

WELCOME TO THE SKILLS AGENCY AT MILTON KEYNES COLLEGE

Whether you're a professional looking to develop your skills, are looking at taking those first steps into a brand new career, or even just want to try something new for fun, The Skills Agency at Milton Keynes College can help you discover your potential. We offer a range of courses that will qualify you for your next career step in affiliation with the leading, industry-recognised awarding bodies.

We work alongside local and national employers as their trusted recommended training provider. Whether you are looking to train with us through your employer or independently, our specialists will help you identify individual needs and support your entire professional journey from basic introduction courses to professional accredited qualifications right up to degree-level study.

WE CAN HELP YOU:



CHANGE YOUR CAREER



PURSUE YOUR PASSION



SHARPEN YOUR SKILLS



TRAIN YOUR TEAM

WHY DEVELOP YOUR CAREER IN A HEAD OFFICE OR BUSINESS PROFESSION?

A qualification in the business sector can lead you down a vast majority of paths, with over two million people in the UK currently working in either insurance, property, advertising & marketing and recruitment & training to name a few. The skills you will gain are entirely transferable to a variety of industries. The labour market is constantly changing placing demands on people to adapt, be agile and either have skills and/or experience or have the opportunity, and be capable of, obtaining them.

"An Association of Accounting
Technicians (AAT) qualification
could increase your earning
potential by up to 67% as you earn
up to 58% more than those who
choose not to study for the same
qualifications." - AAT

9,000 Jobs

Marketing UK: 9,000 new job openings annually 2016-2021

2.2m Roles

Finance roles UK: 2.2 million people employed. Two-thirds outside London

+£350k

Human Resources UK: 350,000 Average additional lifetime income of a Level 3 CIPD qualification vs no qualification

2.6% Growth

Business & Admin UK: 2.6% growth of vacancies by 2021

CHANGE, DEVELOP, UPSKILL...

Milton Keynes is the fastest growing city in the country, home to local firms and global brands alike including multinational companies such as Mercedes-Benz and Santander. Making the decision to invest in your career will mean you'll want to choose the best education provider. Our courses are affiliated to world-renowned professional bodies and delivered on a flexible basis to fit around your existing commitments. Our apprenticeship programmes are also open to adult learners from Levels 2 to 5 in a range of occupations. If you're already working full-time in a head office setting, this could be the ideal approach for you.

WHY STUDY AT MILTON KEYNES COLLEGE?

WHY STUDY HEAD OFFICE & BUSINESS AT MILTON KEYNES COLLEGE?



Dedicated staff with industry expertise



Excellent department facilities







Workplace-based, college-based and online programmes



A dedicated Workplace Trainer for workplacebased training courses



Various start dates



Finance options available



Good relationships with local employers to support CPD requirements

LEARN IN A DYNAMIC CITY



STRONG LINKS WITH OVER 3,000 BUSINESSES



AFFORDABLE STUDY OPTIONS



BE MORE EMPLOYABLE



OUTSTANDING FACILITIES



FLEXIBLE STUDY OPTIONS



EXPAND YOUR KNOWLEDGE



EXPERT ADVICEAND GUIDANCE



BUSINESS & CUSTOMER SERVICE

Whether you're looking to work for a top company or even start your own business, a professional qualification will give you the skills, experience and confidence to assert yourself in the sector, making you highly employable. The skills you will gain are entirely transferable to a variety of industries, so if you speak another language, or perhaps have a background in law, and want to combine this with business, start your journey with us.

Are you working in retail, catering or hospitality, recruitment, or indeed any role which is customer facing? Do you want to gain a nationally-recognised qualification qualification to prove your competence in this important area? Studying a course in Customer Service with Milton Keynes College will allow you to gain an accredited qualification without having to take time out of your career or busy life to study; you can fit it around you.

INDUSTRY LOWDOWN

Research has shown that there could be 1.5 million more jobs created by business services by 2025, which would make it the second biggest services sector in the UK.

The importance of customer service in an increasingly busy world cannot be ignored; it's an essential part of any business. Qualifications in customer service can help you to develop your knowledge and stay on top of current trends, making you highly attractive to employers.

