



## **Business & Employer's Guide 2011-2012**

ES • ACCESS • ACCOUNTING • ANIMAL CARE • ART & DESIGN • AS & A LEVELS • APPRENTICESHIPS • BEAUTY & HOLISTIC • BTECS • BUILDING & CONSTRUCTION • BUSINESS • CATERING & HOSPITALITY • CHILDHOOD EDUCATION • COMPUTING • DANCE & DRAMA • DEGREES • FLORISTRY • HAIRDRESSING • HEALTH & SOCIAL CARE • HORSE/EQUINE CARE • MECHANICAL ENGINEERING • MEDIA • MOTOR SPORT • MOTOR VEHICLE • MUSIC • RADIO • SCIENCE • SPORT & LEISURE • TRAVEL & TOURISM • UNIFORMED PUBLIC SERVICE

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## Welcome



### Welcome to the Canterbury College Business & Employers' Guide.

In today's marketplace we understand the importance of having the right people with the right skills. I am proud of our reputation as an excellent place to learn and train and we constantly strive to meet the training and development needs of local businesses and their employees.

We are one of the largest providers of training solutions in the south east and work with over 800 companies, providing them with the expertise and skills needed to support their business demands. We are more than just a training company; we are a unique skills provider - that's our USP!

The College successfully delivers a wide range of Apprenticeships, Train to Gain and professional programmes, and works with a wide range of training partners. We have years of experience and the resources to ensure successful outcomes for you and your staff. The College holds the Charter Mark in recognition of our commitment to meeting business and customer service needs. We are also an Investor in People organisation, so we understand the importance of professional development, the value you place in your staff and the value training adds to your business.

As well as training solutions we also offer a wide range of business services such as conferencing and facilities hire, catering, hospitality, floristry and other event services.

Whatever your business needs I hope that you choose to work with us as your unique skills provider.

Alison Clarke

Principal and Executive Director



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[www.canterburycollege.ac.uk](http://www.canterburycollege.ac.uk)



**CALL**

01227 811188



**COME IN AND CHAT**

Our Open Days are listed above

### **Great location**

We are based in the heart of Canterbury, within easy walking distance of train and bus stations and the wide range of shops and local amenities this historic city has to offer. More importantly we can bring a wide range of training to your premises.

### **New, Multi- Million campus**

Our exciting new £50 Million state-of-the-art city centre campus offers a modern first-class learning environment. Its industry-standard facilities ensure that if your training needs are delivered on site that this takes place in the best possible surroundings.

Our new look campus buildings include:

- Animal Care Centre
- Art & Design Studios
- Children's Centre
- Conference Facilities
- Floristry Shop
- Food Court
- Jobs Brokerage - Skills Matching Service
- Learning Resources Centre
- Motor Vehicle Workshop
- Performing Arts Theatre
- Travel Shop
- TV Studio
- Welding, Construction and Electrical Facilities

◆◆ *Canterbury College has proved to be a versatile training resource for our requirements as a full-line department store. For members of our staff lacking formal qualifications but who wished to develop their managerial career, the College offered a Foundation Degree in Retail Management on a day-release basis which suited our needs.*

*The College continues to provide relevant programmes across a wide range of vocational disciplines delivered flexibly to meet our requirements.◆◆*

**Hugo Fenwick**  
**Group Trading Director, Fenwick Limited**



### **An excellent chance of success**

Achievement on our training courses is above the national average. Every year over 300 Apprentices and 1500 NVQ participants benefit from training with us.

### **A wide choice of training and skills solutions**

We offer over 300 different full-time, part-time, evening and short courses from essential skills to Degree level, including Apprenticeships, Train to Gain, professional qualifications and vocational Degrees.

### **A proven reputation**

We know that Canterbury College is held in high regard by the people we train and employers because they tell us so. The fact that so many businesses choose us for their training is proof of our reputation amongst employers. We also hold a number of prestigious awards including the Charter Mark, Matrix Quality Standard and Investors in People, and are committed to the Training Quality Standard.

### **Excellent training**

The people we deliver training for regularly tell us that our responsiveness, trainers' subject knowledge and flexibility are the main strengths of Canterbury College. They also appreciate the supportive atmosphere we offer and the pro-active role of our Business Partnership Account Managers. The College has also performed well in recent OFSTED inspections being referred to as 'a great place to learn'.

### **Sheppey College**

We also operate Sheppey College, our satellite college on the Isle of Sheppey where we offer a comprehensive range of training solutions. To find out more, see our Sheppey College Guide and Page 18 of this guide.

### **Constant support and guidance**

We have a team of Business Partnership Account Managers who ensure you will get of the right business solutions. The Employer Journey is key to our approach. We undertake an organisational needs analysis which can help you to identify wider skills needs of your business.

What's more, your employees also receive advice and guidance based on initial assessment of their capability to undertake our programmes. We also have a Disability Adviser and Additional Support Team to provide information and advice to any learner with additional support needs.

In short, we're the only training provider you'll ever need.



[www.canterburycollege.ac.uk](http://www.canterburycollege.ac.uk)

[fdc@canterburycollege.ac.uk](mailto:fdc@canterburycollege.ac.uk)



**BUSINESS & EMPLOYER LINE:**

01227 811163

Bode

University of  
Kent



Canterbury Christ Church  
University College

The  
Children's  
Society

CANTERBURY  
CITY COUNCIL



NHS

BAKKAVÖR

Fenwick

Barretts

serco

EMS

CANTERBURY  
cathedral

ParkerSteel



**We know that no two businesses are alike and that a one size fits all training offer will not meet the needs of a developing business in a changing world.**

Your staff need new skills - that's why our approach to business offers a wide range of training and consultancy solutions to help your business raise the bar and gain an edge in an increasingly competitive environment. Our experienced Business Partnership Account Managers take time to get to know your business and to find a solution that fits your organisation's culture.

