

Price list

All prices are excluding VAT

Course Title	Delivery / Access Period	Price
BUSINESS & MANAGEMENT		
BUSINESS DEVELOPMENT		
Make Or Break 2 – Growing Your Business	CD ROM / unlimited	£29.99
Performance Indicators	Online / 6 months	£49.99
Winning the Contract	Online / 6 months	Free
BUSINESS START-UP		
Make Or Break 1 – Starting Your Business	CD ROM / unlimited	£29.99
Special Offer – Make Or Break 1 & 2	CD ROM / unlimited	£39.99
CHANGE MANAGEMENT		
Implementing Change	Online / 6 months	£49.99
Jamie’s School Dinners: Managing and Living with Change	Online / 6 months	£34.99
Planning Change	Online / 6 months	£49.99
COMMUNICATION		
Assert Yourself: Learning to Be Assertive	Online / 6 months	£34.99
Briefing Skills	Online / 6 months	£39.99
Communication Process	Online / 6 months	£39.99
I Wasn’t Prepared for That: Overcoming the Fear of Making Presentations	Online / 6 months	£34.99
Producing Project Reports	Online / 6 months	£39.99
Put it in Writing: The Complete Communicator – The Art of Influence	Online / 6 months	£34.99
Report Writing: The Art of Writing a Good Report	Online / 6 months	£34.99
Straight Talking: The Art of Assertiveness	Online / 6 months	£34.99
The Grapevine: Communicating in a World of Change	Online / 6 months	£34.99
Written Communications	Online / 6 months	£39.99

Course Title	Delivery / Access Period	Price
CUSTOMER SERVICE		
An Inside Job: Meeting Internal Customer Needs	Online / 6 months	£34.99
Complaints and Quality Management: Quality through Customer Service	Online / 6 months	£34.99
Demanding Customers: Customer Care Made PERFECT	Online / 6 months	£34.99
No Complaints?: Complaints and the Customer	Online / 6 months	£34.99
On the Receiving End: Making Call Centres More Effective	Online / 6 months	£34.99
Steps to Success – Professional Customer Service Skills	Online / 6 months	£34.99
Telephone Behaviour: the rules of effective communication	Online / 6 months	£34.99
Understanding Customers	Online / 6 months	£39.99
Who Sold You This, Then?: After-Sales Service	Online / 6 months	£34.99
E-COMMERCE		
Building blocks for eBusiness	Online / 6 months	£19.99
E-marketing	Online / 6 months	£19.99
Legalities of online business	Online / 6 months	£19.99
FINANCIAL MANAGEMENT		
Cash Accounting for the Small Rural Business	Online / 6 months	£69.99
Cost-Benefit Analysis	Online / 6 months	£39.99
Financial Environment	Online / 6 months	£39.99
Sage 50 Accounts	Online / 6 months	£95.00
Sage Book Keeping Stage 1	Online / 6 months	£50.00
Sage Book Keeping Stage 2	Online / 6 months	£50.00
Sage Instant Accounts	Online / 6 months	£50.00
Staying Afloat – A Guide to Cash Flow	CD ROM / unlimited	£24.99
The Balance Sheet Barrier: The Basics of Business Finance	Online / 6 months	£34.99
Understanding Accounts	Online / 6 months	£29.99
INFORMATION MANAGEMENT		
Analysing Information	Online / 6 months	£39.99
Maintaining Information Systems	Online / 6 months	£29.99
Using Information For Decisions	Online / 6 months	£49.99