YOUR STUDY EXPERIENCE WITH MK COLLEGE



Sessions taught by subject experts and specialists with vocational and professional experience



Well-resourced teaching environments and facilities for research



Work alongside like-minded people



Excellent success rates



Opportunities to study for additional certificates

Business & Customer Service Qualifications

Level	Suitable for	Course suggestion	Typical job roles:
(2)	Those involved in any customer focused role in any industry looking to confirm their knowledge and skills via an apprenticeship or as a standalone qualification. The apprenticeship is perfect for those who wish to continue their studies while in a full-time role.	Business Admin Certificate (Online)	
		Certificate in Customer Service (Online)	
		Customer Service Practitioner Apprenticeship	Admin Assistant £14,000 to £18,000 at entry level, £19,000 to £23,000 with experience
		Certificate in Skills for Further Study in Business, Administration and Law	Customer Service Assistant £12,500 at entry level, £18,000 with experience
		Certificate in Customer Services	,,,,,,,,
		Certificate in Principles of Business Administration	
(3)	Those already in a role looking to develop their skills with a view to moving into management. Access courses are for those looking to progress into onto university.	Access to Minks	Personal Assistant £18,000 to £25,000 at entry level, £25,000 to £40,000 with experience
		Access to Higher Education: Business	Receptionist £12,000 to £15,000 at entry
		Business Administrator Apprenticeship	level, up to £18,000 with experience
			Customer Service Team Leader £20,000 to £30,000
14	Those keen to boost their career chances in fundamental business areas, including customer service, in order to fit with their career plans, enhance existing business knowledge and get in a good place to secure their perfect job or progress on to university.	HNC in Business	
		HNC in Business - Accounting Pathway	Office Manager Up to £30,000
		HNC in Business - Marketing Pathway	Customer Service Manager £20,500 to £28,000, £30,000 to £50,000 with
		HNC in Business - Human Resources Pathway	experience

ACCOUNTING

Think finance and you may think accounting and banking, but the reality is that every company needs someone who is really good with numbers. If you're already working in finance and looking for a way to develop your career, or just starting out and looking to get into this sort of work, the industry-recognised Association of Accounting Technicians (AAT) qualifications that we offer will qualify you for a range of job roles.

YOUR STUDY EXPERIENCE WITH MK COLLEGE



Expert teaching by specialist Accountancy teaching staff



Great opportunities to progress to further study/employment



Become an AAT affiliate member upon completion of the Level 4 Diploma



Study in a classroom environment with likeminded adults



Fit study around work with evening classes

INDUSTRY LOWDOWN

If you want to hit the big time in business, finance is a great starting point. Did you know that finance is "the most common route to the top of a FTSE 100 company, with over half of CEOs having a financial management background"? Whatever employer you go on to work for, they will really value an AAT qualification. Plus, the results speak for themselves since an AAT qualification could increase your earning potential by up to 67%, earning up to 58% more than those who choose not to study for the same qualifications.



Most of our Accounting courses are accredited by AAT, who provide internationally-recognised, professional qualifications "based on practical, real-world accounting knowledge that you can put to use from day one."

International

Universally respected and internationally-recognised

Trusted

Trusted by employers and responsible for 80% of all work-related qualifications in accounting

140k members

140,000 members in more than 90 countries

Accounting Qualifications

Level	Suitable for	Course suggestion	Typical job roles:
(1)	Anyone with an interest in bookkeeping and looking to start studying towards a career in accounting.	AAT Award in Bookkeeping & Accounts	This award does not qualify you to work in the sector but is a good introduction to both the industry and the Level 2 qualification where your options will widen.
12	Those involved in any finance role in any industry looking to confirm their knowledge and skills, or those looking to gain an understanding in accounting principles and practical application to get them started in the industry.	AAT Foundation Certificate in Accounting	Accounts Clerk £17,000 to £20,000 at entry level, £20,000 to £25,000 with experience Payroll Administrator £15,000 to £18,000 at entry level, £20,000 to £26,000 with experience
13	Those who have already gained the AAT Level 2 Certificate and want to continue their studies towards becoming an accounting professional. The apprenticeship is perfect for those who wish to continue their accounting studies while in a full-time role.	Professional Accounting Taxation Technician Apprenticeship AAT Professional Diploma in Accounting HNC in Business - Accounting Pathway	Credit Controller £16,000 to £22,000 at entry level, £22,000 to £27,000 with experience Accounts Assistant Up to £30,000 Payroll Supervisor £22,000 to £25,000 at entry level, up to £30,000 with experience
14	Those with the AAT Level 3 Diploma and looking to become a financial team leader or set up their own practice. On completion you will automatically become an AAT affiliate member. The apprenticeship is perfect for those who wish to continue their accounting studies while in a full-time role or go on to study at degree level.	Professional Accounting Taxation Technician Apprenticeship AAT Professional Diploma in Accounting HNC in Business - Accounting Pathway	Senior Bookkeeper £20,000 to £25,000 with experience Finance Officer £22,000 to £28,000 with experience Finance Manager £30,000 to £40,000 Accountant £22,000 to £25,000 at entry level, £30,000 to £40,000 with experience

