

## WELCOME TO OUR 2010 PROSPECTUS

Thank you for considering M B & B DAVIES IT TRAINING for your computer training requirements. We do hope you will be impressed by the range of high quality courses we offer and hope that this prospectus will help you make the decision to come to us for your training. We look forward to seeing you.

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## WHY CHOOSE M B & B DAVIES IT TRAINING ?

M B & B DAVIES IT TRAINING has been running for 20 very successful years under the partnership of Mark and Barbara Davies. **M B & B DAVIES IT TRAINING** has a company policy of only using our own residential trainers to carry out our training courses. We do not use freelance trainers and believe that this enables us to provide training courses, which are of a consistently high quality. **We believe that M B & B DAVIES IT TRAINING is the only training organisation based in South Wales that does NOT use freelance trainers.** Between our trainers we amass a total of 46 years experience in training.

M B & B DAVIES IT TRAINING is committed to providing an extensive range of quality training courses. We aim at all times to provide a personal, yet professional approach, helping our customers to optimise the performance of the technology within their organisations.

We do not sell software or hardware, so are therefore able to dedicate 100% of our time to computer training.

## WHAT FACILITIES CAN M B & B DAVIES IT TRAINING OFFER?

For all course attendees, a post-course support service is provided, **free-of-charge**. Any delegates who are experiencing a problem, on a software package that we have provided training upon, can simply pick up the telephone & one of our trainers will then talk them through their problem, or a message can be sent to our email support line.

## MEET THE STAFF...

### Barbara Davies

Babs has been in the IT industry since 1982, working in both Software Technical Support and Training. She is Microsoft trained. As well as delivering training, she is responsible for designing new courses, writing course material, preparing business accounts and carrying out training needs analysis for clients.



### Mark Davies

Mark has been a trainer since 1992. Prior to this he has been in the IT industry since 1982 working in both IT training and Hardware Technical Support. Mark is also Microsoft trained.



## **SERVICES AVAILABLE AT M B & B DAVIES IT TRAINING**

**M B & B DAVIES IT TRAINING** is able to offer a wide range of business services designed to help your organisation gain the maximum benefit from the technology available.

### **Training**

A division specialising in offering both structured and customised training solutions for a wide range of personal computer software.

### **Support**

A division providing a cost effective solution to providing the backup to keep your systems running efficiently.

### **Consultancy**

A division providing objective advice to help you select and design the system best suited for your needs.

### **Tailoring**

All of these services can be integrated into a tailored programme giving continuity to the ongoing development of the computer systems in your organisation.

We believe our unique approach provides an effective mechanism for helping your organisation optimises its use of computer technology.

Courses are tailored at no extra cost. Visits to your premises to discuss tailoring courses are also free-of-charge.

Employee questionnaires can be provided for your colleagues to establish their knowledge levels of the software being used.

We can also develop courses around tailored software programmes, which you may have had developed specifically for your organisation.

## **TRAINING SERVICES**

### **Public Courses**

M B & B DAVIES IT TRAINING offers over 60 introductory and advanced structured courses on all the most popular PC software products used today. The Introductory level courses are suitable for delegates who require development in the basic skills of a software package. The Advanced level courses are designed for delegates who have completed the introductory level or who have an equivalent knowledge and wish to develop their skills further.

### **Workshop**

If your organisation needs specific tasks to be performed, such as transferring data between software packages or needing to produce a specific brochure on a desk top publishing package, then the workshop courses can be designed to perform exactly the task you require.

### **Customised**

You may find that the content of our structured courses does not match the specific skills your organisation requires. By allowing you to choose the topics relevant to you, you save both time and money. Courses are tailored at no extra charge. A visit to your premises to discuss course tailoring is also free-of charge.

## **THE TAILORED APPROACH**

M B & B DAVIES IT TRAINING specialises in providing tailored training programmes, whereby we design the training to match your specific needs.

### **Saving Your Time**

A tailored course can include elements from a number of standard courses. You, therefore, only spend time learning what you need to know - not what someone else needs to know.

### **Corporate Standards**

Where appropriate, a Company Day can include a session on standard company procedures for letter, memo & accounting page layouts and typefaces, etc.