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LEADERSHIP		
First among equals: leading a team	Online / 6 months	£34.99
Harvard Manage Mentor (SME Edition)	Online / 12 months	£149.99
Jamie's Kitchen: Fifteen lessons on leadership	Online / 6 months	£34.99
Leadership	Online / 6 months	£39.99
Motivation	Online / 6 months	£39.99
Problem Solving Skills	Online / 6 months	£49.99
Project Management: Leading a Project Team	Online / 6 months	£34.99
The Best of Motives: Informing and Involving	Online / 6 months	£34.99
The Helping Hand: Coaching Skills for Managers	Online / 6 months	£34.99
The Unorganised Manager: Organising Others	Online / 6 months	£34.99
PERFORMANCE & EFFICIENCY		
Absence Management	Online / 6 months	£29.99
Absence Minded: Managing Absenteeism	Online / 6 months	£34.99
Building The Team	Online / 6 months	£39.99
Can You Spare a Moment?: Counselling Skills for Managers	Online / 6 months	£34.99
Coaching	Online / 6 months	£39.99
Dealing with Time-Wasting Situations	Online / 6 months	£34.99
Effectiveness and Efficiency	Online / 6 months	£39.99
Essentials of Managing Performance	Online / 6 months	£34.99
Giving and Receiving Feedback	Online / 6 months	£39.99
Going to a Meeting: Constructive and Effective Participation	Online / 6 months	£34.99
How am I Doing?: The Perfect Appraisal Interview	Online / 6 months	£34.99
I'd Like a Word with You: The Discipline Interview	Online / 6 months	£34.99
Jamie's Kitchen: Fifteen lessons on teamwork	Online / 6 months	£34.99
Making Time: Priorities, People and Procedures at Work	Online / 6 months	£34.99
Managing Performance Every Day: Beyond the Appraisal	Online / 6 months	£34.99
Meetings Bloody Meetings: Making meetings more productive	Online / 6 months	£34.99
More Bloody Meetings: The People Side of Meetings	Online / 6 months	£34.99
Pass It On: Coaching Skills for Managers	Online / 6 months	£34.99
Performance Matters: The Importance of Praise	Online / 6 months	£34.99
Performance Matters: The Need for Constructive Criticism	Online / 6 months	£34.99
Performance Review: Every Appraisee's Dream	Online / 6 months	£34.99
Performance Review: Every Manager's Nightmare	Online / 6 months	£34.99
Planning Work	Online / 6 months	£39.99

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PERFORMANCE & EFFICIENCY (continued)		
Resolving Conflict	Online / 6 months	£39.99
Supporting Individuals	Online / 6 months	£39.99
The Dreaded Appraisal: Both Sides of the Appraisal Interview	Online / 6 months	£34.99
The Paper Chase: Cutting Back on Paperwork	Online / 6 months	£34.99
Time Management	Online / 6 months	£39.99
Training	Online / 6 months	£39.99
You'll Soon Get the Hang of It: The Techniques of One-to-One Training	Online / 6 months	£34.99
PROTECTING YOUR BUSINESS		
Freedom of Information Act	Online / 6 months	£29.99
Security	Online / 6 months	£29.99
RECRUITMENT		
Behavioural Interviewing: taking the guesswork out of recruitment	Online / 6 months	£34.99
Essentials of Interviewing	Online / 6 months	£34.99
It's Your Choice: Selection Skills	Online / 6 months	£34.99
SALES & MARKETING		
Call to Order: Converting Telephone Enquiries into Sales	Online / 6 months	£34.99
Marketing	Online / 6 months	£39.99
Marketing: Unleashing The Potential of Your Business	Online / 6 months	£29.99
Negotiating: Tying the Knot	Online / 6 months	£34.99
Sell It to Me!: Essential Skills for all Salespeople	Online / 6 months	£34.99
Steps to Success – Professional Sales Skills	CD ROM / 6 months	£34.99
The Art of Selling – Sales with Service	Online / 6 months	£34.99
SELF MANAGEMENT		
30 Ways to make more time	Online / 6 months	£34.99
Ideas into action	Online / 6 months	£34.99
Identifying Self Development Needs	Online / 6 months	£39.99
If looks could kill: Controlling your behaviour	Online / 6 months	£34.99
Manage Own Stress	Online / 6 months	£39.99
Managing Stress: Managing your Behaviour	Online / 6 months	£34.99
Minimising Stress	Online / 6 months	£39.99
Team Spirit? How to be an Effective Team Member	Online / 6 months	£34.99
The Unorganised Manager: Organising Yourself	Online / 6 months	£34.99

