

## Information Pack

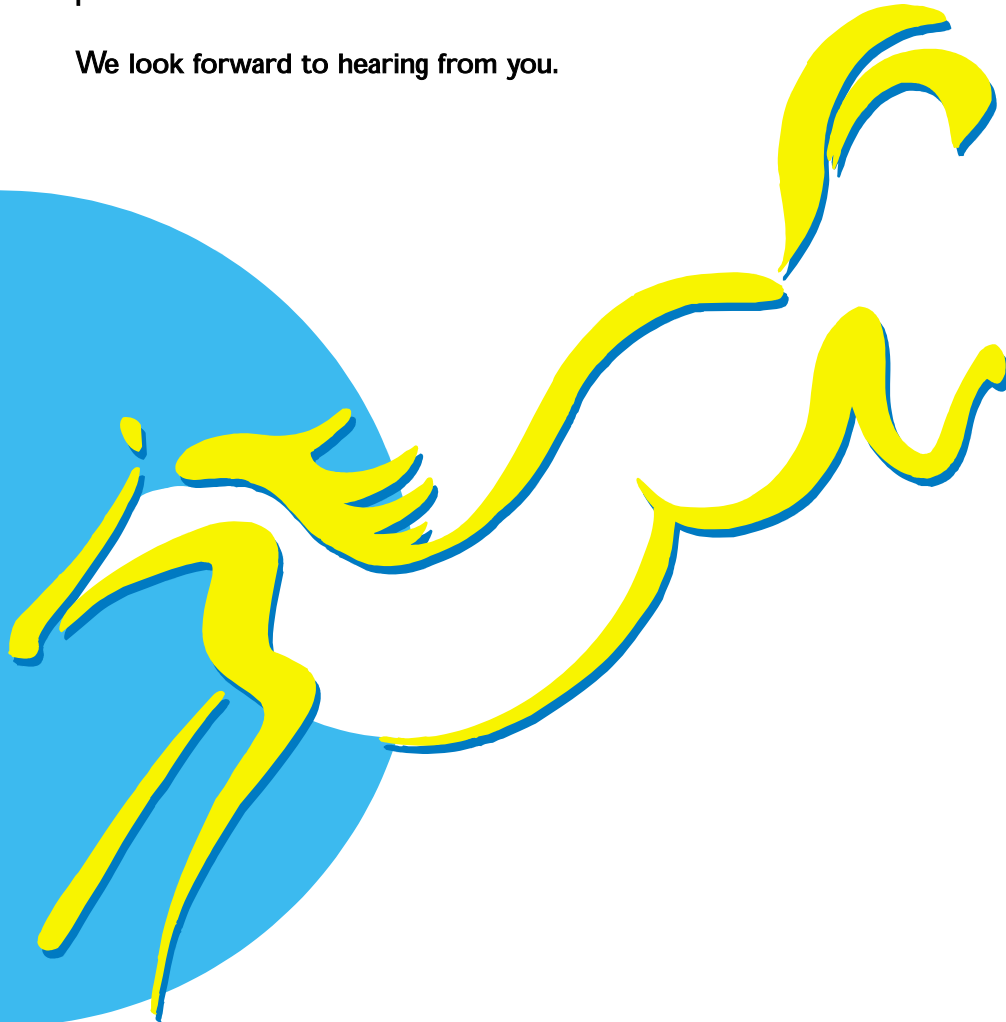
# Home Study Courses

Thank you for downloading details about our home study courses.  
This information pack contains:

- a letter from our Registrar about our courses,
- a brochure of our courses,
- our latest stop press update,
- an enrolment form and
- a fees list for our courses.

If after you've read the pack you have any questions you wish to ask, please contact us and we'll do our best to answer them.

We look forward to hearing from you.



# Studying at home

Thank you for asking about our courses.

I've enclosed an information pack which should help you decide whether our courses are the right ones for you. It explains about our courses, about how our courses work and how to **enrol**.

If you've studied with us before, you'll be familiar with how we teach and may just want to bring yourself up-to-date with any changes we've made before enrolling on another course, but if this is the first time you've contacted us then, briefly, this is what you can expect if you study with us:

- you can start your studies when you want to, study as quickly or as slowly as you want to, and at the times that suit you – you are in charge of your own study,
- you will follow a course devised by specialists in home study, and you'll be tutored through the course by an experienced home-study tutor,
- you will have your tutor's help for two years, and can contact your tutor as much as you want to, by post, telephone and email, to get the encouragement, constructive criticism and professional guidance you need,
- your course will be complete, there are no hidden charges – all you need do is arrange your own exam (if you want to take one) where it is convenient for you,
- we're also accredited by the Open and Distance Learning Quality Council, which was set up in 1969 as the Council for the Accreditation of Correspondence Colleges to promote good service and high standards in distance learning.

You'll have all the help we can give to ensure that your course runs smoothly no matter how your life might develop whilst you're studying with us, so please do give studying with us some serious thought: it's a convenient, flexible, and, above all, extremely effective way to learn.

And if the pack doesn't answer all of your questions, please contact me or one of my colleagues and we'll do our best to answer any questions you might have.

I look forward to hearing from you.

Best wishes



**Pat Pennington**  
Registrar

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# **Study by Distance Learning**

# Choosing to learn

Choice is something we all look for: from shops, our employers, when we need to travel, or when we're out for the evening. Why should studying be any different?

Distance learning is *learning based on choice*. You choose when, where, how, and how quickly (or slowly) you study – it fits in with you. It works, too. Because your study doesn't have to compete with the rest of your life, you have the maximum opportunity to learn, and to learn effectively.

In this booklet, you'll find out about:

- what distance learning is like, how long your course might take, and whether we are the college for you,
- us and our accreditations,
- the courses that we run in art, administration and secretarial skills, book-keeping and accounts, business and management, import and export, marketing, and purchasing and supply,
- the professional bodies which we work with, including the Chartered Institute of Marketing, Chartered Institute of Purchasing and Supply, Institute of Chartered Secretaries and Administrators, Institute of Export, Institute of Qualified Professional Secretaries, and International Association of Book-keepers,
- sitting exams, and
- enrolling on a course.

If you find that you have questions that aren't answered here, then please contact us – we'll be glad to answer them. In the meantime, however, please take your decision whether or not to study seriously. It is a commitment, but it's also an *opportunity*; choosing to do a course could open up many new and useful directions for you.



**Pat Pennington**  
Registrar, Cheltenham Tutorial College

# Are we the college for you?

Before you begin any course you need to ask yourself, "Is this the right course for me?" You might want to take one of our courses if:

- the courses where you live are difficult to get to,
- we run a course in a subject that you particularly want to do,
- you have problems getting attention from your tutor in a course you are following at the moment because you're sharing his or her time with lots of other people, or
- you want more control over the times when you learn, the places where you learn, and the speed at which you learn.

We have students with a wide range of abilities and ambitions. People who:

- are total beginners,
- have been to some classes, but it didn't work that well for them,
- have reached a certain level, and now can't find higher level classes to go to,
- have picked up skills through work, but don't feel confident with them and would like qualifications, and
- people who are developing skills and knowledge to use outside of work.

If you feel you fit into one or more of these categories, then our courses may suit you.

There will be detailed descriptions of our courses later on, starting on page 10, but to begin with we'll look at how a Cheltenham Tutorial College distance learning course works.

## What's distance learning like?

There are lots of things that make distance learning different. The main thing, as we've said, is that we aim to **fit in** with **your** life, not take it over; we treat you as an **individual** because you and your aims in studying with us are unique to you.

This flexibility gives you the freedom to study in a way that suits you – it's people friendly. It takes the stress out of balancing your studies with your job and your home life.

You won't be part of a class all doing the same thing in the same place at the same time. Instead, you will have a **one-to-one** relationship with your tutor, so you will be able to:

- start whenever you want – on any day of the year,
- take as long as you need to – study quickly, slowly, steadily or in intensive blocks, whichever suits you,
- study wherever in the world you are, and
- focus on your own weaknesses with your tutor and overcome them.

It is learning to suit you.

## **Freedom from stress**

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Distance learning takes peoples' lives into account, and is more effective because of it. You're learning without the extra worries of deadlines, travel to difficult-to-find colleges, or sticking to someone else's timetable. Your attendance record is automatically 100 per cent – distance learning is learning that comes right to your door.

