



learning skills to keep forever

JCS training a trading division of JCS Computing Ltd
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www.jcstraining.com



IT & Business Skills
training solutions
public scheduled
or tailored for your business

call now
National
Local

0871 200 22 52
01604 49 52 52

who are we

JCS training is part of the JCS Computing group supplying and serving the computer industry for over 25 years. We specialise in customised software and systems training tailored to make your business a success.

Our head office and main training centre is centrally located in Northampton close to the M1 Junction 15. We also have established training venues in Milton Keynes, London, Leicester, Birmingham, Oxford, Leeds, Bristol, Liverpool, Manchester and Luton plus we have associate training venues in most of the main towns throughout the UK. Training is also available onsite.

With training courses it is also important to match the right trainers to the right students. For this reason we have deliberately spent a lot of time building up our bank of trainers so they can be well matched to the course being delivered. We only employ our trainers to deliver the courses which they are considered to be an expert in even though they may well be able to deliver other training also. Raising these standards to the very top means we have the one of the highest levels of satisfaction in the training industry with over 90% of the businesses returning at some point in the future for further training.

We continue to broaden the portfolio of training services we offer and have recently expanded an extensive range of Business Skills and Development training courses which we deliver to our recognised hire standard.

If you would like to discuss how we can help your company benefit from better trained staff then you can call us now on 0871 200 22 52.

We look forward to hearing from you soon.

Scheduled Course Northampton & Central Milton Keynes "Introducing MS Office 2013" New for MK from May - "PRINCE2"	Number of Days	Public training courses May - August 2013			
		May 2013 COURSES running in Northampton & MILTON KEYNES	June 2013 COURSES running in Northampton & MILTON KEYNES	July 2013 COURSES running in Northampton & MILTON KEYNES	August 2013 COURSES running in Northampton & MILTON KEYNES
Upgrade training to MS Office 2013	1	17th & 24th	17th & 24th	17th & 24th	16th
Microsoft Word (2003, 2007 & 2010)					
Microsoft Word Introduction Level 1	1	1st & 8th	3rd	4th	2nd
Microsoft Word Intermediate Level 2	1	15th & 22nd	17th	18th	16th
Microsoft Word Advanced Level 3	1	22nd & 31st	24th	26th	23rd
Microsoft Excel (2003, 2007 & 2010)					
Microsoft Excel Introduction Level 1	1	10th	12th	12th	13th
Microsoft Excel Intermediate Level 2	1	8th & 15th	19th	19th	19th
Microsoft Excel Advanced Level 3	1	20th & 30th	25th	25th	21st
Microsoft Excel MACRO & VBA	1	24th & 31st	28th	31st	30th
Microsoft Access (2003, 2007 & 2010)					
Microsoft Access Introduction	2	14th / 17th	13th / 14th	11th / 12th	12th & 13th
Microsoft Access Intermediate	1	23rd	19th	18th	21st
Microsoft Access Advanced	1	31st	28th	30th	29th
Microsoft PowerPoint (2003, 2007 & 2010)					
Microsoft PowerPoint Level 1	1	16th & 23rd	13th	16th	14th
Microsoft PowerPoint Level 2	1	24th & 31st	27th	30th	28th
Microsoft Outlook (2003, 2007 & 2010)					
Microsoft Outlook Level 1	1	10th & 15th	14th	19th	20th
Microsoft Outlook Level 2	1	17th & 29th	28th	30th	30th
Microsoft Project (2003, 2007 & 2010)					
Microsoft Project Introduction	2	21st / 22nd	19th / 20th	18th / 19th	14th / 15th
New PRINCE2 courses See Page 2					
Microsoft Visio Intro (2003, 2007, 2010)	1	13th	11th	11th	12th
Microsoft Visio Level 2 (2003, 2007, 2010)	1	20th	25th	25th	22nd
Navigation training - from earlier versions					

We deliver a comprehensive range of Public Scheduled Microsoft, Adobe and other popular software training courses

our clients

I had many Eureka moments. It was very good course, thanks!
Trainer listened to everyone's request and was competent in answering them, the facilities are good.
BS PowerPoint 2007 Northampton County Council