HUMAN RESOURCES

A career in HR offers long-term options and a huge variety of roles. You could be involved in recruiting or training staff one day, or helping your company decide how staff should be rewarded the next. There are also roles that focus on employment law, protecting the rights of employees at work. You could start off your career as an HR Administrator but progress all the way to the top of the business as an HR Director, helping to drive the direction of the business.

INDUSTRY LOWDOWN

HR and recruitment professionals make up just 1% of the UK workforce, but the work they do is vital for every company. The recruitment industry is growing very quickly; in 2016/17 it turned over £32.2 billion and is set to grow by 3.6% in 2018/19. A career in HR enables you to work in any industry you enjoy. From retail and construction, to banks and charities, they all need the expertise of an HR professional.

YOUR STUDY EXPERIENCE WITH MK COLLEGE



Learn from highlyexperienced expert tutors



Learn to apply practical skills for career progression



Extend your knowledge while gaining a professional qualification



Learn in a professional environment with likeminded people



Ideal platform to further develop your HR career at management level

CIPD

Approved centre

The CIPD set professional standards and provide the expertise to drive the HR and Learning & Development professions forward. Professional membership of the CIPD demonstrates that you meet the CIPD's rigorous entry criteria and professional standards.

100 years +

Setting professional standards for HR and people development for more than 100 years

Positive impact

Driving positive change in the world of work

145k members

Career partner of choice for more than 145,000 members around the world

Human Resources Qualifications

Level	Suitable for	Course suggestion	Typical job roles:
[2	Those looking to start work in a HR/recruitment role, but who don't currently have the right skillset.	Human Resources Introduction (Online)	HR Assistant £15,000 to £18,000 at entry level, £19,000 with experience
(3)	Those looking to start work in a HR role or currently working in a support role and looking to develop their skills. The apprenticeship is perfect for those who wish to continue their studies while in a full-time role.	Human Resources Support Apprenticeship CIPD Foundation Certificate in Human Resources Practice	HR Officer £15,000 to £19,000 at entry level, £18,000 to £25,000 with experience
[4	Those keen to boost their career chances in fundamental business areas, including human resource management, in order to fit with their career plans, enhance existing business knowledge and get in a good place to secure their perfect job or progress on to university.	HNC in Business - Human Resources Pathway	Office Manager Up to £30,000 HR Officer £15,000 to £19,000 at entry level, £18,000 and £25,000 with experience
(5	Those looking to develop a career in HR management following on from the Level 3 Foundation course, or those needing to understand the role of HR or L&D in the wider organisational and environmental context.	HR Consultant Higher Apprenticeship CIPD Certificate in Human Resources Management	HR Manager £35,000 to £45,000

MARKETING

Are you a professional marketer wishing to gain knowledge and skills to succeed and progress your career? Perhaps you are working in a marketing support role, or a role which encompasses elements of marketing, and would like to support your current experience with a professional qualification? Studying an industry-recognised Chartered Institute of Marketing (CIM) course with us will help you develop the skills, knowledge and personal abilities you need to succeed.

YOUR STUDY EXPERIENCE WITH MK COLLEGE



Learn in a professional environment with other like-minded people, giving you the opportunity to network



Learn from highlyexperienced expert tutors



Complete relevant assessments to reflect the demands of modern marketing



Learn to apply practical skills for career progression



Gain a nationallyrecognised qualification

INDUSTRY LOWDOWN

There is no doubt that marketing is increasingly becoming focused on digital skills with the traditional so-called 'soft skills', such as writing and design. sometimes giving way to the heavy data analysis that the digital world now gives us access to. As a result, employers need to find marketing professionals to join their teams that can bring all the skills to the table - and this might mean looking outside the company. A marketing qualification will help to keep you ahead of the pack with a stand-out CV.



