Locking / Adjustment Layer / Layer Groups / Layer Styles / Transforming / New Layer Commands / Layer Comps / Smart Objects / Warping)
- Type (Point Type / Paragraph & Character Settings / Masked Type / Type & Layer Styles / Type Effects)

Follow On Courses:



Adobe Photoshop: Advanced



Additional Information:

- 100% Free Re-Sit: Within 12 months of attending the course
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Pringle PCS | IT Training | Publishing, Graphic Design & Web Design





Adobe Photoshop: Advanced



Course Title: Photoshop Advanced

Course Code: ITG09 | Duration: 1 Day | Level: Advanced

Course Description:

The advanced course expands on your existing knowledge of this program, by introducing more advanced management techniques such as using channels and masks, using filters and creating animations and roll-overs.

Course Requirements:

This course is intended for delegates with an intermediate knowledge of Adobe Photoshop, or have completed the previous stages.

Course Content:

- Paths (Converting Selection to Path / Pen Tool / Showing & Selecting / Add, Delete & Convert Points / Editing Points / Exporting Paths / Creating Shape Layer)
- Channels and Masks (Quick Mask Mode / Channels Palette / Saving & Loading Selections / Editing Alpha Channel Mask / Layer Masks / Channel & Quick Mask Options)
- Colour Correction Techniques (Brightness, Contrast & Colour Balance / Auto Levels & Colour / levels Dialogue Box / Histogramme Palette / Shadow & Highlight Commands / Match Command)
- Filters (Filter Controls / Unsharp Masks & Sharpen Filters / Smart Sharpen / Blur / Reduce Noise / Extract Command / Fine Tuning / Liquefy / Pattern Maker / Filter Gallery / Vanishing Point)
- Web and Multimedia Images (Save for Web / Preview & Save Optimised Images / GIF, JPEG, PNG Settings / Indexed Colour Mode / Colour Palettes / Dithering / Save as JPEG / Web Photo Gallery)
- Animations And Rollovers (Creating Simple Animation / Frames / Optimising & Saving / Tweening / Creating Basic Rollover)
- Slicing And Image Maps (Slice Tool & Slices from Grids / Creating from Selection / User-&Auto Slices / Working with Slices / Image Maps / Assigning URLs)

Follow On Courses:



Adobe Photoshop: Masterclass



Additional Information:

- 100% Free Re-Sit: Within 12 months of attending the course
- Free telephone & email support
- Exercise notes included
- PCS Certificate of Achievement
- This Training course can also be run on request as a One to One or a Classroom Booking

*BESPOKE COURSE | Course Duration, Level & Duration: Depends On Content & Individuals

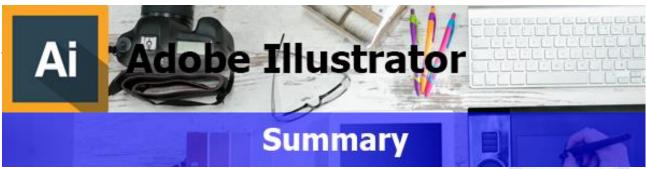
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Pringle PCS | IT Training | Publishing, Graphic Design & Web Design





Adobe Illustrator is a vector-based drawing program developed by Adobe Systems. Use Illustrator to create artwork for virtually any medium. Capture your ideas easily with the drawing tools and the colour controls. PCS courses will take you through the program from an introduction to the system to becoming an Illustrator Master.



Adobe Illustrator: Introduction



Course Title: Simple Design | Duration: 1 Day | Level: Introduction | Code: ITG12

Our intro course will guide you through the basics of Illustrator. We will guide you through the tools and layout of Illustrator. After we guide you through the essentials of controlling the Illustrator environment, we will show you how to create simple logos, draw and trace objects, and export the results for the web and for print. This course is a great first step toward becoming a digital artist.

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Adobe Illustrator: Advanced



Course Title: Illustrator Advanced | Duration: 1 Day | Level: Advanced | Code: ITG13

Our advanced course will guide you through the advanced features of Illustrator. Learn from an experienced professional how to create high-quality illustrations, logos, graphs, diagrams, adverts, web sites and web or print layouts for your clients. Increase your productivity and incorporate best practice into your workflow.



*BESPOKE COURSE | Course Duration, Level & Duration: Depends On Content & Individuals

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Adobe Illustrator: Introduction

Ai

Course Title: Simple Design

Course Code: ITG12 | Duration: 1 Day | Level: Introduction

Course Description:

This course will guide you through the basics of Illustrator. We will guide you through the tools and layout of Illustrator. After we guide you through the essentials of controlling the Illustrator environment, we will show you how to create simple logos, draw and trace objects, and export the results for the web and for print. This course is a great first step toward becoming a digital artist.

Course Requirements:

This level assumes no prior knowledge of Illustrator but basic IT skills are essential. The course would be ideal for beginners or for people who are self-taught and just wish to brush up on their existing skills.

Course Content:

- Overview (Course Outline / Features / Menus / Toolbars)
- New Document (Creating / Formatting /Page Sizes /Margins /Double Side / Facing Pages / Columns)
- Importing (Files / Graphics)
- Editing Images (Resizing / Cropping)
- Styles & Image Control
- Masks & Frames (Inserting / Options / Shadows & Borders)
- Wrapping Text (Around Framed Image / Around Line Art)
- Widow & Orphan Controls
- Multiple Pages (Adding / Deleting)
- Zoom controls
- Master Pages (Setting/Editing/Numbering)
- Objects (Selecting / Duplicating/ Group & Ungrouping)
- Saving and Printing

Follow On Courses:

Ai

Adobe Illustrator: Advanced



Additional Information:

- 100% Free Re-Sit: Within 12 months of attending the course
- Free telephone & email support
- Exercise notes included
- PCS Certificate of Achievement
- This Training course can also be run on request as a One to One or a Classroom Booking

*BESPOKE COURSE | Course Duration, Level & Duration: Depends On Content & Individuals



Adobe Illustrator

Pringle PCS | IT Training | Publishing, Graphic Design & Web Design



Ai

Adobe Illustrator: Advanced



Course Title: Illustrator Advanced

Course Code: ITG13 | Duration: 1 Day | Level: Advanced

Course Description

This course will guide you through the advanced features of Illustrator. Learn from an experienced professional how to create high-quality illustrations, logos, graphs, diagrams, adverts, web sites and web or print layouts for your clients. Increase your productivity and incorporate best practice into your workflow.

Course Requirements:

This course is intended for delegates with an intermediate knowledge of Adobe Illustrator, or have completed the previous stages.

Course Content:

- Importing/Exporting (Artworks / Paths)
- Editing (Copying / Drag and Drop between Documents)
- Path Patterns (Creating / Gallery Effects Frames)
- Masks
- Evedropper (Align Pattern)
- Filters (Ink Pen / Preset Hatch / Styles/ Saturate Filter/ ZigZag Filter)
- Effects (Perspectives / 3-D Objects)
- Plug-Ins (Using / Install / Find)
- Built In Separators
- Illustrator and Colour

Follow On Courses:



Adobe Photoshop: Introduction



Additional Information:

- 100% Free Re-Sit: within 12 months of attending the course
- Free telephone & email support
- Exercise notes included
- PCS Certificate of Achievement
- This Training course can also be run on request as a One to One or a Classroom Booking

*BESPOKE COURSE | Course Duration, Level & Duration: Depends On Content & Individuals

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Adobe InDesign is a Desktop Publishing Program that can be used to create a vast array of documents, such as; Newsletters, Letter Heads, Compliment Slips, Business Cards and Brochures. Essentially desktop publishing is all about the combination of text and images. Our InDesign courses take you through all the stages of design, from creating a basic printed menu through to multiple layered multi page documents.

ld Adobe InDesign: Introduction

ld

Course Title: Introduction to Publishing | Duration: 1 Day | Level: Introduction | Code: ITG10

The course begins with an overview of the program, description of publishing terminology and navigation of the screen. By the end of the course delegates will be able to produce a variety of single page designs utilising text and images.

d Adobe InDesign: Advanced

ld

Course Title: InDesign Advanced | Duration: 1 Day | Level: Advanced | Code: ITG11

This course will guide you through the advanced tools of the InDesign package. This course will give delegates the ability to hone their skills and move their knowledge of Adobe InDesign to an advanced level.

BESPOKE COURSE | Course Duration, Level & Duration: Depends On Content & Individuals

Note: So courses run effectively we ask all participants to examine the course content closely to determine which stage most suits their requirements and abilities. Pre-course questionnaires are available on request.

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Adobe InDesign: Introduction

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Adobe InDesign: Introduction to Publishing

Course Code: ITG10 | Duration: 1 Day | Level: Introduction

Course Description:

The course begins with an overview of the program, description of publishing terminology and navigation of the screen. By the end of the course you will be able to produce a variety of single page designs utilising text and images.

Course Requirements:

This level assumes no prior knowledge of InDesign. The course would be ideal for beginners or for people who are self-taught and just wish to brush up on their existing skills.

Course Content:

- Overview (Course Outline / Features)
- The Work Area (Preferences / Menus / Toolbar / Keyboard Shortcuts / Palettes / Saving Workspace)
- Document (Creating Document / Page Layout / Grids & Guides / Columns / Navigating Pages / Adding Pages / Magnifications & Scrolling)
- Type (Tools/ Type Menu / Frames / Placing Text / Placeholder Text / Linking Text / Highlighting Text / Paragraph Control Palette / Paragraph Styles / Character Styles / Glyphs / Type on Path Tool)
- Graphics (Placing / Resizing / Image Control Palette / Text Wrap / Imbedding Images / Library / Converting Text into Objects)
- Colours (Swatches & Colours / Customising & Deleting Swatches / Gradients & Mesh / Background Colour / Transparency)
- Multiple Pages (Add, Shuffle & Delete Pages / Numbering / Master Pages / Book)
- Tables (Creating / Modify / Format)
- Saving & Printing (Save Preset / Preflight / Package / Exporting / Saving as PDF document)

Follow On Courses:

ld

Adobe InDesign: Advanced

lc

Additional Information:

- 100% Free Re-Sit: Within 12 months of attending the course
- Free telephone & email support
- Exercise notes included
- PCS Certificate of Achievement
- This Training course can also be run on request as a One to One or a Classroom Booking

*BESPOKE COURSE | Course Duration, Level & Duration: Depends On Content & Individuals



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Pringle PCS | IT Training | Publishing, Graphic Design & Web Design



ld

Adobe InDesign: Advanced

ld

Course Title: InDesign Advanced

Course Code: ITG11 | Duration: 1 Day | Level: Advanced

Course Description

This course will guide you through the advanced tools of the InDesign package. This course will give delegates the ability to hone their skills and move their knowledge of Adobe InDesign to an advanced level.

Course Requirements:

This course is intended for delegates with an intermediate knowledge of Adobe InDesign, or have completed the previous stages.

Course Content:

- Arranging Objects (Stacking Order / Pasting / Hide & Lock Commands / Creating & Managing Layers / Moving Objects Between Layers / Expanded Layers / Targeting / Aligning / Distributing/Grouping)
- Transforming Objects (Rotating / Scaling / Reflecting / Shearing / Free Transform Tool / Transform & Control Palettes / Envelope Tool / Liquefy Tool / Live Tool)
- Paths (Pen Tool / Scissors / Average / Join / Knife Tool / Pathfinder & Shape Modes / Clipping Masks / Blending Paths)
- Colours (Modes & Models / Spot & Global Process / Using Pantone / Creating Tints / Appearance Attributes / Transparency / Live Paint)
- Graphs (Creating / Graph Data Palette / Editing Data / Changing Graph Attributes)
- Filters (Pucker & Bloat / Roughen Filter / Stylize / Effects / 3D)
- Workshop

Follow On Courses:



Adobe Photoshop: Introduction



Additional Information:

- 100% Free Re-Sit: within 12 months of attending the course
- Free telephone & email support
- Exercise notes included
- PCS Certificate of Achievement
- This Training course can also be run on request as a One to One or a Classroom Booking

*BESPOKE COURSE | Course Duration, Level & Duration: Depends On Content & Individuals

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Pringle PCS | IT Training | Publishing, Graphic Design & Web Design





Adobe Premiere Pro is a video editing suite. Adobe Premiere Pro is the industry standard tool for editing audio/visual material used by many filmmakers and broadcasters internationally.

Adobe Premiere Pro is part of the Adobe Creative Cloud, which includes video editing, graphic design, and web development programs.

Pr Adobe Premiere Pro: Introduction

Pr

Course Title: Working Premiere Pro | Duration: 1 Day | Level: Introduction | Code: ITG22

The course begins with an overview of the program and navigation of the screen. You will also learn how to create a video program that combines video, audio and still images. You will learn how to edit videos to be used on a number of different platforms, including web and DVD. You will learn some of the key concepts in video editing.

Pr Adobe Premiere Pro: Advanced



Course Title: Adobe Premiere Pro Advanced | Duration: 1 Day | Level: Advanced | Code: ITG23

The advanced course expands on your existing knowledge of this program, by introducing more advanced techniques. You will learn to edit in any native format, source content for the Web and easily exchange projects with other software. This course covers topics like collaborative workflows that accelerate production, encoding, final delivery and much more.

*BESPOKE COURSE | Course Duration, Level & Duration: Depends On Content & Individuals

Note: So courses run effectively we ask all participants to examine the course content closely to determine which stage most suits their requirements and abilities. Pre-course questionnaires are available on request.

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Adobe Premiere Pro: Introduction

Pr

Course Title Working Premiere Pro

Course Code: ITG22 | Duration: 1 Day | Level: Introduction

Course Description:

The course begins with an overview of the program and navigation of the screen. You will also learn how to create a video program that combines video, audio and still images. You will learn how to edit videos to be used on a number of different platforms, including web and DVD. You will learn some of the key concepts in video editing.

Course Requirements:

This level assumes no prior knowledge of Premiere Pro but basic IT skills are essential. The course would be ideal for beginners or for people who are self-taught and just wish to brush up on their existing skills.

Course Content:

- Enhancing the workflow with high-level features (Incorporating Adobe Creative Suite 3 Production Premium into the workflow / Touring the Adobe Premiere Pro workspace / Customizing the workspace)
- Shooting and Capturing Great Video Assets (Getting started / Twenty tips for shooting great video / Capturing video / Capturing an entire tape / Using batch capture and scene detection / Tackling manual analogue movie capture)
- Adobe OnLocation (Setting up Adobe OnLocation / Calibrating your camera with SureShot / Recording live video / Analysing video with Adobe OnLocation scopes / Analysing audio with Adobe OnLocation scopes)
- Selecting Settings, Adjusting Preferences, and Managing Assets (Selecting project settings / Adjusting user preferences / Importing assets / Image and graphics issues / Managing media)
- Creating Cuts-only Videos (Using a storyboard to build a rough cut / Editing clips on the Timeline / Moving clips to, from, and within the Timeline / Working with Source Monitor editing tools / Adjusting clips in the Trim panel / Using other editing tools)
- Adding Video Transitions (Using transitions with restraint / Trying some transitions / Changing parameters in the Effect Controls panel / Using the A/B mode to fine-tune a transition)

Follow On Courses:



Adobe Premiere Pro: Advanced

Pi

Additional Information:

- 100% Free Re-Sit: Within 12 months of attending the course
- Free telephone & email support
- Exercise notes included
- PCS Certificate of Achievement
- This Training course can also be run on request as a One to One or a Classroom Booking

*BESPOKE COURSE | Course Duration, Level & Duration: Depends On Content & Individuals



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Pringle PCS | IT Training | Publishing, Graphic Design & Web Design





Adobe Premiere Pro: Advanced



Course Title: Adobe Premiere Pro Advanced
Course Code: ITG23 | Duration: 1 Day | Level: Advanced

Course Description:

The advanced course expands on your existing knowledge of this program, by introducing more advanced techniques. Learn to edit in any native format, source content for the Web and easily exchange projects with other software. This course covers topics like collaborative workflows that accelerate production, encoding, final delivery and much more.