Good Course, very enjoyable, great instructor, really knew his stuff.
LINUX & Bash Shell Programming - Foreign & Commonwealth Office

"Moved at a pace I needed - excellent - the trainer ensured understanding at all stages".
Alanod - tailored Office

"The course was excellent and delivered with patience and in an engaging manner"
"Absolutely Fantastic, the trainers' patience yet ability to keep us controlled & on track was amazing!"
"I feel the trainer has a very nice manner and I felt at ease in his course"
Gojo Europe Northern Team

The feedback has been very positive on yesterday's course and delegates are already asking if we will be providing a Level 3 course!
So very good feedback!
HR Manager Dominos Pizzas MO

We were really impressed with JCS and very pleased with the user guide and online tutorial. JCS made amendments quickly and efficiently. We shall definitely be using yourselves again to produce guides for International and HO. We also have another project in the pipeline that will also need an online tutorial etc. I am happy to recommend JCS to our director to carry out future works.
Cambridge Weight Plan - e-learning Consultancy/Development

Trainer has excellent knowledge of the skills needed
A well run informative course
Office Excel 2010 Advanced - ANKER INTERNATIONAL PLC

I have had great feedback from the guys who did the training; I was very impressed with some of their changes in personality after the training!
Effective Telesales Training - Auriga Europe

Our Client List includes:

- Anker International PLC
- Travis Perkins Group
- Yusen Logistics
- Kew Gardens
- Q-Matic UK
- Avon
- Tesa UK
- Alanod
- Marel Foods
- UniPath
- Dominos Pizza Head office
- National Accident Helpline
- Cambridge Weight Plan



computers **2U** mobile class

Our highly successful mobile class has proved to be an enormously popular choice for clients who may want training on their own site or at an external venue but haven't got the equipment freely available.

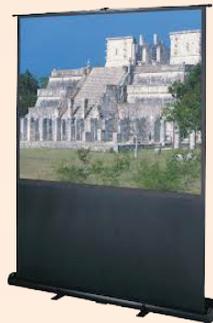
We can offer any number of personal laptops fully configured and ready to use for your training course. These can be provided to run your own in house training or we can supply the trainer complete for the course of your choice. This equipment is available at special rates where training is booked together with equipment hire.

The mobile classroom is supplied in partnership with our sister company, computerent.co.uk, so we have the biggest choice of equipment available. A typical configuration may be 6 laptops together with a projector networked with internet access. Where you are running your own training course the equipment is delivered for you the day before the training commences and collected the day following the completion of the training. Where the trainer is provided they will either bring the equipment or again it would be delivered and collected by our couriers.

laptops from £35/day,
projectors £60/day

please call us and we can discuss your requirements.

as a special we can offer 6 laptops and projector fully configured for £260/day or we can offer 8 laptops and projector fully configured for £300/day



why not include a theatre style portable presentation screen from £25 per day

software courses



Software training course subjects -

for in depth course outlines on all the courses we offer please go to our website
@<http://www.jcstraining.com/courses.php>

- training on the complete range of Adobe products including latest CS6
 - CAD Design
 - AutoCAD and more
 - Cisco
 - Citrix
 - Comp-TIA
 - Contact Management
 - Corel
 - Crystal Reports
 - ITIL
 - Linux
 - Lotus
 - Apple Mac
 - Microsoft
- training on the full range of Microsoft products including all Office versions & all technical courses
 - Oracle
 - SQL Server
 - Prince
 - Programming
 - Quark
 - Quickbooks
 - Reporting Generators
 - Sage
 - Security Systems Training
 - Unix
 - Video Editing
 - Web

Training Room Hire

Our featured main training room centre is based in Northampton, Central England just 10 minutes from junction 15 of the M1 motorway for access from the north, south and west and 15 minutes from the A14 A1-M1 link road from the east.

We also have training rooms in Milton Keynes, Leicester, London, Birmingham, Oxford, Liverpool, Luton, Bristol, Manchester and Leeds. We have associated venues in most other main towns throughout the UK.