Most of our courses are accredited by the CIM, the largest professional marketing body in the world offering membership and professional marketing qualifications. The CIM supports, develops and represents marketers, teams, leaders and the marketing profession as a whole.

5k members

28,000 members worldwide including more than 3,000 **Chartered Marketers**

World renowned

130 CIM study centres delivering world-renowned qualifications in 36 countries

courses

Over 90 training courses

Marketing Qualifications

Level	Suitable for	Course suggestion	Typical job roles:
(3)	Those looking to develop their skills for a support-level marketing role, which they may or may not already be employed in, as well as managers in non-marketing functions or entrepreneurs looking to gain a better understanding of marketing.	Foundation Certificate in Marketing Digital Marketing Apprenticeship	Marketing Executive £18,000 to £22,000 at entry level, £22,000 to £30,000 with experience Digital Marketing Officer £20,000 to £22,000 at entry level, up to £30,000 with experience
[4]	Those working in marketing, perhaps as a Marketing Assistant, who want to progress their career to a more advanced role, as well as those whose current job involves elements of marketing. Also suitable for those looking to study marketing at a higher level to secure a role marketing role or progress onto university.	CIM Intermediate Certificate in Professional Marketing HNC in Business - Marketing Pathway	Marketing Manager £25,000 to £30,000 at entry level, £30,000 to £45,000 with experience Social Media Manager £23,000 at entry level, £25,000 to £35,000 with experience

COMPUTING & IT

In an ever-evolving industry there is always something new to learn, new technologies being introduced and new security threats to understand. By investing in professional training, you will ensure you remain 'in the know' and serious in your commitment to the industry and your own personal development. The majority of our IT courses are delivered online to allow flexibility around your current work commitments.

INDUSTRY LOWDOWN

Over a recent period of five years, the number of digital businesses in the UK increased by 30%; while business enterprises as a whole increased by only 17%. Nearly one in 10 employees going into this growing sector have come through a Digital Apprenticeship programme, and over six in 10 hold a higher education qualification; in fact, workers in the tech industry tend to be educated to a higher level than other workers. Alongside our HNC in Computing, we offer a range of online courses to enhance your skill set.

YOUR STUDY EXPERIENCE WITH MK COLLEGE



Extend your knowledge while gaining a professional qualification



Online courses with flexible start dates



Interactive and intuitive learning platform



Dedicated Assessor to give feedback and offer support



"ITIL is the most popular approach to IT service management in the world and is used by many successful major organisations. It helps businesses to ensure that their IT aligns with their business goals." - ITIL

Computing & IT Qualifications

Level	Suitable for	Course suggestion	Typical job roles:
12	Those looking to to begin their training for a role in the IT Sector, these courses will prepare Students for further learning or an entry level Technician type role.	CISCO IT Essentials (Online with workshops	IT Support Technician £16,000 to £22,000 at entry level, £22,000 to £24,000 with experience
		CISCO Network Essentials (Online with workshops)	
13	Those looking to get into a career in IT, such as a Web Designer or Developer, or those already working in the industry and looking to enhance their existing skills or specialise in a different area.	Access to Higher Education: Computer Science	
		CompTIA A+ (Online with workshops)	Web Developer \$20,000 to \$24,000 at entry level, \$25,000 to \$35,000
		CompTIA Network+ (Online with workshops)	with experience Network Engineer £19,000 to £20,000 at entry level, £35,000 to £55,000 with experience Web Designer £18,000 to £24,000 at entry level, £25,000 to £40,000 with experience
		CISCO CCNA parts 1-4 (Online with workshops)	
		ITIL Foundation (Online)	
		Certified Ethical Hacker (Online)	
		Certificate in Web Design & Development (Online)	
14	Those keen to boost their career chances in IT sectors such as programming, database development, website design and security, in order to fit with their career plans, enhance existing knowledge and get in a good place to secure their perfect job or progress on to university.	HNC in Computing	Systems Analyst £20,000 to £25,000 at entry level, £30,000 to £45,000 with experience
			IT Project Manager £25,000 to £28,000 at entry level, £30,000 to £45,000 with experience
			Software Engineer £18,000 at entry level, £25,000 to £50,000 with experience

Online short courses available

Microsoft Office 2013 (Online) This course is a good introduction to both the industry and a Level 2/3 qualification where your options will widen.