Course Requirements:

This course is intended for delegates with an intermediate knowledge of Adobe Premiere Pro, or have completed the previous level.

Course Content:

- Putting Clips in Motion (Applying the Motion effect to clips / Changing clip size and adding rotation / Working with keyframe interpolation / Creating pictures in a picture / Enhancing motion with shadows and beveled edges / Other motion effects: Transform and Basic 3D)
- Changing Time (Slow motion and reverse motion / Variable time change with time remapping / Time remapping with speed transitions / Time remapping with reverse)
- Adobe Premiere Pro-A high-quality aural experience (Examining audio characteristics / Adjusting audio volume / Adding J-cuts and L-cuts)
- Compositing Techniques (Making compositing part of your projects / Working with the Opacity effect / Two multiple-track video effects: Blend and Texturize / Working with alpha-channel transparencies / Applying chroma, color, and luminance keying effects / Using matte keys)
- Colour, Nested Sequences, and Shortcuts (An overview of color-oriented effects / Adjusting and enhancing color / Using nested sequences / Replacing clips / Recommended keyboard shortcuts)
- Exporting Frames, Clips, and Sequences (Export options / Recording to videotape / Making single frames / Creating standard movie, image sequence, and audio files / Using the Adobe Media Encoder / Exporting to mobile devices / Working with edit decision lists)

Follow On Courses:



Adobe Premiere Pro: Masterclass



Additional Information:

- 100% Free Re-Sit: Within 12 months of attending the course
- Free telephone & email support
- Exercise notes included
- PCS Certificate of Achievement
- This Training course can also be run on request as a One to One or a Classroom Booking

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Adobe Dreamweaver is a website design program that you can use to create, edit, format and upload professional web pages. Its uses range from creating simple text based web pages, impressive stylized pages combing text and images through to more complex pages that are linked to databases.

Adobe Dreamweaver is designed to make life easier and save you time. It is classed as a WYSIWYG (What you see is what you get) application, meaning that websites can be created through a visual interface rather than by writing code. Dreamweaver provides two user interfaces, one to cater for the people who wish to use code and the other for the more "visual" designers.

Dw Adobe Dreamweaver: Introduction

Dw

Course Title: Creating & Updating | Duration: 1 Day | Level: Introduction | Code: ITG14

The course begins with an overview of the program, navigation of the screen and an introduction to the terminology. This then leads on to setting up websites using a variety of development methods. By the end of this course students will be in a position to edit existing pages and produce attractive, functional web sites.

Dw

Adobe Dreamweaver: Intermediate

Dw

Course Title: Professional Web Pages | Duration: 1 Day | Level: Intermediate | Code: ITG15

This course will provide you with an extended set of skills, enabling you to create more complex page designs using layers and styles, with added functionality through the building of "Pop Up" menus.

Dw Adobe Dreamweaver: Advanced

Dw

Course Title: Data Driven Web Pages | Duration: 1 Day | Level: Advanced | Code: ITG16

Dreamweaver is not just about combining text and images to create an attractive design. This level introduces more complex features. By the end of this course delegates will be in a position to create web pages that are linked to databases, create user logins and set access rights to individual pages within a website.

*BESPOKE COURSE | Course Duration, Level & Duration: Depends On Content & Individuals

Note: So courses run effectively we ask all participants to examine the course content closely to determine which stage most suits their requirements and abilities. Pre-course questionnaires are available on request.



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Adobe Dreamweaver

Pringle PCS | IT Training | Publishing, Graphic Design & Web Design





Adobe Dreamweaver: Introduction



Course Title: Creating & Updating

Course Code: ITG14 | Duration: 1 Day | Level: Introduction

Course Description:

The course begins with an overview of the program, navigation of the screen and an introduction to the terminology. This then leads on to setting up websites using a variety of development methods. By the end of this course students will be in a position to edit existing pages and produce attractive, functional web sites.

Course Requirements:

This level assumes no prior knowledge of Dreamweaver or website design. The course would be ideal for beginners or for people who are self-taught and just wish to brush up on their existing skills.

Course Content:

- Web Pages (Web Pages / Hyperlinks / URL's)
- Website Structure (Headers / Footers / Navigation / Content)
- Layout (Tables / Sizes)
- Text (Headings / Bulleted & Numbered Lists / Paragraphs)
- Formatting Websites (Text / Colour Schemes / Sizes)
- Graphics (Placing Graphics / Image Editing Programs)
- Uploading Web pages (Hosting Companies / FTP Programs)

Follow On Courses:



Additional Information:

- 100% Free Re-Sit: Within 12 months of attending the course
- Free telephone & email support
- Exercise notes included
- PCS Certificate of Achievement
- This Training course can also be run on request as a One to One or a Classroom Booking

*BESPOKE COURSE | Course Duration, Level & Duration: Depends On Content & Individuals

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Adobe Dreamweaver: Intermediate



Course Title: Professional Web Pages

Course Code: ITG15 | Duration: 1 Day | Level: Intermediate

Course Description

This course will provide you with an extended set of skills, enabling you to create more complex page designs using layers and styles, with added functionality through the building of "Pop Up" menus.

Course Requirements:

Delegates should be familiar with the topics covered in the previous level, the next step is then to move on and expand your knowledge of this program.

Course Content:

- Creating A Local Site
- Managing Your Site
- Plug-In Contend (Adding and Utilising Plug-Ins / Extension Manager)
- Advanced Layout (Advanced Tables / Layers / Positioning)
- Advanced Styles (Style Sheets)
- Advanced Navigation (Creating Interactive Navigation / Image Maps)
- Java Script (Events / Alerts / Behaviour)
- Adding Multimedia Content (Flash / Video / Music)
- Animating Layers With Timeline
- Forms (Email)

Follow On Courses:



Adobe Dreamweaver: Advanced



Additional Information:

- 100% Free Re-Sit: within 12 months of attending the course
- Free telephone & email support
- Exercise notes included
- PCS Certificate of Achievement
- This Training course can also be run on request as a One to One or a Classroom Booking

*BESPOKE COURSE | Course Duration, Level & Duration: Depends On Content & Individuals



Adobe Dreamweaver

Pringle PCS | IT Training | Publishing, Graphic Design & Web Design





Adobe Dreamweaver: Advanced



Course Title: Data Driven Web Pages

Course Code: ITG16 | Duration: 1 Day | Level: Advanced

Course Description

Dreamweaver is not just about combining text and images to create an attractive design. This course introduces more complex features. By the end of this course students will be in a position to create web pages that are linked to databases, create user logins and set access rights to individual pages within a website.

Course Requirements:

This course is intended for delegates with an intermediate knowledge of Adobe Dreamweaver, or have completed the previous levels.

Course Content:

- Active Server Pages Asp (Structure / Theory)
- Connecting To A Database (Connection Strings / Dns / Odbc)
- Database Design (MS Access)
- Accessing Data Using SQL (Select / Update / Insert & Delete)
- Displaying Data (Record Sets / Images / Formatting Data)
- Inserting, Updating & Deleting Data Using Web Forms
- User Authentication & Security
- Forms (Email)

Additional Information:

- 100% Free Re-Sit: within 12 months of attending the course
- Free telephone & email support
- Exercise notes included
- PCS Certificate of Achievement
- This Training course can also be run on request as a One to One or a Classroom Booking



*BESPOKE COURSE | Course Duration, Level & Duration: Depends On Content & Individuals

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Pringle PCS Training

Pringle PCS | IT Training | Database And Programming Courses



Microsoft Access: Microsoft Access: Microsoft VBA: Word – Excel – Access:

One of our primary function is systems development and our knowledge for training in the area of database and programming sets us ahead of the rest. We use our practical knowledge and skills to provide top class training and after course support.

Microsoft Access: Microsoft Access is one of the world's most popular database management solutions which allow companies to store, analyse and sort data. Microsoft Access is a relational database engine that can have a graphical user interface called forms. These forms can be used to allow a user to input, find, update or delete data and more importantly print detailed formatted reports.

Microsoft VBA: Microsoft Visual Basic for Applications is a great way to expand your skills in the Microsoft Office packages. The Office packages can be enhanced using VBA code to project their use beyond the standard office commands. VBA provides the opportunity to allow unlimited functionality in any of your databases, documents or spreadsheets.



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Pringle PCS Training

Pringle PCS | IT Training | Database And Programming Courses





Microsoft Access is one of the world's most popular database management solutions which allow companies to store, analyse and sort data. Microsoft Access is a relational database engine that can have a graphical user interface called forms. These forms can be used to allow a user to input, find, update or delete data and more importantly print detailed formatted reports.

Many companies have databases created in Access however they have problems improving, updating or amending their databases; with this PCS course the user will gain the knowledge and confidence needed to use the program efficiently and more importantly with the Support from PCS, we will be able to help the student to start creating or fine tune their own internal databases. PCS has a dedicated Solutions team that provides commercial systems for many international clients. With their years of experience and knowledge PCS have created a 3-stage program of courses that shows the main areas to start mastering this industry standard database application.



Microsoft Access: Introduction



Course Title: Inside Access | Duration: 1 Day | Level: Introduction | Code: ITD04-5

The first level aims to give users the knowledge and confidence to start using and understanding access databases. This stage explains the differences between flat and relational databases with primary and foreign keys this will allow the user to learn and understand database structures and start producing linked Tables – Queries – Forms – Reports. Even people with previous Access experience will gain invaluable, practical knowledge from the experience expertise of our PCS trainers.



Microsoft Access: Intermediate



Course Title: Queries & Reports | Duration: 1 Day | Level: Intermediate | Code: ITD06

This course is aimed at users that have attended the previous stages or who are very experienced and understand Primary and Foreign Keys (1 to Many). This course is perfect for people needing to question, append, delete data and produce professional reports on an existing database.



Microsoft Access: Advanced



Course Title: Forms That Work | Duration: 1 Day | Level: Advanced | Code: ITD07

Creating user-friendly forms is sometimes very hard to achieve. This course uses all the experience from the PCS Solutions team by showing all the possible and impossible solutions. Introducing Macros and sub forms from queries.

*BESPOKE COURSE | Course Duration, Level & Duration: Depends On Content & Individuals

Note: So courses run effectively we ask all participants to examine the course content closely to determine which stage most suits their requirements and abilities. Pre-course questionnaires are available on request.

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Microsoft Access: Introduction



Course Title: Inside Access

Course Code: ITD04-5 | Duration: 1 Day | Level: Introduction

Course Description:

The first level aims to give users the knowledge and confidence to start using and understanding access databases. This stage explains the differences between flat and relational databases with primary and foreign keys this will allow the user to learn and understand database structures and start producing linked Tables – Queries – Forms – Reports. Even people with previous Access experience will gain invaluable, practical knowledge from the experience expertise of our PCS trainers.

Course Requirements:

No previous experience of Microsoft Access is required however the delegate should have knowledge in basic computer skills.

Course Content:

- Relational Databases (1 1 / 1 Many / Simple Working Relationships)
- Creating (List Boxes / Combo Boxes / Combo box Queries)
- Creating Forms (Tabular / Columnar / Sub forms)
- Importing & Exporting (Excel / Other Databases)
- Queries (Forms Using Queries)
- Reports (Using Oueries / Group)
- Switchboard (Pros & using Wizard / PCS switchboard)
- Professional Database (Popup Forms/ Toolbars)

Follow On Courses:



Additional Information:

- 100% Free Re-Sit: Within 12 months of attending the course
- Free telephone & email support
- Exercise notes included
- PCS Certificate of Achievement
- This Training course can also be run on request as a One to One or a Classroom Booking

*BESPOKE COURSE | Course Duration, Level & Duration: Depends On Content & Individuals



Pringle PCS | IT Training | Database And Programming





Microsoft Access: Intermediate



Course Title: Queries & Reports

Course Code: ITD06 | Duration: 1 Day | Level: Intermediate

Course Description:

This course is aimed at users that have attended the previous stages or who are very experienced and understand Primary and Foreign Keys (1 to Many). This course is perfect for people needing to question, append, delete data and produce professional reports on an existing database.

Course Requirements:

The delegate needs to have attended the previous stage of the Access course at Pringle PCS or at least, have the equivalent working knowledge. Delegates must understand primary & foreign Keys.

Course Content:

- Type (Select / Delete / Append / Make Table Query / Crosstab)
- Otal Command (Group / Average / Sum / Count / Max / Min)
- Find Duplicates & Amending Existing Broken Queries
- Multiple Table Queries (Converting Into A Flat File Mail Merge)
- Reports (Multiple Tables & Oueries Reports)
- Summarise Reports (Group & Totals)

Follow On Courses:



Additional Information:

- 100% Free Re-Sit: Within 12 months of attending the course
- Free telephone & email support
- Exercise notes included
- PCS Certificate of Achievement
- This Training course can also be run on request as a One to One or a Classroom Booking

*BESPOKE COURSE | Course Duration, Level & Duration: Depends On Content & Individuals

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PCS





Microsoft Access: Advanced



Microsoft Access: Forms That Work

Course Code: ITD07 | Duration: 1 Day | Level: Advanced

Course Description:

Creating user-friendly forms is sometimes very hard to achieve. This course uses all the experience from the PCS Solutions team by showing all the possible and impossible solutions. Introducing Macros and subforms from queries.

Course Requirements

The delegate needs to have attended the previous stage of the Access course at Pringle PCS or at least, have the equivalent working knowledge. Delegates must understand primary & foreign Keys.

Course Content:

- Relational Databases (1 1 / 1 Many / Working Relationships)
- Sub Forms (Standard Sub forms / Queries Sub forms)
- Advanced Queries (Multiple Tables/ Embedding SQL Queries)
- Expression Builder (Queries / Commands)
- Problem Solving (Access Limitations / Breaking Rules)
- Introducing Macros (Run command / Refresh, Set value / Open / Run)
- PCS Development Tricks (Documentation / Understanding A Database)
- Workshop

Follow On Courses:



Microsoft Access: Masterclass



Additional Information:

- 100% Free Re-Sit: Within 12 months of attending the course
- Free telephone & email support
- Exercise notes included
- PCS Certificate of Achievement
- This Training course can also be run on request as a One to One or a Classroom Booking

*BESPOKE COURSE | Course Duration, Level & Duration: Depends On Content & Individuals



Microsoft Visual Basic For Applications

Pringle PCS | IT Training | Database & Programming





Visual Basic for Applications is a great way to expand your skills in the Microsoft Office packages. The Office packages can be enhanced using VBA code to project their use beyond the standard office commands. VBA provides the opportunity to allow unlimited functionality in any of your databases, documents or spreadsheets.



Microsoft VBA: Programming in Word | Duration: 1 Day | Level: Introduction | Code: ITD00

This course builds on the subjects discussed in the previous levels of Word. Starting with an introduction to the VB Environment, participants will be guided through the controls and functions available. By the end of the course the participants will be able to make user forms that simplify the data entry process for users whilst restricting the potential for data errors.



Microsoft VBA: Programming in Excel | Duration: 1 Day | Level: Introduction | Code: ITD01

This course builds on the subjects discussed in the previous levels of Excel. We have split this course into two separate days to enable participants to get the most out of their training.

Microsoft VBA: Access

Microsoft VBA: Programming in Access | Duration: 1 Day | Level: Introduction | Code: ITD03

This course builds on the subjects discussed in the previous levels of Access. We will give you the required knowledge understand objects, use expressions, variables, and intrinsic functions and learn debugging codes and handing errors

and handing errors.

*BESPOKE COURSE | Course Duration, Level & Duration: Depends On Content & Individuals

Note: So courses run effectively we ask all participants to examine the course content closely to determine which stage most suits their requirements and abilities. Pre-course questionnaires are available on request.