## **Freedom to choose**

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Your course happens where and when you want it to. You can start your course any day of the year, and progress at a pace that suits you. You can study as many or as few courses at a time as suits you. If you have to move house, just tell us where you've gone; and if you need to put off your studies, we can accommodate that, too.

## **Focus on understanding**

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You don't have to study at the same rate as the rest of the class, or compete with it for your tutor's time; all of the notes you need are there from the start, in an easy-to-use format, so you never miss out on any part of the course and can concentrate on the bits you want to, leaving you and your tutor free to focus on what is important: developing **your** ability. You will be able to contact your tutor as much as you need to, and as often as you need to – the most important part of your course is your tutor's **support**.

## **Speedy service**

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Most students can start studying within ten working days of sending us their enrolment form. Assignments sent to your tutor should be returned to you within seven working days, and if you need us immediately, then we are just a phone call, fax or email away.

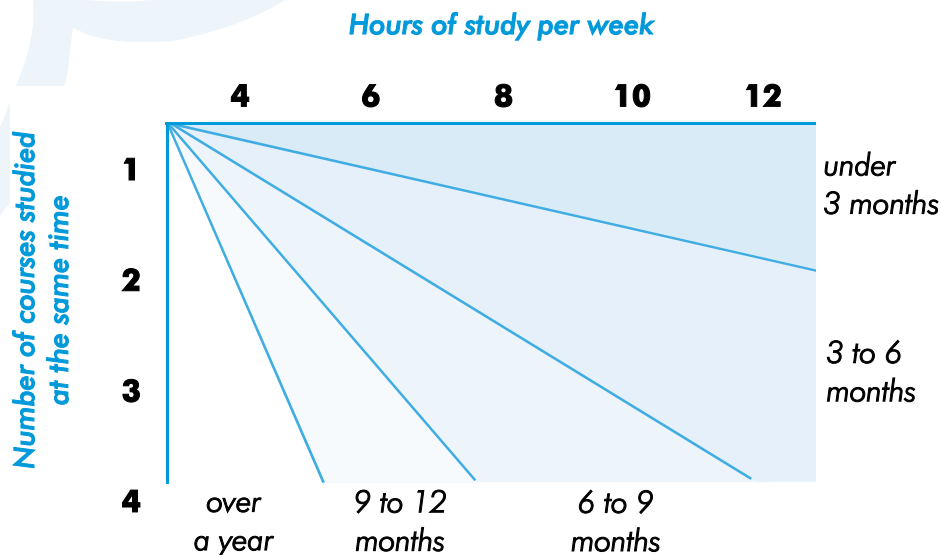
## You can change your mind

If you start your course, but in the first four weeks decide that it's not right for you, then as long as you return your course materials to us in a re-useable condition and haven't used any of your tuition, we'll give you a full refund. If you find that you're taking the wrong course, let us know and we'll transfer you to the right one. If you've opted out of tutor support, you can opt back in at any time during the six months after you received your course materials. Just pay the difference in the fees.

## How long will your course take?

You start off with **two years of tutor support**, which for most people is more than enough, so don't worry about being left on your own halfway through your course. You then decide how you want to study during that period – when, how quickly, and so on. There are no deadlines or timetables on your study, and if you need to extend your study period, then we can usually do that.

The course will last as long as you need it to, but will probably take between 50 and 100 hours to complete, depending on your personal strengths and weaknesses, how much time you spend over your activities and assignments, and how familiar you are with your subject when you begin. This table will give you a *rough* estimate:



Your study should be regular, but not hurried. Give your tutor's guidance a chance to work, but also keep up your studies so that your developing skills don't fade through under-use.

You should study for no less than three hours a week; but remember you may not get the most from your tutor if you force the pace and study for more than ten. Make sure you take holidays from your study in the same way that you would take holidays from a job, but just like a job treat your course seriously and put the hours in more often than not.

# Your course includes

Your course will be made up of a **combination** of college, tutor and materials. It's similar to a conventional course; the main differences are that you are in charge of your own timetable, you work from study materials that we've created instead of going to classes, and your contact with your tutor will be by post, telephone, and possibly email instead of face-to-face.

It's a course that can adapt to your personal circumstances.

## Clear advice and guidance

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We're here to make your course work. To sort out any problems and to help you study successfully. We're confident we can do that, so if you complete your assignment work and take an exam but don't pass, we'll carry on tutoring you until you do – you're our student until you pass.

The way that your course works is governed by a **course guide** that we send to you at the start of your studies. It explains who does what and when at each stage of your studies.

To help you get the most from your course, your our guide is also a practical aid to help you make the best use of the time you have available for study. Full of tips and useful advice, it explains how:

- distance learning works,
- to organise your work in order to make the most progress in the least time,
- to plan your study,
- to get to grips with your course,
- to pick out the bits you need from textbooks,
- to take notes, and
- to ensure you're fully prepared for exams.

The guide also provides you with lots of help when it comes to revision – it shows you how to work out a revision schedule that's both realistic and effective, and also describes some memory "tricks" that you might find useful.

You will find it particularly useful if you left school or college some time ago, and are perhaps out of the habit of studying – however, every student, at whatever level of study, will benefit from all the advice and it information provides.

If there are any questions our guide doesn't answer, you can contact us or your tutor for further support, if there's something you need to know, we try to answer it for you.

## Individual tuition

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Your tutor will treat you as an **individual** throughout their contact with you, whether it's by post, phone or email. They will work with you to build your understanding and eliminate your weaknesses.

Your tutor's support will last for two years, which as we've said can be extended if it needs to be (see page 5). It works in **two** ways: you have coursework to do, and you can contact your tutor direct to discuss your work when you need to.

If you wish we can issue you with a **Course Completion Certificate** when you have done all of your assignments.

## Coursework assignments

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You have **assignments** to do and send off, which your tutor uses to assess your progress in a variety of ways: your understanding of your subject, your knowledge, and your ability to produce exam-standard work. Your tutor's marking and comments provide a series of stepping stones towards being able to sit your exam confidently.

Most courses have between six and eight assignments. There will also be regular **self-checking exercises** in the study material to help you gauge your progress and build confidence between the assignments.

If you wish, we can issue you, your employer or sponsor with a progress report on your assignment marks at any point during your studies.

## Guide answers

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Where appropriate, we prepare **guide answers** to both the self-checking exercises and to your assignment work. Self-checking guide answers are there in the study material; assignment guide answers are sent to you with your marked work.

They are useful in showing you the sort of answers that you would be expected to produce in an exam, and also in checking your understanding of the subject.

By showing you the main points that your answer should have covered, they form a useful part of your revision and also free your tutor to concentrate on the particular aspects of your work that require the greatest and most detailed attention, so guaranteeing you the sort of individual support that you need.

## Help requests

Your tutor is your **guide** through the course. You can also **contact** him or her direct for a one-to-one reply if you want to discuss any aspect of your work. You can do this through email, the post or on the telephone, whichever method works best for the question that you have.

## Study material

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Our study materials are written for us and for you – they aren't textbooks, slideshows, or handouts, they're **courses** designed by us and written for us so that you can study effectively.

They take the place of the classes that you might have had at a traditional college. Your subject is introduced to you, a bit at a time, with objectives and summaries and plenty of self-checking exercises so that you know what you're studying towards and how you're doing; the information you need is right there from the start, and in an easy-to-use format.

The materials also give you a ready-made reference work that you can return to whenever you like. You never miss out on any part of the course, can base your notes and revision on them, and can keep going over the same section of work until you understand it fully.

Let us know if you'd like to see a **sample** of our study materials.

## About us

**Cheltenham Tutorial College** was established in 1991, taking over from Pitman Tutorial College, which had itself been a home study college for over 150 years. Our offices and admin are in Cheltenham, but our tutors all work in traditional college environments, in industry or are self-employed, and live all around the UK.

We specialise in distance learning. We provide courses and training in a wide variety of areas, and to a large number of individuals, but also to many UK and overseas organisations including, in 2004, the Alliance and Leicester Building Society, Argyll and Bute Council, British Airways, the RAC, the Royal Mail, the Royal National Lifeboat Institute, Severn Trent Water, Torbay Coast and Countryside Trust, the University of Cambridge, Vision Express, and Wycombe Swan Theatre.

In all, we have over 2000 of our own students at any one time, and help thousands more on behalf of organisations such as the University of Leicester.