Our training staff are experts in your industry and fit in with your business ethos understanding the needs of your sector. To support this we have developed an employer journey which from initial contact ensures that we deliver the training your organisation and its employees need. During the training and once it is completed we will ask the

employee / trainee what they thought of it.

We will also ask you what impact it has had on your business because we know training provides a return on investment, boosting the bottom line, up-skilling your workforce, keeping your business up to date, reducing staff turnover and improving customer satisfaction.

We are able to deliver business and employer products and services over a variety of areas. These include:

- *Apprenticeships*
- *Train to Gain*
- *Tailored Training*
- *Professional Courses*
- *Business & IT Training*
- *Jobs Brokerage & Skills Matching Service*
- *Conferencing & Facilities*

**Meeting your business needs**



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[bdc@canterburycollege.ac.uk](mailto:bdc@canterburycollege.ac.uk)

We are continually striving to improve our services to employers and as a result of feedback from customer surveys, we have developed an Employer Charter.

## Our Service Commitments

*"To provide business, employers and the community with flexible, high quality education and skills training."*

The College Business Unit will:

- Answer telephone calls within five rings or return calls on the same day.
- Provide feedback on any enquiries on the same day. Acknowledge emails and written enquiries on the same day.
- Set up an interview or organisation needs analysis with a Business Partnership Account Manager within five days
- Refer you to either a brokerage service or an alternative provider if we are unable to provide a solution for you.

## Our Employer Engagement Strategy:

- Provide business, employers and the community with flexible, high quality education and skills training.
- Engage with employers to achieve significant growth in responsive training and development activities to improve workplace skills and competitiveness.
- Work in partnership with employers, professional bodies and Sector Skills Councils to promote and provide training and development opportunities for employees and businesses.
- Provide education and learning opportunities for all in a safe and healthy environment, regardless of race, gender, age, cultural background, sexual orientation, disability and background.
- Ensure the learning and situational needs of all learners, irrespective of where delivery takes place, are fully supported.
- Evaluate, monitor and measure the impact of training on the employers we work with in order to develop a long term relationship.
- Establish and maintain relationships with our external

stakeholders which support the work and development of the College through effective communication.

- Develop effective relationships between the College its Faculties and businesses by engaging employers in curriculum development to gauge capacity and meet demand.
- Contribute to the economic, cultural and social well being of the business and wider community by enabling effective knowledge transfer at all levels of skills training.

## The Business & Employer Journey:





**Apprenticeships have been Government funded for many years and provide relevant work based learning opportunities. The Government has recently announced a programme to expand Apprenticeships with over £1 billion in Government funding to increase the overall places available from 250,000 today to more than 400,000 by 2010/11.**

### ***Why choose Canterbury College?***

Canterbury College has years of experience in Apprenticeships and with over 300 people taking advantage of the opportunity to earn while they learn, there is no better place to undertake an Apprenticeship. Canterbury College has heavily invested in its campus facilities and accommodation in order to provide a modern training environment which is conducive to learning.

Working with local employers at a time when the need for well-trained, highly qualified staff has never been higher, Canterbury College can offer you a free recruitment service identifying potential employees from a bank of registered College students or through advertising external vacancies. This can even reduce your recruitment costs.

We also offer a dedicated workplace mentor who will support your employee whilst they undertake their Apprenticeship. This involves checking their progress at work and College and making sure that they are working in a safe environment.

Apprenticeships are available to both new and current employees, which means that you can re-skill your staff to meet the challenges of the modern economy.

### ***Avoid skills shortages***

Change is always with us, new advances are constantly challenging us to keep pace or catch up. Apprenticeships can help your workforce master the latest techniques to fill the gaps you have and insure against those that are likely to arise. By taking on Apprentices, you develop the specialist skills you need to keep pace with the latest technology and working practices in your sector.

### ***The proven way to train your staff***

Apprenticeships provide a structured approach to training your staff, ensuring that they have the skills directly relevant to your company's business requirements. Apprentices receive high-quality training that gives you the highly skilled workforce you need in today's uncertain climate. It's a cost effective way to train a new or existing member of staff, who will attain industry relevant skills on the job and recognised qualifications, while spending a minimal amount of time away from the workplace.

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☘☘ *I've enjoyed the course and learnt a lot, especially things you can use in everyday work situations. I went to Africa with the College for two weeks on a course trip and got to do things tourists wouldn't. Coming to Canterbury College has really helped with everything at work and definitely improved my confidence.* ☘☘

***Veterinary Nursing Apprentice Jessica, 19***

## What employers tell us

Employers believe that Apprenticeships:

- *Make them more competitive*
- *Provide higher overall productivity*
- *Reduce staff turnover*
- *Provide the skilled workers that they need for the future*
- *Fill vacancies more quickly*
- *Lead to a more motivated and satisfied workforce*
- *Are more cost-effective than hiring skilled staff*
- *Lead to lower overall training costs*
- *Reduce recruitment costs*
- *Will play a bigger part in their recruitment policy in the future*

## The Apprenticeship programme includes:

Apprenticeships are available at Level 2 and Level 3. As an employer you play an important part in training the Apprentice in the workplace, whilst industry knowledge and Skills for Life are delivered at Canterbury College usually one day per week. Apprenticeships typically comprise of the following core elements:

- *A National Vocational Qualification (NVQ) at Level 2 or 3*
- *A Technical Certificate*
- *Appropriate Skills for Life (e.g. Communication, numeracy and IT)*
- *Employment responsibilities and rights*
- *Health & Safety*

At present we deliver Apprenticeships across a number of vocational areas. If you are interested in a subject that is not covered in this list opposite, please contact us.

## Programme-led Apprenticeships

The College also offers programme-led Apprenticeships. These provide young people with the vocational skills they need to prepare them for the world of work. If you are interested in PLAs or would like to offer employment opportunities suited to our PLAs please call us.