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M

Microsoft VBA: Word



Microsoft VBA: Programming in Word

Course Code: ITD00 | Duration: 1 Day | Level: Introduction

Course Description:

This course builds on the subjects discussed in the previous levels of Word. Starting with an introduction to the VB Environment, participants will be guided through the controls and functions available. By the end of the course the participants will be able to make user forms that simplify the data entry process for users whilst restricting the potential for data errors.

Course Requirements:

The delegate needs to understand the advanced features within Word which will allow them to understand how to bend the rules in VBA.

Course Content:

- Visual Basic Environment Introduction
- Visual Basic Controls (Events, Properties, Text, Methods, Forms, Focus)
- Visual Basic Definitions (General, Event, Function, Sub procedures and Modules)
- Creating Forms (Create Your Document Wizards / Auto Fill Documents)
- Using Variables (Text Handling / Property / Functions / Strings / Variants)
- Conditions and Loops (If Statement / Loops)
- Error Handling (Message Boxes / Debugging)
- Dialog Control Boxes Within Code (Print Menu / Format / File Open / File Save)
- Word Document Handling In Code (Auto Open / Creating Menus / Document Navigation)

Follow On Courses:



Additional Information:

- 100% Free Re-Sit: Within 12 months of attending the course
- Free telephone & email support
- Exercise notes included
- PCS Certificate of Achievement
- This Training course can also be run on request as a One to One or a Classroom Booking

*BESPOKE COURSE | Course Duration, Level & Duration: Depends On Content & Individuals



Microsoft Visual Basic for Applications

Pringle PCS | IT Training | Database & Programming



M

Microsoft VBA: Excel Part 1



Microsoft VBA: Programming in Excel

Course Code: ITD01 | Duration: 1 Day | Level: Introduction

Course Description:

This course builds on the subjects discussed in the previous levels of Excel. We have split this course into two separate days to enable participants to get the most out of their training.

Course Requirements:

The delegate needs to understand the advanced features within Excel which will allow them to understand how to bend the rules in VBA.

Course Content:

- Visual Basic Environment Introduction
- Visual Basic Controls (Events, Properties, Text, Methods, Forms, Focus)
- Visual Basic Definitions (General, Event, Function, Sub procedures and Modules)
- Creating Forms (Create Your Spreadsheet Wizards / Auto Fill Spreadsheet)
- Using Variables (Text Handling / Property / Functions / Strings / Variants)

Follow On Courses:



Additional Information:

- 100% Free Re-Sit: Within 12 months of attending the course
- Free telephone & email support
- Exercise notes included
- PCS Certificate of Achievement
- This Training course can also be run on request as a One to One or a Classroom Booking

*BESPOKE COURSE | Course Duration, Level & Duration: Depends On Content & Individuals

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Microsoft VBA: Access



Microsoft VBA: Programming in Access

Course Code: ITD03 | Duration: 1 Day | Level: Introduction

Course Description:

This course builds on the subjects discussed in the previous levels of Access. We will give you the required knowledge understand objects, use expressions, variables, and intrinsic functions and learn debugging codes and handing errors.

Course Requirements:

The delegate needs to understand the advanced features within Access which will allow them to understand how to bend the rules in VBA.

Course Content

- Visual Basic Environment Introduction
- Visual Basic Controls (Events, Properties, Text, Methods, Forms, Focus)
- Visual Basic Definitions (General, Event, Function, Sub procedures and Modules)
- Controlling Access Forms (Control Form Components, Forms Come To Life)
- Using Variables (Text Handling / Property / Functions / Strings / Variants)
- Conditions and Loops (If Statement / Loops)
- Error Handling (Message Boxes / Debugging)
- Dialog Control Boxes Within Code (Print Menu / Format / File Open / File Save)
- Differences Between VB and Macros
- External Application Links (Linking To Word / Linking To Excel / Linking To Outlook)
- Updating Data (Edit, Sort & Filter Records In Code, ADO and DOA Controls

Follow On Courses:



Additional Information:

- 100% Free Re-Sit: Within 12 months of attending the course
- Free telephone & email support
- Exercise notes included
- PCS Certificate of Achievement
- This Training course can also be run on request as a One to One or a Classroom Booking

*BESPOKE COURSE | Course Duration, Level & Duration: Depends On Content & Individuals



Pringle PCS Training

IT, Business Skills And Health & Safety Courses



Project Management Courses



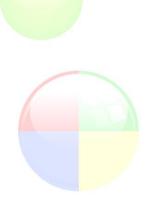
Microsoft Project:

PCS provide a complete project management service; we deliver training on project management principles and best practice in our Business Skills training. Our IT project courses give you a platform to assist you with these skills.

We transfer this knowledge into the systems that support you when managing your projects. We deliver training on the industry standard project management applications.

Microsoft Project: Microsoft Project is a project management software program which assists project managers or a project team developing plans, assigning resources to tasks, tracking progress, managing budgets and analysing workloads. It also is also possible to easily show risks or issues within a task or project. This program has a few bugs and analogical processes but with PCS' experienced expert trainers, a difficult process can become very simple and easy to understand.

There are many simple wizards with Project that can actually create some bad practices if not shown all the pit-falls. Using this program correctly will make planning a project feel like using a crystal ball to forecast future tasks or plans.



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Microsoft Project is a project management software program which assists project managers or a project team developing plans, assigning resources to tasks, tracking progress, managing budgets and analysing workloads. It also is also possible to easily show risks or issues within a task or project. This program has a few bugs and analogical processes but with PCS' experienced expert trainers, a difficult process can become very simple and easy to understand.

There are many simple wizards with Project that can actually create some bad practices if not shown all the pit-falls. Using this program correctly will make planning a project feel like using a crystal ball to forecast future tasks or plans.



Microsoft Project: Introduction



Course Title: Working with Microsoft Project | Duration: 1 Day | Level: Introduction | Code: ITP01-2

The course starts with an overview of the whole program explaining why it can be used as a Project Management tool. If a project is going to be set up and used as a tool for planning and tracking, then the rules have to be set up correctly. This course will provide a plan using a Gantt chart by creating Calendars to show how tasks can be linked to each other. Once a Project has been created properly, the next step will be how to track and report its progress. A majority of the course will be focussed using the Gantt Chart View, however other views will be introduced i.e. Task Sheet, Network Chart, Resources Sheet Tracking Gantt.



Microsoft Project: Intermediate



Course Title Using Resources | Duration: 1 Day | Level: Intermediate | Code: ITP03

This course is aimed at those wanting to use Resources within a project or projects. Once Resources are assigned properly the users will be able to see costs and working hours assigned to a task or project. Linking multiple projects is taken further in stage 3 to incorporate the Resource Pool which one set of resources assigns to multiple projects. T



Microsoft Project: Advanced



Course Title Project Advanced | Duration: 1 Day | Level: Advanced | Code: ITP04

The advanced takes all previous stages within the project courses and combines them together; this takes them to next level. As Microsoft Project is a Database, on this course users are shown how to customise and create new fields that can be tailored to make a process more simple or complex formulas using SQL statements.

*BESPOKE COURSE | Course Duration, Level & Duration: Depends On Content & Individuals

Note: So courses run effectively we ask all participants to examine the course content closely to determine which stage most suits their requirements and abilities. Pre-course questionnaires are available on request.



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Pringle PCS | IT Training | Project Management





Microsoft Project: Introduction



Course Title: Working with Microsoft Project

Course Code: ITP01-2 | Duration: 1 Day | Level: Introduction

Course Description:

The course starts with an overview of the whole program explaining why it can be used as a Project Management tool. If a project is going to be set up and used as a tool for planning and tracking, then the rules have to be set up correctly. This course will provide a plan using a Gantt chart by creating Calendars to show how tasks can be linked to each other. Once a Project has been created properly, the next step will be how to track and report its progress. A majority of the course will be focussed using the Gantt Chart View, however other views will be introduced i.e. Task Sheet, Network Chart, Resources Sheet Tracking Gantt.

Course Requirements:

No previous experience of Microsoft Project is required however the delegate should have knowledge in basic computer skills.

Course Content:

- Program & Screen Layout (Terminology / Toolbars / Shortcuts / Navigation / Project Summary)
- Project Wizards (Setup & Project Rules)
- Views (Gantt Chart / Tracking Gantt / View Bar)
- Formatting a Gantt Chart (Text Styles / Gridlines / Layout / Timescale)
- Basic Project Planning (Plan & Track with Baseline)
- Printing (Preview / Page Setup / Printing)
- Basic Customising (Adding Notes / Labels / Critical Path)
- Set Up Project (Project Information Tools Options / Change Working Time)
- Views in Project (Gantt Chart / Calendar / Network Chart / Tracking Gantt / Resource Sheet)
- Creating Tasks (Task With & Without Constraints / Lag & Lead / Task Dependencies)
- Network Diagram (Pros & Cons / Creating & Customising)
- Basic Resources (Assigning More Than One Resource To A Task / Effort Driven)
- Tracking A Project (Adding & Removing Baseline / Comparing Actual With Planned)
- Inserting (Recurring Tasks & Projects)
- Printing (Preview / Page Setup / Printing)
- Filtering (Task Complete & Uncompleted / Resource Using)
- PCS Tricks & Tips
- Workshop

Follow On Courses:



Microsoft Project: Intermediate



Microsoft Project: Advanced

P

Additional Information:

- 100% Free Re-Sit: Within 12 months of attending the course
- Free telephone & email support
- Exercise notes included
- PCS Certificate of Achievement
- This Training course can also be run on request as a One to One or a Classroom Booking

*BESPOKE COURSE | Course Duration, Level & Duration: Depends On Content & Individuals

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Microsoft Project: Intermediate



Course Title: Using Resources

Course Code: ITP03 | Duration: 1 Day | Level: Intermediate

Course Description:

This course is aimed at those wanting to use Resources within a project or projects. Once Resources are assigned properly the users will be able to see costs and working hours assigned to a task or project. Linking multiple projects is taken further in stage 2 to incorporate the Resource Pool which one set of resources assign to multiple projects. This can be one of the easiest ways to improve productivity measurement within a project or projects.

Course Requirements:

The delegate needs to have attended the previous stage of the Microsoft Project course at Pringle PCS or at least, have the equivalent working knowledge.

Course Content:

- Setting a Company Template
- Problems & Bugs within Project (Adjusting Work & Non-Working time / Adjusting Effort)
- Resources (Assigning & Removing / Tracking with Resources)
- Using Work & Materials
- Task Usage & Resource Usage
- Multiple Projects & Resource Pool
- PCS Tricks & Tips

Follow On Courses:



Additional Information:

- 100% Free Re-Sit: Within 12 months of attending the course
- Free telephone & email support
- Exercise notes included
- PCS Certificate of Achievement
- This Training course can also be run on request as a One to One or a Classroom Booking

*BESPOKE COURSE | Course Duration, Level & Duration: Depends On Content & Individuals



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Microsoft Project

Pringle PCS | IT Training | Project Management





Microsoft Project: Advanced



Course Title: Project Advanced

Course Code: ITP04 | Duration: 1 Day | Level: Advanced

Course Description:

The advanced course takes all previous levels within the project courses and combines them together; this takes them to next level. As Microsoft Project is a Database, on this course users are shown how to customise and create new fields that can be tailored to make a process more simple or complex formulas using SQL statements. Using a Traffic light system is a common request with projects and these can be added to show risks, issues or highlight slack within a task or Project. This course will give the confidence and ability for any user to be able master this program.

Course Requirements

The delegate needs to have attended the previous stage of the Project course at Pringle PCS or at least, have the equivalent working knowledge.

Course Content:

- Refresher Workshop
- Working with Budgets
- Customising Fields (Duration / Text / Resources / Assigning / Cost / Graphical Indicators)
- Project Costs (Recourse Cost / Task Cost)
- Reports
- Importing & Exporting
- PCS Tricks & Tips
- Advanced Workshop

Follow On Courses:



Microsoft Project: Masterclass



Additional Information:

- 100% Free Re-Sit: Within 12 months of attending the course
- Free telephone & email support
- Exercise notes included
- PCS Certificate of Achievement
- This Training course can also be run on request as a One to One or a Classroom Booking

*BESPOKE COURSE | Course Duration, Level & Duration: Depends On Content & Individuals

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Pringle PCS | IT Training | Publishing, Graphic Design & Web Design





Microsoft Publisher is a Desktop Publishing Program that can be used to create a vast array of documents, such as; Newsletters, Letter Heads, Compliment Slips, Business Cards and Brochures. Essentially desktop publishing is all about the combination of text and images. Our Publisher courses take you through all the stages of design, from creating a basic printed menu through to certificates produced via a Mail merge.



Microsoft Publisher: Introduction



Course Title: Simple Desktop Publishing | Duration: 1 Day | Level: Introduction | Code: ITG01

This course assumes no prior knowledge of Publisher. The course would be ideal for beginners or for people who are self-taught and just wish to brush up on their existing skills. The course begins with an overview of the program, description of publishing terminology and navigation of the screen. By the end of the course delegates will be able to produce a variety of single page designs utilising text and images.



Microsoft Publisher: Advanced



Course Title: Publisher Advanced | Duration: 1 Day | Level: Advanced | Code: ITG02

This course is aimed at users that have been on the previous level or a quite well experienced user who wishes to further their knowledge of this program. On completion of this course delegates will be able to produce re-useable design elements, templates, multiple page, Mail merge and folded documents. In addition to these skills the course covers advanced layout and formatting techniques using tables and colour schemes. A great course to take your printed publications to the next level.



*BESPOKE COURSE | Course Duration, Level & Duration: Depends On Content & Individuals

Note: So courses run effectively we ask all participants to examine the course content closely to determine which stage most suits their requirements and abilities. Pre-course questionnaires are available on request.

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Microsoft Publisher: Introduction



Course Title: Simple Desktop Publishing

Course Code: ITG01 | Duration: 1 Day | Level: Introduction

Course Description:

This course assumes no prior knowledge of Publisher. The course would be ideal for beginners or for people who are self-taught and just wish to brush up on their existing skills. The course begins with an overview of the program, description of publishing terminology and navigation of the screen. By the end of the course delegates will be able to produce a variety of single page designs utilising text and images.

Course Requirements:

No previous experience of Microsoft Publisher is required however the delegate should have knowledge in basic computer skills.

Course Content:

- Publications by Wizard
- Publications by Design
- Blank Publications
- The Publisher Screen
- Using Rulers & Guides (Showing / Creating / Amending)
- Using Text Frames (Creating / Typing / Deleting)
- Using Picture Frames (Creating / Inserting / Re-sizing)
- Formatting Text
- Overflowing Text into Multiple Frames (Creating Links / Amending Links)
- Working with Layers
- Formatting Objects

Follow On Courses:



Microsoft Publisher: Advanced



Additional Information:

- 100% Free Re-Sit: Within 12 months of attending the course
- Free telephone & email support
- Exercise notes included
- PCS Certificate of Achievement
- This Training course can also be run on request as a One to One or a Classroom Booking

*BESPOKE COURSE | Course Duration, Level & Duration: Depends On Content & Individuals



Pringle PCS | IT Training | Publishing, Graphic Design & Web Design





Microsoft Publisher: Advanced



Course Title: Publisher Advanced

Course Code: ITG02 | Duration: 1 Day | Level: Advanced

Course Description:

This course is aimed at users that have been on the previous level or a quite well experienced user who wishes to further their knowledge of this program. On completion of this course delegates will be able to produce re-useable design elements, templates, multiple page, Mail merge and folded documents. In addition to these skills the course covers advanced layout and formatting techniques using tables and colour schemes. A great course to take your printed publications to the next level.

Course Requirements:

The delegate needs to have attended the previous level of the Publisher course at Pringle PCS or at least, have the equivalent working knowledge.