Furthermore, our students are based around the world. In 2004 we enrolled students from Canada to Australia; China to Barbados; Botswana to Sweden; from Ghana, India, Egypt, Greece, Singapore, the United Arab Emirates, Kenya, and Ukraine, as well as all points between Cornwall and Orkney.

Wherever you are, whether you are a large organisation or an individual student, you can trust us to deliver. Our service, tuition and materials are reviewed and inspected by a number of accrediting bodies on your behalf, including:



### **Accreditation by the Open and Distance Learning Quality Council**

ODLQC accreditation includes a rigorous assessment, by independent experts, of a College's administration, tutorial support, educational materials and publicity to ensure that they meet the standards set by the Council. Accredited Colleges are monitored by the Council to ensure that students continue to receive good service, and are assessed for re-accreditation at intervals of not more than three years.



### **Membership of the Association of British Correspondence Colleges**

The Association was founded in 1955 to promote sound educational standards and to safeguard your interests. All members must abide by the Association's Code of Ethics.



### **Membership of the British Learning Association**

The BLA is the result of a merger between the British Association for Open Learning (BAOL) and the Forum for Technology in Training, and draws on the experience and expertise of both in its mission to develop a community of good practice in the flexible training sector.

We are also an **approved study centre** for the Chartered Institute of Marketing, Chartered Institute of Purchasing and Supply, and the Institute of Export. If you, or a friend, would like to receive **further information** about any of our courses, please write, fax, email or call the College.

# Art courses

An art course not only provides you with a relaxing and enjoyable interest, it also gives you the satisfaction and pleasure of seeing your artistic skills improve as you work through its lessons.

Each of our courses is an expression of one particular artist's view of his or her subject: often the best way to learn is not just to see how various effects are produced, but to see how a particular artist goes about producing work and why they make the decisions they do. That way you can establish your own approach with your tutor, adopting the techniques that suit you and developing in your own style.

Each course is also supplied complete with the materials you require to get started straightaway.

We have eight different art courses, all focused on improving your current skills – even if you believe you have none!

## General courses for beginners

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These “foundation” courses provide an introduction to a wide range of techniques and media aimed at improving your basic drawing and painting skills, and helping you to sort out the sorts of subjects and media you would like to concentrate on as you improve:

- Introduction to Painting and Drawing Through Still Life, written by Elaine Honigmann,
- Improving Your Art Through Landscapes, written by Elaine Honigmann.

## Courses in specific media

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If you already know which medium you'd like to work in, you can enrol straight on to one of our more specialised courses. These start from a beginner's level, but very quickly work towards a higher standard:

- Acrylics, written by Eric Waugh,
- Oil Painting, written by Hayward Veal,
- Pastels, written by Ernest Savage,
- Watercolour Painting, written by John Blockley.

## Specialised courses

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The following courses are suitable for students who are already comfortable with the basics and who wish to develop their abilities in a specific direction:

- Botanical Illustration, written by Joan Lundie,
- Sketching Scenes and People, written by Geoffrey Fletcher.

**For full details of these courses,  
please ask for our art courses brochure.**

# Administration and secretarial courses

The modern business world has changed the way in which we work, but it hasn't changed the need for the language, business and organisation skills of secretaries and administrators. If anything, it has made these skills more important to more people than ever before.

This section includes the courses that form the secretary's "toolkit" – the skills you need to make an important contribution to the smooth and efficient running of your office – and describes how you can become an office professional and join **IQPS** – see page 17.

Whether you are just beginning an office career, and want to play your part from the start, or whether you wish to build on existing skills and experience, these courses will help you achieve your goal.

## The office professional's diploma

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Many more jobs are now described as being a "secretary" or an "administrator" than ever used to be in the past. As a result, it's difficult to stand out as a trained and competent professional in the office.

One way of doing it is through qualifications. LCCI offer one called the **Private Secretary's Diploma** (PSD). The Diploma brings together all of the knowledge and skills that the modern office professional needs to possess, and is a proof of wide competence at NVQ 3 or A level standard. The Diploma comprises four subjects.

**All** of these:

- Business Administration at level 3 (Course 52),
- Business Practice at level 3 (Course 54),
- English for Business at level 2 (Course 50),

**plus one** of the following:

- Audio Transcription at level 3 (Course 53),
- Shorthand at a level 3 speed of 90/100 wpm (Course 40 or 143),
- Text Production at level 3 (Course 51).

You will find it helpful if you study English for Business **first**, and leave your option until last. You can take the exams as **single subjects**, but you must pass them all within a 24 month period to be awarded the Diploma.

# Business skills

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A large part of a secretary's job is running things, arranging things and finding things out. In order to do this effectively, a secretary needs to understand how the business world works: what is important and what isn't; how the different parts of a company work together; and how the other companies that he or she may deal with are run. We look at issues like that in Course 54.

And a secretary also needs to know the best ways of doing all the things that are expected of them: running an office, a filing system, arranging meetings and travel and so on, too. We look at this in Course 52.

The final part of a secretary's key skills is communication. If you don't know how to express yourself, you won't be able to get the information that you need, or let people know what you want. Complete, well-expressed, precise and speedy communication is an essential part of business, and we look at this in Course 50.

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## Business Administration

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### Course 52

The whole range of skills and duties required of a secretary or administrator is thoroughly described and explained in this clear and comprehensive course.

It takes you through such aspects of the job as understanding office organisation; dealing with reports, correspondence and other information; handling problem situations; organising meetings and taking minutes; internal and external communications; knowing how to deal with finances and financial information; and choosing and using equipment and technology.

The course is completed with a section on career-building outlining the standards of professionalism you should follow and suggesting possible paths into future jobs.

This is a **third level**, advanced standard course.

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## Business Practice

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### Course 54

This course helps you understand how the business and commercial world works, looking at aspects such as inflation and economic growth, company organisation, public sector operations, financial services, export marketing, and personnel.

When you have completed the course, you will have a sound grasp of business structure in general, and will be able to apply your knowledge in practice.

This is a **third level**, advanced standard course.

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## English for Business

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### Course 50

This course deals with English language and communication in a business environment.

The topics it covers include making and answering enquiries, confirming information, writing business letters and memos, reports, telecommunications and email, summaries, and comprehension to give you a clear and detailed overview of the processes of communication in business organisations.

This is a **second level**, intermediate standard course. This is about the same standard as higher-grade GCSE, Oxford (UODLE) Preliminary with Distinction, Pitman Intermediate, Council of Europe Threshold, UK National Standards NQF Level 2, or University of London grade 3, and represents the minimum standard you should aim for.

Students whose first language is not English should contact the College for advice.

## Shorthand

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Shorthand is a skill that secretaries are still **expected** to have, even if they're never actually asked to use it. It isn't limited to secretaries, either. For anyone who has to make notes or transcripts, shorthand is an essential skill. It is used in a variety of jobs in a number of areas, including legal and medical work, and journalism.

Shorthand is not difficult to learn if you have a basic knowledge of English. If you can study a little every day, you will soon develop the skill to record speech at low speeds and, with further practice, you will achieve the speed you want; 80 words per minute (wpm) is often sufficient for employment purposes.

All the textbooks and cassettes you need for your shorthand course are provided with your materials.

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## Using Teeline

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### Course 40

This course teaches Teeline Gold, a shorthand system based on reducing the letters of the **alphabet** to their simplest possible forms. It's simple and flexible, with few rules, and you are encouraged to adapt the shorthand "forms" to take advantage of your own handwriting and shortcuts.

## Speeds

It is easy to get started in Teeline, and most students will be able to get to speeds of up to 80 words per minute (the object of the course) without too much difficulty. More able and dedicated students will be able to reach speeds well in excess of 120 wpm.

## Pitman 2000

### Course 143

Pitman 2000 is the most recent development of the original Pitman shorthand system. It is a structured and logical system that minimises writing – and so boosts speed – by using short and efficient symbols to represent the sounds that you hear, not the letters of the alphabet that you see. This is a system based on **listening**.

### Speeds

This system has a huge speed potential for the dedicated student. It can take longer to get started than with other systems, but once the basic symbols are mastered, progress is quick to speeds of 40 to 60 words per minute. Ultimately, it can lead to speeds up to and around 200 wpm.

## Keyboarding

Keyboarding forms the basis for general computer work, word processing, and typewriting. With both these courses we assume that you are comfortable typing at 25 words per minute and are looking to improve your speed and layout skills, or to become familiar with audio transcription.