All our training rooms are equipped with ergonomic desking with air-cushioned vdu chairs PC workstations with LCD screens all networked each with high speed internet access drinks and refreshment facilities

Suite F1 24 delegates
Suite F2 10 delegates
- special rate 4 delegates
- special rate 6 delegates
Suite F3 10 delegates
Suite G1 12 delegates

Lunch and Refreshments

Tea, Coffee and Biscuits on arrival
Use of Telephone, Fax or Email facility
Drinks and Refreshments available throughout the day
3 course buffet lunch with dietary preferences served 12:30-13:30
Coffee at 11:00 Tea at 3:00

Refreshments only Tea, Coffee, Chocolate,
Cold drinks, Biscuits, crisps available throughout the day

Trainer Provision

We have a large bank of qualified trainers proficient in most software applications available to meet your training needs

Northampton Location

the largest dedicated IT. training centre in the Midlands

Centrally located in the heart of England close to the centre of Northampton. 10 minutes from junction 15 of the M1 motorway traveling from the north, south and west. 10 minutes from the A14/M1 link road travelling from the east. Easy access and parking



Software Development



We have been developing software from the very beginning of JCS Computing back in 1988. Our aim has been to consult and develop software applications which help build businesses and improve efficiency. We also offer support and maintenance to in house projects on a support and consultancy basis as required.

JCS training is part of JCS Computing Ltd and in March 2013 we saw our 25th year of trading. The services we deliver goes far beyond training and development. We have a core team of Consultants and Programmer/Developers who have expertise in many areas of business so we are able to offer "tailored" options that save time and improve efficiency for many of our clients. This has been achieved by carefully providing a full analysis of what is required prior to the development work ensuring maximum attention is given to aiding growth in the business. We work with many clients on an on-going basis continuing to develop with them as their business model changes.

Some of our further Development Areas include

- Access Database Development
- Quality Control Streamlining Systems
- Production Planning
- MRP Systems
- Funeral Management System
- Nursing Home Administration Systems
- HealthCare, Dental & Commercial Agency Systems
- Commercial Property Agency System
- Media Development
- International Online Development Work
- Mobile App Development - Android, iPhone, Blackberry, Windows 8

Further training available - Personal development courses – Business courses – Management training programs -
Sales training – customer service - Train the trainer and 1-2-1 coaching

We run a comprehensive range of Business Skills courses. The detail below give a brief summary of each course we offer. For a more detailed specification please contact one of our specialist Business Skills Sales Advisors on 01604 495252

Managing Teams through Change

In an ever-changing business world it is important that companies recognise the need for training in Change Management - through participative activities this course provides an opportunity for team leaders to examine their own reactions to change and consider how they can best support and challenge their team members to work through change.

Supervisory and Team Leader Skills

This two day programme is aimed at supervisors and team leaders. The delegates will look at the skills needed to enable them to organise and direct the workload and deal with "people" problems that may arise within the team. This course is particularly suitable for Supervisors & Team Leaders who manage people whilst working as part of a team.

Time Management

"What time? - there are not enough hours in the day" Most managers devote time to low priority work. This course looks at how to manage your time. We cover looking at Time and Planning, planning aids and managing workloads and people who impact on your time. Achieve more by working more effectively.

Effective Presentation with PowerPoint

Creating your Presentation should not be your only focus for this type of presentation event. This course is aimed at individuals who want to present more effectively. We cover the fundamentals of presentation and delivery using Microsoft PowerPoint.

Communications Skills

If a picture paints a thousand words ... There is a misconception that this course is just about the words you speak. It is much more about the way you speak them, and how your body is telling its own story. Communication is a two-way process and the duty falls to the team leader to make sure the channel is always open and working properly.

We look at Conflict in the workplace and the effect on business, motivation and the team. In this course we discuss some of the types of conflict that occur and outline ways for managing not escalation the situation

Coaching essentials:

As a leader in your company, you are expected to help people meet or exceed expectations and to help ensure productivity and profitability for the organization. Coaching is a leadership tool that is effective in improving performance and contributing to the goals of the business. In this course, you will explore the benefits of coaching, coaching approaches, how to develop an action plan, and methods for ensuring the coaching process is successful.