Course Content:

- Refresh on Previous Stage
- Tables, Frames, Layers, Overflowing & Formatting objects
- Creating your own Templates
- Creating your own Graphics & Clip Art
- Creating your own Graphics Library
- Creating Multiple Page Documents
- Mail Merge
- Data Sorting & Filtering
- PCS Tips & Tricks
- Presentation Techniques
- Using Table Frames Formatting
- Colour Schemes
- The Galleries
- Problem Solving

Follow On Courses:



Adobe Photoshop: Introduction



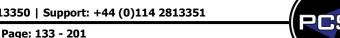
Additional Information:

- 100% Free Re-Sit: Within 12 months of attending the course
- Free telephone & email support
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- PCS Certificate of Achievement
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*BESPOKE COURSE | Course Duration, Level & Duration: Depends On Content & Individuals

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Visio is a graphics drawing package with applications that assist the user in tracking their workflow; communicate with their department's reporting structure, or enhancing their presentations with complete ease. Close integration with the leading MS Windows applications, such as MS Office and Lotus Notes, means Visio provides the non-specialist with a comprehensive range of drawing tools.



Course Title: Creating Drawings and Diagrams | Duration: 1 Day | Course Code: ITG03

During this one day training course, you will learn fundamental MS Visio skills whilst creating several types of diagrams using Visio, including flow charts, flow diagrams and organisational charts. You will learn basic Visio techniques and shortcuts to enhance your productivity, together with how to use the unique tools designed for each type of drawing.



*BESPOKE COURSE | Course Duration, Level & Duration: Depends On Content & Individuals

Note: So courses run effectively we ask all participants to examine the course content closely to determine

which stage most suits their requirements and abilities. Pre-course questionnaires are available on request.



Pringle PCS | IT Training | Publishing, Graphic Design & Web Design





Microsoft Visio: Introduction



Microsoft Visio: Creating Drawings and Diagram Course Code: ITG03 | Duration: 1 Day | Level: Introduction

Course Description:

During this one day training course, you will learn the fundamental Visio skills whilst creating several types of diagrams using Visio, including flow charts, flow diagrams and organisational charts.

You will learn basic Visio techniques and shortcuts to enhance your productivity, together with how to use the unique tools designed for each type of drawing.

Course Requirements:

No previous experience of Microsoft Visio is required however the delegate should have knowledge in basic computer skills.

Course Content:

- What is Visio (Introduction / Background)
- The Visio Screen (Layout / Tools / Options)
- Page Set Up (View / Scales / Foreground / Background pages)
- Drawing with Visio (Basic Shapes / Stencils)
- Using & Manipulating Shapes (Scaling / Twisting / Rotating / Duplicating / Positioning)
- Formatting Objects (Borders / Fill Colour / Shadows / Corner Rounding)
- Working with Text (Text Box Alignment/Formatting/Cut/Copy/Paste)
- Connecting Shapes (Static Glue / Dynamic Glue)
- Moving Connection Points (Moving / Creating / Deleting)
- Ordering Shapes (Front / Middle / Back)

- Working with Layers (Creating / Deleting / Assigning Objects)
- Working with Stencils (Drag & Drop)
- Creating Stencils (Creating / Adding Shapes / Saving)
- Brain Storming Charts (Creation / Amending / Tips)
- Organisational Charts (Creation / Amending / Tips)
- Flow Charts (Creation / Amending / Tips)
- Room Layouts (Creation / Amending / Tips)
- Directional Maps (Creation / Amending / Tips)
- 3D Directional Maps(Creation / Amending / Tips)
- Tips & Tricks
- Workshop

Follow On Courses:



Microsoft Visio: Masterclass





Additional Information:

- 100% Free Re-Sit: Within 12 months of attending the course
- Free telephone & email support
- Exercise notes included
- PCS Certificate of Achievement
- This Training course can also be run on request as a One to One or a Classroom Booking

*BESPOKE COURSE | Course Duration, Level & Duration: Depends On Content & Individuals

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Microsoft SQL is a powerful special purpose programming language that works to ensure a number of the modern technologies that we rely on today run consistently and smoothly. This language type is designed to manage data held in a RDBMS (Relational Database Management System).



Microsoft SQL Server: Introduction



Course Title: Introduction to SQL | Duration: 1 Day | Level: Introduction | Code: ITD09

This course gives you an introduction to the SQL language covering how to create tables and create a relational database. We explore the tools and methods available within the SQL DBMS (Database Management System) that will allow you to create powerful and high end database structures.



*BESPOKE COURSE | Course Duration, Level & Duration: Depends On Content & Individuals

Note: So courses run effectively we ask all participants to examine the course content closely to determine which stage most suits their requirements and abilities. Pre-course questionnaires are available on request.



Microsoft SQL Server

Pringle PCS | IT Training | Database & Programming





Microsoft SQL Server: Introduction



Course Title: Introduction To SQL

Course Code: ITD09 | Duration: 1 Day | Level: Introduction

Course Description:

This course gives you an introduction to the SQL language covering how to create tables and create a relational database. We explore the tools and methods available within the SQL DBMS (Database Management System) that will allow you to create powerful and high end database structures.

Course Requirements:

No previous experience of Microsoft SQL Server is required however the delegate should have knowledge in basic computer skills.

Course Content:

- Overview of SQL Server (Exploring the components of SQL Server)
- Designing Databases (Creating, Managing and Setup Options)
- Creating Tables (Inserting Data, Selecting Data)
- Understanding Data Structure (Using Primary and Foreign Keys)
- Creating Views (Using Primary and Foreign Keys)
- Database Management Tools (MS Access Project Files)
- Advanced Query Writing (Inner Joins, Outer Joins, Cross Joins)
- Triggers
- Stored Procedures (Parameters, Transact-SQL, Cursors)
- System Security (Connectivity issues ODBC Access, Web, Crystal Reports)
- Optimising (Efficient query Writing, Indexes, Relationships)

Additional Information:

- 100% Free Re-Sit: Within 12 months of attending the course
- Free telephone & email support
- Exercise notes included
- PCS Certificate of Achievement
- This Training course can also be run on request as a One to One or a Classroom Booking

*BESPOKE COURSE | Course Duration, Level & Duration: Depends On Content & Individuals

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PCS

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	Dynamics:		Flow:		
16	OneDrive:		Outlook 365:		
	Power BI:	S	SharePoint:		
S	Sway:	Ti	Teams:		
У	Yammer:				

To keep up in today's mobile world, you need to access your tools and files from anywhere, across your devices. With Office 365 you can. Use your business-class email through Outlook, collaborate on documents, and create and edit files from your phone, tablet, or desktop. With Office powered by the cloud, you always have the latest applications, your files are always up to date, and your recent documents are up front, so you can get right to work.



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Microsoft Dynamics

Pringle PCS | IT Training | Microsoft Office 365





Microsoft Dynamics is a line of enterprise resource planning and customer relationship management software applications.



Microsoft Dynamics: Introduction



Course Title: Microsoft Dynamics | Duration: 1 Day | Level: Introduction | Code: ITS27

This course demonstrates how to use this CRM platform to manage information, track leads, create action items, and enhance your sales process so you can have current data readily available, for more intelligent engagements with your customers.

*BESPOKE COURSE | Course Duration, Level & Duration: Depends On Content & Individuals

Note: So courses run effectively we ask all participants to examine the course content closely to determine which stage most suits their requirements and abilities. Pre-course questionnaires are available on request.

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Microsoft Dynamics: Introduction



Course Title: Microsoft Dynamics

Course Code: ITS27 | Duration: 1 Day | Level: Introduction

Course Description:

This course demonstrates how to use this CRM platform to manage information, track leads, create action items, and enhance your sales process so you can have current data readily available, for more intelligent engagements with your customers.

Course Requirements:

No previous experience of Microsoft Dynamics is required however the delegate should have knowledge with Microsoft Office.

Course Content:

- Introduction To Dynamics
- Dynamics CRM Data and Processes
- Getting Started
- Focus on My Work
- Qualify a Lead
- Work on an Opportunity
- Focus on Customer Service

Additional Information:

- Free telephone & email support
- Exercise notes included
- PCS Certificate of Achievement
- This Training course can also be run on request as a One to One or a Classroom Booking

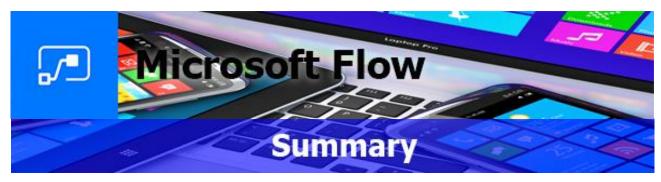


*BESPOKE COURSE | Course Duration, Level & Duration: Depends On Content & Individuals



Pringle PCS | IT Training | Microsoft Office 365





Microsoft Flow is cloud-based software that allows employees to create and automate workflows and tasks across multiple applications and services without help from developers. Automated workflows are called flows.



Course Title: Microsoft Flow | Duration: 1 Day | Level: Introduction | Code: ITS28

This course helps you get started using Flow. First, learn about the types of flows and how to run a flow. Next, learn how to create flows from a template, and see an example using flows to automate the storage of email attachments.

*BESPOKE COURSE | Course Duration, Level & Duration: Depends On Content & Individuals

Note: So courses run effectively we ask all participants to examine the course content closely to determine which stage most suits their requirements and abilities. Pre-course questionnaires are available on request.

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Microsoft Flow: Introduction

Course Title: Microsoft Flow

Course Code: ITS28 | Duration: 1 Day | Level: Introduction

Course Description:

This course helps you get started using Flow. First, learn about the types of flows and how to run a flow. Next, learn how to create flows from a template, and see an example using flows to automate the storage of email attachments.

Course Requirements:

No previous experience of Microsoft Flow is required however the delegate should have knowledge with Microsoft Office.

Course Content:

- Introduction To Flow
- Understanding how Flows Work
- Creating Flows from Blank
- Creating Flows from a Template
- Create Mobile Flows
- Create an Approval Flow from Blank
- Manage Flows

Additional Information:

- Free telephone & email support
- Exercise notes included
- PCS Certificate of Achievement
- This Training course can also be run on request as a One to One or a Classroom Booking

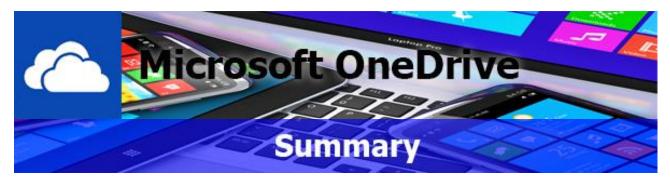


*BESPOKE COURSE | Course Duration, Level & Duration: Depends On Content & Individuals



Pringle PCS | IT Training | Microsoft Office 365





OneDrive is a file hosting service and synchronisation service operated by Microsoft as part of its suite of Office Online services.



Journal Find Solid Chiestina | Suration 1 Suy | Loren Introduction | Couch 11025

This course will show you how to get started with OneDrive for Business, the cloud-based file management system included with Microsoft Office.

*BESPOKE COURSE | Course Duration, Level & Duration: Depends On Content & Individuals

Note: So courses run effectively we ask all participants to examine the course content closely to determine which stage most suits their requirements and abilities. Pre-course questionnaires are available on request.

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Microsoft OneDrive: Introduction



Course Title: Microsoft OneDrive

Course Code: ITS29 | Duration: 1 Day | Level: Introduction

Course Description:

This course will show you how to get started with OneDrive for Business, the cloud-based file management system included with Microsoft Office.

Course Requirements:

No previous experience of Microsoft OneDrive is required however the delegate should have knowledge with Microsoft Office.

Course Content:

- Introduction to OneDrive
- Get Started with OneDrive
- Work with Files and Folders
- Use OneDrive with Office
- Collaborate with Others

Additional Information:

- Free telephone & email support
- Exercise notes included
- PCS Certificate of Achievement
- This Training course can also be run on request as a One to One or a Classroom Booking



*BESPOKE COURSE | Course Duration, Level & Duration: Depends On Content & Individuals



Pringle PCS | IT Training | Microsoft Office 365





Microsoft Outlook 365 can be used as a stand-alone application or can work with Microsoft Exchange Server and Microsoft Office SharePoint Server for multiple users in an organisation. Delegates can make the most of this software by managing their emails, time and contacts with ease.



This course will teach you how to get up and manage email, calendars, and contacts in the Office 265

This course will teach you how to set up and manage email, calendars, and contacts in the Office 365 version of Microsoft Outlook. Outlook has the tools you need to work as a team, track assignments, and collaborate effectively.

*BESPOKE COURSE | Course Duration, Level & Duration: Depends On Content & Individuals

Note: So courses run effectively we ask all participants to examine the course content closely to determine which stage most suits their requirements and abilities. Pre-course questionnaires are available on request.

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Microsoft Outlook 365: Introduction



Course Title: Microsoft Outlook 365

Course Code: ITS30 | Duration: 1 Day | Level: Introduction

Course Description:

This course will teach you how to set up and manage email, calendars, and contacts in the Office 365 version of Microsoft Outlook. Outlook has the tools you need to work as a team, track assignments, and collaborate effectively.

Course Requirements:

No previous experience of Microsoft Outlook 365 is required however the delegate should have knowledge with Microsoft Office.

Course Content:

- Introduction to Outlook 365
- The Latest Features in Office 365
- Getting Started and Connect Accounts
- Read Mail
- Organise Mail
- Create and Send Mail
- Create and Work with People
- Work with the Calendar
- Work with Tasks and Outlook Data
- Work with Delegates

Additional Information:

- Free telephone & email support
- Exercise notes included
- PCS Certificate of Achievement
- This Training course can also be run on request as a One to One or a Classroom Booking

*BESPOKE COURSE | Course Duration, Level & Duration: Depends On Content & Individuals



Pringle PCS | IT Training | Microsoft Office 365





Microsoft Power BI is a suite of business analytics tools that help you gain insights from your data. The suite brings together familiar operations from well-known products—including Excel, Access, Power Query, and Power Pivot—to help you to quickly move the basics and on to comprehensive analysis.



Course Title: Inside Power BI | Duration: 1 Day | Level: Introduction | Code: ITD10

Throughout this course we'll show you how you can easily create visualisations that will help your team and your organisation understand data that you're already collecting. Power BI is a set of tools including the Power BI service, Power BI desktop, Power BI mobile, and other components. We will begin with the web based Power BI service. We'll get data, create charts, and other visualisations.



Course Title: Power BI Advanced | Duration: 1 Day | Level: Advanced | Code: ITD11

During the advanced course we will guide you through the advanced capabilities of the service. Showing you how to work with calculations, leverage the DAX language, create advanced queries, and use the M language to improve the guerying process.

*BESPOKE COURSE | Course Duration, Level & Duration: Depends On Content & Individuals

Note: So courses run effectively we ask all participants to examine the course content closely to determine which stage most suits their requirements and abilities. Pre-course questionnaires are available on request.

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Microsoft Power BI: Introduction



Course Title: Inside Power BI

Course Code: ITD10 | Duration: 1 Day | Level: Introduction

Course Description:

Throughout this course we'll show you how you can easily create visualisations that will help your team and your organisation understand data that you're already collecting. Power BI is a set of tools including the Power BI service, Power BI desktop, Power BI mobile, and other components. We will begin with the web based Power BI service. We'll get data, create charts, and other visualisations.

And arrange those visualisations into shareable reports. We'll also create dashboards, and use Power BI's Q and A feature to ask questions about our data. We'll take a look at the Power BI for mobile apps and see how we can use them to view and share reports and dashboards that we've created. Finally, we'll show you how to create your own data models using Power BI desktop. Power BI helps you model, visualise, and share insights. Learning Power BI will give you an edge over other people who are trying to analyse data using tools that are less powerful or less collaborative.

Course Requirements:

No previous experience of Microsoft Power BI is required however the delegate should have knowledge with Microsoft Office.