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COMPLIANCE/HEALTH & SAFETY		
EMPLOYMENT LAW		
Age Awareness	Online / 6 months	£22.49
Challenging Behaviour	Online / 6 months	£29.99
Data Protection	Online / 6 months	£19.99
Disability Confident	Online / 6 months	£29.99
Diversity Challenge	Online / 6 months	£29.99
Equality and Diversity	Online / 6 months	£19.99
Gender Matters	Online / 6 months	£29.99
Religion and Belief	Online / 6 months	£29.99
Sexual Orientation	Online / 6 months	£29.99
Valuing Diversity: Equal Opportunities for All	Online / 6 months	£34.99
FOOD HYGIENE		
HABC Foundation Food Safety	Online / 6 months	£34.99
RSPH Awards in Food Safety Assessment	Online / Not applicable	£29.99
RSPH Basic Food Hygiene	Online with CD ROM / 6 months	£29.99
HEALTH & SAFETY		
Display Screen Equipment	Online / 6 months	£19.99
Essential Health & Safety (4 Courses)	Online / 6 months	£54.99
Fire Safety	Online / 6 months	£19.99
Health And Safety – Law And Practice	Online / 6 months	£34.99
Health and Safety for Employees	Online / 6 months	£19.99
Health and Safety for Employers	Online / 6 months	£19.99
Intro to Health and Safety	Online / 6 months	£19.99
Manual Handling	Online / 6 months	£19.99
Risk Assessment	Online / 6 months	£19.99
Slips, Trips and Falls	Online / 6 months	£19.99
Stress Management for Employees	Online / 6 months	£19.99
Stress Management for Managers	Online / 6 months	£19.99

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COMPUTERS & SOFTWARE		
EUROPEAN COMPUTER DRIVING LICENCE (ECDL)		
ECDL Module 1: Security for IT Users (Syllabus 5 – MS 2003)	Online / 6 months	£29.99
ECDL Module 1: Security for Users (Syllabus 5 – MS 2007)	Online / 6 months	£29.99
ECDL Module 2: IT User Fundamentals (Syllabus 5 – MS 2003)	Online / 6 months	£29.99
ECDL Module 2: IT User Fundamentals (Syllabus 5 – MS 2007)	Online / 6 months	£29.99
ECDL Module 3: Word Processing (Syllabus 5 – MS 2003)	Online / 6 months	£29.99
ECDL Module 3: Word Processing (Syllabus 5 – MS 2007)	Online / 6 months	£29.99
ECDL Module 4: Spreadsheets (Syllabus 5 – MS 2003)	Online / 6 months	£29.99
ECDL Module 4: Spreadsheets (Syllabus 5 – MS 2007)	Online / 6 months	£29.99
ECDL Module 5: Databases (Syllabus 5 – MS 2003)	Online / 6 months	£29.99
ECDL Module 5: Databases (Syllabus 5 – MS 2007)	Online / 6 months	£29.99
ECDL Module 6: Presentations (Syllabus 5 – MS 2003)	Online / 6 months	£29.99
ECDL Module 6: Presentations (Syllabus 5 – MS 2007)	Online / 6 months	£29.99
ECDL Module 7: Electronic Communication (Syllabus 5 – MS 2003)	Online / 6 months	£29.99
ECDL Module 7: Electronic Communication (Syllabus 5 – MS 2007)	Online / 6 months	£29.99
ECDL Syllabus 5 2003 Skills Suite (bundle of 7 individual modules)	Online / 12 months	£150.00
ECDL Syllabus 5 2007 Skills Suite (bundle of 7 individual modules)	Online / 12 months	£150.00