LEADERSHIP & MANAGEMENT

If you're an aspiring or current Manager looking to develop your skills, knowledge and behaviours in the workplace, our courses cover the key aspects of management and open up routes into other professional areas, such as coaching and mentoring. Employers benefit from a more confident and effective Manager with better communication, increased productivity and more motivated teams, which are all so important in today's competitive world of business.

INDUSTRY LOWDOWN

With more than 5.5 million businesses in the UK, employment opportunities occur in two main areas: business management and consultancy. The importance of undertaking professional qualifications in order to progress your career has never been so strong; 75% of employers report that graduates should study relevant qualifications in order to evidence their practical skills, as they don't necessarily have the right skillset straight away. In addition, 74% of managers agree that advancing skills is more important than ever post-Brexit.

YOUR STUDY EXPERIENCE WITH MK COLLEGE



Extend your knowledge while gaining a professional qualification



Receive support and guidance from a dedicated team of qualified assessors/tutors



Benchmark your managerial skills



Raise your profile in your organisation



ILM membership



Many of our courses are accredited by The Institute of Leadership and Management (ILM); the "UK's leading provider of leadership, coaching and management qualifications and training". These qualifications will provide the tools needed to manage, motivate and inspire others.

93k members

93,000 people take an ILM qualification every year

Global Qualification

2,500 quality-assured, accredited training experts deliver ILM qualifications globally

Better managers

93% of employers say their managers perform better following an ILM qualification

Leadership & Management Qualifications

Level	Suitable for	Course suggestion	Typical job roles:
12	Those who have been, or currently are in a team leading role and wish to develop the knowledge and understanding required to successfully lead a team.	Team Leading Certificate (Online) Certificate in Principles of Team Leading	Supervisor/Team Leader £15,000 at entry level, up to £25,000 with experience
(3)	New supervisors, team leaders or line-managers looking to improve their performance in the workplace, or those with management responsibilities but no formal training. The apprenticeship is perfect for those looking to study whilst gaining valuable work experience in a full-time role.	Team Leader/Supervisor Apprenticeship ILM Certificate in Leadership & Management ILM Certificate in Coaching & Mentoring ILM Award in Leadership & Management (Employer & Leadership) (Online) ILM Level 3 Diploma in Leadership & Management (Online)	Manager Salaries vary by industry. Experienced First Line Managers can earn from £25,000 to over £30,000.
14	Those keen to boost their career chances in fundamental business areas, including management and operations, in order to fit with their career plans, enhance existing business knowledge and get in a good place to secure their perfect job or progress on to university.	HNC in Business	Office Manager Up to £30,000
(5	Project managers, heads of department, and other practising middle managers to develop skills and experience, improve performance and prepare for senior management responsibilities.	Higher Apprenticeship in Operations/Departmental Manager ILM Certificate in Leadership & Management	Business Project Manager £22,000 to £30,000 at entry level, £30,000 to £45,000 with experience



HEAD OFFICE & BUSINESS APPRENTICESHIPS

Apprenticeships are work-based study programmes, which allow you to complete a recognised qualification whilst working. With no upper age limit apprenticeships are a great way to train without incurring the fees that are associated with traditional courses. As an apprentice, the Government subsidises the cost of your training and where fees are payable the responsibilities for this falls with your employer.

With no upper age limit, apprenticeships are a great way to train

Whether you are looking for a new role or are in an existing role and are looking to upskill, apprenticeships have no upper age limit and offer a great way to train whilst earning a wage. A lot of companies actively look to recruit adult apprentices as they often have the desired skills and life experience that make them an ideal employee.

Apprenticeships are ideal for those already working in the industry who are looking to study whilst in their current role or those looking to move into a new industry. At Milton Keynes College, we work with many high-profile employers across Milton Keynes to develop their staff through apprenticeship programmes, and to recruit new staff members onto apprenticeship programmes.

For more information, contact the Apprenticeships Team on 01908 637056

NEXT STEPS

If you've decided on a course and you are ready to make an application you can apply using the methods below.