## Continuity

M B & B DAVIES IT TRAINING allocates an individual trainer to be responsible for the management of the programme and, where skills permit, they will carry out all the training. The trainer can then make sure that training is of a consistent standard and build up a rapport with individual delegates. **We pride ourselves in ensuring that all skills are in-house, and therefore no freelance trainers are used.**

## Free Post-Course Telephone Support

A free post-course support service is provided to all delegates, via email support.

## COURSE FEES

Our course fees are £250 per day. For this fee, we will train up to 6 delegates. Included in this cost are detailed course notes for each student to keep, and writing materials. Where applicable, we also provide shortcuts sheets and copy exercises with practice with, following the course. Each delegate is awarded with a certificate, on completion of his or her course. A post course email support service is also provided to delegates who have attended a specific course.

## HOW TO BOOK A COURSE

1. Contact Babs Davies at M B & B DAVIES IT TRAINING, on 07753558105, or send an email to Babs on [babs.davies@training-house.co.uk](mailto:babs.davies@training-house.co.uk)
2. Let us know :-
  - a. The Course Name
  - b. The Course Level
  - c. The Number of Delegates
  - d. Dates Required.

We will then confirm whether the dates, which you require, are available (if not we will offer you alternatives to select from), and then will make a provisional booking for you.

3. We will then forward to you, by email or post, a Course Booking Form. Return this to us complete with an official purchase order number.
4. On our receipt of the completed Course Booking Form, we will confirm your reservation by email, and post an invoice to you.

This document was produced using Microsoft Word. This prospectus is also available on CD, on request.

### WHAT DO DELEGATES THINK OF M B & B DAVIES IT TRAINING?

These are just a few comments taken from delegates' questionnaires completed at the end of every training course...

A thoroughly enjoyable course with every attention from the staff. Thankyou.

Thoroughly enjoyed the course – learnt a lot – must learn to forget all my bad habits.

As a complete beginner to computers, I had dreaded these two days, but it has been a very enjoyable experience – thankyou.

Enjoyable course, very informative.

Excellent tuition – very easy to understand.

Excellent course all round. Well recommended and will recommend to others!

We are very happy with all aspects of the training - organisation, pace, instructor – all excellent. Many thanks

An extremely good course. I have always hated and feared computers, it was nice not to be made to feel a complete idiot for once! It has encouraged me to go away and practice. Thankyou!

As this is the best IT training I have had, I cannot think of any suggestions for improvement.

I enjoyed the course very much and feel more confident. Thankyou!

Excellent course - very useful tips - good pace.

I have thoroughly enjoyed my training provided by M B & B DAVIES IT TRAINING. Thankyou Babs and Mark – I found you both to be very approachable, friendly & excellent at presenting the courses.

I thought it was obvious that a lot of thought and effort had gone into designing an appropriate course.

The following is a full list of all courses that we are able to offer at the time of printing, please contact us for an up-to-date list.

## **WordProcessing**

Microsoft Word  
WordPerfect  
Lotus AmiPro  
Lotus WordPro

## **Spreadsheets**

Microsoft Excel  
Lotus 1-2-3

## **Databases**

Microsoft Access  
Lotus Approach

## **Desk Top Publishing & Creative**

Adobe PageMaker  
Microsoft Publisher  
QuarkXPress  
Adobe Creative Suite  
Adobe Flash  
Adobe InDesign

## **Graphics & WEB Design**

CorelDRAW & associated software  
Microsoft FrontPage  
Visio  
Adobe Illustrator  
Adobe DreamWeaver

## **Project & Contact Management**

Microsoft Project  
ACT!

## **Presentation & Photo Editing**

Microsoft PowerPoint  
Lotus Freelance Graphics  
Adobe PhotoShop  
PaintShop Pro

## **Operating Systems & General PC's**

Computer Awareness  
Microsoft Windows  
PC Hardware (Technical)

## **Integrated & Miscellaneous**

Microsoft Works  
Microsoft Groove  
Microsoft InfoPath  
Microsoft OneNote  
Microsoft Accounting Professional

## **Email & The Internet**

Microsoft Outlook  
Lotus Notes  
Using the Internet Explorer

Adobe Acrobat Professional

We also provide tailored training on bespoke systems.