## Text Production

### Course 51

This course is for the keyboarder who wishes to improve their speed (up to a speed of 50 or 60 words per minute), and to learn those finer details of theory and practice that distinguish the expert from the ordinary operator, in effect, how to produce difficult technical, specialist and displayed matter.

You must already, as mentioned above, have a good knowledge of text production and have access to computer with word processing software or a typewriter with full tabular functions to complete this course.

This is a **third level**, advanced standard course.

## Audio Transcription

### Course 53

For this course you should already have a thorough grounding in keyboarding technique and have reached a speed of at least 25 words a minute.

The course teaches you how to convert the skill of copying from the written word to that of transcribing from the spoken word. In addition to dictation passages, it also includes exercises designed to help develop aural comprehension. Advice is given on punctuation, and throughout the course particular attention is paid to common misspellings and “pairs” of words that are easily confused with each other.

The course comprises five cassettes (graded in speed) providing 20 lessons, each of which is divided into four or more separate exercises. Written notes for each lesson and full transcriptions are also provided.

This is a **third level**, advanced standard course.

## **Information Technology**

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Our IT courses are designed to help you develop a clear understanding of the principles and a good grasp of the skills involved in IT. Each course is carefully planned to make it as easy as possible for you to study and learn effectively at home.

### **IT Basics**

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#### **Course 5**

Beginners start here! This course is based on the **European Computer Driving Licence** (ECDL), and acts as an introduction to all aspects of using computers in the workplace. There are eight sections which cover: basic concepts, using the computer and managing files, word processing, spreadsheets and charts, databases, presentations, information and communication, and desk-top publishing.

To get the most from the course you will need a computer running Windows 98 or 2000 and with an Internet connection.

## **LCCI Exams**

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Our courses are written to match LCCI qualifications. You study with us, but you'll need to enter for the exams through LCCI. There's more about that on page 32.

In general, LCCI exams take 2½ hours, and have a 50 per cent pass mark. They ask a varying number of questions drawn from the entire subject in the form of work-like exercises.

Text Production and Audio Transcription are different: they have a 97 per cent pass mark; rather than gaining marks with your answers, you lose them through making mistakes. The exams are slightly shorter, too.

If you are not concerned with gaining the LCCI Diploma, but want a qualification in a subject on its own, you may find that one of the other exam boards such as Pitman or

RSA/OCR has a more convenient exam centre where a very similar qualification is being examined.

If you choose to sit for one of these instead of the LCCI qualification, you **must** contact the exam board you've chosen for a syllabus and past exam papers so that you can find out any differences and prepare for them.

## Shorthand speed tests

Many different exam boards offer shorthand speed tests ranging from 50 to 180 words per minute. Generally speaking, 60 words per minute is considered to be the minimum to aim for, with 80 wpm being an intermediate speed and 100 wpm representing an advanced speed. Unless you are studying shorthand as part of your PSD, contact LCCI, Pitman, and OCR to see who has the most convenient exam centre for you.

## Office professionals and IQPS

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Gaining the Private Secretary's Diploma is a career statement, underlining your commitment to improving your ability as an office *professional*. You can take this further by joining **IQPS**.



**IQPS** is the UK's leading association for office professionals. It provides a variety of services for its members intended to help further their careers, including opportunities to attend professional development seminars and networking events where members can meet other office professionals.

The regional network organises programmes of activities and meetings around the UK. IQPS members receive a quarterly magazine – *Career Secretary* – containing relevant articles of professional interest, notes of upcoming seminars and conferences, and information on IQPS activities.

Students of the LCCI Private Secretary's Diploma can become student members of the Institute, and successful PSD candidates will automatically qualify for **Affiliate membership** of IQPS.

IQPS' contact details are on page 33.

# Book-keeping and accounts courses

Cheltenham Tutorial College courses build from the ground up.

With our manual book-keeping courses, we start with the simplest kinds of records that you might have to keep for a small office, and lead towards putting together the balance sheet for a large business.

Then with our computerised book-keeping courses, we introduce the things which you need to know for financial record-keeping or payroll transactions using **Sage** software.

## Book-keeping

### Course 57

This course is for people with little or no experience of book-keeping, and teaches the basic rules and methods of book-keeping in easy stages, enabling you to build up your knowledge and confidence step-by-step.

As part of the course you'll deal with topics such as: double entry; petty cash; recording debts, income and capital; and producing simple end of year accounts. By the end, you will be able to handle your own accounting records (or those of a small business) professionally and efficiently.

This is a **first level**, introductory standard course.

## Book-keeping and Accounts

### Course 58

This course is for people with some experience in book-keeping who are ready to move on to more advanced and detailed financial record keeping.

It deals in greater depth with the principles introduced in Course 57, and introduces new areas such as: partnerships; limited liability companies; divisional accounts; branch accounts; and accounting ratios. By clearly illustrating, for example, manufacturing, trading and profit and loss accounts, and balance sheets, this course prepares you to handle the accounting records of medium-sized companies.

This is a **second level**, intermediate standard course.

## Accounting

### Course 59

This course is for people who are probably already working at a fairly responsible level and who would like to now acquire advanced skills in the more detailed aspects of book-keeping and accounts.

The principal issue in this course is how to deal with the financial changes that happen as partnerships and companies grow, split up, amalgamate or go public. It also deals with “big picture” topics such as business ratios. By the end of the course you should be happy working with the accounting records of larger companies and groups of companies and have an appreciation of the information you need to produce for the company’s accountant.

This is a **third level**, advanced standard course.

## Introduction to Computerised Accounts

### Course 147

This course is for Sage Line 50 Financial Controller version 11. It is a first level **introductory** standard course. By the end of it, you should be able to: start and exit Sage Line 50, and use its main program functions; understand the use of nominal codes; produce basic accounting reports; add suppliers, customers and products; set stock levels; enter service and product invoices and credit notes; send statements; receive payments from customers; pay your suppliers; reconcile your bank accounts; enter bank transfers; print cheques; enter and process recurring entries; and reconcile your VAT.

Note that the course teaches you how to use the software, it does *not* teach you the principles of accounts; you will need Course 57 for that if you do not already know them.

**You will need** a computer with a floppy disk drive, Sage Line 50 software (version 11), and running one of Windows 98 (second edition), ME, 2000 Professional (with Service Pack 4), NT v4 (with Service Pack 6a), XP (with Service Pack 1 or 1a), or 2003 Server for this course.

## Introduction to Computerised Payroll

### Course 157

This course is for Sage Payroll version 11. It is a first level, **introductory** standard course. By the end of it, you should be able to: start and exit Sage Payroll, and use its main program functions; add new employees and apply rates of pay, etc; enter payments for employees and run end-of-month reports; and produce basic payroll documents and end-of-year reports.

Note that the course teaches you how to use the software, it does not teach you the technicalities of a payroll. **You will need** a computer with a floppy disk drive, Sage Payroll software (version 11), and running one of Windows 98 (second edition), ME, 2000 Professional (with Service Pack 4), NT v4 (with Service Pack 6a), XP (with Service Pack 1 or 1a), or 2003 Server for this course.

Please note that our tuition for Courses 147 and 157 is limited to how to use the software itself *once it is installed*. We cannot offer you any support or advice with the running of your computer and its software, nor can we accept any responsibility for loss, disruption or damage to your data or your computer that may occur while studying these courses. It is also your responsibility to check that the courses are suitable for your computer. The courses further assume that you have basic skills in using Microsoft Windows. If you do not, you may wish to study Course 5 (see page 16) as well.

## LCCI exams

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Our courses are written to match LCCI qualifications. You study with us, but you'll need to enter for the exams through LCCI. There's more about that on page 32. In general, LCCI exams take between 2½ and 3½ hours, and have a 50 per cent pass mark. They ask a varying number of questions drawn from the entire subject in the form of work-like exercises. There is usually a little bit of choice involved in which questions you answer.

If you are not concerned with gaining the LCCI qualification, but want an equivalent, you may find that one of the **other** exams boards such as Pitman or RSA/OCR has a more convenient exam centre where a very similar qualification is being examined.

If you choose to sit for one of these instead of the LCCI qualification, you **must** contact the exam board you've chosen for a syllabus and past exam papers so that you can find out any differences and prepare for them.