The employer pays a wage and gives on-the-job training that allows Apprentices to achieve industry rated qualifications.

Apprentices also spend time at College, gaining key skills that are needed in your business e.g. Working effectively as part of a team, communicating clearly and using new technology.

The College delivers a wide range of Apprenticeships including the following:

Industry:	Apprenticeship:	Advanced Apprenticeship:
Accounting	✓	✓
Brickwork	✓	
Business Administration	✓	✓
Care	✓	
Carpentry & Joinery	✓	✓
Customer Service	✓	✓
Electrical Installation		✓
Fabrication & Welding	✓	
Hairdressing	✓	
Motor Vehicle	✓	✓
Plumbing	✓	✓
Veterinary Nursing	✓	✓





**Train to Gain is a major Government funded training initiative which can help employers improve their employees' job related skills. What's more most of the training we can offer is free!**

Train to Gain is focused on NVQ Level 2 and 3 provision. Level 2 is the equivalent of achieving at least five C and above grades at GCSE. Level 3 is most commonly regarded as at a similar level to A Levels. These qualifications allow employees to improve their work place skills, enhance their knowledge and gain recognition and more satisfaction in their job. Of course this in turn benefits our employers and their businesses with particular impact on improved skills base, greater efficiency, staff retention and competitiveness.

Training via this route is usually over a period of six to nine months for a wide range of vocational qualifications. As delivery is normally delivered in the workplace the disruption to your business is minimised.

### ***Why choose Canterbury College?***

Canterbury College is one of the largest and most successful Train to Gain providers in the South East. We have exceeded our targets over the last three years and our consortia training offer is enabling us to make a difference to thousands of employees and their employers. Our approach ensures that your business will receive a high quality service including where appropriate:

- *An organisational needs analysis (ONA) visit from one of our Business Partnership Account Managers, through which we can help set up the training you immediately require and help you identify any other training requirements you may have.*
- *A Business Partnership Account Manager will be assigned to you as your primary contact backed up by our highly responsive Business Development Team.*
- *Initial Assessment of your employees intending to commence training to help identify the correct level of training for them and any support needs they may require. High quality assessment based training delivered in the workplace at times to suit your business by fully qualified and professional staff.*
- *Advice and guidance provided to you and your employees on further training routes and opportunities.*
- *Impact assessment of our training on both the employee and your business to ensure we are helping your business improve and that our service meets your expectations and needs.*

👏👏 *I acknowledge the outstanding service that Canterbury College is making to the people of Kent. This is an excellent College playing a vital role in the community through high quality educational provision and increased support to local businesses through an outstanding performance in Train to Gain.* 👏👏

***Siôn Simon, Parliamentary under Secretary of State for Further Education***

***House of Commons debate, 21 April 2009***

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## Consortium and referral service

Furthermore, we manage a consortium of reliable and proven private training providers, which means if we cannot directly provide your training needs we invariably know a training organisation which can. We can help facilitate such referrals to ensure that your business solutions are met as swiftly and efficiently as possible.

## Essential Skills (Skills for Life)

As well as the Level 2 and 3 courses, we offer a crucial service through the delivery of essential skills. Our initial assessment process can enable us to identify with you whether your employees require some up-skilling or refreshment in literacy and numeracy. Very often your staff can achieve an Essential Skills qualification very quickly with the support of our specialist staff and on-line assessment tools. Again this training is normally free! Once undertaken, your employees can continue to the Level 2 course of choice.

## Developing Train to Gain

The Government is continuing to push the development of Train to Gain so that it becomes even more effective at meeting business needs. This includes the addition of new forms of NVQ delivery and crucially the unitisation of courses to enable employers to pick specific skills they need for their employees and business from a wider programme. This means less business interruption and more immediate outcomes for your business.

Train to Gain is a national Learning & Skills Council initiative designed to ensure businesses and their employees get the skills training they need to thrive.

The College delivers a wide range of Train to Gain NVQs, including: in the following areas:

Industry:	NVQ Level:
Agriculture, Horticulture & Animal Care	2, 3
Business Administration	2, 3
Construction / Plumbing	2, 3
Early Years	2, 3
Engineering and Manufacturing	2, 3
Essential Skills	E1, E2, E3, L1, L2
Food Manufacturing	2,3
Health and Social Care	2, 3
I.T.	2
Learning and Development	2
Plant Operations	2
Public Services / Cleaning	2
Sport / Leisure & Recreation	2, 3
Transportation / Motor Vehicle	2, 3
Warehousing / Distribution	2, 3





**In addition to our Apprenticeship and Train to Gain offer, Canterbury College is able to provide a diverse range of professional training solutions unmatched in Kent.**

**Whether your business has needs which can be met through focused management training, corporate ICT or even Higher Education programmes, contact our Business Development Team.**

### **Short courses**

The College offers a range of short courses designed to improve the skills and knowledge of those in employment. These focus on Management and Personnel Skills and can be tailored to suit the individual needs of a company at a competitive price. Areas which can be offered include Employment Law, Time Management, Mentoring, Recruitment & Selection and Dealing with Difficult Situations, as well as a range of areas of management training and development.

### **Corporate ICT**

The Corporate training centre at Canterbury College delivers IT training to a wide range of local businesses. This can be short courses in specialist software or industry packages designed specifically to suit the needs of your business, or updating in the standard software which people use on a daily basis. The ITQ course gives a solid grounding in areas such as spreadsheets, databases, email and word processing or there are courses for the inexperienced user such as the Introduction to IT. In addition to these, Canterbury College is an accredited Cisco centre and delivers the CCNA qualification, which can be taken either in the evening or the daytime.

### **Bespoke Training**

If you have very specific training requirements our 'off the shelf' courses may not always be suitable. We can design a course to suit your employees and your working environment with a content that is solely specific to your business.

