

Amethyst Learndirect Business eCourses - www.amethyst.co.uk

Amethyst Learndirect, The Training Centre, Goliath Road, Hermitage Ind Est, Coalville Leicestershire, LE67 3FT, Telephone - 01530 812 555

Amethyst Learndirect, Unit 1a, First Floor, The Rutland Centre, 56 Halford Street, Leicester, LE1 1TQ , Telephone - 0116 287 2053

Amethyst Learndirect, Unit 2 Karlsruhe House, 18 Queens Bridge Road, Nottingham, NG2 1NB, Telephone - 0115 986 3446

| Primary Category | Sub Category | Course Title | Course Code | Course Type | Price inc. VAT |
|----------------------|----------------------------|---------------------------|-------------|-------------|----------------|
| Computers & Software | Microsoft Office - Access | Access 2000 | 103083BT012 | Online | £34.49 |
| Computers & Software | Microsoft Office - Access | Access 2003 | 103083BT006 | Online | £34.49 |
| Computers & Software | Microsoft Office - Access | Access XP | 103083BT001 | Online | £34.49 |
| Computers & Software | Microsoft Office - Excel | Excel 2000 | 103083BT013 | Online | £34.49 |
| Computers & Software | Microsoft Office - Excel | Excel 2003 | 103083BT007 | Online | £45.99 |
| Computers & Software | Microsoft Office - Excel | Excel 2007 Intermediate | 103083BT026 | Online | £34.49 |
| Computers & Software | Microsoft Office - Excel | Excel 2007 Introductory | 103083BT025 | Online | £34.49 |
| Computers & Software | Microsoft Office - Excel | Excel XP | 103083BT002 | Online | £45.99 |
| Computers & Software | Microsoft Office - Outlook | Outlook 2000 | 103083BT015 | Online | £34.49 |
| Computers & Software | Microsoft Office - Outlook | Outlook 2003 | 103083BT009 | Online | £34.49 |
| Computers & Software | Microsoft Office - Outlook | Outlook 2007 Intermediate | 103083BT028 | Online | £34.49 |
| Computers & Software | Microsoft Office - Outlook | Outlook 2007 Introductory | 103083BT027 | Online | £34.49 |

| | | | | | |
|----------------------|-------------------------------|--|-------------|--------|--------|
| Computers & Software | Microsoft Office - Outlook | Outlook XP | 103083BT003 | Online | £34.49 |
| Computers & Software | Microsoft Office - PowerPoint | PowerPoint 2000 | 103083BT016 | Online | £34.49 |
| Computers & Software | Microsoft Office - PowerPoint | PowerPoint 2003 | 103083BT010 | Online | £34.49 |
| Computers & Software | Microsoft Office - PowerPoint | PowerPoint 2007 Intermediate | 103083BT030 | Online | £34.49 |
| Computers & Software | Microsoft Office - PowerPoint | PowerPoint 2007 Introductory | 103083BT029 | Online | £34.49 |
| Computers & Software | Microsoft Office - PowerPoint | PowerPoint XP | 103083BT004 | Online | £34.49 |
| Computers & Software | Microsoft Office - PowerPoint | Project 2000 | 103083BT021 | Online | £45.99 |
| Computers & Software | Microsoft Office - Word | Word 2000 | 103083BT017 | Online | £34.49 |
| Computers & Software | Microsoft Office - Word | Word 2003 | 103083BT011 | Online | £34.49 |
| Computers & Software | Microsoft Office - Word | Word 2007 Intermediate | 103083BT032 | Online | £34.49 |
| Computers & Software | Microsoft Office - Word | Word 2007 Introductory | 103083BT031 | Online | £34.49 |
| Computers & Software | Microsoft Office - Word | Word XP | 103083BT005 | Online | £34.49 |
| Computers & Software | Miscellaneous | IT Applications | 100594BT016 | Online | £34.49 |
| Computers & Software | Miscellaneous | The Keyboard A-Z (KAZ) | 100374BT001 | Online | £20.13 |
| Computers & Software | Professional IT | UNIX Systems | 104266BT007 | Online | £57.50 |
| Computers & Software | Professional IT | Windows Server 2003 Administration MCSA/MCSE 70-290 | 104266BT008 | Online | £57.50 |