## Gaining professional status

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If you've studied book-keeping to an advanced level, then chances are that you've done so with a career in mind. Business skills are going to be useful (see page 21), but while you're looking to establish yourself you should consider joining a **professional** body. Not only because of the support that you'll get, but also because of the added respect and confidence that you can expect from clients and employers.

One option is the **International Association of Book-keepers** (IAB). With IAB, you need to pass three exams for full membership, one at each of three levels, and exemption from each level is considered for holders of the equivalent LCCI qualification. Work experience may also be taken into account. See page 33 for contact details.

# Business and management courses

In today's fast-moving and flexible business world, people increasingly need qualifications that will prepare them for the wider range of tasks they need to do, and for the career opportunities that may come.

We offer the ICSA Certificate and Diploma in Business Practice, developed by the **Institute of Chartered Secretaries and Administrators**.

Due to its central role in training top level managers in every kind of organisation, ICSA is able to offer business qualifications that draw together the knowledge, skills, and expertise in modern business practices which allow you to make the best of your current job, and to develop your career in a wide range of organisations.

They offer a solid foundation in the principles and practice of contemporary business management with a proper discussion of strategy, finance and legal matters, and are recognised globally.

## The ICSA Certificate in Business Practice

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The **ICSA Certificate** is designed to develop your knowledge and skills so that you can work effectively in business organisations and understand the world in which they operate. When you have completed the Certificate, you will be able to use the designatory letters "Cert. ICSA (business practice)" after your name.

The Certificate is roughly the same level as the first year of a degree programme and is made up of four modules, as follows.

### **Business Environment**

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#### **Course 301**

Business Environment looks at the organisation, its ownership and its structure, and how these features depend on the factors affecting it in its "environment": politics, the economy, society, technology, the law, and other organisations who may be trying to serve the same customers as yours. It also pays special attention to the growing roles of information technology, e-business, and corporate social responsibility in the organisation's activities.

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## **Business Communications**

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### **Course 302**

Business Communications looks at how to communicate business matters effectively and clearly, as an individual and as a representative of your organisation, and at the full range of methods by which you might communicate, including negotiations, presentations, meetings, documents, and statistics. As part of this, it examines the role of information technology as a tool in preparing and communicating facts and ideas.

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## **Accounting for Business**

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### **Course 303**

Accounting for Business provides a foundation that allows you to understand and use everyday accounting information. It looks at how accounting records such as profit and loss accounts, cash flow statements, balance sheets and budgets are put together, and how they can be used to help manage an organisation. It also discusses the financial health of organisations, measuring business performance, and the regulatory frameworks acting on organisations.

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## **Business Management**

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### **Course 304**

Business Management looks at the people in organisations and how best to bring them together in working towards the organisation's aims. It covers topics such as organisation structure, culture, leadership, decision-making, motivation, recruitment, discipline, change, developing people's abilities – all of the traditional concerns of the manager, but in a modern setting.

## **Programme details**

Anyone can study the Certificate; it is likely to take **between eight and twelve months** to study. You may study the modules one at a time, all together, or in any combination, whatever suits you best.

Each module has its own two-hour exam. Part of the question paper will be on a real life business situation (a "case study") which you will be told about before the exam so that you can prepare for it.

There's more about exams on page 32.

# The ICSA Diploma in Business Practice

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The **ICSA Diploma** builds upon the Certificate, increasing your knowledge of the business world and showing you how to work successfully at a higher level.

When you have completed the Diploma, you will be able to use the designatory letters “Dip. ICSA (business practice)” after your name. You will also be able to start studying ICSA’s Professional Programme, which leads to full ICSA membership as a Chartered Secretary.

The Diploma is roughly the same level as the second year of a degree programme and is made up of four modules, as follows.

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## **Business Law in Practice**

### **Course 311**

Business Law in Practice surveys a broad range of the legal principles important to business organisations (including employment, consumer protection, liability, intellectual property, health and safety, and contract legislation). It shows how to communicate legal information in commonplace situations, examines the regulations acting on organisations, looks at the organisation’s relationships with its stakeholders (including directors, shareholders, employees, customers) from a legal point of view, and introduces ideas on managing risk.

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## **Marketing**

### **Course 312**

Marketing provides a full introduction to the varied group of activities for which the marketing department is responsible. Marketing’s responsibilities within the organisation are explained, as well as how marketing affects and furthers the organisation’s relationship with the world around it. Topics covered include market structures, marketing planning, market research, understanding and applying the marketing mix, marketing communications, and understanding customers.

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## **Business Finance**

### **Course 313**

Business Finance considers the routine financial decisions which need to be made by every organisation. From a foundation of thoroughly understanding the organisation’s accounting statements, it develops a number of tools for analysing the organisation’s finances (marginal costing, cost-volume-profit analysis, accounting ratios, economy, efficiency and effectiveness, financial gearing, cost of capital, working capital ratios, and standard costing).

It uses these to understand a variety of decision-making situations, such as financial planning and control, budgets, capital investment, financing the organisation, and pricing decisions. Business Finance also looks at the organisation's need for accounting information in terms of the reports it needs to make, principally to its owners.

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## **Business Strategy and Planning**

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### **Course 314**

Business Strategy and Planning looks at how an organisation decides upon its aims and the methods it uses to achieve them. This starts with the guiding aim of the organisation, its "mission", and moves through a series of steps of understanding the organisation and what it is capable of, to its environment and what it may be able to achieve in it, to choosing a goal and planning the changes and policies necessary to reaching it, and finally to measuring progress towards the goal and reviewing whether the goal should change. This process uses a number of established tools (for instance SWOT and PESTLE), and is influenced by a variety of approaches, which the course examines.

## **Programme details**

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You are required to have passed the ICSA Certificate (or an equivalent qualification) before starting the Diploma; it is likely to take **between ten and fourteen months** to study. You may study the modules one at a time, all together, or in any combination, whatever suits you best.

Each module has its own three-hour exam. Part of the question paper will be on a real life business situation (a "case study") which you will be told about before the exam so that you can prepare for it.

There's more about exams on page 32.

## **Study plus**

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The ICSA Certificate and Diploma are professional qualifications, so we provide more support for your study. You will be able to participate in the student discussion group used by our CIM (see page 29), CIPS (page 30), and IoE (page 26) students, and will also receive our **Learning Skills** and **Study Skills** guides for extra help and advice.

## More about ICSA

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The Institute of Chartered Secretaries and Administrators (ICSA) was founded in 1891, and incorporated by Royal Charter in 1902.

ICSA is the leading professional body for company secretaries and senior administrators across all sectors, and including educational institutions, charities, hospitals, trade and professional associations, and local authorities.

Chartered secretaries are high-ranking professionals who are trained to uphold the highest standards of corporate governance, effective operations, compliance and administration. They are the primary source of advice on the conduct of business, spanning everything from legal advice on conflicts of interest, through accounting advice, to the development of strategy, and corporate planning. Chartered secretaries are employed as directors, executives, and managers as well as company secretaries.

ICSA has 44,000 members and 27,000 students in over 70 countries. Its headquarters are in the UK, with separate branches in Australia, Canada, Hong Kong, Malaysia, New Zealand, Singapore, South Africa and Zimbabwe.

### What is a company secretary?

Every company in the UK is required by law to have a company secretary. The company secretary is the company's named representative on legal documents. Company secretaries have a wide range of responsibilities, some of which are defined by law. These include:

- maintaining company records,
- sending annual returns to the Company Register or the Stock Exchange,
- keeping records of the company's property,
- ensuring that the company and its directors operate within the law,
- acting as a link between shareholders and directors, and
- organising board and general meetings.

Beside their legal responsibilities, company secretaries may have other administrative duties, too.

# Marketing courses

Marketing is a central activity in any organisation, and covers a wide range of specialised activities, for example, market research, product development, advertising, sales and promotion, as well as managing people, resources and finance.

It is on the front line, responsible for identifying, anticipating and satisfying customer requirements; for sorting out what the company does and how to do it.

The **Chartered Institute of Marketing** runs qualifications for anybody involved in marketing, at any level and in any capacity. We are one of its **accredited** tuition centres.

Our students do well. Our most recent **pass rates** are for December 2004. For those of our students that sat exams then, 90% passed at Certificate, 76% at Diploma, and 87% at Post-graduate Diploma, all above CIM's national averages of 64%, 69%, and 65%, respectively.