## COURSE INDEX

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### PLEASE NOTE:

If the course that you require is not listed on the previous page, please contact us. The above list is just a range of courses that we are able to offer. We can also provide training for *older* versions of software packages.

All course overviews listed in this prospectus are designed only as a summary of the topics covered in each course. If you would like a detailed list of the topics covered on specific courses, please contact us, and we will send you the 'Table of Contents' from the front of the relevant course notes.



## MICROSOFT WORD

### Microsoft Word

#### Introduction

**Suitable for :**

Delegates who would like to be able to use the basic features of Microsoft Word effectively

**Aim of the course :**

To introduce the basic features of Microsoft Word and provide an opportunity to practice working with these features.















**Duration :**

2 Days

**Pre-requisites :**

Delegates should be familiar with PCs and Windows.

**Content :**

-  Using The Mouse & Keyboard Efficiently
-  Creating, Saving, Printing & Opening Documents
-  Moving Around the Document-Quickly
-  Editing, Formatting & Deleting Text
-  Setting Tabs & Indents
-  Search & Replace
-  Spelling, Grammar & Thesaurus
-  Cut, Copy & Paste, Drag & Drop
-  Deleting & Renaming Documents
-  Changing the Document Layout
-  Inserting Special Characters & Short-Cut Keys
-  Creating & Using Bookmarks
-  Creating & Using Auto Text Phrases (Building Blocks)
-  Setting Up & Using Auto Correct

### Microsoft Word

#### Advanced

**Suitable for :**

Delegates who wish to be able to use the advanced features of Microsoft Word effectively.

**Aim of the course :**

To introduce the advanced features of Microsoft Word and provide an opportunity to practice working with those features.














**Duration :**

3 Days

**Pre-requisites :**

Delegates should be familiar with using the basic features of Microsoft Word.

**Content :**

-  Creating & Formatting Tables
-  Mail Merge & Selective Mail Merge
-  Creating & Using Templates & Styles
-  Automatic Generation of a Table of Contents
-  Using WordArt to Create Effective 'Fancy' Text
-  Charts/Graphs
-  SmartArt (Diagrams and Drawings)
-  Creating & Using Headers & Footers & Page Numbering
-  Working with Columns
-  Sectioning Documents
-  Creating Numbered & Bulleted Lists
-  Creating & Customising Tool Bars/Quick Access Bars
-  Macros & Pausing Macros

## MICROSOFT WORD – Best of the Rest

### Microsoft Word Best of the Rest

**Suitable for :**

Delegates who have attended the Microsoft Word Introduction and Advanced courses, and would like to learn about the remaining features available within Microsoft Word.

**Aim of the course :**

To introduce the best of the remaining features available from within Microsoft Word, which was not addressed during the Microsoft Word Introduction & Advanced courses.

**Duration :**

1 Day

**Pre-requisites :**

Delegates must have attended the Microsoft Word Advanced course.

**Content :**

Outline View & Styles



Master and Sub Documents



Footnotes & End Notes



Comments and Captions



Cross Referencing



Indexing



Hyperlinks



Forms

## MICROSOFT EXCEL

### Microsoft Excel

#### Introduction

**Suitable for :**

Delegates who are newcomers to Spreadsheets and/or Microsoft Excel.

**Aim of the course :**

To introduce the basic features and concepts of Microsoft Excel and provide an opportunity to practice working with these features.












**Duration :**

1 Day

**Pre-requisites :**

Delegates should be familiar with PCs and Windows.

**Content :**

-  An Introduction to Spreadsheet Concepts
-  Understanding The Microsoft Excel Screen Layout
-  Creating, Saving & Retrieving Worksheets
-  Moving Around the Worksheet - Using Shortcuts
-  Entering, Editing, Deleting & Formatting Text & Numbers
-  Entering Basic Formulae - (Add, Subtract, Division, Multiply, Average, Maximum, Minimum)
-  Absolute & Relative Cell Addressing
-  Producing & Customising Graphs
-  Printing Worksheets & Graphs
-  Cut, Copy & Paste
-  A Range of Useful "Quick" Features

### Microsoft Excel

#### Advanced

**Suitable for :**

Delegates who wish to be able to use the advanced features of Microsoft Excel effectively.