Course Content:

- Get Data
- Create a Report with Visualisation
- Modify and Print a Report
- Create A Dashboard
- Ask Questions about your Data
- Share Data With Colleagues and Others
- Use Power BI Mobile Apps
- Use Power BI Desktop

Additional Information:

- Free telephone & email support
- Exercise notes included
- PCS Certificate of Achievement
- This Training course can also be run on request as a One to One or a Classroom Booking

*BESPOKE COURSE | Course Duration, Level & Duration: Depends On Content & Individuals



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Microsoft Power BI

Pringle PCS | IT Training | Microsoft Office 365





Microsoft Power BI: Advanced



Course Title: Power BI Advanced

Course Code: ITD11 | Duration: 1 Day | Level: Advanced

Course Description:

During the advanced course we will guide you through the advanced capabilities of the service. Showing you how to work with calculations, leverage the DAX language, create advanced queries, and use the M language to improve the guerying process.

Course Requirements:

No previous experience of Microsoft Power BI is required however the delegate should have knowledge with Microsoft Office.

Course Content:

- How the Power BI Platform Works
- Working with Data
- Query Editor
- DAX Language
- Introduction to DAX Formulas
- Advanced DAX Calculations
- Graphing and Dashboard Design

Additional Information:

- Free telephone & email support
- Exercise notes included
- PCS Certificate of Achievement
- This Training course can also be run on request as a One to One or a Classroom Booking

*BESPOKE COURSE | Course Duration, Level & Duration: Depends On Content & Individuals

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Microsoft SharePoint is a browser-based enterprise and document management platform from Microsoft. Whether you're working as a team or an individual, SharePoint helps you organise information, people, and projects.

With SharePoint, you can tie together divided sections of data and incorporate technology with business procedures.



Microsoft SharePoint: Introduction



Course Title: Microsoft SharePoint | Duration: 1 Day | Level: Introduction | Code: ITD17

This course shows you some features in SharePoint that will make it easy to share information. Learn how to find your way around SharePoint sites. The course also shows how to create and edit pages, and how to use blogs to share knowledge with team members.



*BESPOKE COURSE | Course Duration, Level & Duration: Depends On Content & Individuals

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Microsoft SharePoint

Pringle PCS | IT Training | Microsoft Office 365





Microsoft SharePoint: Introduction



Course Title: Microsoft SharePoint

Course Code: ITD17 | Duration: 1 Day | Level: Introduction

Course Description:

This course shows you some features in SharePoint that will make it easy to share information. Learn how to find your way around SharePoint sites. The course also shows how to create and edit pages, and how to use blogs to share knowledge with team members.

Course Requirements:

No previous experience of Microsoft SharePoint is required however the delegate should have knowledge with Microsoft Office.

Course Content:

- What are Document Libraries
- Uploading Documents
- Creating new Documents
- Editing Documents
- Saving to a Document Library from Office applications
- Versioning
- Check in and Check out features
- Document Properties

Additional Information:

- Free telephone & email support
- Exercise notes included
- PCS Certificate of Achievement
- This Training course can also be run on request as a One to One or a Classroom Booking

*BESPOKE COURSE | Course Duration, Level & Duration: Depends On Content & Individuals

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Microsoft Office Sway is a presentation program and is part of the Microsoft Office family of products. It allows users who have a Microsoft account to combine text and media to create a presentable website.



Course Title: Microsoft Sway | Duration: 1 Day | Level: Introduction | Code: ITS31

This course will teach you how to create and share interactive presentations, reports, and stories with Sway, the popular app included in Office 365.



*BESPOKE COURSE | Course Duration, Level & Duration: Depends On Content & Individuals
Note: So courses run effectively we ask all participants to examine the course content closely to determine which stage most suits their requirements and abilities. Pre-course questionnaires are available on request.



Pringle PCS | IT Training | Microsoft Office 365





Microsoft Sway: Introduction



Course Title: Microsoft Sway

Course Code: ITS31 | Duration: 1 Day | Level: Introduction

Course Description:

This course will teach you how to create and share interactive presentations, reports, and stories with Sway, the popular app included in Office 365.

Course Requirements:

No previous experience of Microsoft Sway is required however the delegate should have knowledge with Microsoft Office.

Course Content:

- Introduction To Sway
- Create Your Sway
- Modify Sway Design
- Add Other Content
- Manage Your Sway

Additional Information:

- Free telephone & email support
- Exercise notes included
- PCS Certificate of Achievement
- This Training course can also be run on request as a One to One or a Classroom Booking

*BESPOKE COURSE | Course Duration, Level & Duration: Depends On Content & Individuals

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Microsoft Teams is a unified communications platform that combines persistent workplace chat, video meetings, file storage, and application integration. The service integrates with the company's Office 365 subscription office productivity suite and features extensions that can integrate with non-Microsoft products.



Course Title: Microsoft Teams | Duration: 1 Day | Level: Introduction | Code: ITS26

Collaboration between colleagues is brought to the forefront by Office 365 and can take place across a variety of applications. In this course, we concentrate on using Microsoft Teams and OneDrive for Business.

Starting with examining Teams as a concept, the course introduces the various views and features the application provides. OneDrive for Business is then introduced to incorporate its features into the workplace.



*BESPOKE COURSE | Course Duration, Level & Duration: Depends On Content & Individuals

Note: So courses run effectively we ask all participants to examine the course content closely to determine which stage most suits their requirements and abilities. Pre-course questionnaires are available on request.



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Pringle PCS | IT Training | Microsoft Office 365





Microsoft Teams: Introduction



Course Title: Microsoft Teams

Course Code: ITS26 | Duration: 1 Day | Level: Introduction

Course Description:

Collaboration between colleagues is brought to the forefront by Office 365 and can take place across a variety of applications. In this course, we concentrate on using Microsoft Teams and OneDrive for Business.

Starting with examining Teams as a concept, the course introduces the various views and features the application provides. OneDrive for Business is then introduced to incorporate its features into the workplace.

Course Requirements:

No previous experience of Microsoft Teams is required however the delegate should have knowledge with Microsoft Office, Instant Messaging and Outlook.

Course Content:

- Teams introduced and described
- Creating and joining Teams
- Meetings and Chat
- People and Channels
- Working with Files in Teams
- What is OneDrive for Business?
- Navigating Around OneDrive and Uploading Documents
- Organising Content in OneDrive
- Using the Office Online Apps
- Sharing Documents with OneDrive

Additional Information:

- Free telephone & email support
- Exercise notes included
- PCS Certificate of Achievement
- This Training course can also be run on request as a One to One or a Classroom Booking

*BESPOKE COURSE | Course Duration, Level & Duration: Depends On Content & Individuals

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Microsoft Yammer is a social networking tool to openly connect and engage across your organisation, so you can discuss ideas, share updates, and network with others around the globe.



Course Title: Microsoft Yammer | Duration: 1 Day | Level: Introduction | Code: ITS32

This course will take you through all the essential features of Yammer 2018. Learn how Yammer works and find out how to join or create a Yammer network at your organisation.



*BESPOKE COURSE | Course Duration, Level & Duration: Depends On Content & Individuals

Note: So courses run effectively we ask all participants to examine the course content closely to determine which stage most suits their requirements and abilities. Pre-course questionnaires are available on request.



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Pringle PCS | IT Training | Microsoft Office 365



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Microsoft Yammer: Introduction



Course Title: Introduction To Microsoft Yammer
Course Code: ITS32 | Duration: 1 Day | Level: Introduction

Course Description:

This course will take you through all the essential features of Yammer 2018. Learn how Yammer works and find out how to join or create a Yammer network at your organisation.

Course Requirements:

No previous experience of Microsoft Yammer is required however the delegate should have knowledge with Microsoft Office.

Course Content:

- Yammer Works
- Getting Started
- Using the Home Feed
- Manage Your Communications
- Work in a Group
- Work with Files
- Create and Administer Groups

Additional Information:

- Free telephone & email support
- Exercise notes included
- PCS Certificate of Achievement
- This Training course can also be run on request as a One to One or a Classroom Booking

*BESPOKE COURSE | Course Duration, Level & Duration: Depends On Content & Individuals

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IT, Business Skills And Health & Safety Courses





































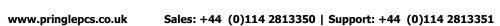












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IT, Business Skills And Health & Safety Courses





Standard Business Skills Courses - General Seminars

Our Business Skills training courses are aimed at those with the responsibility of identifying development needs, planning, design and delivering training as well as the assessment and evaluation of training. Skills covered include appraisals, coaching instruction, group dynamics and student-centred learning.







Telephone And Reception Skills

First impressions are lasting impressions; there is no second chance, when you are dealing with people, either face to face or on the telephone. Receptionists are the shop window to your organisation; the image they present is a vital component for the success of any business and the one that the customer or visitor takes away with them.

Customer Care

www.pringlepcs.co.uk

E-Mail: training@pringlepcs.co.uk

This practical and interactive customer care course provides an overview of the personal and professional skills for staff that are often the first point of contact for customers.

Notes And Minute Taking

This course aims to give delegates the skills, tips and shortcuts to ensure that your meetings are productive and effective and that vital information is not lost through poor minute taking.

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Telephone & Reception Skills

Business Skills Training

Duration: 1 Day Course Code: SSG01

Course Description:

First impressions are lasting impressions; there is no second chance, when you are dealing with people, either face to face or on the telephone. Receptionists are the shop window to your organisation; the image they present is a vital component for the success of any business and the one that the customer or visitor takes away with them.

Who Should Attend Telephone And Reception Skills Training?

- PA's, Reception staff
- Customer Services staff, Office administrators

Benefits From Attending The Training:

- Present a positive personal image to customers
- Use appropriate styles of communication including questioning and listening techniques
- Receive and make effective telephone calls
- Respond to callers' needs, Deal with difficult callers

Course Contents:

- First impressions effect on the caller / visitor
- Building personal confidence
- The effect of words, tone and voice
- Understanding the need for good listening skills
- Obeveloping a questioning technique, prompting answers on which to base decisions
- Taking responsibility for the call, handling messages
- The caller's perspective, 'What would I expect from me?'
- Personal discipline and control, handling pressure
- Summarising callers wants and needs action and agreement
- Reception security management skills
- Managing visitor / caller records

Related Courses:

- Advanced Telephone Techniques | Duration: 1 Day | Code: SSG02
- Onfidence and Assertiveness | Duration: 1 Day | Code: SSG05
- Handling Difficult Customers | Duration 1 Day | Code: SSG08

*BESPOKE COURSE | Course Duration, Level & Duration: Depends On Content & Individuals



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Duration: 1 Day Course Code: SSG06

Course Description:

This practical and interactive customer care course provides an overview of the personal and professional skills for staff that are often the first point of contact for customers. Throughout the course delegates will have the opportunity to discuss customer handling skills, enabling a confident return to the workplace.

Who Should Attend Customer Care Training?

 Anyone working in a customer facing role, who wishes to improve their performance when dealing with customers.

Benefits From Attending The Training:

- Greater confidence in dealing with customers (internal/external)
- Understand the importance of customer care in a sales environment
- How to handle complaints in a positive way

Course Contents:

- Recognise who the customer is
- Commit to how important the customer is
- O Develop an understanding of what a customer wants
- Consider the barriers to customer service
- View each customer contact as an opportunity
- Identify what causes a customer to complain
- Observe what happens when service falls below the level of expectation
- Create a checklist of action points to implement in the workplace

Related Courses:

- Telephone & Reception Skills | Duration: 1 Day | Code: SSG01
 Handling Difficult Customers | Duration: 1 Day | Code: SSG08
- Time Management | Duration: 1 Day | Code: SSI07

*BESPOKE COURSE | Course Duration, Level & Duration: Depends On Content & Individuals

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Duration: 1 Day Course Code: SSG10

Course Description:

This course aims to give delegates the skills, tips and shortcuts to ensure that your meetings are productive and effective and that vital information is not lost through poor minute taking.

Who Should Attend Notes And Minute Taking Training?

Anyone who is new to or regularly requested to take notes and minutes of meetings.

Benefits From Attending The Training:

- Identify the Responsibilities of the Minute Taker
- Sort Out Facts
- Be Selective in Recording Information
- Have the Confidence to Interject for Clarity
- Layout Information in a Style Suited to the Audience

Course Contents:

- Taking Meeting Minutes
- Purpose of Meetings, Purpose and Styles of Minutes
- How to Prepare Well Before Taking Minutes
- Working with the Chair Getting his/her Help with your Minute Taking
- Listening Skills
- Improving Note Taking
- Develop Skills in Speed Writing Techniques
- Turning Notes into Minutes
- Editing
- Summary and Action Plans

Related Courses:

- Business Writing Skills | Duration: 1 Day | Code: SSG03
- Interpersonal Effectiveness | Duration: 1 Day | Code: SSG18
- Microsoft Word | Duration: 1 Day | Codes: ITS06 | ITS07 | ITS08

*BESPOKE COURSE | Course Duration, Level & Duration: Depends On Content & Individuals



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IT, Business Skills And Health & Safety Courses





Premium Business Skills Courses – General Seminars

Our Business Skills training courses are aimed at those with the responsibility of identifying development needs, planning, design and delivering training as well as the assessment and evaluation of training. Skills covered include appraisals, coaching instruction, group dynamics and student-centred learning.









Business Writing Skills

Although writing is an important part of working life, few employees receive help with documents or writing guidance. Many employees admit that they feel insecure about their grammar and writing skills.

Confidence And Assertiveness

The aim of the workshop is to encourage you to make decisions and implement changes that will give you direction and add value to your life.

Effective Communication And Productive Meetings

Communicating effectively is essential to ensure messages are clear, understood, and have a positive impact. Sometimes we need to have the ability to persuade and influence others, regardless of status.

Handling Difficult Customers

Providing customer service today is not always easy, customers often have heightened and seemingly unreasonable expectations of service levels. In general, we have a potentially explosive cocktail.

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Business Writing Skills

Business Skills Training

Duration: 1 Day Course Code: SSG03

Course Description:

Although writing is an important part of working life, few employees receive help with documents or writing quidance. Many employees admit that they feel insecure about their grammar and writing skills.

Who Should Attend Business Writing Skills Training?

This seminar is aimed at anyone who has to produce documents, reports or agendas as part of their employment. The style of the course is especially suitable for technical staff or front line managers.

Benefits From Attending The Training:

- Save time, effort and money
- Develop more effective and efficient work practices
- Increase customer satisfaction
- Enjoy a better public image

Course Contents:

- Understand the different needs of written communication as compared to verbal communication
- Interpret information and feedback and represent in report form
- Consider the structure of business documents in everyday usage
- Effective listening skills
- Grammar, punctuation and spelling
- Prioritising information
- Producing short notes, memos and emails
- Letter writing to achieve action
- Producing a report

Related Courses:

- Notes And Minute Taking | Duration: 1 Day | Code: SSG10
- Professional PA And Team Secretary | Duration: 1 Day | Code: SSG14
- Microsoft Word | Duration: 1 Day | | Code: ITS06 | ITS07 | ITS08

*BESPOKE COURSE | Course Duration, Level & Duration: Depends On Content & Individuals



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Pringle PCS | Business Skills Training | General Seminar





Duration: 1 Day Course Code: SSG05

Course Description:

The aim of the workshop is to encourage you to make decisions and implement changes that will give you direction and add value to your life.

Who Should Attend Confidence And Assertiveness Training?

This course would be suitable for those who may find communicating with colleagues, managers and external customers challenging. The aim is to improve and develop their confidence and assertive skills in dealing with others.