| | | | | | |
|----------------------|---------------------------|---|-------------|--------|--------|
| Computers & Software | Professional IT | Windows XP Professional MCSE 70-270 | 104266BT009 | Online | £57.50 |
| Computers & Software | Professional IT - Cisco | Cisco CCNA 640-802 | 104266BT005 | Online | £57.50 |
| Computers & Software | Professional IT - CompTIA | CompTIA A+ Depot Technician 220-604 | 104266BT002 | Online | £57.50 |
| Computers & Software | Professional IT - CompTIA | CompTIA A+ Essentials 220-601 | 104266BT001 | Online | £57.50 |
| Computers & Software | Professional IT - CompTIA | CompTIA A+ IT Technician 220-602 | 104266BT003 | Online | £57.50 |
| Computers & Software | Professional IT - CompTIA | CompTIA A+ Remote Support Technician 220-603 | 104266BT004 | Online | £57.50 |
| Computers & Software | Web Development | Frontpage 2000 | 103083BT014 | Online | £34.49 |
| Computers & Software | Web Development | Web Publishing and Design with HTML 4.01 and XHTML | 104266BT010 | Online | £57.50 |
| Computers & Software | Web Development | XML | 104266BT011 | Online | £57.50 |
| Customer Service | | An Inside Job: Meeting Internal Customer Needs | 104198BT023 | Online | £40.24 |
| Customer Service | | Complaints and quality management | 104198BT031 | Online | £40.24 |
| Customer Service | | Demanding customers | 104198BT006 | Online | £40.24 |
| Customer Service | | If Looks Could Kill: Controlling Your Behaviour | 104198BT056 | Online | £40.24 |
| Customer Service | | No complaints? : complaint handling | 104198BT029 | Online | £40.24 |
| Customer Service | | On the receiving end: call centre skills | 104198BT024 | Online | £40.24 |
| Customer Service | | Steps to Success - Professional Customer Service Skills | 100733BT001 | Online | £80.49 |

| | | | | | |
|------------------|--|---|-------------|--------|--------|
| Customer Service | | Telephone behaviour | 104198BT011 | Online | £40.24 |
| Customer Service | | Understanding Customers | 100594BT006 | Online | £45.99 |
| Customer Service | | Who sold you this, then?: after sales service | 104198BT028 | Online | £40.24 |
| eCommerce | | Building blocks for eBusiness | 104119BT001 | Online | £34.49 |
| eCommerce | | eMarketing | 104120BT001 | Online | £28.74 |
| eCommerce | | Legalities of online business | 104121BT001 | Online | £28.74 |
| Employment Law | | Age Awareness | 104068BT001 | Online | £25.86 |
| Employment Law | | Challenging Behaviour | 104207BT001 | Online | £34.49 |
| Employment Law | | Disability Confident | 104207BT002 | Online | £34.49 |
| Employment Law | | Diversity Challenge | 104207BT003 | Online | £34.49 |
| Employment Law | | Employment Law 2006 | 100864BT001 | Online | £45.99 |
| Employment Law | | Ex-Offenders Legislation | 103080BT009 | Online | £34.49 |
| Employment Law | | Flexible Working | 103080BT004 | Online | £34.49 |
| Employment Law | | Gender Matters | 104207BT004 | Online | £34.49 |
| Employment Law | | Religion and Belief | 104207BT005 | Online | £34.49 |
| Employment Law | | Sexual Orientation | 104207BT006 | Online | £34.49 |