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PROFESSIONAL IT		
Cisco CCNA 640-802	Online / 6 months	£54.99
CIW Foundations 1D0-510	Online / 6 months	£54.99
CompTIA A+ 2009 Essentials 220-701	Online / 6 months	£54.99
CompTIA A+ 2009 Essentials 220-701 plus Practical Application 220-702 together – Bundle	Online / 6 months	£93.99
CompTIA A+ 2009 Practical Application (220-702)	Online / 6 months	£54.99
CompTIA Network+ 2009	Online / 6 months	£54.99
Instructional Design	Online / 6 months	£54.99
Java 25.0 Programming	Online / 6 months	£54.99
UNIX Systems	Online / 6 months	£50.00
Windows Server 2003 Administration MCSA/MCSE 70-290	Online / 6 months	£50.00
Windows XP Professional MCSE 70-270	Online / 6 months	£50.00
USER ICT		
Access 2003	Online / 6 months	£29.99
Access XP	Online / 6 months	£29.99
Excel 2003	Online / 6 months	£39.99
Excel 2007 Advanced	Online / 6 months	£49.99
Excel 2007 Intermediate	Online / 6 months	£29.99
Excel 2007 Introductory	Online / 6 months	£29.99
Excel 2007 Introductory PLUS Intermediate – Bundle	Online / 6 months	£49.99
Excel XP	Online / 6 months	£29.99
IT Applications	Online / 6 months	£29.99
Keyboard Skills (KAZ)	Online / 6 months	£17.50
Outlook 2003	Online / 6 months	£29.99
Outlook 2007 Intermediate	Online / 6 months	£29.99
Outlook 2007 Introductory	Online / 6 months	£29.99
Outlook 2007 Introductory PLUS Intermediate – Bundle	Online / 6 months	£49.99
Outlook XP	Online / 6 months	£29.99
PowerPoint XP	Online / 6 months	£29.99
PowerPoint 2003	Online / 6 months	£29.99
PowerPoint 2007 Intermediate	Online / 6 months	£29.99
PowerPoint 2007 Introductory	Online / 6 months	£29.99
PowerPoint 2007 Introductory PLUS Intermediate – Bundle	Online / 6 months	£49.99
Project 2000	Online / 6 months	£39.99
Project 2007	Online / 6 months	£54.99
Project Management	Online / 6 months	£54.99

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USER ICT (continued)		
Word XP	Online / 6 months	£29.99
Word 2003	Online / 6 months	£29.99
Word 2007 Intermediate	Online / 6 months	£29.99
Word 2007 Introductory	Online / 6 months	£29.99
Word 2007 Introductory PLUS Intermediate – Bundle	Online / 6 months	£49.99
WEB DESIGN & GRAPHICS		
Cold Fusion MX	Online / 6 months	£54.99
Dreamweaver 8	Online / 6 months	£49.99
Dreamweaver CS4	Online / 6 months	£49.99
Dreamweaver CS5	Online / 6 months	£49.99
Dynamic HTML	Online / 6 months	£54.99
Flash 8	Online / 6 months	£54.99
Flash CS4	Online / 6 months	£54.99
Flash MX Action script	Online / 6 months	£54.99
Frontpage 2000	Online / 6 months	£29.99
Javascript	Online / 6 months	£54.99
Microsoft.NET 2.0 Web Development MCTS 70-528	Online / 6 months	£54.99
Paint Shop Pro 5	Online / 6 months	£49.99
Photoshop 7	Online / 6 months	£49.99
Photoshop CS	Online / 6 months	£50.00
Photoshop CS4	Online / 6 months	£49.99
Web Design & Graphics	Online / 6 months	£50.00
Web Publishing and Design with HTML 4.01 and XHTML	Online / 6 months	£50.00
XML	Online / 6 months	£50.00

Course Title	Delivery / Access Period	Price
LANGUAGES		
All these courses are at beginner level		
Afrikaans	Online / 12 months	£24.99
Albanian	Online / 12 months	£24.99
Alsation	Online / 12 months	£24.99
Amharic	Online / 12 months	£24.99
Arabic	Online / 12 months	£24.99
Armenian	Online / 12 months	£24.99
Assamese	Online / 12 months	£24.99
Azeri	Online / 12 months	£24.99
Basque	Online / 12 months	£24.99
Bengali	Online / 12 months	£24.99
Berber (Tamazight)	Online / 12 months	£24.99
Brazilian Portuguese	Online / 12 months	£24.99
Breton	Online / 12 months	£24.99
Bulgarian	Online / 12 months	£24.99
Burmese	Online / 12 months	£24.99
Cantonese	Online / 12 months	£24.99
Catalan	Online / 12 months	£24.99
Chichewa	Online / 12 months	£24.99
Chinese (Mandarin)	Online / 12 months	£24.99
Chuvash	Online / 12 months	£24.99
Cornish	Online / 12 months	£24.99
Corsican	Online / 12 months	£24.99
Croatian	Online / 12 months	£24.99
Czech	Online / 12 months	£24.99
Danish	Online / 12 months	£24.99
Dari	Online / 12 months	£24.99
Dutch	Online / 12 months	£24.99
English	Online / 12 months	£24.99
Esperanto	Online / 12 months	£24.99
Estonian	Online / 12 months	£24.99
Faeroese	Online / 12 months	£24.99
Finnish	Online / 12 months	£24.99
French	Online / 12 months	£24.99
Frisian	Online / 12 months	£24.99
Galician	Online / 12 months	£24.99
Georgian	Online / 12 months	£24.99
German	Online / 12 months	£24.99
Greek	Online / 12 months	£24.99