## Study programmes

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Almost **anybody** can start CIM studies – there is an entry point to suit most people. Qualifications start with the Certificate, which covers the everyday, hands-on side of marketing, and go up through the Diploma to the Post-graduate Diploma, which covers the long-term strategies and skills that top managers need to know about.

The **Certificate** is made up of the following modules:

- **Marketing Fundamentals** – this introduces the basic ideas in marketing: the development of marketing within the organisation, marketing orientation, planning, budgets, segmentation, marketing processes, and the marketing mix and how to apply it in a variety of circumstances.
- **Customer Communications** – this looks at how individuals and organisations communicate with the people and organisations that they deal with, and particularly with customers. This includes understanding why customers (and stakeholders) behave the way they do, customer service, customer care, communication techniques and tools, and using the promotional mix.

- **Marketing Environment** – this looks at the different sorts of organisation and their relationship with the outside factors which affect their performance – their “marketing environment”. This includes things which are specific to an organisation (the “micro” environment), and ones which are general (the “macro” environment), as well as the information systems that organisations use to analyse the environment and predict changes within it.
- **Marketing in Practice** – this focuses on the practical skills you need in making marketing decisions: organisation, co-ordination, information-gathering, analysis, budget control, using the Media, developing relationships, making plans, justifying proposals, and figuring out whether you’ve done it right.

The higher levels of the CIM programme then build on these areas and ideas.

**For full details of these courses, please ask for either our marketing courses or our purchasing and supply courses brochure.**

# Purchasing and supply courses

These days, more and more emphasis is being placed on the operational “spine” of organisations, which means that purchasing, stores, distribution, operations, and logistics are increasingly coming under the spotlight.

Qualified purchasing and supply people are in greater demand as more and more organisations come to realise the virtue in having trained workers in these areas.

The **Chartered Institute of Purchasing and Supply** runs qualifications for anybody involved in “supply chain management”: procurement, planning, storage, and distribution; we are one of its **Highly Commended** tuition centres.



Our students do well. Our most recent **pass rates** are for November 2004. For those of our students that sat exams then, 79% passed at Certificate, 91% at Foundation Stage, and 89% at Professional Stage, as compared with CIPS' national averages of 90%, 78%, and 73%, respectively.

## **Study programmes**

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Almost **anybody** can start CIPS studies – there is an entry point to suit most people. Qualifications start with the Certificate, which covers the everyday, hands-on side of the supply chain, and go up through the Advanced Certificate and Foundation Stage to the Graduate Diploma Professional Stage, which covers the long-term strategies and skills that top managers need to know about.

The **Certificate** is made up of the following modules:

- **Understanding Purchasing Principles** – this includes the role of purchasing, the vital aspects of any purchase (the “five rights”), specifications and standards, and contractual, ethical and legal considerations.
- **Selecting the Right Supplier** – this includes an overview of supply, the importance of selecting the right supplier, finding suppliers, rating suppliers before they've sold anything to you, making contracts with suppliers, and judging how well a supplier has done and whether you should use them again.
- **Effective Negotiation** – this includes how negotiation works, how to plan negotiations, how to set them up, preparing for negotiations, and what to do and how to respond in negotiation meetings.
- **Managing Inventory** – this includes the role of stock and the people who manage it, systems for deciding when stock is needed, the costs of ordering and holding stock, stock classification systems, stock flow in manufacturing, moving stock, warehouse layout, security and audit, and forecasting demand.
- **The Business Environment** – this covers how business and commerce work, and includes types of organisation, strategy and culture, markets, products and marketing, organisational structure and the purchasing function, management information, and the impact of corporate policies.

The higher levels of the CIPS programme then build on these areas and ideas.

# Exams

We will provide you with a course and tutor support, but it is up to **you** to arrange your exams if you want to take any.

If you are planning to take exams, you should contact your exam board as early as possible. We can't arrange your exams for you, although we will help as far as possible if you get into difficulties.

All exam boards are helpful, but some exam boards have less influence on their exam centres than others, and you may find it difficult finding a suitable centre that's close to you and running exams at the right time for you.

## Hints for finding a centre

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Often the best place to start is your Local Education Authority (LEA) or nearest British Council (if you are outside the UK), who should be able to help you.

You can also approach as many centres as possible and arrange to speak with the Examinations Officer or person in charge of admissions. If you do not find a centre straight away, try broadening your search to centres which you could at least travel to; this may increase your chances of success.

It may speed things up if you refer to yourself as an "external", "independent" or "private" candidate – different exam centres use different terms for exam candidates which have not studied with them.

## Contact details

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Here are the contact addresses of the principal examining boards and membership organisations that we've mentioned in this brochure. The details are correct at time of writing. All of these examining boards (in the UK at least) should have an exam centre that's close enough to you for you to be able to take their exams, but do check that you will be able to:

### **Institute of Chartered Secretaries and Administrators**

16 Park Crescent, London  
United Kingdom W1B 1AH

Tel. +44 (0) 20 7580 4741  
certdipbp@icsa.co.uk  
www.icsa.org.uk

The Institute was founded in 1891 to develop the profession of company secretary and create high standards within it. It has since grown as the company secretary's role has become established in law, and the secretary his or herself has become a valued participant in corporate decision-making and governance.

No students have reported difficulties in getting a suitable exam centre.

### **Institute of Export**

Education Department,  
Export House,  
Minerva Business Park, Lynch Wood, Peterborough,  
United Kingdom PE2 6FT

Tel. +44 (0) 1733 404 4000  
institute@export.org.uk  
www.export.org.uk

The Institute was incorporated in 1935 by Licence of the Board of Trade. It is a founding member of the International Association of Trade Training Organisations through which the Advanced Certificate in International Trade is recognised around the world.

No students have reported difficulties in getting a suitable exam centre.

### **Institute of Qualified Professional Secretaries**

Suite 464,  
24–28 St Leonards Road, Windsor,  
United Kingdom SL4 3BB

Tel. +44 (0) 844 8000 182  
office@iqps.org  
www.iqps.org

The Institute of Qualified Professional Secretaries is the UK's leading membership body for office professionals. It does not conduct its own exams, but accepts members qualified through exams taken with the LCCI.

### **International Association of Book-keepers**

Burford House,  
44 London Road, Sevenoaks,  
United Kingdom TN13 1AS

Tel. +44 (0) 1732 458 080  
mail@iab.org.uk  
www.iab.org.uk

The International Association of Book-keepers (IAB) formed in 1973 to provide qualifications for people involved in the first levels of financial accountancy.

No students have reported difficulties in getting a suitable exam centre.

## **London Chamber of Commerce & Industry Examinations Board**

(Education Development International)  
Qualifications Processing Centre,  
Athena House, 112 Station Road, Sidcup,  
United Kingdom DA15 7BJ

Tel +44 (0) 20 8302 0261  
[www.lccieb.org.uk](http://www.lccieb.org.uk)

The London Chamber of Commerce and Industry Examination Board (LCCIEB) has been providing examinations in qualifications serving the needs of Business for over 100 years. It now receives over half a million exam entries from more than 80 countries each year, for qualifications in business, secretarial and language subjects. It has been part of Education Development International since 2002.

Some students have reported difficulties in getting a suitable exam centre.

## **RSA Examinations**

(OCR Examinations Board)  
Progress House, Westwood Way, Westwood Business Park, Coventry,  
United Kingdom CV4 8HS

Tel. +44 (0) 24 7685 1509  
[cib@ocr.org.uk](mailto:cib@ocr.org.uk)  
[www.ocr.org.uk](http://www.ocr.org.uk)

RSA Examinations Board is one of the largest vocational examinations boards in the UK. Over 200 RSA schemes are offered, by over 8000 centres worldwide. RSA are part of OCR (Oxford, Cambridge and RSA Examinations).

No students have reported difficulties in getting a suitable exam centre.

## **Pitman Qualifications**

(City & Guilds)  
1 Giltspur Street, London,  
United Kingdom EC1A 9DD

Tel. +44 (0) 20 7294 2468  
[www.pitmanqualifications.com](http://www.pitmanqualifications.com)

Pitman Qualifications certificates office, secretarial and business training throughout the world. Over half a million exam entries are administered each year covering 29 subjects in 85 countries. PQ became a division of the City and Guilds of London Institute in 1990.

No students have reported difficulties in getting a suitable exam centre.