**Aim of the course :**

To introduce the advanced features of Microsoft Excel and provide an opportunity to practice working with those features.














**Duration :**

3 Days

**Pre-requisites :**

Delegates should be familiar with using the basic features of Microsoft Excel

**Content :**

-  Using "If" Statements (Formulae)
-  Using Lookup Tables (Formulae)
-  Creating & Editing Macros
-  Using Range Names to Enhance Formulae
-  Protecting Data & Spreadsheets
-  Using the Outliner to Manage Large Spreadsheets Easier
-  Using Pivot Tables to Analyse Data
-  Using Goal Seek & Scenario Manager to Analyse "What if" Situations
-  Consolidating Worksheets & Workbooks (Formulae Between Sheets & Files Such as Add, Subtract, Division, Multiply, Average etc)
-  Creating & Editing the Toolbars/Quick Access Bars
-  Using Sort, AutoFilter & Advance Filter to Analyse Lists of Data
-  Using Analysis Formulae
-  Data Validation

## MICROSOFT EXCEL

### Microsoft Excel Working with Graphs

**Suitable for :**

Delegates who are experienced in using Microsoft Excel for creating basic spreadsheets and formatting them.

**Aim of the course :**

To introduce all features and concepts available of using Microsoft Excel graphs.













**Duration :**

½ Day

**Pre-requisites :**

Delegates should have a good basic understanding of Microsoft Excel, but do not know how to create graphs.

**Content :**

-  Creating a Basic Graph on a New Sheet
-  Creating a Basic Graph Using a Wizard
-  Changing Graph Types
-  Changing the Appearance of the Graph (Colours, Fonts etc)
-  Adding Pictures onto Bars
-  Rotating 3D Graphs
-  Custom Type Graphs
-  Adding Graph Headings
-  Data Values & Data Labels
-  Graph Legends & Tables
-  Gridlines & Scales
-  Changing the Location of the Graph
-  Adding & Removing Data
-  Trend Lines
-  Exploding Pie Graphs

### Microsoft Excel Best of the Rest

**Suitable for :**

Delegates who have attended the Microsoft Excel Introduction and Advanced courses, and would like to learn more about the remaining features available within Microsoft Excel.

**Aim of the course :**

To introduce the best of the remaining features available within Microsoft Excel, that were not addressed during the Microsoft Excel Introduction & Advanced courses.









**Duration :**

1 Day

**Pre-requisites :**

Delegates must have attended the Microsoft Excel Advanced course.

**Content :**

-  Creating & Using Custom Views
-  Working with Styles
-  Sharing Workbooks
-  Tracking Changes
-  Error Tracing
-  Data Tables
-  Solver
-  Forms

## MICROSOFT ACCESS

### Microsoft Access For End Users

**Suitable for :**

Delegates who are newcomers to Databases and/or Microsoft Access, and will be using the Microsoft Access system to process data.

**Aim of the course :**

To introduce the basic features and concepts of Microsoft Access and provide an opportunity to practice working with these features.








**Duration :**

1 Day

**Pre-requisites :**

No previous computer experience is necessary.

**Content :**

-  An Introduction to Database Concepts
-  Understanding The Microsoft Access Screen Layout
-  Retrieving A Database
-  Entering, Amending & Deleting Records
-  Saving & Modifying Records
-  Running Queries & Filters
-  Printing an Existing Report

### Microsoft Access Introduction

**Suitable for :**

Delegates who have no existing knowledge of Microsoft Access, but would like to know how to create and use a simple database.

**Aim of the course :**

To introduce the basic concepts of using Microsoft Access, and how to set up a simple database.






**Duration :**

2 Days

**Pre-requisites :**

Delegates should be familiar with using a database. Previous experience of setting up a database is not required, although experience of using Windows is desired.