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Gujurati	Online / 12 months	£24.99
Hausa	Online / 12 months	£24.99
Hawaiian	Online / 12 months	£24.99
Hebrew	Online / 12 months	£24.99
Hindi	Online / 12 months	£24.99
Hungarian	Online / 12 months	£24.99
Icelandic	Online / 12 months	£24.99
Igbo	Online / 12 months	£24.99
Indonesian	Online / 12 months	£24.99
Irish	Online / 12 months	£24.99
Italian	Online / 12 months	£24.99
Japanese	Online / 12 months	£24.99
Jerriais	Online / 12 months	£24.99
Kinyarwanda (Rawanda)	Online / 12 months	£24.99
Kirghiz	Online / 12 months	£24.99
Korean	Online / 12 months	£24.99
Latin American Spanish	Online / 12 months	£24.99
Latvian	Online / 12 months	£24.99
Lingala	Online / 12 months	£24.99
Lithuanian	Online / 12 months	£24.99
Luxembourgish	Online / 12 months	£24.99
Malagasy	Online / 12 months	£24.99
Malay	Online / 12 months	£24.99
Malayalam	Online / 12 months	£24.99
Maltese	Online / 12 months	£24.99
Manx	Online / 12 months	£24.99
Maori	Online / 12 months	£24.99
Marathi	Online / 12 months	£24.99
Mongolian	Online / 12 months	£24.99
Navajo	Online / 12 months	£24.99
Norwegian	Online / 12 months	£24.99
Occitan	Online / 12 months	£24.99
Papiamentu	Online / 12 months	£24.99
Pashto	Online / 12 months	£24.99
Pidgin	Online / 12 months	£24.99
Polish	Online / 12 months	£24.99
Portuguese	Online / 12 months	£24.99
Provençal	Online / 12 months	£24.99
Quechua	Online / 12 months	£24.99
Romanian	Online / 12 months	£24.99
Romanish	Online / 12 months	£24.99

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Russian	Online / 12 months	£24.99
Saami	Online / 12 months	£24.99
Sardinian	Online / 12 months	£24.99
Scottish Gaelic	Online / 12 months	£24.99
Serbian	Online / 12 months	£24.99
Sesotho (Southern)	Online / 12 months	£24.99
Shona	Online / 12 months	£24.99
Slovak	Online / 12 months	£24.99
Slovenian	Online / 12 months	£24.99
Somali	Online / 12 months	£24.99
Spanish	Online / 12 months	£24.99
Swahili	Online / 12 months	£24.99
Swedish	Online / 12 months	£24.99
Swiss German	Online / 12 months	£24.99
Tagalong	Online / 12 months	£24.99
Tamil	Online / 12 months	£24.99
Telugu	Online / 12 months	£24.99
Thai	Online / 12 months	£24.99
Tibetan	Online / 12 months	£24.99
Tswana	Online / 12 months	£24.99
Turkish	Online / 12 months	£24.99
Ukrainian	Online / 12 months	£24.99
Uzbek	Online / 12 months	£24.99
Vietnamese	Online / 12 months	£24.99
Welsh	Online / 12 months	£24.99
Xhosa	Online / 12 months	£24.99
Yiddish	Online / 12 months	£24.99
Yoruba	Online / 12 months	£24.99
Zulu	Online / 12 months	£24.99