ONLINE

Visit mkcollege.ac.uk, search for your course in the course finder and apply online.



TELEPHONE

Call us directly on 01908 684551 and we will talk you through your application.



AT AN OPEN EVENT

This is a great way to apply if you still have questions about the course. Tutors will be on hand to help with any queries and you can complete your application there and then at any of our open events. Register for our next open event at mkcollege.ac.uk/openevents

If you have a support need in relation to a medical, sensory or physical condition or a learning difficulty or disability please disclose this when applying, to ensure you receive the right level of support.



ARE YOU LOOKING TO DEVELOP YOUR WORKFORCE?

If you are an employer and are looking to organise training solutions for staff in Head Office & Business roles or would like to discuss developing your workforce through apprenticeships please get in touch on 01908 637056 to discuss your requirements.

KEY INFORMATION

HOW MUCH WILL MY COURSE COST?

Individual course costs can be found online at mkcollege.ac.uk

WHAT DOES THE COURSE FEE COVER?

Fees comprise of a tuition fee and examination/registration fee for first attempts, in line with the College fees policy. You will be required to meet the costs of any re-sit examinations or additional exam-related costs that you incur. In certain circumstances, remission or help with the fees/costs may be given to you.

HOW DO I PAY FOR MY COURSE?

Fees are due at the time of enrolment and can be paid by cash, cheque, or credit card. You may be able to pay fees in instalments by standing order where the total due is over £600, or you are in receipt of a student loans company letter (Advanced Learner Loan).

FUNDING YOUR STUDY

There are a number of options available to assist you in financing your studies.

Depending on your circumstances, you may be entitled to free tuition at Level 1, 2 or 3.

To find out if you have an entitlement please contact our Admissions Team on 01908 684551

STUDY NOW, PAY LATER WITH ADVANCED LEARNER LOANS

Have all the benefits of gaining the qualification without any of the upfront fees. (Not subject to means testing or credit checks.) You will only have to pay the loan back when you are in full-time employment and earning over £25,000 per year. In the event that you have a loan and leave the course you will be responsible for paying the remainder of the course fees.

For more information and to check your eligibility, visit mkcollege.ac.uk/feesandfunding

FUNDING DEGREE-LEVEL STUDY

When studying a University Level Qualification there are two main associated costs; tuition fees and living costs. Tuition fees are dependent on the qualification you study and living costs are the associated costs of studying and include expenses such as books, rent and travel. Tuition Fee Loans and Maintenance Loans are available to help spread the cost of degree-level study.

To find out more, visit: gov.uk/student-finance

EMPLOYER SPONSORSHIP

If you are looking to request funding from your organisation for training, we are happy to support you with this. From help writing a business case to supporting you to showcase the benefits training could bring to the organisation, contact us to discuss how we can help with this by submitting an enquiry form online at mkcollege.ac.uk/enquiry

BURSARIES

At Milton Keynes College there are a range of financial support options awarded on the basis of need, including help with financing childcare and travel. You could be entitled to a bursary if you are aged 19+ and your annual household income does not exceed £28,000.

For further information please contact the Student Funds & Bursary Team on 01908 684364 / 637326 or bursary@mkcollege.ac.uk

LOOKING TO GET BACK INTO WORK?

If you're seeking employment, we have a range of courses available to support you to develop the skills needed to get back into the workplace. From English and maths to distance learning courses in care get in touch to discuss your options on 01908 684548

NEED SUPPORT WITH YOUR STUDIES?

Support is available for students with medical, sensory and physical conditions and those with learning difficulties and disabilities. We are happy to discuss any personal requirements to ensure that additional support is provided.

Contact the Additional Learning Support Team to discuss your needs 01908 684131 / 637327 or email ineedsupport@mkcollege.ac.uk

CHAFFRON WAY CAMPUS

Tel: 01908 684444

BLETCHLEY CAMPUS

Tel: 01908 684444

SILBURY CAMPUS

Tel: 01908 688222









mkcollege.ac.uk

This directory represents and reflects the courses, facilities and services on offer at the time of production. The College reserves the right to withdraw or amend any course, service, fee or facility. This directory is for general guidance and information only and does not form any part of any contract. All industrybased careers information reflected in this guide has been sourced from the National Careers Service and Prospects and is a representation of the UK population as an average.