# How to enrol on a course

Complete the form in this brochure and then send it with any necessary documents and payments to the **Registrar** at our 292 High Street address. If you live in the UK you can also use our FREEPOST address, pre-printed envelope or address label. You can fax your form to us, too.

We are registered under the Data Protection Act 1998.

## Enrolling by email or telephone

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If you want to **email** or **phone** in your enrolment rather than posting or faxing it, we will need to know:

- your full name,
- your existing Cheltenham Tutorial College student number, if you have one,
- a telephone number where we can contact you during the day,
- your address,
- where to send your course materials (if this is different from your address) – course materials have to be signed for,
- about your job and qualifications (this helps us check that you're doing the right course),
- which course(s) you wish to take,
- whether you wish to have tutor support,
- that you know the current course fees and accept them (contact us if your fees list is out-of-date),
- your credit or debit card number, and valid from date, expiry date, issue number, and security number, as applicable, and
- that you have read our conditions of enrolment and agree to them.

We will need *all* of this information. Your course cannot begin until we've received your full enrolment and payment details.

## Course fees

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You can find your course fees on our **fees list**; there should be one with this brochure, please let us know if it's missing.

If you want to do several courses and would like to **spread your fees out**, then you can either enrol for fewer courses, but more often (e.g. one course every three months instead of four courses all at once), or you can pay by **instalments**.

You can spread your fees over six equal monthly instalments, but you will have to pay for the extra postage and admin as described on the fees list.

For example, if you wish to pay for two courses at £180 each over six months, then with an **instalments fee** of £12 per course, you would pay six instalments at £64 each: you would make a first payment of £64 with your enrolment form, and fill out the Banker's Order form instructing your bank or building society to pay us a further £64 each month for the next five months.

We will send you a schedule after your first payment to let you know which course materials you will receive when. Just as you pay us in stages, so we send your study material in stages. If receiving your materials like this causes you a problem, or if there's some particular part of your study materials that you want to receive first, please let us know.

## **Paying for your course**

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Once you have worked out your fees, you need to show on the enrolment form who is going to pay it and how. It might be you, it might be an organisation that's funding you, or it might be your employer or some other sponsor.

### **If you are paying your own fees**

If it's you that's paying, then you need to fill in your own payment details. If you live **in the UK** you can pay by:

- cheque, postal order or cash,
- credit/debit card, or
- Banker's Order – a form is enclosed with this information pack.

If you live **outside the UK**, payment should be made in sterling (GBP) by:

- banker's draft or cheque drawn on a bank in the UK,
- British postal order or international money order,
- credit/debit card, or
- crediting Cheltenham Tutorial College, Account No. 00794555, Bank of Scotland (12-12-82), Bristol Business Centre, PO Box 208, 21 Prince Street, Bristol, England BS99 7JG.

Students living in countries with exchange controls may require a *pro forma* invoice from us to obtain permission for payment. If this is the case, please ask us for a *Pro Forma Invoice Request* form. Keep your enrolment form until later, when you actually send your payment.

## If you are being funded by an organisation or scheme

You might not have to pay all of your fees yourself. We can't list all of the sources of help available to you, but here are some of the ways in which UK-based students can get support in paying their fees.

Details are correct (as far as we know) at time of writing.

**Enhanced Learning Credits** are available to students in the UK armed forces. Not all qualifications are eligible, so you **must** check your plans with your Education Officer before enrolling on a course. Our ELC provider number is 1348.

**Career Development Loans** (CDLs) are intended to help you get started on or develop your career. If you are 18 or over, live in Great Britain and intend to work in the UK or EU, a CDL will fund 80 per cent of your course fees (including expenses such as exam fees and books). The CDL has to be for a minimum of £300. Contact the DfES on 0800 585 505 for more information or visit [www.lifelonglearning.co.uk/cdl](http://www.lifelonglearning.co.uk/cdl)

There are other options for getting funding for your studies. To find out more, contact the Department for Education and Skills (DfES) on 0800 585 505 and request their "Money to Learn" booklet, or visit their website, [www.lifelonglearning.co.uk/moneytolearn](http://www.lifelonglearning.co.uk/moneytolearn)

## If an employer or sponsor is paying your fees for you

If someone (a sponsor or employer) is paying your fees for you, you will need to attach full details of the individual, department or organisation to whom we need to send our invoice. A covering letter from them accepting responsibility for your fees is usually sufficient.

There are lots of good reasons why your employer might invest in you and fund your training. Distance learning is a flexible, effective, non-disruptive and highly targeted way of delivering training:

- we can incorporate an extra member of staff into a training programme as a mentor,
- the qualifications are the same as those in traditional colleges, and our teaching is inspected by the same exam boards,
- our pass rates are good,
- you can fast-track or take things slowly according to your circumstances,
- it's off-the-job training, so it doesn't mean you're missing from work at important times, or that someone has to work harder to cover for you,
- it makes you better at your job – it provides more and better opportunities to develop your problem-solving and communications skills,
- you can relocate (even overseas) and generally move around with your work without affecting your studies.

- training is good for the company – any organisation with plans to grow, or even just to stand still, needs to improve its workforce, and it's usually far easier to train someone who's already in the organisation than to look outside for a more qualified person. Besides, training is unavoidable if your employer is going for Investors in People or a Quality award such as ISO 9000 or ISO 9001.

It's **always** worth asking whether there's funding available for your course. We're also happy to confirm to an existing or potential employer that you are taking a course with us, and to provide them with updates on your progress if you want us to.

Please note that if your employer or sponsor wishes to make a **BACS transfer** they can by crediting Cheltenham Tutorial College, Account No. 00794555, Bank of Scotland (12-12-82), Bristol Business Centre, PO Box 208, 21 Prince Street, Bristol, England BS99 7JG. Please enclose their remittance advice with your enrolment form.

# Enrolment conditions

These are the conditions of your enrolment with us – a *summary* of our service to you as one of our tutor-supported students. Please keep it safe so that you can refer to it if you need to.

Course fees include all study materials (which may be kept after the course has ended for your *personal* use), and in the case of “with tuition” courses, a tutor’s assessment of coursework and help with individual subject problems. Unless we specifically state otherwise, the fee for a particular course is not inclusive of textbooks, materials, or equipment.

In the case of “with tuition” students, we will provide tuition for a period of two years from the date of enrolment.

If you do not pass in your first assessment attempt, we will, if asked, provide additional individual tuition without charge for a further year, provided that you:

- completed the course (if you have not, we ask you to carry on studying and finish before your next attempt),
- answered all the coursework for the course and submitted it to your tutor for marking,
- took all the parts of the assessment for which you had prepared,
- resume your programme of studies and advise us of your intention to re-take the assessment within two months of publication of the results, and
- there are no outstanding problems with your course fees (e.g. if your employer has not paid our invoice).

You can cancel your course with us and get a full refund at any time during the first four weeks of study (i.e. the first four weeks after the date your course materials were signed for) if you contact us by phone (ansaphone message, email, fax or letter are insufficient without acknowledgement) to let us know that is what you want to do, and then return *all* of your course materials to us with a covering note and by a service that gives proof of delivery.

It is *your* responsibility to make sure you read all of the guidance notes and instructions we provide and that you make all of the necessary arrangements for your assessments.

**Study materials are protected by copyright** and are to be used by you solely for your own instruction. You are not allowed to reproduce, sell, or use them as a part of your business in any way without our express permission.

**The Registrar  
Cheltenham Tutorial College  
292 High Street  
Cheltenham  
United Kingdom  
GL50 3HQ**

**Tel +44 (0) 1242 241 279**

**Fax +44 (0) 1242 234 256**

**[info@cheltenhamlearning.co.uk](mailto:info@cheltenhamlearning.co.uk)  
[www.cheltenhamlearning.com](http://www.cheltenhamlearning.com)**

**STOP PRESS 1ST JULY 2008**

## **Courses update**

### **ICSA Certificate and Diploma in Business Practice (Courses 301 to 304, 311 to 314)**

We are pleased to announce that we have become an **ICSA Registered Tuition Provider** since printing our brochure.

### **Computerised Accounts and Computerised Payroll (Courses 147 and 157)**

We have withdrawn Courses 147 and 157 whilst we resolve some queries over the disk of files to be used with these courses.

# Enrolment Form



Thank you for choosing to study with Cheltenham Tutorial College.

