# Chamber Training

## 2026/27



Northamptonshire Chamber

www.northants-chamber.co.uk

Milton Keynes Chamber

www.chambermk.co.uk

# Introduction



The Northamptonshire Chamber and Milton Keynes Chamber are a respected provider of an extensive range of business-related training courses and bespoke training packages, both with one aim – to improve and develop the skills and knowledge of your business and its employees. We work in partnership with our members who are local, proven, training professionals. We also offer our Chamber members a significant discount on all scheduled courses.

We offer a range of courses across 4 main categories:

- Sales & Marketing
- The Business Toolkit
- Management & Personal Development
- International Trade

Call the Training Team to discuss your training requirements

01604 490490 or email training@northants-chamber.co.uk

Don't forget to follow us on LinkedIn for all the updates on our upcoming training courses:

@NorthamptonshireChamberOfCommerce

@MiltonKeynesChamberOfCommerce

# Training & Membership Benefits

- To improve and develop skills and knowledge
- Motivation of staff
- Retention of staff
- Increased productivity
- Develops future leaders



## MEMBERSHIP BENEFITS

### PROFILE - WE'LL HELP TO RAISE YOURS

Raise your company profile via our online promotional tools, events and in business magazine.

### SAVINGS - WE'LL HELP YOU REDUCE OVER-HEADS

Save your business money by accessing our range of cost-saving services.

### TRAINING - IMPROVING EMPLOYEE SKILLS

Equip your workforce wth the latest skills and techniques with access to a range of discounted training courses

### REPRESENTATION - WE'RE ON YOUR SIDE

Your Chamber lobbies on your behalf, locally through our MP's and Local Authorities and nationally through the British Chambers of Commerce.

### PROTECTION - SECURITY & PEACE OF MIND

Helping you to protect your business and make informed decisions.

### INTERNATIONAL TRADE - UNLOCK YOUR GLOBAL POTENTIAL

Supporting you to take your business global with our expert International Trade Advisors.



AAT is the Association of Accounting Technicians, the world's leading professional body for accounting technicians. And because the world is changing like never before, we never stand still.

AAT develop finance qualifications that ensure business can draw upon skilled people, fully equipped to meet its challenges head-on.

They believe everyone should have the opportunity to unleash their career ambition – so they make it happen. They break down barriers, empowering more people with the real world expertise valued by organisations in all sectors.

As part of the AAT community, their nearly 124,000 members and students belong to an inclusive association of accountancy professionals around the world. With access to a network of insights, opportunities and lifetime learning – we keep skills up to date, relevant and ready for business.

We are proud to offer the following courses online with full tutor support:

- AAT Level 1 Certificate in Bookkeeping Q2022
- AAT Level 2 Certificate in Bookkeeping Q2022
- AAT Level 3 Certificate in Bookkeeping Q2022
- AAT Certificate in Accounting Level 2 – Full Tutor Support
- AAT Advanced Diploma in Accounting Level 3 – Full Tutor Support
- AAT Level 2 Certificate in Accounting with Exams and AAT Membership
- AAT Level 3 Diploma in Accounting with Exams and AAT Membership
- AAT Level 2 Certificate in Accounting with Exams

To find out more and book a course, please contact:

training@northants-chamber.co.uk | training@chambermk.co.uk



# Institute of Leadership Accredited Engaging Leadership Training Programme

This comprehensive programme, delivered over 9 modules, is essential for anyone who needs to increase their leadership and management skills and boost their confidence in managing and developing others. It is accredited by the Institute of Leadership and is a gateway for you to become a full member of the Institute.

The 9 x ½ day modules will help you to develop your team building skills, influence others and manage change more effectively. Assignments (in the form of action plans) will be set at the end of each module and these will be evaluated as the course progresses.

The style of the training program will be interactive and engaging. The input sessions are based on respected research yet will be highly practical. Skills practice will be an integral part of the training, enabling you to gain greater confidence. Because the training program is approved by the Institute, there will be an element of assessment. This is to ensure accountability and help the demonstrate of return on your investment. It will be conducted in a supportive way.

Our Engaging Leadership training program is delivered by Beyond Theory, who are an approved training provider by the Institute of Leadership. This means that the course is accredited and quality assured by the Institute, who are a highly regarded accrediting body.