Effective Meetings, Agendas and Minutes

To run effective meetings you need to start with an appropriate agenda - this is often a neglected part of the meetings cycle. An effective chairperson can make the difference between a streamlined efficient meeting resulting in clear and concise accounts, or a rambling discussion where everyone leaves wondering why they came!

The minutes that follow a meeting are crucial in keeping everyone up to date and must be presented in a way that is concise, easy for the reader to digest, and very clear.

Preparing and Implementing a Marketing Plan

This course offers a practical approach to preparing and implementing a marketing action plan for any trading division within a larger organisation or a business in its own right. We will review the principles of marketing before moving on to how to prepare a practical marketing action plan that can then be implemented. Delegates will also learn how to integrate the action plan within the existing organisation's structure and resources.

Successful Sales Skills

Based on competent and professional sales skills, delegates are taught how to sell without resorting to high-pressure techniques. The sales process from, from prospecting to after sales service, is explained and delegates are taught the importance of developing a sales plan and how to marry your benefits to your customers needs.

Effective Telesales Skills

This dynamic and popular course enables delegates to develop their telephone selling skills and self-confidence in order to increase call to order ratios, overcome "brush offs" and convert leads in to sales. Delegates will learn to build and develop a confident telephone manner to break through the barriers that block the path to an appointment or sale. Furthermore they will be able to promote their company and product using the tone and language that inspires customers. Also, ways to avoid rejection and build a relationship with the customer throughout the call will be examined. Finally, effective questioning and listening techniques to match the benefits of products/ services to the customer's needs and to overcome objections will be suggested.

Face to Face Selling Skills

Based on competent and professional sales skills, delegates are taught how to sell in a face-to-face situation. The importance of developing a sales plan and how to marry your benefits to your customers needs will be explained. Delegates will understand why people buy and why they don't whilst developing the essential skills and techniques used by successful sales people. Moreover, we will analyse the importance of gaining initial credibility with the customer to help build trust and rapport by the use of effective questioning and listening.

Advanced Consultative Selling and Account Management

The course has been designed for sales professionals wishing to develop their skills in building client relationships. The importance of fully understanding the client's requirements and then providing intelligent tailored solutions is central to the course's theme. Researching and understanding problems and then turning them into needs is examined. It is through concentration on the client, rather than the product pitch that will ensure the success of the sales person and the course considers practical methods of drawing the customer's precise requirement and forming long term partnering relationships.

Negotiation Skills

Based on competent and professional buying skills, delegates are taught how to negotiate with perspective providers without resorting to high-pressure techniques. From prospecting to knowing the negotiation range is explained and delegates are taught the importance of developing skills such as body language, Listening Skills, Competitor Analysis Skills.

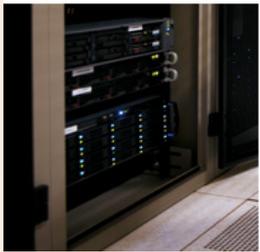
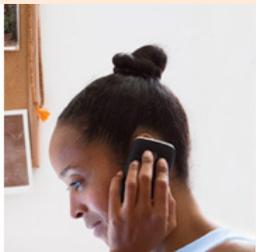
How to be a Professional and effective PA

In most organisations the most valuable resource is performance from the Top! This course is about executive teamwork. The PA takes responsibility for much of the organisation and co-ordination of an office. Tact and diplomacy and effective communication skills are essential. A good PA makes an enormous contribution to executive effectiveness and requires many professional skills to be successful in this role.

PA Taking Minutes

Duration: 1 day How to accurately record information and action from meetings
The ability to take accurate and concise minutes is an essential PA skill. Using exercises and skill development sessions, this one day workshop teaches you how to take and create easy to read, effective minutes that will build your reputation as a valued member of the meeting.

Further training available - Personal development courses - Business courses - Management training programs - Sales training - customer service - Train the trainer and 1-2-1 coaching



Venues Nationwide
 daily delegate rate from
£29.50 per delegate inc
Room hire, PC, Projector,
 inc refreshments
£37.50 inc lunch & refreshments
 featuring our Northampton Centre
 the heart of England's
 largest dedicated I.T. training suite

...we make the difference...