| | | | | | |
|--------------------------------------|--|---|-------------|--------|--------|
| Financial Management | | Cash Accounting for the Small Rural Business | 100558BT001 | Online | £80.49 |
| Financial Management | | Cost-Benefit Analysis | 100594BT038 | Online | £45.99 |
| Financial Management | | Financial Environment | 100594BT004 | Online | £45.99 |
| Financial Management | | Staying Afloat - A Guide To Cash Flow | 100881BT001 | CD | £28.74 |
| Financial management | | The balance sheet barrier: finance for non financial managers | 104198BT015 | Online | £40.24 |
| Financial Management | | Understanding Accounts | 104276BT001 | Online | £34.49 |
| Financial Management | | Working to a Budget | 100594BT013 | Online | £45.99 |
| Growing and Developing your Business | | Make Or Break 2 - Growing Your Business | 100419BT002 | CD | £34.49 |
| Growing and Developing your Business | | Winning the Contract | 104090BT001 | Online | £57.49 |
| Health & Safety | | Avoiding Slips, Trips and Falls | 103080BT016 | Online | £22.99 |
| Health & Safety | | Computer Safety | 104087BT001 | Online | £22.99 |
| Health & Safety | | Fire Safety | 104087BT002 | Online | £22.99 |
| Health & Safety | | Health & Safety - Law & Practice | 100594BT012 | Online | £40.24 |
| Health & Safety | | Health and Safety Induction | 104087BT004 | Online | £22.99 |
| Health & Safety | | Intro to Managing Health and Safety | 103080BT018 | Online | £34.49 |
| Health & Safety | | Introduction to Health and Safety at Work | 103080BT012 | Online | £34.49 |

| | | | | | |
|---------------------------|-----------------------|---|-------------|--------|--------|
| Health & Safety | | Managing and Handling Stress at Work | 103080BT017 | Online | £34.49 |
| Health & Safety | | Manual Handling | 104087BT003 | Online | £22.99 |
| Health & Safety | | Office Safety | 104087BT005 | Online | £22.99 |
| Health & Safety | | Preventing Accidents | 100594BT051 | Online | £34.49 |
| Health & Safety | | Risk Assessment | 104087BT006 | Online | £22.99 |
| Health & Safety | | Special Offer - Health and Safety Package - Save over 30% | 104087BT009 | Online | £63.24 |
| Health & Safety | | Stress Management for Employees | 104087BT007 | Online | £22.99 |
| Health & Safety | | Stress Management for Managers | 104087BT008 | Online | £22.99 |
| Leadership and Management | Change Management | Implementing Change | 100594BT011 | Online | £57.49 |
| Leadership and Management | Change Management | Jamie's School Dinners: Managing and Living with Change | 104198BT054 | Online | £40.24 |
| Leadership and Management | Change Management | Planning Change | 100594BT017 | Online | £57.49 |
| Leadership and Management | Coaching and Training | Coaching | 100594BT046 | Online | £45.99 |
| Leadership and Management | Coaching and Training | Managing performance every day | 104198BT040 | Online | £40.24 |
| Leadership and Management | Coaching and Training | Pass it on: Coaching skills for managers | 104198BT035 | Online | £40.24 |
| Leadership and Management | Coaching and Training | The helping hand: coaching skills for managers | 104198BT007 | Online | £40.24 |
| Leadership and Management | Coaching and Training | Training | 100594BT074 | Online | £45.99 |

| | | | | | |
|---------------------------|-----------------------|--|-------------|--------|--------|
| Leadership and Management | Coaching and Training | You'll soon get the hang of it: one to one training | 104198BT021 | Online | £40.24 |
| Leadership and Management | Communication Skills | Assert yourself: Learning to be assertive | 104198BT047 | Online | £40.24 |
| Leadership and Management | Communication Skills | Briefing Skills | 100594BT043 | Online | £45.99 |
| Leadership and Management | Communication Skills | Communication Process | 100594BT027 | Online | £45.99 |
| Leadership and Management | Communication Skills | I wasn't prepared for that: presentation skills | 104198BT009 | Online | £40.24 |
| Leadership and Management | Communication Skills | Negotiating: tying the knot | 104198BT017 | Online | £40.24 |
| Leadership and Management | Communication Skills | Presentations 1 - Preparing for the Presentation | 103080BT051 | Online | £40.24 |
| Leadership and Management | Communication Skills | Presentations 2 - The Presentation | 103080BT052 | Online | £40.24 |
| Leadership and Management | Communication Skills | Producing Project Reports | 100594BT044 | Online | £45.99 |
| Leadership and Management | Communication Skills | Put into writing: The complete communicator - the art of influence | 104198BT041 | Online | £40.24 |
| Leadership and Management | Communication Skills | Report writing | 104198BT014 | Online | £40.24 |
| Leadership and Management | Communication Skills | Straight talking: the art of assertiveness | 104198BT004 | Online | £40.24 |
| Leadership and Management | Communication Skills | The grapevine: internal communication | 104198BT020 | Online | £40.24 |
| Leadership and Management | Communication Skills | Written Communications | 100594BT036 | Online | £45.99 |
| Leadership and Management | Feedback | Can You Spare A Minute: Counselling Skills For Managers | 104198BT003 | Online | £40.24 |
| Leadership and Management | Feedback | Giving and Receiving Feedback | 100594BT034 | Online | £45.99 |