Bespoke Courses & One to One Training is also available in most programs and software applications including: Photoshop, Illustrator, Linux, MS Project, MS Outlook, HTML, Sage Accounting and Payroll, Dream-weaver, Flash, FrontPage, Quark Express, Visual Basic, Java, SQL and My SQL, Networking, Wireless Networking and the Microsoft Office suite

We can design a BCS/ECDL or ECDL Advanced course to suit your employees and your working environment! We can also address ongoing business concerns, provide an assistant to support staff with a new software rollout, a word processing expert to stop by once a week and solve problems or just help with a complex Generation Project.

☛☛ *The staff at Canterbury College are really flexible and extremely supportive. They even delivered training at 6am at our premises!* ☛☛

**Joyce MacLeod**  
**Training Manager**  
**Tilmanstone Salads**



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[bdc@canterburycollege.ac.uk](mailto:bdc@canterburycollege.ac.uk)

## Higher Education

Canterbury College works in association with three of the leading local Universities to provide a wide range of vocational higher education programmes, including Degrees, Higher National Diplomas and Foundation Degrees. All are quality assured by the relevant university and lead to a qualification from either the University of Kent, University of Greenwich or Canterbury Christ Church University, depending on the subject. With small class sizes, students are assured of individual support and tuition from experienced vocational practitioners.

The Faculty has excellent industry standard resources and close links with industry, ensuring the up-to-date relevance of the programmes.

As well as full-time Degree level programmes in areas including Business, Art, Applied Animal Science, Public Services, Graphic Design, Music Performance and Engineering, the Faculty also offers a range of flexible part-time provision to suit the needs of those already in employment or with other commitments, in areas such as Management, Events Management, Computer-Aided Design and Building Surveying.

We offer a wide range of Professional Training Solutions, some of which are modules within broader overall qualifications, including:

<i>Subject:</i>	<i>Qualification Level:</i>
Employment Law	4
Time Management	4
Mentoring	4
Recruitment and Selection	3/4
Management Training and Development	3/4/5
Introduction I.T.	1/2
ITQ	2
CCNA Qualification	3
Degrees	4
Higher National Diplomas	4
Events Management	4
Computer Aided Design	4
Building Surveying	3/4





- **Recruitment**
- **Jobs brokerage**
- **Skills Matching**
- **Re-skilling**

**Canterbury College can offer a unique and cost effective jobs brokerage and skills matching service staffed by commercially experienced recruitment professionals. CT Recruitment is a free service to employers matching skills requirements for seasonal, full and part time vacancies.**

Our aim is to provide a seamless recruitment service that meets your needs whilst ensuring our students gain access to employment opportunities through our industry reflective screening and matching process.

We can provide a comprehensive candidate resource from those at Apprentice level to skilled young people, experienced adults, and even Higher Education level with a range of academic and vocational skills.

#### ***The Process:***

- *Identifying your unique needs and applicant criteria*
- *Advertising your vacancy reaching 9,000 potential applicants*
- *Screening against your criteria using your application form and/or CV*
- *Presenting an initial shortlist of suitable candidates for your vacancy*
- *Providing reference and attendance details of candidates*
- *Arranging and where required providing interview venues*
- *Exploring further training opportunities applicable to your staff development needs.*

#### ***We can source candidates for many sectors including:***

- Accounting
- Administration
- Agriculture & Land Based
- Animal Care & Veterinary
- Catering & Hospitality
- Construction & Engineering
- Design & Media
- Hair & Beauty
- IT
- Public Services
- Retail
- Sales
- Social Care
- Sport & Leisure
- Travel & Tourism

CT Recruitment also works with other agencies including the Local Authorities and Employment Services (Job Centre Plus) to ensure we can offer you the widest choice of potential employees. We can also provide you and your 'at risk' employees with a range of job search skills training backed up by a wide range of re-skilling programmes, many of which are free.



[ctrecruitment@canterburycollege.ac.uk](mailto:ctrecruitment@canterburycollege.ac.uk)

[www.canterburycollege.ac.uk/ctrecruitment](http://www.canterburycollege.ac.uk/ctrecruitment)



01227 811163

—As part of an ongoing recruitment drive The Children's Society Thanet Project, wished to recruit suitably motivated and committed Childcare & Early Years students who might be considering a future career with disabled children, to its Disabled Children's Saturday & Holiday activity clubs.

From first contact with CT Recruitment through to meeting and interviewing selected students the level and quality of service we received has been outstanding, and has provided an altogether refreshing approach to recruitment that we will without hesitation make use of again in the future.

I cannot praise highly enough those involved for their professionalism, efficiency, integrity, and the ethos by which they work which is invariably conveyed to the students throughout the process. ■■■

**Christine Laming**  
**Administration Manager**  
**The Children's Society**  
**Thanet Project**





**In addition to our extensive range of training solutions, Canterbury College also offers your business affordable conferencing facilities which are unmatched in the City.**

The College is uniquely able to offer a main conference hall which can comfortably hold 300+ people and be sub-divided into three should you need breakout or workshop space. We also have several smaller dedicated meeting rooms which can accommodate 10 people for more focused workshop or team training exercises and larger lecture theatres which can accommodate larger numbers of people. Our modern well equipped campus has the capacity to meet almost any requirements you may have.

Indeed out of term time it is possible to book whole blocks of the College for major training events and we can also meet your related catering needs for your delegates at any time, whether this is a basic delegate packed lunch, buffet or a seated meal option.

Canterbury College is the ideal choice for professional seminars, private functions and team building activities.

### ***Exhibitions***

The College's impressive main street is also ideal for exhibitions. We have held numerous such events for both internal and external clients including major art exhibitions, wedding fayres and computer gaming showcases. Whilst parking is always a pressure in a City Centre, our site can offer some dedicated parking for your event at weekends and access off the New Dover Road to the College is very easy to find maximising the potential success of your event.