**Content :**

-  Understanding Database Concepts & Terminology
-  Understand the Access Screen Layout
-  Creating & Amending Tables (Including Field Types and Options)
-  Entering, Amending & Deleting Data
-  Creating & Running Basic Queries & Filters

## MICROSOFT ACCESS

### Microsoft Access Advanced Database Development

**Suitable for :**

Delegates who have attended the Introduction course, as discussed on the previous page, and would like to progress a step further.

**Aim of the course :**

To introduce some additional features of Microsoft Access to further enhance your databases.






**Duration :**

3 Days

**Pre-requisites :**

Delegates must have attended the Introduction course as indicated on the previous page.

**Content :**

-  Creating & Running More Complex Queries & Filters
-  Linking Tables With Relationships
-  Creating Forms to Enhance the Database
-  Creating & Printing Report Information
-  Creating Basic Macros & Command Buttons

### Microsoft Access Further Development

**Suitable for :**

Delegates who have attended our 3 day Advanced course, but would like to know more of the additional features to gain the maximum benefits of working with Microsoft Access.

**Aim of the course :**

To introduce existing Database Developers to some more of the Microsoft Access development features.










**Duration :**

2 Days

**Pre-requisites :**

Delegates must have attended the Advanced course as indicated in the previous column.

**Content :**

-  Database Launch Options
-  Database Performance
-  Compacting a Database
-  Converting Macros to Visual Basic
-  Converting a Database to MDE Format
-  Database Security
-  The Switchboard Manager
-  Toolbars & Menus
-  Creating & Utilising Macros and Conditions in a Form

## CORELDRAW & MICROSOFT PUBLISHER

### CorelDraw

**Suitable for :**

Delegates who will be using CorelDraw to design drawings and use its large font & ClipArt libraries.

**Aim of the course :**

To introduce the main features and concepts of CorelDraw and provide an opportunity to practice working with these features.












**Duration :**

2 Days

**Pre-requisites :**

Delegates should be familiar with PCs and preferably Windows.

**Content :**

-  An Introduction to CorelDraw & Its Concepts
-  Entering, Editing & Formatting Text
-  Drawing & Amending Various Shapes
-  Using Colours & Patterns
-  Resizing & Moving Objects
-  Creating, Saving & Retrieving Drawings
-  Printing Drawings
-  Blending, Extruding & Enveloping
-  Rotating & Curving
-  Using Clip Art & the Symbols Library
-  Importing & Exporting

### Microsoft Publisher

**Suitable for :**

Delegates who will be using Microsoft Publisher to produce publications of newsletters and magazines.

**Aim of the course :**

To introduce the main features and concepts of Microsoft Publisher and provide an opportunity to practice working with these features.








**Duration :**

2 Days

**Pre-requisites :**

Delegates should be familiar with PCs and preferably Windows.

**Content :**

-  An Introduction to Microsoft Publisher & Desk Top Publishing Concepts
-  Setting Up The Page Layout
-  Entering, Editing & Formatting Text
-  Drawing & Amending Various Shapes
-  Using Colours & Patterns
-  Resizing & Moving Objects
-  Creating, Saving, Retrieving & Printing
-  Importing & Positioning Text & Graphics
-  Using The Spell Checker
-  Using the Built-In "Wizards"

## ADOBE PAGEMAKER & ADOBE PHOTOSHOP

### Adobe PageMaker

**Suitable for :**

Delegates who will be using PageMaker to produce publications of newsletters and magazines.

**Aim of the course :**

To introduce the main features and concepts of PageMaker and Desk Top Publishing concepts, and provide an opportunity to practice working with these features.

















**Duration :**

2 Days

**Pre-requisites :**

Delegates should be familiar with PCs and preferably Windows.

**Content :**

-  An Introduction to PageMaker & Desk Top Publishing Concepts
-  Understanding The PageMaker Screen Layout
-  Setting Up the Page Layout
-  Entering, Editing & Formatting Text
-  Drawing & Amending Various Shapes
-  Using Colours & Patterns
-  Resizing & Moving Objects
-  Creating, Saving, Retrieving & Printing
-  Importing & Positioning Text
-  Importing & Positioning Graphics
-  Using the Spell Checker
-  Using the Story Editor
-  Setting Indents, Tabs & Columns
-  Creating & Formatting Tables
-  Working with Auto Flow
-  Working with Master Pages

### Adobe PhotoShop

**Suitable for :**

Delegates who will be using Adobe PhotoShop to scan photographs & pictures.