The course is aimed at managers and team leaders who want to improve their leadership and management skills and receive recognition from the Institute of Leadership or doing so. The content of our course is highly practical rather than being academic and has been mapped by the Institute of Leadership to Level 5.

Participating on this training program means that you will automatically become a student member of the Institute of Leadership for one year. This will give you access to all of the Institute's resources, including its awarding winning MyLeadership learning platform along with career advice, webinars and podcasts.

Successful completion of the course will result with the award of an Institute of Leadership certificate and digital credentials. You will also be invited to become a full member of the Institute of Leadership, enabling you to use the letters MIoL after your name and enjoy the benefits that being a full member of the Institute brings.

The Institute are a professional body that supports improving leadership and management practice in organisations. They have over 75 years' experience in contributing to the conversation around leadership and management supported by research, insights and over 50,000 members in our community of practice across 70 countries.

Delegate prices:

Member: £2,499 + VAT (£2,998.80 inc VAT)
Non-Member: £2,999 + VAT (£3,598.80 inc VAT)

# Sales & Marketing

## Face 2 face sales skills (full day, classroom)

Dates: 2026–2nd July| 2027 - 11th February

Cost: Members £259 + VAT | Non-Members £329 + VAT

A face-to-face meeting with a prospect is one of the best ways to build rapport, gain an understanding of their issues/problems, effectively demonstrate your solution, and ultimately close to win the business. The purpose of this course is to show you how to achieve this.

## LinkedIn as a Sales Tool (half day, online)

Dates: 2026– 16th April & 2nd December

Cost: Members £155 + VAT | Non-Members £215 + VAT

This course is designed to support the delegate to generate quality sales leads through LinkedIn. By the end of this workshop delegates will: Have a 'sales-ready' LinkedIn profile, understand how to use your company page content to increase your reputation and build relationships, understand how to use LinkedIn pro-actively and strategically to create strong sales leads and get results.

## Cold Calling Workshop (full day, classroom)

Dates: 2026–21st May| 2027 - 23rd March

Cost: Members £259 + VAT | Non-Members £329 + VAT

This intensive, hands-on workshop is designed to equip sales professionals, business development reps, and entrepreneurs with the skills, confidence, and strategies needed to succeed in cold calling. In just one day, participants will learn how to overcome fear, craft compelling scripts, handle objections with ease, and turn cold leads into warm opportunities.

# The Business Toolkit

## Introduction to Excel (full day, online)

Dates: 2026 – 20th April, 13th July & 28th October | 2027 - 21st January

Cost: Members £259 + VAT | Non-Members £329 + VAT

Excel is a multi-functional tool that can aid in a number of business functions. It is useful for creating databases of customers and suppliers or can be used for financial reporting. The pace of this course will suit those with little or no knowledge of the programme. By the end of this course, delegates will be able to navigate Excel with confidence, create simple spreadsheets and edit it using a variety of quick and effective methods learnt on the course.

## Intermediate Excel (full day, online)

Dates: 2026 – 19th May, 27th August & 25th October | 2027 - 17th February

Cost: Members £259 + VAT | Non-Members £329 + VAT

Anyone who is familiar with the basic features of Excel together with basic formulas will benefit from attending this course. This course places great emphasis upon the importance of understanding how to build the spreadsheet correctly with Dynamic Ranges. It is therefore important that participants are at the appropriate level to ensure a good learning experience.

## Advanced Excel (full day, online)

Dates: 2026 – 13th July, 24th September & 8th December | 2027 - 17th March

Cost: Members £259 + VAT | Non-Members £329 + VAT

Do you already have good knowledge of Excel? Then this one's for you! This course builds on your prior knowledge and will progress you further by using some of the more complex Excel functions, bringing your ability to a new level using new formulas and analysing data effectively.

# Management & Personal Development

## Confident Customer Service (full day, classroom)

Dates: 2026 – 6th May & 19th November

Cost: Members £259 + VAT | Non-Members £329 + VAT

This course aims to improve customer service within your business and help your team become more confident in their approach and recognising the value they bring to the organisation. Whether you are handling customers face to face or over the phone it is essential that you master the skills to keep the conversation flowing; obtain important information; and ensure your customer – or potential customer – leaves you/the caller with a good impression of your company.