### ***City Benefits***

Of course being so close to the heart of the City has its benefits. There is substantial public car parking within walking distance to the College and both the City's mainline railway stations are easy to reach with Canterbury East only a 10 minute walk. Our site provides extensive disabled parking and all our buildings have disabled access. What's more, we are within 5-10 minutes walking distance of at least 4 major hotels, ensuring your delegates can have a hassle free journey to and from their event. As we are a major business in our own right we can even help you with hotel advice and bookings should you require it.

### ***Unique options***

In addition to our large and flexible main hall and seminar rooms, the College can provide some very unique accommodation including a purpose built theatre (seating approx 150-200 depending on layout), which can be adapted through use of modular seating and staging for your event. Additionally, we have sprung floored dance studios and even a TV studio.

If you need your event to be that little bit special our catering options can go still further, from simple lunch menus to evening canapé receptions. Canterbury College can offer a vast range of delights or a unique culinary experience delivered by our professional hospitality and catering students all for far less than standard hotel costs.

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## Dedicated Service

To ensure your needs are met, every events and conferencing enquiry is dealt with by a dedicated member of our team. We hope that this will ensure all your needs are met and any worries you may have are taken care of efficiently and to the highest standard. Subject to your needs all our meeting rooms will be set up to your requirements and all equipment is included in our room hire rates.

For our basic tariffs please visit our website, however it is recommended that you contact our events staff via the Business & Employer Line to see just how much we can do for you... and how economically.

## Services:

- **Workshops**
- **Corporate**
- **Conferences**
- **Exhibitions**
- **Training Days**
- **Business Breakfast**
- **Room Hire**
- **Catering / Fine Dining Restaurant**
- **Hospitality**
- **Equipment Hire**
- **Floristry Services**
- **Audio / Video / TV Studio**

## Rates:

Full details of our rates and fees are available on our web site.



[www.canterburycollege.ac.uk/events](http://www.canterburycollege.ac.uk/events)

[events@canterburycollege.ac.uk](mailto:events@canterburycollege.ac.uk)

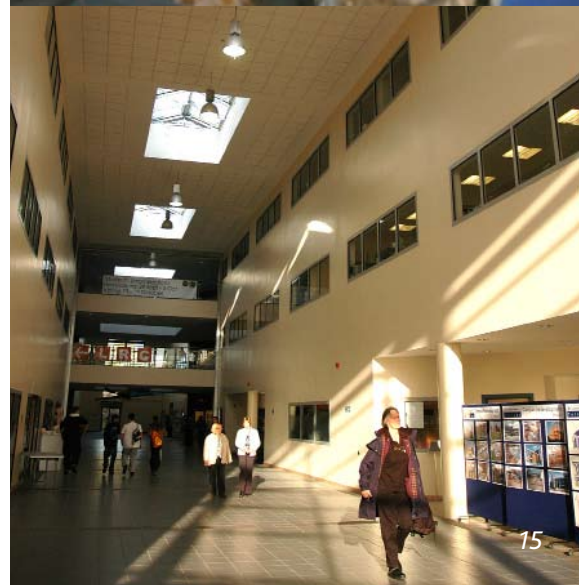
☛☛ I should like to express the gratitude that all of us located at Canterbury College again this year felt for the support and help from members of staff at the College. The rooming, photocopying and general administrative support, the Catering and Hospitality Teams, the AV expertise and the time generously given to all staff to support them was outstanding ☛☛

**Linda Varley**  
Subject Studies Tutor, The University of Manchester



☛☛ Everyone has been extremely efficient, responsive and courteous to all our staff and the participants, and you have contributed a great deal to the success of the programme ☛☛

**John Moss**  
Dean of Education at Christ Church University



# Sheppey College

**Sheppey College is a satellite of Canterbury College and has been open since 1996. We offer a variety of courses in a modern and friendly adult learning environment or in the workplace and enjoy excellent rates of success.**



Many employees undertaking training have exceeded their own expectations by achieving more than they had ever hoped, whilst others have continued their studies at university or found great jobs.

We offer a wide range of training courses in various subject areas which have been developed to meet the needs of the whole community and local employers. Our training programmes and part-time and short courses are fully detailed in our special Sheppey College guide. However, if you have a particular need contact us and as with our main Canterbury site we will work with you to ensure your training and skills requirements are met.

The College is ideally situated close to the bus and railway stations in Sheerness and there is plenty of car parking nearby. The classrooms have been designed for flexibility and the majority of them wired for computers and the latest education and training technology. All areas of the College are wheelchair accessible.



Sheppey College, Bridge Road,  
Sheerness, Kent ME12 IHL

 [www.canterburycollege.ac.uk/sheppey](http://www.canterburycollege.ac.uk/sheppey)  
 01795 581581