**Aim of the course :**

To introduce the main features and concepts of PhotoShop and provide an opportunity to practice working with these features.

**Duration :**

1 Day

**Pre-requisites :**

Delegates should be familiar with PCs and preferably Windows.

**Content :**

-  **An Introduction to PhotoShop**  
Basic Concepts & Applications
-  **The PhotoShop Screen Layout**  
Layout Settings  
Tool Settings & Screen Configuration
-  **Photo Manipulation**  
Selecting & Masking  
Layering  
Marquee Tools  
Retouching-Blur, Soften, Sharpen,  
Lighten, Darken & Cloning  
Histogram Functions & Adjustments  
Colour Selection & Application  
Filtering



## QUARKXPRESS

### QuarkXPress

**Suitable for :**

Delegates who will be using QuarkXPress to produce publications of newsletters and magazines.

**Aim of the course :**

To introduce the main features and concepts of QuarkXPress and Desk Top Publishing concepts, and provide an opportunity to practice working with these features.

**Duration :**

2 Days

**Pre-requisites :**

Delegates should be familiar with PCs and preferably Windows.

**Content :**

An Introduction to QuarkXPress & Desk Top Publishing Concepts



Setting up the Page Layout



Entering, Editing & Formatting Text



Working with "Runaround"



Drawing & Amending Various Shapes



Using Colours, Patterns & Blending



Resizing & Moving Objects



Creating, Saving, Retrieving & Printing



Importing & Positioning Text/Graphics



Using the Spell Checker



Setting Indents, Tabs & Columns



Creating & Using Master Pages



Creating & Using Libraries

## MICROSOFT POWERPOINT

### Microsoft PowerPoint Introduction

**Suitable for :**

Delegates who will be using PowerPoint to produce on-screen, slide, overhead or on-paper presentations.

**Aim of the course :**

To introduce the main features of Microsoft PowerPoint and Presentation software concepts.















**Duration :**

1 Day

**Pre-requisites :**

Delegates should be familiar with PCs and preferably Windows.

**Content :**

-  An Introduction to PowerPoint & Presentation Software Concepts
-  Selecting a Template
-  Changing to a Different Template
-  Using the Slide Sorter & Outliner Views
-  Altering the Slide Layout
-  Entering, Editing & Formatting Text
-  Drawing Shapes & Using Colours
-  Resizing & Moving Objects
-  Creating, Saving, Retrieving & Printing
-  Creating & Editing Charts
-  Creating Tables & Organisational Charts
-  Importing & Positioning Graphics
-  Setting Transition & Animation Effects
-  Running an Effective Slide Show

### Microsoft PowerPoint Advanced

**Suitable for :**

Delegates who have attended our Microsoft PowerPoint Introduction course, and would like to learn about the remaining features of Microsoft PowerPoint.

**Aim of the course :**








To cover the remaining topics that was not addressed during the Introduction course.

**Duration :**

1 Day

**Pre-requisites :**

Delegates should have attended the Introduction to PowerPoint course, or achieved equivalent standards

-  Using the Drawing Tool Bar to Create Diagrams and Drawings
-  Using "Pack and Go"
-  Creating Your Own Templates
-  Creating & Working with Hyperlinks
-  Creating Customised Tool Bars/Quick Access Bars
-  Creating & Using Macros
-  Creating Custom Shows.

## MICROSOFT PROJECT

### Microsoft Project Set-up and Use of

**Suitable for :**

Delegates who will be using Microsoft Project to manage and run basic and/or complex projects.

**Aim of the course :**

To introduce the main features and concepts of Microsoft Project and Project Management software concepts, and provide an opportunity to practice working with these features.















**Duration :**

2 Days

**Pre-requisites :**

Delegates should be familiar with PCs and preferably Windows.