## Assertiveness Skills (full day, classroom)

Dates: 2026 – 29th September | 2027 - 14th January

Cost: Members £259 + VAT | Non-Members £329 + VAT

At some time or other most of us give in to people in authority or to those who are dominant or difficult. It stops us achieving our own goals and leaves us feeling inadequate, stressed or angry. This course identifies the behaviour patterns that lead to these situations. Delegates will practice a new set of behaviour patterns to enable them to better control interpersonal situations.

## The Fundamentals of Project Management (full day, classroom)

Dates: 2026 – 25th June & 3rd November

Cost: Members £259 + VAT | Non-Members £329 + VAT

This is a professional course around how to manage change. It is aligned to industry standards of the accrediting professional body, the Association for Project Management. The purpose of this course is to equip people with the fundamental principles of project management to enable them to manage change effectively within their organisations.

## Successful Supervisory Management (two days, classroom)

Dates: 2026 – 2nd & 3rd June, 6th & 7th October | 2027 - 26th & 27th January

Cost: Members £555+ VAT | Non-Members £685 + VAT

This course will introduce you to some of the tools and techniques essential to the role of Supervisor/ Manager and to develop the skills to enable you to manage and motive people effectively and productively.

## Managing Your Workload (full day, classroom)

Dates: 2026 – 15th October | 2027 - 11th March

Cost: Members £259 + VAT | Non-Members £329 + VAT

This course explores how time is wasted and provides effective strategies to make a real impact upon time management. It includes how leaders can better use time to empower and delegate their people.

## How to Hold Difficult Conversations (half day, classroom)

Dates: 2026 – 18th June | 2027 - 4th February

Cost: Members £155 + VAT | Non-Members £215 + VAT

The purpose of this course is to help you identify what it may be that's preventing you from having difficult conversations and provide you with strategies to handle them effectively.

## Coaching Skills Workshop (half day, classroom)

Dates: 2026 – 30th April & 24th September

Cost: Members £155 + VAT | Non-Members £215 + VAT

The purpose of this course is to help you identify what it may be that's preventing you from having difficult conversations and provide you with strategies to handle them effectively.

# Training Calendar

(C) Classroom (O) Online

| Sales & Marketing | Apr 26 | May | June | July | August | Sep | Oct | Nov | Dec | Jan 27 | Feb | Mar | Member (+VAT) | Non Member (+VAT) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Face 2 Face Sales Skills (C) | | | | 2 | | | | | | | 11 | | £259 | £329 |
| LinkedIn as a Sales Tool (½ day, O) | 16 | | | | | | | | 2 | | | | £155 | £215 |
| Cold Calling Workshop (C) | | 21 | | | | | | | | | | 23 | £259 | £329 |

| Management & Personal Development | Apr 26 | May | June | July | August | Sep | Oct | Nov | Dec | Jan 27 | Feb | Mar | Member (+VAT) | Non Member (+VAT) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Assertiveness Skills (C) | | | | | | 29 | | | | 14 | | | £259 | £329 |
| Managing Your Workload (C) | | | | | | | 15 | | | | | 11 | £259 | £329 |
| The Fundamentals of Project Management (C) | | | 25 | | | | | 3 | | | | | £259 | £329 |
| Confident Customer Service (C) | | 6 | | | | | | 19 | | | | | £259 | £329 |
| Successful Supervisory Management (C) | | | 2/3 | | | | 6/7 | | | 26/27 | | | £555 | £685 |
| How to Hold Difficult Conversations (½ day, C) | | | 18 | | | | | | | | 4 | | £155 | £215 |
| Coaching Skills Workshop (½ day, C) | 30 | | | | | 24 | | | | | | | £155 | £215 |

| The Business Toolkit | Apr 26 | May | June | July | August | Sep | Oct | Nov | Dec | Jan 27 | Feb | Mar | Member (+VAT) | Non Member (+VAT) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Introduction to Excel (O) | 20 | | | 13 | | | 28 | | | 21 | | | £259 | £329 |
| Intermediate Excel (O) | | 19 | | | 27 | | | 25 | | | 17 | | £259 | £329 |
| Advanced Excel (O) | | | | 13 | | 24 | | | 8 | | | 17 | £259 | £329 |