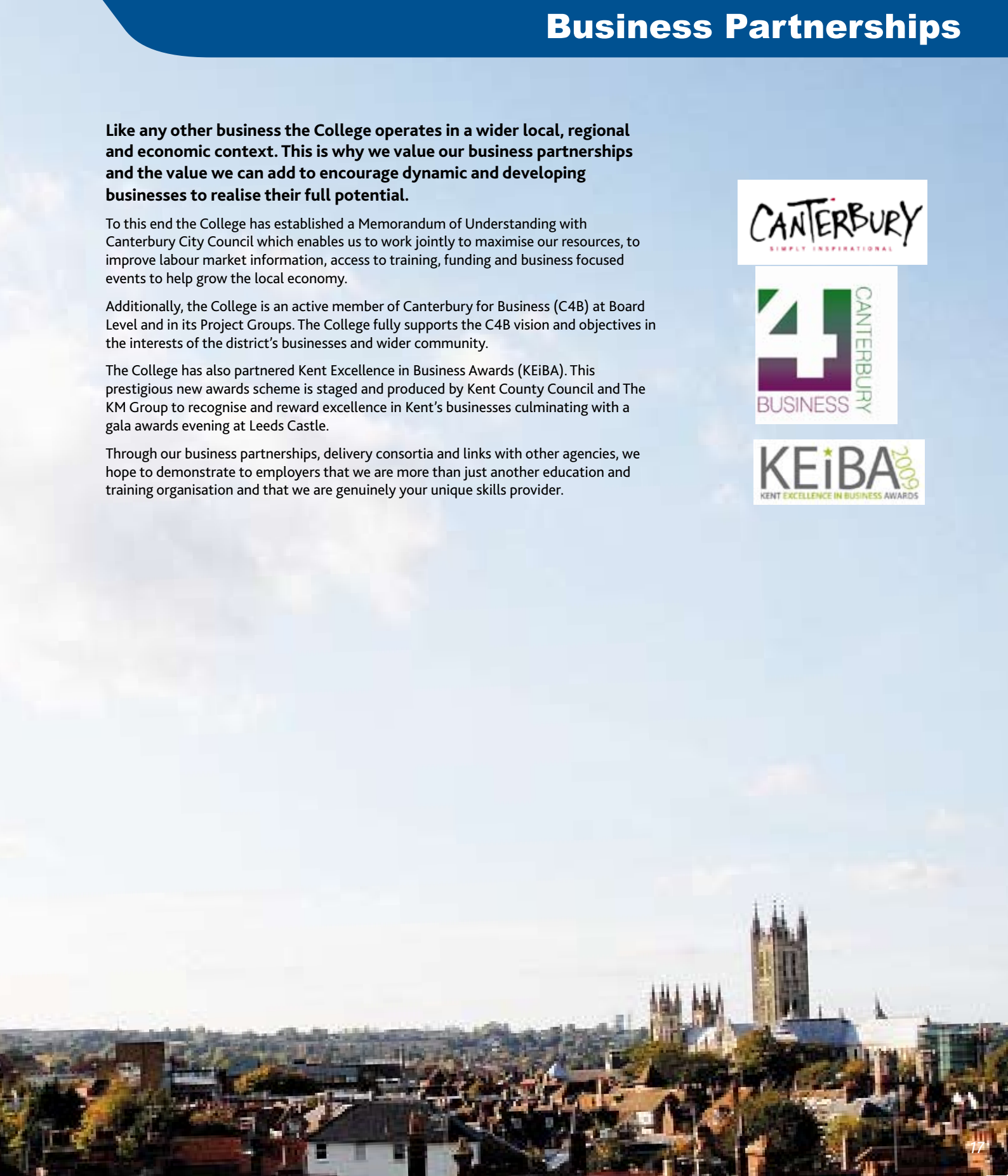
**Like any other business the College operates in a wider local, regional and economic context. This is why we value our business partnerships and the value we can add to encourage dynamic and developing businesses to realise their full potential.**

To this end the College has established a Memorandum of Understanding with Canterbury City Council which enables us to work jointly to maximise our resources, to improve labour market information, access to training, funding and business focused events to help grow the local economy.

Additionally, the College is an active member of Canterbury for Business (C4B) at Board Level and in its Project Groups. The College fully supports the C4B vision and objectives in the interests of the district's businesses and wider community.

The College has also partnered Kent Excellence in Business Awards (KEiBA). This prestigious new awards scheme is staged and produced by Kent County Council and The KM Group to recognise and reward excellence in Kent's businesses culminating with a gala awards evening at Leeds Castle.

Through our business partnerships, delivery consortia and links with other agencies, we hope to demonstrate to employers that we are more than just another education and training organisation and that we are genuinely your unique skills provider.



# Course Index

Subject:	Apprenticeship: Train to Gain:	Qualification:	Level:	
Accounting		NVQ 4	4	
Accounting	✓	AAT - NVQ 2	2	
Accounting	✓	AAT - NVQ 3	3	
Achievement Measurement 2 (AM2 Testing)		Certificate	3	
Advanced Gym (1 Unit)			3	
Alternative Energy Sources		Certificate		
Animal Nursing Assistants		Certificate	1	
Assessor Work Based & College Staff		Assessor	3	
Assessor Work Based & College Staff		Assessor	3	
BCS Certificate For IT Users				
Bookkeeping		Certificate	1	
British Sign Language		BSL	2	
British Sign Language		BSL	1	
Business Administration	✓	✓	NVQ 2	2
Business Administration	✓	✓	NVQ 3	3
Business Management		✓	NCQ 3	3
Business & Marketing for Fitness Purposes		(1 Unit)	3	
Caring for Children & Young People		✓	NVQ 3	3
Carry & Deliver Goods		✓	NVQ 2	2
Children's Care Learning & Development		✓	NVQ 2	2
Children's Care Learning & Development		✓	NVQ 3	3
CCN1 Reassessment		Certificate		
Certificate In Personal Training			3	
Cleaning & Support Services		✓	NVQ 2	2
Client Lifestyle (1 Unit)			3	
Comptia A+ Essentials			2	
COSHH		CIEH Award		
Counselling Concepts		ABC Certificate	2	
Counselling Skills		ABC Certificate	3	
Customer Service	✓	✓	NVQ 2	2
Customer Service	✓	✓	NVQ 3	3
Dental Nursing		National Certificate	3	