| | | | | | |
|---------------------------|-----------------------------|---|-------------|--------|---------|
| Leadership and Management | Feedback | I'd like a word with you: discipline interviews | 104198BT019 | Online | £40.24 |
| Leadership and Management | Harvard Business Management | Harvard Manage Mentor | 104193BT001 | Online | £171.35 |
| Leadership and Management | Jamie Oliver - Teamwork | Jamie's Kitchen: Fifteen Lessons on Leadership | 104198BT052 | Online | £40.24 |
| Leadership and Management | Jamie Oliver - Teamwork | Jamie's Kitchen: Fifteen Lessons on Teamwork | 104198BT053 | Online | £40.24 |
| Leadership and Management | Leadership | Building the Team | 100594BT025 | Online | £45.99 |
| Leadership and Management | Leadership | First among equals: Leading a team | 104198BT042 | Online | £40.24 |
| Leadership and Management | Leadership | Leadership | 100594BT026 | Online | £45.99 |
| Leadership and Management | Leadership | Motivation | 100594BT014 | Online | £45.99 |
| Leadership and Management | Managing People | Absence Management | 104068BT002 | Online | £34.49 |
| Leadership and Management | Managing People | Absence minded: Managing absenteeism | 104198BT033 | Online | £40.24 |
| Leadership and Management | Managing People | Effectiveness and Efficiency | 100594BT050 | Online | £45.99 |
| Leadership and Management | Managing People | Manage Own Stress | 100594BT002 | Online | £45.99 |
| Leadership and Management | Managing People | Minimising Stress | 100594BT082 | Online | £45.99 |
| Leadership and Management | Managing People | Problem Solving Skills | 100594BT109 | Online | £57.49 |
| Leadership and Management | Managing People | Resolving Conflict | 100594BT040 | Online | £45.99 |
| Leadership and Management | Managing People | Supporting Individuals | 100594BT037 | Online | £45.99 |

| | | | | | |
|---------------------------|---------------------------|---|-------------|--------|--------|
| Leadership and Management | Managing People | The best of motives: leadership & empowerment | 104198BT016 | Online | £40.24 |
| Leadership and Management | Managing People | Valuing Diversity: Equal Opportunities for All | 104198BT038 | Online | £40.24 |
| Leadership and Management | Meetings | Going to a meeting: Constructive and effective participation | 104198BT036 | Online | £40.24 |
| Leadership and Management | Meetings | Meetings, bloody meetings: Making Meetings More Productive | 104198BT057 | Online | £40.24 |
| Leadership and Management | Meetings | More bloody meetings: the people side of meetings | 104198BT026 | Online | £40.24 |
| Leadership and Management | Performance and Appraisal | How am I doing? The perfect appraisal | 104198BT037 | Online | £40.24 |
| Leadership and Management | Performance and Appraisal | Performance Matters: The Importance of Praise | 104198BT012 | Online | £40.24 |
| Leadership and Management | Performance and Appraisal | Performance Matters: The Need for Constructive Criticism | 104198BT010 | Online | £40.24 |
| Leadership and Management | Performance and Appraisal | Performance review: Every appraisee's dream | 104198BT044 | Online | £40.24 |
| Leadership and Management | Performance and Appraisal | Performance review: Every manager's nightmare | 104198BT043 | Online | £40.24 |
| Leadership and Management | Performance and Appraisal | The dreaded appraisal | 104198BT005 | Online | £40.24 |
| Leadership and Management | Recruitment and Selection | Attracting Candidates & Producing Job Advertisements | 103080BT039 | Online | £40.24 |
| Leadership and Management | Recruitment and Selection | Behavioural interviewing: Taking the guesswork out of recruitment | 104198BT034 | Online | £40.24 |
| Leadership and Management | Recruitment and Selection | Candidate References and Selection | 103080BT041 | Online | £40.24 |
| Leadership and Management | Recruitment and Selection | It's your choice: selection skills | 104198BT022 | Online | £40.24 |
| Leadership and Management | Recruitment and Selection | Shortlisting Candidates & Interview Techniques | 103080BT040 | Online | £40.24 |