This is your **enrolment form** – the document that we will use, for example, in checking that you are studying at the right level, despatching your study materials to you, choosing your tutor, making sure coursework returns to you quickly, and in contacting you should any part of your course change.

Please fill out as much of the form as you can, and in **BLOCK CAPITALS**. We are registered under the Data Protection Act 1998.

## Section 1 – contact information

Title (Dr, Mr, Ms, other) \_\_\_\_\_ Family name \_\_\_\_\_

Other names \_\_\_\_\_

Male / Female (delete as appropriate)

Have you studied with us before?  Yes  No

If you have, please write your **most recent** Cheltenham student number here \_\_\_\_\_

## Contact details

Address \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_ Postcode \_\_\_\_\_

Telephone \_\_\_\_\_ Fax \_\_\_\_\_

email \_\_\_\_\_

## Delivery details

**Someone will need to sign for your study materials when they are delivered.**

If you need us to use a different address for delivery from the one above, please give it here.

Address \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_ Postcode \_\_\_\_\_

Telephone \_\_\_\_\_ Fax \_\_\_\_\_

email \_\_\_\_\_

## Section 2 – your profile

Please tell us about yourself.

What are the highest level qualifications that you already possess? \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

How many years' work experience do you have? \_\_\_\_\_

Please tell us about your current or most recent occupation.

Job title \_\_\_\_\_

Organisation \_\_\_\_\_

How long have you been in your current role? \_\_\_\_\_

Briefly describe your work \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

How did you hear about Cheltenham Tutorial College?

Please tick **all** the boxes that apply:

- |   |  |
|---|--|
| <input type="checkbox"/> through a professional body or examining board | <input type="checkbox"/> through the Internet or another information or service. |
| <input type="checkbox"/> through a colleague.                           | <input type="checkbox"/> through our advertising.                                |
| <input type="checkbox"/> through your employer.                         |  |

If you saw our advertising, please tell us where you remember seeing our adverts \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Please tell us about any things (family, work or personal) which **may** affect your study with us.

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

## Section 3 – your course

Please tell us about your studies.

If you already have a registration number with an examining board, please write it here, and tell us which board it is for

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When are you aiming to sit exams?

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You don't have to make a final decision now, but if you have a date in mind we can check that it is feasible.

Have you checked with ourselves that this is the right course for you? (Tick one box). If you haven't, then it might be a good idea to do it now, before you go any further.

Yes

No

Now please tell us which courses you wish to take.

Course No.	Title	Tutor Support Yes/No	Fee
<b>Sub-total</b>			
<b>Instalments fee (if applicable)</b>			
<b>Total</b>			



## **Section 5 – please sign and return**

Please make sure you have included any necessary documents and payments before sending this form to us.

Do you want us to acknowledge receipt of your form?  Yes  No

The information I have submitted in support of my enrolment is correct to the best of my knowledge; I agree to the conditions of enrolment contained in the brochure, and to pay my fees as shown on this form.

Signed \_\_\_\_\_

Date \_\_\_\_\_

If you are under 18, a parent or guardian must sign this statement, too.

Signed \_\_\_\_\_

Print name \_\_\_\_\_

Date \_\_\_\_\_

Please either post or fax this form to:

**The Registrar  
Cheltenham Tutorial College  
292 High St  
Cheltenham  
GL50 3HQ**

**Tel. +44 (0) 1242 241 279**

**Fax +44 (0) 1242 234 256**

**email [info@cheltenhamlearning.co.uk](mailto:info@cheltenhamlearning.co.uk)**

If you live in the UK you can use our FREEPOST address, pre-printed envelope or address label.

## BANKER'S STANDING ORDER FORM

Please complete all of the boxes to instruct your Bank to make payments directly from your account. Return this form to the College with your Enrolment Form.

### 1. To the Manager

_____ Bank
Address _____
_____
_____ Postcode _____

### 2. Name of Account holder

_____
-------

### 3. Account number

_____
-------

### 4. Sort code (see top right hand corner of your cheque)

_____
-------

### 5. Your address

_____
_____
_____
_____ Postcode _____

### 6. Signature

_____
-------

### 7. Your instructions to your Bank

I hereby request and authorise you to pay:

Bank of Scotland (12-12-82), Bristol Business Centre,  
PO Box 208, 21 Prince Street, Bristol, England BS99 7JG  
for the credit of Cheltenham Tutorial College  
(A/C 00794555) quoting College number

_____
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*(to be filled in by the College)*

On the \_\_\_\_\_ of each month

commencing \_\_\_\_\_ 200

in \_\_\_\_\_ instalments of:

£	:	_____
---	---	-------

*(Student: Enter your monthly instalments here.)*

The final payment under  
this order is to be made on:

_____
-------

Cut along dotted line 



**The flexible answer**

**No stamp  
needed if  
posted in  
UK**

The Registrar  
Cheltenham Tutorial College  
FREEPOST (GL 1 105)  
Cheltenham  
GL50 3BR

Cut along dotted line 

# Business Course Fees

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This fees list is current until **November 2008**. Our fees **include** VAT (only UK and EU students have to pay VAT), our admin costs, tuition and course material for **two** years, courier, and post. They do **not** include any **examining board** membership or assessment fees. Please see [About our College](#) and the enrolment form for the different ways in which you can pay.

**If you enrol for a complete qualification** (i.e. either the Private Secretary's Diploma, Certificate in Business Practice, Diploma in Business Practice, or Certificate in Customer Service), you will receive a **15 per cent discount**, as shown in the fees.

**We will send your course materials by DHL courier** so it is vitally important that when you enrol you give us a **full** postal address for despatch where someone will be most of the day (your materials will need signing for), **plus** a daytime telephone number where we can contact you or leave a message.

## Course material pdfs

We can provide a copy of your course materials as a **read-only pdf file** (if one is available) on a CD. This option costs £10 per course; the CD is couriered with the hard copy versions of your course materials.

## Paying by instalments

If you choose to pay your course fees in instalments, you will need to **add** an administration and postage charge of **£12 per course**, and must enrol on **at least** two courses. You may pay over a maximum of **six** equal instalments, please see [About our College](#) for more details.

## Administration and secretarial courses

	UK-based students	EU-based students	All other students
Business Administration	£180	£200	£200
Business Practice	£180	£200	£200
English for Business	£180	£200	£200
Using Teeline	£180	£200	£200
Pitman 2000	£180	£200	£200
Text Production	£180	£200	£200
Audio Transcription	opt out only (see below)		
IT Basics	£180	£200	£200
<b>Private Secretary's Diploma (PSD)</b>	£610 (save £110)	£680 (save £120)	£680 (save £120)

## Book-keeping and accounts courses

	UK-based students	EU-based students	All other students
Book-keeping	£180	£200	£200
Book-keeping and Accounts	£180	£200	£200
Accounting	£180	£200	£200

## Customer service courses

	UK-based students	EU-based students	All other students
Language and Principles	£180	£200	£200
Legislation and Management	£180	£200	£200
<b>Certificate in Customer Service</b>	£305 (save £55)	£340 (save £60)	£340 (save £60)

## ICSA business and management courses

	UK-based students	EU-based students	All other students
Business Environment	£220	£240	£250
Business Communication	£220	£240	£250
Accounting for Business	£220	£240	£250
Business Management	£220	£240	£250
<b>Certificate in Business Practice</b>	£745 (save £135)	£815 (save £145)	£850 (save £150)

	UK-based students	EU-based students	All other students
Business Law in Practice	£245	£265	£270
Marketing	£245	£265	£270
Business Finance	£245	£265	£270
Business Strategy and Planning	£245	£265	£270
<b>Diploma in Business Practice</b>	£830 (save £150)	£900 (save £160)	£915 (save £165)

## Opting out of tutor support

You can opt out of tutor support and choose to buy the **study materials only**. If you do this, the prices are:

	UK-based students	EU-based students	All other students
Opt-out Option	£90	£105	£120

There are no discounts with this option. There is no tutor support for Audio Typing.

## Invoices

If you want us to invoice your company or sponsor for your course fees, you should let us have a covering letter or purchase order that confirms this arrangement with clear instructions about where, and to whom, our invoice should be sent for payment.

### For help and advice

If you wish to discuss anything in more depth, please call us on **01242 241 279** or email [registrar@cheltenhamlearning.co.uk](mailto:registrar@cheltenhamlearning.co.uk)