Subject:	Apprenticeship: Train to Gain:	Qualification:	Level:	
Diploma In Bookkeeping - Introduction		OCR Diploma	1	
Domestic Gas Foundation		Certificate		
Driving Goods Vehicle		✓	NVQ 2	2
Driving Goods Vehicle		✓	NVQ 3	3
Electrotechnical Technology		C&G Certificate	2	
Electrotechnical Technology	✓	C&G Certificate	3	
Energy Efficiency		Certificate		
Engineering - WBL	✓	BTEC First Certificate	2	
Events Management		Foundation Degree	4	
First Aid - AEd		College Certificate		
First Aid - Appointed Persons Certificate		College Certificate		
First Aid - First Aid At Work		College Certificate		
First Aid - First Aid at Work Refresher		College Certificate		
First Aid - PDFA		College Certificate		
Fitness Instructors Certificate - Gym			3	
Fitness Instructors Certificate - Music			3	
Floristry - Craft & Design		NCFE Certificate	1	
Floristry - Craft & Design		NCFE Certificate	2	
Floristry - Craft & Design		NCFE Certificate	3	
Flue Analysis (CPA 1)		Certificate		
Food & Drink Service		✓	NVQ 2	2
Food Manufacturing		✓	NVQ 2	2
Food Manufacturing		✓	NVQ 3	3
Gas Appliances - 1 Appliance		Certificate		
Gas Reassessment		Certificate		
Gas Reassessment Packages - 2 Units				
Hairdressing	✓		NVQ 2	2
Health & Safety		CIEH Award	2	
Health & Social Care	✓	✓	NVQ 2	2
Health & Social Care		✓	NVQ 3	3

Subject:	Apprenticeship: Train to Gain:	Qualification:	Level:
Horticulture (Amenity)		✓ NVQ 2	2
Horticulture (Amenity)		✓ NVQ 3	3
Horticulture (Production)		✓ NVQ 2	2
Horticulture (Production)		✓ NVQ 3	3
Initial Core Gas Safety (CCN1) - 3 days		Certificate	
Interconnecting Cisco Networking Devices Intermediate Certificate in			2
Food Hygiene Introduction to Cisco			3
Networking Technologies Introduction to Learning			2
Support Assistants Logistic Operations Management		✓ NVQ 3	3
Learning & Development		✓ NVQ 3	3
Leisure Management		✓ NVQ 3	3
Literacy Programme		✓ OCR + C&G	E1 /L2
LPG		Certificate	
Management - Foundation Degree		Foundation Degree	4
Management - Certificate		OCR	3
Management - Diploma		OCR	4
Management - Introduction		OCR	3
Maternity Care		Intermediate Diploma	2
Motor Vehicle Servicing	✓	✓ NVQ 2	2
Motor Vehicle Servicing	✓	✓ NVQ 3	3
Moving & Handling		CIEH Award	
Music - Advanced Sibelius		Certificate	3
Music - Beginner Sibelius		Certificate	1
Music - Intermediate Logic		Certificate	2
Music - Intermediate Sibelius		Certificate	2
Music - Introduction to Logic		Certificate	1
National Licencees Certificate			2
Numeracy Programme		✓ OCR + C&G	E1/ L2
Nutrition & Weight Management (1 Unit)			3
NVQ for IT Users (ITQ) Level 2		✓ BCS	2
Operations & Maintenance Engineering		National Certificate	3

Subject:	Apprenticeship: Train to Gain:	Qualification:	Level:
Part P (Part)			3
Pat Testing		Certificate	3
Performing Engineering Operations (PEO)	✓	✓ NVQ 2	2
Personnel Practice		IFD Certificate	3
Playwork		✓ NVQ 2	2
Playwork		✓ NVQ 3	3
Plant Operations		✓	2
Plumbing	✓	✓ NVQ 2	2
Plumbing	✓	✓ NVQ 3	3
Plumbing Intermediate	✓	✓ NVQ 2	2
Plumbing Advanced	✓	Technical Certificate	3
Plumbing Technical			2
Certificate Modules			
Preparing to Teach in Lifelong Learning Sector			3/4
Principles of Risk Assessment		CIEH Award	2
Professional Cookery (Prep & Cook)		✓ NVQ 2	2
Food & Drink Service		✓ NVQ 2	2
Requirements in Electrical Installations	✓	Technical Certificate	3
RIPHH Primary Certificate in Food Safety			1
Specialist Plant & Machinery		✓ NVQ 2	2
Specialist Plant & Machinery		✓ NVQ 3	3
Sport, Leisure & Recreation (OPS)		✓ NVQ 2	2
Team Leading		✓ NVQ 2	2
Testing & Inspecting of Electrical Equipment	✓	C&G Certificate	3
Theory & Practice of Counselling		ABC Diploma	4
Training in Different Environments (1 Unit)			3
Underfloor Heating		Certificate	
Unvented Hot Water		Certificate	
Veterinary Nursing	✓	NVQ 2	2
Veterinary Nursing	✓	NVQ 3	3
Warehousing & Storage		✓ NVQ 2	2
Water Regulations Certificate (WRAS)		Certificate	
Welding - Introductory		C&G Certificate	1

Canterbury College has services and facilities which could help your business and save you money:



## ***Hairdressing***

Our busy hairdressing salon is ideally situated in Lower Chantry Lane and is open to the public. From cutting and styling to head weaves and perming, it offers as many treatments as any high street salon. It enables students to work in a real life environment while clients are able to receive a professional service at very competitive prices.

✉ [hairdressing@canterburycollege.ac.uk](mailto:hairdressing@canterburycollege.ac.uk) ☎ 01227 811100

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## ***Beauty & Holistic Therapy***

We offer a range of treatments from aromatherapy to pedicure to leave you feeling relaxed, refreshed and rejuvenated. Due to our salon being staffed by professionally-trained Beauty & Holistic Therapy students under the supervision of experienced lecturing staff, we are able to offer treatments at extremely competitive prices. Male clients are welcome.

✉ [beauty@canterburycollege.ac.uk](mailto:beauty@canterburycollege.ac.uk) ☎ 01227 811158

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## ***Floristry***

Our Floristry Shop is the retail outlet for the Floristry department of Canterbury College. Floristry students play an active role in all aspects of the day to day running of the shop such as preparing materials on delivery, making floral designs using fresh materials, taking customer orders and displaying and selling their own work from class sessions.