Benefits From Attending The Training:

- Clarify what confidence and assertiveness looks sounds and feels like.
- Challenge self-limiting beliefs.
- Make choices about behaving differently to get different results without changing your personality

Course Contents:

- Self-Belief (challenges, rejection, understanding your qualities, confronting challenges)
- Life Focus Smart Objectives Specific, Measurable, Achievable, Realistic and Time (you manage your own success)
- Effective Communication Skills (body language, listening skills, positive attitude)
- Win Win Confidence To have the ability and knowledge to be able to gain the results you want without causing conflict. Motivation - The ability to find a reason for resolving a situation, to meet the needs of all concerned.

Related Courses:

- Effective Communication and Productive Meetings | Duration: 1 Day | Code: SSG09
- Time Management | Duration: 1 Day | Code: SSI07
- Interpersonal Effectiveness | Duration: 1 Day | Code: SSG18

*BESPOKE COURSE | Course Duration, Level & Duration: Depends On Content & Individuals

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Effective Communication And Productive Meetings



Pringle PCS | Business Skills Training | General Seminar



Duration: 1 Day Course Code: SSG09

Course Description:

Communicating effectively is essential to ensure messages are clear, understood, and have a positive impact. Sometimes we need to have the ability to persuade and influence others, regardless of status. Meetings are a key tool in the successful management of business activities. All too often time and effort is wasted by calling and attending meetings which are not well prepared, has no clear purpose and where attendees fail to participate in making decisions.

Who Should Attend Effective Communication And Productive Meetings Training?

- Ideal for anyone working in a marketing department, customer services or project team, across all industries, and particularly anyone who needs to communicate persuasively at work.
- This course will help anyone at any level of an organisation, who is involved in chairing or attending regular meetings.

Benefits From Attending The Training:

- Understand how communication can influence and persuade others positively
- How to create rapport and use body language
- How to use of all the senses in communication

Course Contents:

- Types of Communication (Written / Oral)
- Communication in the Workplace
- Breakdown Barriers to Effective Communication
- Benefits of Good Communication
- Skills Needed
- Presenting in the Workplace
- To assist in establishing best practice at managing effective meetings
- To emphasise the key aspects of effective preparation

- Understand behavioural flexibility
- How to plan and prepare meetings
- Techniques in how an effective meeting should be run
- How to get the best practical benefits from a meeting
- Meeting structures and behaviours
- To practice running meetings
- To develop techniques for handling effective outcomes from meetings
- Monitoring and measuring activities and use of resources
- Reviewing progress against targets
- To develop techniques at dealing with difficulties and conflicts arising from meetings
- Problem solving in meetings

Related Courses:

- Oconfidence And Assertiveness | Duration: 1 Day | Code: SSG05
- Presentation Skills | Duration: 1 Day | Code: SSI01 | SSI02
- Business Writing Skills | Duration: 1 Day | Code: SSG03

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Handling Difficult Customers

Pringle PCS | Business Skills Training | General Seminar





Duration: 1 Day Course Code: SSG08

Course Description:

Providing customer service today is not always easy, customers often have heightened and seemingly unreasonable expectations of service levels. In general, we have a potentially explosive cocktail. This course helps staff to manage difficult customer situations with greater skill and confidence, recognising that transforming a difficult situation can result in a lifelong ally.

Who Should Attend Handling Difficult Customers Training?

 For staff who are likely to encounter difficult customer situations, either in person or on the telephone.

Benefits From Attending The Training:

- Identify what makes a customer 'difficult'
- Handling complaints through the development of questioning and listening techniques
- Skills to communicate calmly and professionally
- Skills of assertiveness and how to apply the technique

Course Contents:

- Causes of difficulty: what make your customers difficult?
- Different communication channels and their effect: face to face, on the telephone, written.
- Managing our own responses: Keeping in peek condition, emotionally, and professionally.
- Communicating confidently and calmly: under pressure and saying things in the right way.
- Strategies for handling dissatisfaction: turning around a tricky situation or complaint.
- How to say "No": when you can't say "yes"
- Ontrolling your own anxiety, anger and fear in a conflict situation
- Stopping conflict from escalating

Related Courses:

- Negotiation & Influencing Skills | Duration: 1 Day | Code: SSS03
- Time Management | Duration: 1 Day | Code: SSI07
- Business Writing Skills | Duration: 1 Day | Code: SSG03

*BESPOKE COURSE | Course Duration, Level & Duration: Depends On Content & Individuals

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Premium Business Skills Courses - Sales & Marketing

Getting ahead in business can be difficult, especially if your staff have not received adequate training. PCS offers development programs to aid sales staff to become more confident, organised and professional in their sales role. Our aim is to help sales staff and sales managers reach their full potential. We do this through training and development seminars, aimed at developing telephone sales, face to face techniques and customer relationship management for a complete sales service.











Face To Face Sales

Face to face sales can be extremely demanding and, at times, a very lonely experience. How much more confident could your sales team be if they have been equipped with sales techniques to improve the quality and effectiveness of their presentations?

Marketing By Social Media

Keeping up to date in today's social world can be a daunting task but with our guidance and hands on approach nothing is impossible. Each module covered will highlight specific tools, teach practical techniques and give you ideas that can be applied to create your social media strategy.

Publicity And Marketing

To provide an introduction to Advertising & Promotion as part of the Marketing Mix and enable delegates to review current strategy.

Negotiation And Influencing Skills

Negotiating Skills are not limited to the traditional forums of buyers and sellers or management and workforce representatives. They are used daily by almost everyone.

Selling On The Telephone

How can you boost your business sales without drastically increasing your marketing costs? The answer lies in the effective use of the telephone.

Pringle PCS | Business Skills Training | Sales And Marketing





Duration: 1 Day Course Code: SSS01

Course Description:

Face to face sales can be extremely demanding and, at times, a very lonely experience. How much more confident could your sales team be if they have been equipped with sales techniques to improve the quality and effectiveness of their presentations?

Who Should Attend Face To Face Sales Training?

 Sales people, who have limited experience of face to face sales, but want to overcome objections and low client commitment, and who want to build more business by undertaking face-to-face client meetings.

Benefits From Attending The Training:

- Plan a well-executed client meeting
- Understand your clients' products/services and specific needs
- Match your clients' needs with your solution
- Overcome sales objections

Course Contents:

- Building a continuing and profitable relationship
- Organising successful presentations
- Ensuring customer "good will"
- Personal qualities vital for success
- Effective research
- Setting objectives
- Using benefits and selling points
- Quoting prices
- Overcoming objections
- Recognising buying signals (visual/verbal)
- Closing technique

Related Courses:

- Negotiation & Influencing Skills | Duration: 1 Day | Code: SSS03
- Managing Key Accounts | Duration: 1 Day | Code: SSS05
- Presentation Skills | Duration: 1 Day | Code: SSI01

*BESPOKE COURSE | Course Duration, Level & Duration: Depends On Content & Individuals

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Duration: 1 Day Course Code: SSS07

Course Description:

This course will give you and our company the necessary skills to use social media effectively. This course will not only teach you the skills required to market you or your company to its fullest potential but will leave you with the confidence to achieve this. Keeping up to date in today's social world can be a daunting task but with our guidance and hands on approach nothing is impossible. Each module covered will highlight specific tools, teach practical techniques and give you ideas that can be applied to create your social media strategy.

During this course we will cover the main social media sites such as Twitter, Facebook, LinkedIn, Google AdWords, YouTube and Hootsuite.

Who Should Attend Marketing By Social Media Training?

This course would be suitable for users of social media who use advertisements and want to expand their knowledge of implementing social media strategies

Benefits From Attending The Training:

- Understand which social media sites are suitable for your organisation
- Confidently use the social media sites to engage with your audience
- Integrate social media with your company goals
- Be able to create a social media advertising campaign

Course Contents:

- What is social media
- The advantages of advertising via social media
- Why can social media help your business
- How to set up & start using social networks
- Types of social media sites (Twitter, Facebook, LinkedIn)
- What is Twitter, Facebook and LinkedIn
- How to use Twitter, Facebook and LinkedIn
- The Do's and Don'ts when advertising via social media
- What is Google AdWords advertising
- What is YouTube advertising
- What Is Hootsuite advertising

Related Courses:

- Publicity And Marketing | Duration: 1 Day | Code: SSS02
- Negotiation & Influencing Skills | Duration: 1 Day | Code: SSS03

*BESPOKE COURSE | Course Duration, Level & Duration: Depends On Content & Individuals



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Pringle PCS | Business Skills Training | Sales And Marketing





Duration: 1 Day Course Code: SSS02

Course Description:

To provide an introduction to Advertising & Promotion as part of the Marketing Mix and enable delegates to review current strategy. This workshop is designed to provide solutions for developing cost effective advertising campaigns that really do work.

Who Should Attend Publicity And Marketing Training?

 Those who are new to marketing and publicity and need to establish the relevant audience and attract their attention.

Benefits From Attending The Training:

- Know about the 5 stages to creating successful publicity
- O Discover 3 things to get right in order to have impact
- Learn about positioning
- Be able to pick a style that works

Course Contents:

- Setting objectives
- Who are your target audience
- What to say and how to say it
- Creating a headline
- A. I. D. A.
- The difference between a feature and benefit and which one motivates
- Positioning
- Image
- What are the key elements of the marketing mix?
- What we mean by product positioning.
- Identify effective communication channels.

Related Courses:

- Managing Key Accounts | Duration: 1 Day | Code: SSS05
- Marketing By Social Media | Duration: 1 Day | Code: SSS07
- Microsoft Publisher | Duration: 1 Day | Codes: ITG01 | ITG02

*BESPOKE COURSE | Course Duration, Level & Duration: Depends On Content & Individuals

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Negotiation & Influencing Skills

Business Skills Training

Duration: 1 Day Course Code: SSS03

Course Description:

Negotiating Skills are not limited to the traditional forums of buyers and sellers or management and workforce representatives. They are used daily by almost everyone. By developing your teams' negotiating skills, your organisation will benefit from a more confident, assertive and motivated workforce in addition to a more effective working relationship. This Influencing Skills training programme will equip delegates to approach influencing, negotiating and motivation with awareness, skills and confidence.

Who Should Attend Negotiation And Influencing Skills Training?

- This course is designed to lead to practical skills to enable delegates to become competent and confident in their negotiations. Therefore anyone who wishes to improve their negotiation skills will benefit from attending.
- Anyone who wants to expand their awareness of strategies and techniques and to raise interpersonal skills to a significantly higher level.

Benefits From Attending The Training:

- How to plan and prepare a strategy for successful negotiations
- Using effective negotiation skills and behaviours to gather information
- Managing conflict and deadlock
- How to influence and persuade both colleagues and clients
- **Course Contents:**
 - What are negotiations?
 - Identifying the skills
 - Preparing to negotiate
 - Seeing the other side
 - Questioning and listening
 - Influencing strategies
 - Agreeing what's been arranged
 - Achieving the win-win situation

- Develop the skills that earn attention, cooperation and trust
- Enrich and expand your own influencing style and flexibility
- Negotiate with others confidently and effectively
- Perceive situations from many points of view and choose the best approach
- Staying in control when negotiating, and avoiding manipulation
- Learning from the influencing strategies of politicians, leaders and the media
- Language patterns that unblock resistance in others
- Motivation patterns that you can recognise and utilise

Related Courses:

- Face To Face Sales | Duration: 1 Day | Code: SSS01
- Managing Key Accounts | Duration: 1 Day | Code: SSS05
- Selling On The Telephone | Duration: 1 Day | Code: SSS04

*BESPOKE COURSE | Course Duration, Level & Duration: Depends On Content & Individuals



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Selling On The Telephone

Pringle PCS | Business Skills Training | Sales And Marketing





Duration: 1 Day Course Code: SSS04

Course Description:

How can you boost your business sales without drastically increasing your marketing costs? The answer lies in the effective use of the telephone.

The telephone is perhaps still the most cost-effective and efficient way of selling. Quick and direct, it saves valuable time for both salesperson and customer.

Who Should Attend Selling On The Telephone Training?

If you are a telesales operator, or have to use the telephone a lot to call clients; or if you want to increase your sales, appointments and promotion on the phone, this is the workshop for you.

Benefits From Attending The Training:

- Differentiate your product and company from the rest
- Learn how to plan out your calls before you make them
- O Determine opportunity areas for adding value to a customer's business

Course Contents:

- Personal qualities required
- The Advantages of telephone selling
- Planning the sales call
- How to communicate on the telephone
- Where to obtain leads
- Getting past the receptionist
- Converting enquiries into orders
- Questioning techniques
- Matching benefits to needs
- Overcoming objections
- Recognising buying signals
- Closing the sale

Related Courses:

- O Telephone Cold Calling | Duration: 1 Day | Code: SSS06
- Negotiation & Influencing Skills | Duration: 1 Day | Code: SSS03
- Interpersonal Effectiveness | Duration: 1 Day | Code: SSG18

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Premium Business Skills Courses – ILM Development Awards

The Institute of Leadership & Management (ILM) is a professional body dedicated to raising leadership and management capability. PCS offer Endorsed and Development Awards allowing you, the opportunity to access quality assured training designed to build management and leadership capability in the most flexible way. The flexibility of Development Awards means that they are attractive to all types of organisation/learner, from private, public and voluntary to not for profit.















Appraisal Skills

The performance appraisal is one of the most important ways an organisation can ensure the continued best performance practices of its employees and to promote their future development.

Introduction To The Role Of The Supervisor

Being an effective supervisor can sometimes be a daunting task, especially for the new or inexperienced supervisor. This one day seminar will provide the skills and confidence to carry out this highly difficult and sometimes, underrated role.

Project Management

The aim of this course is to provide project managers and project team members with an awareness and basic understanding of the way a project is planned and managed.

Presentation Skills - Stage 1

Presentation Skills are vital in today's business world; poor presentations not only obscure the message and lose arguments, but also can affect sales. No matter what the case may be if it's not presented professionally it will undoubtedly lose its impact.

Presentation Skills - Stage 2

Presentation Skills are vital in today's business world; poor presentations not only obscure the message and lose arguments, but also can affect sales. No matter what the case may be if it's not presented professionally it will undoubtedly lose its impact.

Time Management

Time Management skills are essential for successful people - these are the practical techniques, which have helped the leading people in business, sport and public service reach the pinnacles of their careers.

Train The Trainer

Do you want to achieve more with your training? Whether you are a full time trainer or someone who delivers training or coaching occasionally as part of your role, this train the trainer course is for you.



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Pringle PCS | Business Skills Training | ilm Development Awards





Duration: 1 Day Course Code: SSI04

Course Description:

The performance appraisal is one of the most important ways an organisation can ensure the continued best performance practices of its employees and to promote their future development.

Who Should Attend Appraisal Skills Training?

This is a great course for anyone who needs to master the principles and practices for effective performance review, including Junior or Senior Managers, Supervisors and Training or HR Managers.

Benefits From Attending The Training:

- Greater confidence in setting up and running appraisal meetings with your staff
- Understand the importance of the all year round approach to appraisal through performance management
- Be able to handle difficult situations before and during the appraisal meeting

Course Contents:

- Introduction to performance management
- How it benefits the individual, the team and the organisation
- Understanding how regular reviews will enhance performance, motivate people and increase performance
- Planning and preparation for before, during and after the appraisal meeting
- Gathering facts and information from the last period
- Setting the tone with room, atmosphere and approach
- Setting S.M.A.R.T objectives to help motivate individuals and teams
- Skills to help question structure; active listening; basic body language
- Handing difficult people and situations

Related Courses:

- Time Management | Duration: 1 Day | Code: SSI07
- Introduction To The Role Of The Supervisor | Duration: 1 Day | Code: SSI05
- Managing Change | Duration: 1 Day | Code: SSI08

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Business Skills Training

Duration: 1 Day Course Code: SSI05

Course Description:

Being an effective supervisor can sometimes be a daunting task, especially for the new or inexperienced supervisor. This one day seminar will provide the skills and confidence to carry out this highly difficult and sometimes, underrated role.

Who Should Attend Introduction To The Role Of The Supervisor Training?