**Content :**

-  An Introduction to Microsoft Project & Project Management Concepts & Terminology
-  Understanding The Project Screen Layout
-  Creating a New Project
-  Entering & Editing Task Information
-  Setting Outline Levels
-  Assigning Relationships Between Tasks
-  Entering & Allocating Resources
-  Setting up the Calendars
-  Saving & Retrieving Projects
-  Altering the Layout of the Project
-  The "Views", "Tables" & "Filters"
-  The GANTT & PERT Charts
-  Customising & Printing Projects
-  Entering Planned, Scheduled & Actual Data

### Microsoft Project Advanced

**Suitable for :**

The course has been designed for those users managing projects requiring careful and detailed scheduling of resources. Exercises cover methods for ensuring an even workload across resources and for tracking the progress of the project once it has started. The course will include the use of customised views and reports to carry out some of these features.

**Aim of the course :**

To cover the additional features of Microsoft Project which provide additional analysis.









**Duration :**

1 Day

**Pre-requisites :**

This course is only open to delegates who have attended the course indicated in the previous column.

**Content :**

-  Use More Resource Management Options:  
Resolve overallocation using levelling;  
Resource Management Toolbar; Resource Views
-  Enter Work Units for Multi Resourced tasks
-  Enter Overtime
-  Set the baseline for a project
-  Save Interim plans
-  Enter the following: Actual Information,  
Duration, Progress, Start/Finish Dates,
-  Cost & Work
-  Display reports to view the actual performance against the baseline of interim plans

## ACT! Contact Management

### ACT!

**Suitable for :**

Delegates who will be using ACT! to record and manage information about clients and general contacts.

**Aim of the course :**

To introduce the main features and concepts of ACT! Contact Management software.















**Duration :**

2 Days

**Pre-requisites :**

Delegates should be familiar with PCs and preferably Windows.

**Content :**

-  An Introduction to ACT! concepts
-  Understanding The ACT! Screen Layout
-  Creating a New Database
-  Customising ACT!
-  Entering & Editing Contact Information
-  Entering Notes/Comments
-  Entering Calendar Information
-  Entering Important Meetings
-  Entering "Follow up" Calls and "To Do's"
-  Setting Up a Daily Task List
-  Scheduling New Tasks, and Amending Existing Tasks
-  Printing Reports
-  Querying Data
-  Using ACT! Mail Merge

## INTRO TO PC'S & MICROSOFT WINDOWS & PC HARDWARE

### Introduction to PC's & Microsoft Windows

**Suitable for :**

Delegates who have no previous computer experience, and wish to have an overview of the terms and concepts of computer hardware and software, and why and how they are used.

**Aim of the course :**

To introduce the main features and benefits of using a computer system. A useful course for those moving into the computer environment within their company.







**Duration :**

1 Day

**Pre-requisites :**

No previous computer experience is required.

**Content :**

-  Understanding The Basic Components of a Computer System
-  The Function of Computers
-  Understanding Computer Jargon
-  What to look for when purchasing a PC
-  Correct Use of the Mouse
-  Using the Basic Features of Microsoft Windows

### PC Hardware

**Suitable for :**

Delegates who are based in an "IT" role, but do not have adequate knowledge of hardware to support PC's.

**Aim of the course :**

To instruct IT personnel how to build a PC from various components, upgrade PC's and generally support hardware problems.





**Duration :**

1 Day

**Pre-requisites :**

Good knowledge of use of a PC is essential.

**Content :**

-  Tools Required
-  Working Static Electricity
-  Identifying Components
-  Microprocessor and Bus Architecture
-  Understanding Interrupts
-  Memory (Types & Upgrading)
-  Hard Disks and SCSI Devices
-  Monitors
-  Parallel & Serial Ports
-  Overview of Network Styles
-  General Terminology

## MICROSOFT WINDOWS

### Microsoft Windows

**Suitable for :**

Delegates who will be using Microsoft Windows in conjunction with any Windows based applications.

**Aim of the course :**

To introduce the main features and concepts of Microsoft Windows, and provide an opportunity to practice working with these features.

**Duration :**

1 Day

**Pre-requisites :**

No previous computer experience is required.

**Content :**



An Introduction to Microsoft Windows & General Windows Concepts



Correct Use of the Mouse



Understanding the Screen Layout



Using the 'Built-In' Applications



Using The Explorer & Control Panel



Using Help



Minimise, Maximise & Restore Icons



Changing Environment Settings



Working on More than 1 Application Simultaneously

## MICROSOFT WORKS

### Microsoft Works

#### Introduction

**Suitable for :**

Delegates who wish to use the basic features of Microsoft Works.