| | | | | | |
|---------------------------|--------------------------------|--|-------------|--------|--------|
| Leadership and Management | Recruitment and Selection | Writing Job Descriptions & Person Specifications | 103080BT038 | Online | £40.24 |
| Leadership and Management | Self Development | Identifying Self Development Needs | 100594BT028 | Online | £45.99 |
| Leadership and Management | Self Development | Managing stress: Managing your behaviour | 104198BT045 | Online | £40.24 |
| Leadership and Management | Teamwork | Team spirit? | 104198BT018 | Online | £40.24 |
| Leadership and Management | Time Management and Delegation | Dealing with Time-Wasting Situations | 103080BT029 | Online | £40.24 |
| Leadership and Management | Time Management and Delegation | Delegation | 103080BT031 | Online | £40.24 |
| Leadership and Management | Time Management and Delegation | Making time: Priorities, people and procedures at work | 104198BT039 | Online | £40.24 |
| Leadership and Management | Time Management and Delegation | Planning Work | 100594BT029 | Online | £45.99 |
| Leadership and Management | Time Management and Delegation | Project management | 104198BT013 | Online | £40.24 |
| Leadership and Management | Time Management and Delegation | The paper chase: managing paperwork | 104198BT027 | Online | £40.24 |
| Leadership and Management | Time Management and Delegation | The unorganised manager: organising others | 104198BT002 | Online | £40.24 |
| Leadership and Management | Time Management and Delegation | The unorganised manager: organising yourself | 104198BT001 | Online | £40.24 |
| Leadership and Management | Time Management and Delegation | Time Management | 100594BT009 | Online | £45.99 |
| Managing Information | | Analysing Information | 100594BT047 | Online | £45.99 |
| Managing Information | | Maintaining Information Systems | 100594BT048 | Online | £34.49 |
| Managing Information | | Using Information for Decisions | 100594BT018 | Online | £57.49 |

| | | | | | |
|--------------------------|--|--|-------------|--------|---------|
| Protecting your Business | | Freedom of Information 2000 | 103080BT002 | Online | £34.49 |
| Protecting your Business | | Security | 100594BT053 | Online | £34.49 |
| Sales and Marketing | | Call to order: telephone sales | 104198BT032 | Online | £40.24 |
| Sales and Marketing | | Marketing | 100594BT005 | Online | £45.99 |
| Sales and Marketing | | Marketing: Unleashing The Potential of Your Business | 100047BT001 | Online | £68.99 |
| Sales and Marketing | | Sell it to me | 104198BT030 | Online | £40.24 |
| Sales and Marketing | | Steps To Success - Professional Sales Skills | 100733BT002 | CD | £80.49 |
| Sales and Marketing | | The art of selling: Sales with service | 104198BT046 | Online | £40.24 |
| Starting your Business | | Make Or Break 1 - Starting Your Business | 100419BT001 | CD | £34.49 |
| Starting your Business | | Special Offer - Make or Break 1 & 2 - Save 33% | 100419BT003 | CD | £45.99 |
| The Apprentice | | Apprentice - Complete Series | 103107BT004 | CD | £137.99 |
| The Apprentice | | Apprentice - Leadership and Management | 103107BT002 | CD | £57.49 |
| The Apprentice | | Apprentice - Negotiating to Win | 103107BT001 | CD | £57.49 |
| The Apprentice | | Apprentice - Selling, Pitching and Presenting | 103107BT003 | CD | £57.49 |