✉ [flowers@canterburycollege.ac.uk](mailto:flowers@canterburycollege.ac.uk) ☎ 01227 811338

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## ***Beretun Fine Dining***

Our Beretun Restaurant offers silver service in a relaxed and sophisticated atmosphere. With its informal bar area it is the ideal venue to meet up with friends, family or colleagues before enjoying a delicious three course meal. Run by the Hospitality Department the restaurant enables Hospitality students to gain invaluable experience through working in the kitchen and waiting on customers.

✉ [beretun@canterburycollege.ac.uk](mailto:beretun@canterburycollege.ac.uk) ☎ 01227 811114

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## ***CT Recruitment - Jobs Brokerage***

We now operate a jobs brokerage service which can help build your workforce. CT Recruitment is our new initiative to help match the skills, qualifications and vocations of our students with your business staffing needs. Our aim is to make the recruitment process as easy and cost effective as possible. CT Recruitment functions in a similar manner to commercial recruitment agencies with the crucial difference being CT Recruitment is a FREE service.

✉ [ctrecruitment@canterburycollege.ac.uk](mailto:ctrecruitment@canterburycollege.ac.uk) ☎ 01227 811163

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## ***Gas Training Centre***

We are a newly established BPEC approved training and assessment centre. We have a purpose made training room fitted with various appliances for hands on training. Along with interactive power point demonstrations we can provide you with up to date training and various resources which will aid you in passing the various ACS courses that enable you to meet Gas Safety Installation and use regulation requirements.

✉ [gascentre@canterburycollege.ac.uk](mailto:gascentre@canterburycollege.ac.uk) ☎ 01227 811111

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## Equal Opportunities

Canterbury College is committed to Equal Opportunities. No one will be denied opportunity by any form of direct or indirect discrimination on grounds of race, gender, age, culture, sexual orientation, religion, disability or background. We expect that anyone entering the College will share our view that all people have a right to education to meet their particular needs, in an atmosphere in which individuals are respected. A copy of our Equal Opportunities Policy is available on request from the Director Student Support Services or via our website.

## Disabled Access

Both our Canterbury College and Sheppey College sites are able to provide 100% physical access for students using wheelchairs. For more details of the support available, please call the Information Centre on 01227 811188.

## Car Parking

Unfortunately car parking in the College campus is not available during the day to students except for registered disabled students who hold a blue badge. Very limited parking is available in the evenings at a cost of £1 per evening. Park and Ride schemes operate from the top of New Dover Road, Wincheap and Sturry.

## Disclaimer

Every effort has been made to provide accurate information. The College reserves the right, however, to change the published fees and other costs and times, days and duration of the courses. All courses are offered subject to demand and learner/trainee numbers and may be withdrawn if minimum numbers are not reached.

## Refund Policy

Tuition fees shall only be refunded to students in the following circumstances, the fee or proportion of fees to be returned being a matter for decision by the Principal:

- *When the course enrolled on has not started.*
- *When a course is discontinued before it starts.*
- *When the total duration is reduced for reasons determined by the College.*
- *When, for exceptional personal reasons, a student finds it necessary to discontinue attendance and withdraw from classes.*

## Smoking

Smoking is not allowed anywhere on campus. Please be considerate to our neighbours when smoking outside the campus.



## Complaints

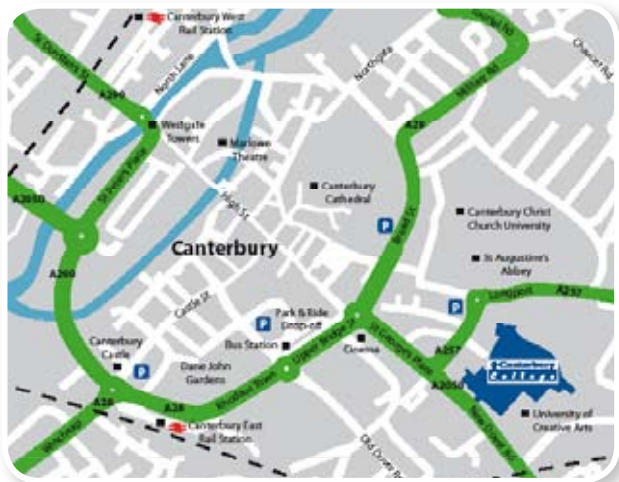
Many times, just telling someone about a problem means that it is rectified immediately; in the first instance complaints should be forwarded to the Business Development Centre Manager on 01227 811163 or by emailing: [bdc@canterburycollege.ac.uk](mailto:bdc@canterburycollege.ac.uk). Your complaint will be forwarded to the appropriate Senior Manager responsible for the area of learning to which the complaint refers.

## Further Information



In addition to this Course Guide we also produce separate guides for our 14-19 provision, Higher Education courses and Sheppey College. Please visit our website to view online or call 01227 811188 for a copy.

Need training or qualifications in other areas?

Call us on 01227 811163 or email us at:





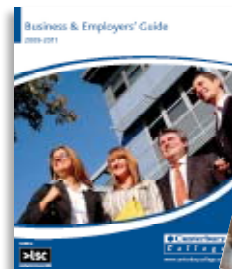
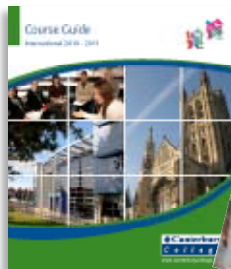
**Canterbury College**  
**New Dover Road**  
**Canterbury**  
**Kent CT13AJ**

-  Student Information Centre: 01227 811188
- Main College number: 01227 811111
-  [www.canterburycollege.ac.uk](http://www.canterburycollege.ac.uk)



**Canterbury College at Sheppey**  
**Bridge Road**  
**Sheerness**  
**Kent ME12 1HL**

-  Student Information Centre: 01227 811188
- Main College number: 01795 581581
-  [www.canterburycollege.ac.uk/sheppey](http://www.canterburycollege.ac.uk/sheppey)



Course Guides available online and from the Student Information Centre