**Aim of the course :**

To introduce the basic features and concepts of Microsoft Works and Integrated software packages in general,

**Duration :**














1 Day

*(We recommend the Introduction & Advanced courses be taken together)*

**Pre-requisites :**

Delegates should be familiar with PCs and preferably Windows if using the Windows version.

**Content :**

-  The Concepts of An Integrated Software Package
-  Creating, Saving, Retrieving & Printing Files
-  **An Introduction to The Word Processor**
-  Basic Editing & Cursor Movements
-  Character & Paragraph Attributes
-  The Spell Checker
-  **An Introduction to The Spreadsheet**
-  Entering Basic Formulae
-  Inserting/Deleting Rows and Columns
-  **An Introduction to The Database**
-  Creating a Basic Database
-  Entering Information
-  Searching Through The Database

### Microsoft Works

#### Advanced

**Suitable for :**

Delegates who wish to use the more advanced features of Microsoft Works.

**Aim of the course :**

To introduce the more advanced features of Microsoft Works and to practice using them.










**Duration :**

1 Day

**Pre-requisites :**

Delegates who are familiar with the basic features of Microsoft Works.

**Content :**

-  **The Word Processor**
-  Changing Fonts & Point Sizes
-  Moving & Copying Information
-  Setup of Headers & Footers
-  Using Search & Replace
-  Setting Indents & Tabs
-  **The Spreadsheet**
-  Cut, Copy & Paste
-  Changing the Worksheet Layout
-  Freezing Headings
-  Producing Graphs
-  **The Database**
-  Improving the Database Presentation
-  Linking the Database with the Word Processor - Mail Merge

## MICROSOFT OUTLOOK

### Microsoft Outlook

**Suitable for :**

Delegates who wish to use the tools available within Microsoft Outlook as effectively as possible.

**Aim of the course :**

To introduce the key features of Microsoft Outlook, and practice working with these features.

**Duration :**

1 Day

**Pre-requisites :**

Delegates should be familiar with PCs and preferably Windows.

**Content :**

Using E-Mail to Send and Receive Messages



Arranging Meetings Through E-Mail



Sending & Reading Attachments



Forwarding and Filtering Messages



Using the Calendar



Entering Contact Information and Tasks



Notes



Using Task Lists



Deleting Unwanted Entries



General Tips and Tricks



## FILE MANAGEMENT/HOUSEKEEPING THE INTERNET

### File Management Using the Microsoft Windows Explorer

**Suitable for :**

Delegates who have experience in using Microsoft Windows & appropriate applications (such as Word, Excel etc), but do not have adequate knowledge of file management and its' principles.

**Aim of the course :**

To introduce the main features and concepts of file management in order that delegates can manage their files in a more structured way.












**Duration :**

½ Day

**Pre-requisites :**

Delegates should be familiar with PCs, Windows & Microsoft Office applications.

**Content :**

-  What is the Explorer?
-  The General Screen Layout
-  Folder Structures
-  Local & Network Drives
-  Creating, Deleting & Renaming Folders
-  Deleting & Renaming Files
-  Saving & Retrieving Into Folders Using Microsoft Excel & Word
-  Moving Files to a Different Folder
-  Copying Files to Floppy Disks
-  Using "Find" to search for files
-  The Recycle Bin

### The Internet Introduction

**Suitable for :**

Delegates who have basic knowledge of how to use a computer, but would like to know how to use the Internet Explorer effectively and efficiently, to find the web sites that they required

**Aim of the course :**

To introduce the main features and concepts of The Internet in order that delegates can find the web sites that they require.







**Duration :**

½ Day

**Pre-requisites :**

Delegates should be familiar with PCs and Microsoft Windows.

**Content :**

-  What is The Internet?
-  Internet Jargon
-  Using Search Engines & Understanding Hyperlinks
-  Saving Pictures from a Web Site
-  Printing Web Site Information
-  Saving a Web Page as a Microsoft Word Document