This course is for potential and recently appointed supervisors, team and cell leaders. Also for those who have been in their job for some time but who have not had any previous supervisory training.

Benefits From Attending The Training:

- Fully understand the role and key responsibilities of the supervisor associated with achievement through people
- Recognise which style of leadership to use in different situations
- Understand the importance of words, tone and body language when communicating

Course Contents:

- What is a supervisor? Defining the role and purpose
- What does a supervisor have to help and how do we manage our resources?
- Skills and qualities to manage effectively
- What is a team and what does a team need to be effective?
- Managing the work, developing organisational skills
- Where and how to use delegation
- Understanding the supervisors role in motivation
- Developing communication skills

Related Courses:

- Negotiation & Influencing Skills | Duration: 1 Day | Code: SSS03
- Time Management | Duration: 1 Day | Code: SSI07
- Appraisal Skills | Duration: 1 Day | Code: SSI04

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Duration: 1 Day Course Code: SSI06

Course Description:

The aim of this course is to provide project managers and project team members with an awareness and basic understanding of the way a project is planned and managed.

Who Should Attend Project Management Training?

Project managers, team leaders and team members who need to know more about how to go about managing a project; specifically the planning, resources and delivering on time and on budget.

Benefits From Attending The Training:

- An understanding of basic project management techniques
- An ability to identify the key characteristics of successful projects
- An understanding of good practice techniques

Course Contents:

- Introduction (the nature of a project, the benefits of project manager, different types of projects)
- Project Initiation (setting objectives, defining the scope, establishing the strategy)
- Project Organisation (work breakdown structure, project organisation, outline plan and milestones)
- Detailed Planning (identifying dependencies, assigning responsibilities, allocating resources)
- Personal Qualities of Project Manager (motivating and delegation, communicating, leading and leadership styles)
- Controlling Projects (monitoring, taking action)

Related Courses:

- Time Management | Code: SSI07Influencing Skills | Code: SSG19
- Microsoft Project | Code: ITP01 | ITP02 | ITP03 | ITP04

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Presentation Skills Stage 1

Business Skills Training

Duration: 1 Day Course Code: SSI01

Course Description:

Presentation Skills are vital in today's business world; poor presentations not only obscure the message and lose arguments, but also can affect sales. No matter what the case may be if it's not presented professionally it will undoubtedly lose its impact.

Who Should Attend Presentation Skills Stage One Training?

This course is aimed at people with limited, or no experience of presenting to groups, who wish to develop their confidence by gaining knowledge and practical experience.

Benefits From Attending The Training:

- Achieve by taking the first steps to become a good presenter
- Be able to control nerves and deal with common fears
- Be able to speak with more confidence in front of an audience
- Know how to develop their own ideas
- Know how to plan and structure a presentation

Course Contents:

- What makes a good presentation?
- Planning, Preparation, Practice
- Break down the barriers to a good presentation
- Timing and delivery
- Communication
- Verbal
- Written
- Behavioural
- Using anecdotes and personal stories
- Dealing with questions and answers
- Dealing with nerves

Related Courses:

- Presentation Skills Stage Two | Duration: 1 Day | Code: SSI02
- Train The Trainer | Duration: 1 Day | Code: SSI03
- Microsoft PowerPoint | Duration: 1 Day | Codes: ITS09 | ITS10

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Pringle PCS | Business Skills Training | ilm Development Awards





Duration: 1 Day Course Code: SSI02

Course Description:

This presentation skills course is of a practical nature and by the end of the day individuals attending will have practiced making presentations to groups.

You'll leave the workshop with your own personal development plan and a toolkit of techniques to turn that plan into action.

Who Should Attend Presentation Skills Stage Two Training?

This course is aimed at people who have previous experience of presenting and want to develop their skills further; therefore the emphasis is on the delegates delivering a number of presentations over the period of the course.

Benefits From Attending The Training:

- Master how to take control of your nerves when speaking in public
- Develop a more confident and persuasive vocal style
- Use body language to build rapport and maintain audience motivation
- Learn how to use effective interactive techniques to control your audience

Course Contents:

- Presentation practice
- Using the voice effectively
- Creating a stronger presence
- Presentation practice
- Influencing your audience
- Dealing with questions
- Developing spontaneity
- Developing greater impact

Related Courses:

- Train The Trainer | Duration: 1 Day | Code: SSI03Influencing Skills | Duration: 1 Day | Code: SSG19
- Microsoft PowerPoint | Duration: 1 Day | Codes: ITS09 | ITS10

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Business Skills Training

Duration: 1 Day Course Code: SSI07

Course Description:

Time Management skills are essential for successful people - these are the practical techniques, which have helped the leading people in business, sport and public service reach the pinnacles of their careers.

Who Should Attend Time Management Training?

If you are a team leader, supervisor or manager this one day event is designed to help you appreciate the importance of managing time: not only for your own personal effectiveness, but also for managing tasks and teams.

Benefits From Attending The Training:

Learn to understand your own attitudes, approaches and development areas with regards to different aspects of your personal time management; the role of objective setting, targets and effective delegation to help you to use your time more productively.

Course Contents:

- Organising objectives
- Changing Poor work habits of staff and self
- Priorities can be established
- Attitudes to time can be changed
- Motivating techniques
- Methods of investigating use of time
- Planning out time
- Organising your office and your workstation
- Effective delegation / shedding time
- Improving the use of time in areas of communication and resources
- Eliminating time wasters
- Self-management

Related Courses:

- Influencing Skills | Duration: 1 Day | Code: SSG19
- Business Writing Skills | Duration: 1 Day | Code: SSG03
- Effective Communication and Productive Meetings | Duration: 1 Day | Code: SSG09

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Pringle PCS | Business Skills Training | ilm Development Awards





Duration: 1 Day Course Code: SSI03

Course Description:

Do you want to achieve more with your training? Whether you are a full time trainer or someone who delivers training or coaching occasionally as part of your role, this train the trainer course is for you.

PCS' Train the Trainer course aims to give practising and potential trainers the foundation to aid the formal development of their role.

Who Should Attend Train The Trainer Training?

 Anyone who is responsible for the design, delivery and evaluation of training in house, and wishes to develop a more structured approach.

Benefits From Attending The Training:

This one-day programme will equip participants with skills to be effective trainers. Good training delivery is the key to the success of your organisation - it will unlock the potential of the people on whom success relies.

Course Contents:

- The Training Cycle (planning the training, evaluation of training)
- How People Learn (learning styles, communication skills)
- Different Training Methods (demonstration, exercises, discussion)
- Setting the Stage (using visual aids, flip chart, video, room layout, timings, other logistical considerations)
- Trainers Skills and Qualities (questioning techniques, constructing and structuring the session, handling difficult situations)

Related Courses:

- Train The Trainer Stage Two | Duration: 1 Day | Code: SSG16
- Presentation Skills | Duration: 1 Day | Codes: SSI01
- Microsoft PowerPoint | Duration: 1 Day | Codes: ITS09 | ITS10

*BESPOKE COURSE | Course Duration, Level & Duration: Depends On Content & Individuals

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Premium Plus Business Skills Courses - Management & Accounts

PCS's leadership training programs are aimed at people who have, or aspire to have responsibility for the management and supervision of others. Our training courses start with a one-day development training program aimed at helping individuals gain basic knowledge required by team leaders/first-line managers. For advanced training we have more extensive programs that are delivered over greater time scales.









Developing Management And Leadership Skills

The modern manager needs to be able to motivate their team, be able to manage change, deal with difficult people, manage performance, they need to be able to coach and develop their staff. This interactive seminar allows delegates to explore those crucial areas of management and leadership.

Team Building

High-performing teams are critical to maintaining an organisation's competitive advantage. These teams consistently show high levels of collaboration and innovation, and outperform their peers.

Introduction To Accounts

Accounting is the art of recording, summarising, reporting, and analysing financial transactions. During this course you will be shown the key terms, definitions and the different processes regarding accounting.

Finance For The Non-Financial Manager

This course is aimed at any departmental manager who needs an understanding of accounting. It is suitable for managers with little or no financial knowledge and looks at manual bookkeeping, financial budgeting, projections and analysis and profit and loss accounts.

Developing Management And Leadership Skills

Pringle PCS | Business Skills Training | Management And Supervision





Duration: 1 Day Course Code: SSM04

Course Description:

The modern manager needs to be able to motivate their team, be able to manage change, deal with difficult people, manage performance, they need to be able to coach and develop their staff. This interactive seminar allows delegates to explore those crucial areas of management and leadership.

Who Should Attend Developing Management And Leadership Skills Training?

- This programme gives first line managers the foundation for their formal management development.
- It allows delegates to consider succession planning.

Benefits From Attending The Training:

- One of the basic knowledge required by a first line manager.
- To give effective feedback.
- It is suitable as a development tool for any members of staff who are looking to progress in your company.

Course Contents:

- Effective Leadership
- Different styles and approaches
- Motivate others effectively
- Managing the work
- Time Management
- Developing Teams
- Identifying strengths and weaknesses
- Effective Communication
- Developing individuals

Related Courses:

- Presentation Skills | Duration: 1 Day | Codes: SSI01 | SSI02
- Business Writing Skills | Duration: 1 Day | Code: SSG03
- Microsoft Excel | Duration: 1 Day | Codes: ITS12 | ITS13 | ITS14

*BESPOKE COURSE | Course Duration, Level & Duration: Depends On Content & Individuals

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Duration: 1 Day Course Code: SSG27

Course Description:

High-performing teams are critical to maintaining an organisation's competitive advantage. These teams consistently show high levels of collaboration and innovation, and outperform their peers.

Benefits From Attending The Training:

- Show the techniques necessary to set direction
- Gather and deploy the right resources
- Prioritise work
- Motivate employees
- Help team members develop their individual strengths

Course Contents:

- Ways to build a High-Performing Team
- Setting Direction for a High-Performing Team
- Gathering Direction for a High-Performing Team
- Assembling the Team
- Allocating Work and Prioritising
- Executing the Plan
- Motivating People and Resolving Conflict
- Gathering and Deploying Resources
- Developing the Team

Related Courses:

- Team Leader Essentials | Duration: 1 Day | Code: SSM03
- Project Management | Duration: 1 Day | Code: SSI06

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Pringle PCS | Business Skills Training | Accounts





Duration: 1 Day Course Code: SSA02

Course Description:

Accounting is the art of recording, summarising, reporting, and analysing financial transactions. During this course you will be shown the key terms, definitions and the different processes regarding accounting.

Who Should Attend Introduction To Accounts Training?

- This course is aimed at those staff just starting out in finance who want to understand the terms and processes used in accounting.
- It is also relevant to staff returning to the accounts department who want a refresher on the fundamentals of accounting.

Benefits From Attending The Training:

- On This course is split between interactive discussion, real world examples and exercises to reinforce the text;
- Followed by a practical session where you will take what you have learned and produce a set of accounts.

Course Contents:

- Basic accounting terminology/glossary
- The nominal ledger and chart of accounts
- Double entry bookkeeping
- What to debit and what to credit
- Producing a trial balance
- The component parts of profit and loss and balance sheet

Related Courses:

Managing Key Accounts | Duration: 1 Day | Code: SSS05

*BESPOKE COURSE | Course Duration, Level & Duration: Depends On Content & Individuals

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Duration: 1 Day Course Code: SSA01

Course Description:

Financial managers are responsible for producing financial reports, direct investment activities, and developing strategies and plans for the long-term financial goals of their clients.

Who Should Attend Finance For The Non-Financial Manager Training?

This course is aimed at any departmental manager who needs an understanding of accounting. It is suitable for managers with little or no financial knowledge and looks at manual bookkeeping, financial budgeting, projections and analysis and profit and loss accounts.

Benefits From Attending The Training:

- This course will help anyone understanding Basic Bookkeeping which is the process of recording the Financial Information of an organisation in a formal and consistent way.
- It may be performed manually or by the application of a computer based system procedures required by any company and although this course is aimed at department managers it would also be beneficial for anyone new to an Accounts environment.
- This course will enable delegates to understand the world of business finance and will assist managers who would like to understand the financial implications of their day-to-day decisions so that they may increase the profitability and performance of their business.

Course Contents:

- Why Keep Accounts?
- The Role of Bookkeeping
- Some Accounting Terminology
- Understanding the Balance Sheet
- Understanding the Profit & Loss Account
- What is Profit?
- Profit versus Cash Flow
- Budgeting and Budgetary Control
- Forecasting
- Analysing and Acting Upon the Information

Related Courses:

Managing Key Accounts | Duration: 1 Day | Code: SSS05

*BESPOKE COURSE | Course Duration, Level & Duration: Depends On Content & Individuals



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Pringle PCS | Health & Safety Courses





Health & Safety Courses

Our trainers are accredited, highly skilled and experienced in helping your organisations meet the requirement of UK Health and Safety law.











1 Day Emergency First Aid

First Aid provision in the workplace saves lives. It can prevent minor problems or injuries from becoming major ones. It can help employers reduce costs from injury. As an employer, you are legally required under health and safety regulations to provide appropriate first aid equipment, facilities and trained personnel in your workplace.

2 Day First Aid At Work Refresher

The course provides an update to the delegates' previous learning and the delegate will thus be expected to demonstrate a considerable degree of previous knowledge and be prepared to make a basic contribution throughout the course.

3 Day First Aid At Work Certificate

This comprehensive First Aid at Work course aims to equip delegates with the essential knowledge and practical experience to enable them to carry out first aid in the workplace. Delegates will learn vital skills by participating in unique practical exercises and scenarios.

Manual Handling

The Manual Handling Operations Regulations define it as 'any transporting or supporting of a load (including the lifting, putting down, pushing, pulling, carrying or moving thereof) by hand or by bodily force'.

UKATA Asbestos Awareness

Asbestos awareness training is essential for employees whose work holds the potential to expose them to asbestos. Regulation 10 of the Control of Asbestos Regulations 2012 (CAR 2012) puts a requirement on employers to ensure that their staff have undergone suitable asbestos awareness training so that they are aware of the potential dangers they may face and also the procedures they must follow in the event they are working in the vicinity of asbestos containing materials (ACMs).

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Duration: 1 Day Course Code: SSH01

Course Description:

First Aid provision in the workplace saves lives. It can prevent minor problems or injuries from becoming major ones. It can help employers reduce costs from injury. As an employer, you are legally required under health and safety regulations to provide appropriate first aid equipment, facilities and trained personnel in your workplace.

PCS can help you to identify your legal requirements and work closely with you to develop appropriate training for your workplace.

Who Should Attend The One Day First Aid Training?

This course is ideal for the smaller workplaces where the candidates will receive a certificate to become an Emergency First Aider. Fully qualified First Aiders will benefit from the additional support from emergency first aiders. This is especially relevant where the workplace may consist of several floors, or work is operated in shifts.

Course Contents:

- Understanding the role of the first aider
- The importance of preventing cross infection
- The need for recording incidents & actions
- Use of available equipment
- Assess the situation & circumstances in order to act safely, promptly & effectively in an emergency
- Administer first aid to a casualty who is unconscious, including seizures
- Administer CPR
- Administer first aid to a casualty who is chocking
- Administer first aid to a casualty who is suffering from shock
- Provide appropriate first aid for minor injuries, small cuts, grazes, bruises, minor burns & small splinters
- Understand the principles of Automated External Defibrillation (AED)

*BESPOKE COURSE | Course Duration, Level & Duration: Depends On Content & Individuals



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Two Day First Aid At Work Refresher

Pringle PCS | Health And Safety Training





Duration: 2 Days Course Code: SSH04

Course Description:

The course provides an update to the delegates' previous learning and the delegate will thus be expected to demonstrate a considerable degree of previous knowledge and be prepared to make a basic contribution throughout the course.

Who Should Attend The Two Day First Aid Training?

The Two-Day Refresher course is designed for delegates who currently hold a First Aid Certificate which is due to expire. The HSE Guidelines state that 3-Day First Aid at Work Certificate MUST be renewed every 3 years.

Benefits From Attending The Training:

- Be able to act safely, promptly and effectively during emergencies at work
- Feel confident in administering First Aid in an emergency situation
- Use First Aid equipment
- Understand employer duties and legislation
- Maintain first aid records

Course Contents:

- Role and responsibility of a first aider
- Action in an emergency
- Treating an unconscious casualty
- Injuries to bones and muscles
- Burns and scalds
- Poisoning
- Recognising both major and minor injuries
- Managing the stabilising of casualties
- Action to take in an emergency
- Dealing and treating an unconscious casualty or a casualty is bleeding or wounded
- Practicing Cardio Pulmonary Resuscitation (CPR)
- Prioritising casualties in a situation

- Deal with injuries to bones and muscles
- Dealing with a variety of burns and scalds
- Control external bleeding
- Anticipating and dealing with shock in differing situations
- Considering the ways poisons can taken into the body and how to deal with them
- Dealing with choking
- Recognising both minor and major illnesses
- Practice using an Automated External Defibrillation (AED)
- Stabilising and managing the transport of casualties

*BESPOKE COURSE | Course Duration, Level & Duration: Depends On Content & Individuals

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Duration: 3 Days Course Code: SSH05

Course Description:

This comprehensive First Aid at Work course aims to equip delegates with the essential knowledge and practical experience to enable them to carry out first aid in the workplace. Delegates will learn vital skills by participating in unique practical exercises and scenarios.

We present in a way that makes factual information simple to remember and we focus on making sure your participants not only have the knowledge, but also more importantly display the confidence and skills to undertake First Aid in the work place. This course complies with Health and Safety (First Aid) Regulations 1981.

Who Should Attend The Three Day First Aid Training?

The course is suitable for those staff who must obtain a First Aid At Work certificate and become designated First Aiders in their workplace.

Benefits From Attending The Training:

- Be able to act safely, promptly and effectively during emergencies at work
- Feel confident in administering First Aid in an emergency situation
- Use First Aid equipment
- Understand employer duties and legislation
- Maintain first aid records

Course Contents:

- Role and responsibility of a first aider
- Assessing an incident
- Dealing with an unresponsive casualty
- Recognise and assist with choking
- Control of external bleeding
- Manage a minor injury administer first aid to small cuts, grazes, bruises, minor burns and scalds
- Practising Cardiopulmonary Resuscitation (CPR)
- Understanding the principals of an Automated External Defibrillation (AED)
- Action to take in an emergency
- Treating an unconscious casualty
- Injuries to bones and muscles
- Burns and scalds
- Poisoning
- Managing the stabilising of casualties

- Dealing and treating an unconscious casualty or a casualty is bleeding or wounded
- Prioritising casualties in a situation
- Deal with injuries to bones and muscles
- Dealing with a variety of burns and scalds
- Anticipating and dealing with shock in differing situations
- Considering the ways poisons can taken into the body and how to deal with them
- Dealing with choking
- Recognising both minor and major illnesses
- Practice using an Automated External Defibrillation (AED)
- Stabilising and managing the transport of casualties

Assessment:

The course is assessed via a practical and written test. If successful, the delegate will receive a First Aid at Work certificate, which is valid for three years.

*BESPOKE COURSE | Course Duration, Level & Duration: Depends On Content & Individual



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One Day Emergency Paediatric First Aid

Pringle PCS | Health And Safety Training





Duration: 1 Day Course Code: SSH41

Course Description:

This one-day Emergency Paediatric First Aid course has been designed for those who have an interest in child and infant basic life support.

Who Should Attend The One Day Emergency Paediatric First Aid Training?

If you have a professional interest, i.e. you are a child-minder or school teacher, etc, then this course partly fulfils the requirements of Ofsted and the Early Years Foundation Stage (EYFS). Ofsted and the Early Years Foundation Stage require you to have 12 hours of paediatric first aid training, so the 2-Day Level 3 Award in Paediatric First Aid would be required to fulfil their requirements. This 6-hour qualification also makes up the first half of the 12-hour course.

Course Contents:

- Responsibilities and reporting
- Resuscitation
- Dealing with an unresponsive casualty
- Minor injuries
- Assessment of the situation
- Epilepsy
- Wounds and bleeding
- Anaphylaxia and Shock

Certification:

Summative practical assessment is ongoing by the instructor, along with a written assessment. A three-year Level 3 Award in Emergency Paediatric First Aid (Level 6 in Scotland) will be issued to the learner, subject to successful assessment. No external assessors are required.

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Paediatric First Aid

Health & Safety

Duration: 2 Days Course Code: SSH09

Course Description:

This course has been developed for those who are working with children and infants. It will be of particular interest to teachers, child minders, crèche assistants, playgroup personnel and anyone else who has a responsibility for the welfare of children and infants whilst in your care.

Who Should Attend The Two Day Paediatric First Aid Training?

- It is ideal for individuals who are responsible for children and infants, such as childminders, nursery and school staff (dealing with Foundation Stage) who wish to gain a nationally regulated Level 3 Award.
- This two-day course satisfies the guidelines and criteria as laid down by the Early Years Foundation Stage (EYFS) and Ofsted. In order to obtain this qualification, you must attend both days and complete the two units of accreditation.

Course Contents:

- Responsibilities and reporting
- Resuscitation
- Assessment of the situation
- Fainting
- Dealing with an unresponsive casualty
- Choking
- Head injuries
- Diabetes
- Infantile convulsions
- Foreign bodies

- Control of bleeding
- Anaphylaxia
- Eye injuries
- Fractures
- Heat and Cold
- Asthma
- Sickle cell anaemia
- Meningitis
- Burns
- Shock

Certification:

Summative practical assessment is ongoing by the instructor, along with a written assessment. A three-year Level 3 Award in Emergency Paediatric First Aid (Level 6 in Scotland) will be issued to the learner, subject to successful assessment. No external assessors are required.

*BESPOKE COURSE | Course Duration, Level & Duration: Depends On Content & Individuals



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Pringle PCS | Health And Safety Training





Duration: 1 Day Practical and 1 Day E-Learning

Course Code: SSH20

Course Description:

Our Blended Paediatric First Aid Course is in 2 parts.

- Part 1 is an online e-learning module which is completed before the practical training session on any computer or mobile device. You will receive a link to the e-learning module when you book the course.
- Part 2 is a one-day face to face course where you will learn and demonstrate all the practical sections of the role of a paediatric first aider.

Who Should Attend Blended Paediatric First Aid Training?

- It is ideal for individuals who are responsible for children and infants, such as childminders, nursery and school staff (dealing with Foundation Stage) who wish to gain a nationally regulated Level 3 Award.
- This blended course satisfies the guidelines and criteria as laid down by the Early Years Foundation Stage (EYFS) and Ofsted. In order to obtain this qualification, you must complete both parts of the course.

Course Contents:

- The aims of first aid, the role of the paediatric first aider
- Accident reporting and first aid kits
- The primary assessment
- Infant, child and adult resuscitation (CPR)
- Recovery position and secondary survey
- Infant, child and adult choking
- Epilepsy and seizures
- Meningitis
- Asthma
- Allergic reactions and anaphylactic shock

- Shock, bleeds & minor injuries
- Fractures, dislocations, sprains & strains
- Head, neck and spinal injuries
- Sickle cell anaemia
- Diabetes
- Poisons
- Bites & stings
- Electrical shocks, burns & scalds
- Drowning
- Extreme temperatures: heat stroke, hypo and hyperthermia

Certification:

Summative practical assessment is ongoing by the instructor, along with a written assessment. A three-year Level 3 Award in Emergency Paediatric First Aid (Level 6 in Scotland) will be issued to the learner, subject to successful assessment. No external assessors are required.

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*BESPOKE COURSE | Course Duration, Level & Duration: Depends On Content & Individuals

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Duration: 2 Days Course Code: SSH47

Course Description:

This Adult Mental Health First Aid two-day course aims to raise awareness of what mental health is so that employers can do more to support their employees. Unfortunately, around one in four people at any one time are affected by mental health problems. The course teaches delegates practical skills to spot the signs of mental illness and gives them the confidence to step in and support a person who needs assistance. Delegates will have a deeper understanding of mental health and what factors can affect wellbeing, and how to encourage a healthier tolerant working environment.

Who Should Attend Two Day Mental Health First Aid Training?

- This course is ideal for delegates who want to gain necessary skills to enable them to recognise the signs & symptoms of mental health issues in the workplace, be able to have non-judgmental conversations with the person affected and guide them to the right effective support.
- Delegates will receive a certificate to become a Mental Health First Aider.

Course Contents:

- Why mental health first aid?
- What is mental health and depression?
- Statistics
- Stigma and discrimination
- Types of mental health problems and the impact of mental health issues
- Alcohol, drugs and mental health
- Managing a mental health problem, the law and action plan
- Supporting mental health in the workplace
- Non-judgement listening skills
- Workplace adjustments
- First aid to assist a suicidal crisis or acute psychosis
- First aid for depression, anxiety disorders
- Self-care

*BESPOKE COURSE | Course Duration, Level & Duration: Depends On Content & Individuals



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Pringle PCS | Health And Safety Training





Health & Safety

Duration: Half Day Course Code: SSH44

Course Description:

Heart and circulatory disease claims around 200,000 lives each year. Many could have been saved if a defibrillator was made available.

Automated External Defibrillators (AED's) are now becoming more common throughout a range of public and work places.

A casualty's survival rate will dramatically increase if an AED is available and if you have appropriately qualified personnel to use it.

Who Should Attend Basic Life Support Training?

If you want to learn how to use an AED, this very practical course will enable you to use the AED competently and with confidence. Not only does this course deal with the use of an AED, but it also includes vital training in basic life support including resuscitation.

Course Contents:

- Responsibilities and reporting
- Dealing with an unresponsive casualty
- Resuscitation
- Defibrillation procedures
- Assessment of the situation
- Infection control
- AED functions
- Safety measures

Assessment:

Summative practical assessment is ongoing by the instructor each day, along with a written assessment on each day.

Certification:

This qualification lasts for 3 years. To renew their qualification after 3 years, delegates will need to retake the full course.

*BESPOKE COURSE | Course Duration, Level & Duration: Depends On Content & Individuals

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Duration: Half Day Course Code: SSH45

Course Description:

Heart and circulatory disease claims around 200,000 lives each year. Many could have been saved if a defibrillator was made available.

Automated External Defibrillators (AED's) are now becoming more common throughout a range of public and work places. A casualty's survival rate will dramatically increase if an AED is available and if you have appropriately qualified personnel to use it.

Who Should Attend CPR & AED Training?

If you want to learn how to use an AED, this very practical course will enable you to use the AED competently and with confidence. Not only does this course deal with the use of an AED but it also includes vital training in resuscitation and choking procedures.

Course Contents:

- Responsibilities and reporting
- Assessment of the situation
- Defibrillation procedures
- Choking
- AED safety and functions
- Dealing with an unresponsive casualty
- Paediatric defibrillation
- Resuscitation
- Heart attacks
- Infection control

Assessment:

The course Instructor is responsible for determining whether delegates pass or fail based on practical and oral assessment throughout the course, i.e. by observation and oral questioning, as well as the completion of a multiple-choice question paper at the end of the course. The Instructor will only award a pass if they believe that delegates have displayed the requisite understanding and competencies at the end of each session throughout the course and successfully completed the question paper.

Certification:

This qualification lasts for 3 years. To renew their qualification after 3 years, delegates will need to retake the full course. However, it is recommended that, during the 3 year period, delegates attend annual refresher courses.

*BESPOKE COURSE | Course Duration, Level & Duration: Depends On Content & Individuals



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Pringle PCS | Health And Safety Training





Duration: Half Day Course Code: SSH39

Course Description:

The main outcome of this training course is to provide you with the knowledge to carry out the functions of a fire marshal. - Please note, this course also contains all of the content in the Basic Fire Awareness and Fire Extinguisher courses.

Who Should Attend Manual Handling Training?

This course would be ideal for staff who have the responsibility of being the designated fire marshal and how to comply with the rules and regulations.

Course Contents:

- Chemistry of Fire
- Common Causes of Fire
- Basic Safety Features in Buildings
- Introduction to Fire Extinguishers
- What to do in Cases of Fire
- Fire Statistics
- Current Fire Safety Legislation
- Fire Risk Assessment
- Preventative Measures
- Safety Features within Buildings
- Role of the Fire Marshal
- Action on Fire Discovery
- Fire Drills and Evacuation
- Fire Extinguishers
- Pre-Engagement Action
- Using a Fire Extinguisher

Related Courses:

- Effective Communication | Duration: 1 Day | Code: SSH07
- Asbestos Awareness | Duration: Half Day | Code: SSH02

*BESPOKE COURSE | Course Duration, Level & Duration: Depends On Content & Individuals

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Duration: Half Day Course Code: SSH07

Course Description:

The Manual Handling Operations Regulations define it as 'any transporting or supporting of a load (including the lifting, putting down, pushing, pulling, carrying or moving thereof) by hand or by bodily force'.

In effect, any activity that requires an individual to lift, move or support a load will be classified as a manual handling task.

Who Should Attend Manual Handling Training?

Anyone involved in the moving and handling of goods and people could be at risk. Injuries and suffering can be linked to any work involving handling of loads. There are risks in handling even light loads if a repetitive task is being carried out in poor conditions. Poor ergonomics and workplace layout are a factor in many hazardous manual handling tasks.

Benefits From Attending The Training:

- Be able to deliver legal compliance
- Reduce sickness and absenteeism
- Lower healthcare costs, insurance premiums and compensation claims
- Improve the productivity of the workforce.

Course Contents:

- Manual Handling and the Law
- Spinal Awareness
- Keeping your back healthy
- Principles of safer manual handling of loads and equipment
- Personal risk assessment
- Ergonomics
- Formal risk assessment
- Practical aspects of object handling

Related Courses:

- Effective Communication | Duration: 1 Day | Code: SSH07
- Asbestos Awareness | Duration: Half Day | Code: SSH02

*BESPOKE COURSE | Course Duration, Level & Duration: Depends On Content & Individuals



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Pringle PCS | Health And Safety Training





Health & Safety

Duration: Half Day Course Code: SSH02

Course Description:

Asbestos awareness training is essential for employees whose work holds the potential to expose them to asbestos. Regulation 10 of the Control of Asbestos Regulations 2012 (CAR 2012) puts a requirement on employers to ensure that their staff have undergone suitable asbestos awareness training so that they are aware of the potential dangers they may face and also the procedures they must follow in the event they are working in the vicinity of asbestos containing materials (ACMs). Compliance with CAR 2012 is now a legal requirement. Failure to comply can prevent gaining new contracts and may incur and a fine.

Who Should Attend Asbestos Awareness Training?

- General Maintenance Staff
- Electricians, Plumbers & Gas Fitters
- Painters & Decorators
- Construction & Demolition Workers
- Joiners, Plasterers and Roofers
- Computing & Ventilation Engineers
- Architects & Building Surveyors
- Fire & Burglar Alarm Installers

Benefits From Attending The Training:

■ It is estimated that over two-million workplaces contain asbestos, which remains the single biggest cause of work related deaths in the UK. This course enables those responsible for the building, repair and maintenance of commercial properties to identify and deal with asbestos, and meet their legal 'Duty to Manage'.

Course Contents:

- Properties of asbestos and its effects on health
- Types of products containing asbestos
- How exposure can occur and preventative controls
- Safe working practices and control measures
- Emergency procedures
- Appropriate PPE

Related Courses:

Manual Handling | Duration: Half Day | Code: SSH07

*BESPOKE COURSE | Course Duration, Level & Duration: Depends On Content & Individuals

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