## International Trade

| | Apr 26 | May | June | July | August | Sep | Oct | Nov | Dec | Jan 27 | Feb | Mar | Member (+VAT) | Non Member (+VAT) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Understanding Export and Export Documentation (O) | 7 | | | | | 23 | | | | | 16 | | £335 | £375 |
| Import Procedure including IP & OP (O) | 21 | | | | | | 12 | | | | | 3 | £335 | £375 |
| Customs Procedures and Documentation (O) | | 6 | | | | | 22 | | | | | 23 | £335 | £375 |
| Incoterms (½ day, O) | | | 16 | | | | | | 7 | | | | £215 | £259 |
| Preference Rules of Origin (½ day, O) | | | | 1 | | | | | | 12 | | | £215 | £259 |
| Commodity Codes (½ day, O) | | | | 14 | | | | | | 12 | | | £215 | £259 |
| Letters of Credit (½ day, O) | | | | | 5 | | | | | | 2 | | £215 | £259 |
| Introduction to Export Controls & Licensing (½ day, O) | | | 1 | | | | | 17 | | | | | £215 | £259 |



# International Trade Training

This training is ideal for those new to trading internationally or who need to update their knowledge. We have created a suite of training courses to explain the processes involved to develop business opportunities in overseas markets.

If you're looking for something more bespoke, please contact us. We specialise in developing customised training packages tailored specifically to the needs of your business.

For more information, please contact the Training Team on 01604 490490 or email training@northants-chamber.co.uk.

# BCC Foundation Award

During each course, the candidates must demonstrate knowledge of the subject, and their performance is marked by an external assessor through completion of assessment sheets. Each successfully completed assessment sheet is worth 1 credit. Once the delegate achieves 6 credits, they will achieve a nationally recognised BCC Certified Foundation Award in Exporting.



# International Trade

## Understanding Export and Export Documentation (full day, online)

Dates: 2026 – 7th April & 23rd September | 2027 - 16th February

Cost: Members £335 + VAT | Non-Members £375 + VAT

This course is suitable for beginners who are new to the role or those who work in an export environment but may not have had previous training, the course takes a look at the end-to-end process providing an understanding of the export documentation requirements and shipping using freight forwarders and couriers. By the end of this course, delegates will have gained the confidence that they are completing the correct forms in the correct way for the correct reasons

## Customs Procedures and Documentation (full day, online)

Dates: 2026 – 6th May & 22nd October | 2027 - 23rd March

Cost: Members £335 + VAT | Non-Members £375 + VAT

This course covers the key information required to understand:

- Organisations involved in International Trade
- What is an Export?
- International Documentation and key Information
- Customs Compliance, HMRC – their role, Export Declarations, Customs Procedures
- Import Duties, AEO, Audit, Phased Import Easements, NI Trade

## Import Procedure including IP & OP (full day, online)

Dates: 2026 – 21st April & 12th October

Cost: Members £335 + VAT | Non-Members £375 + VAT

The course provides an overview of the end-to-end import process and reviews all the areas that would be applicable to a new supplier, to include country and supplier risk, payment risk etc. It will review documentation requirements and how to ensure goods are imported successfully to include duty payments and an overview of the available Special Procedures.

## Incoterms (half day, online)

Dates: 2026 – 16th June & 7th December

Cost: Members £215 + VAT | Non-Members £259 + VAT

This half day course is suitable for all those currently working in an export environment or are new to exporting. It will advise attendees on the most appropriate Incoterm® to use for their international transactions. This covers a full update on the changes between 2010 and 2020. It will guide on who has what obligation during a sale including where risk and cost pass from Seller to Buyer during the transaction.

## Introduction to Export Controls and Licensing (half day, online)

Dates: 2026 – 1st June & 17th November

Cost: Members £335 + VAT | Non-Members £375 + VAT

This course is suitable for individuals who are new to export controls and licensing. It investigates why we have export controls and licensing, the types of licenses that can be applied for and how to take the initial steps towards the licensing application. This course also investigates how to export with a licence in place and how to be compliant when managing the process for HMRC.

## Commodity Codes (half day, online)

Dates: 2026 – 14th July | 2027 - 12th January

Cost: Members £215 + VAT | Non-Members £259 + VAT

Suitable for complete beginners or experienced operators who feel the need to refresh their knowledge. This course looks at understanding Commodity Codes, why they're needed, and who is responsible. Several practical exercises are included in this course to ensure attendees have a strong understanding of Commodity Codes.

## Preference Rules of Origin (half day, online)

Dates: 2026 – 1st July | 2027 - 12th January

Cost: Members £215 + VAT | Non-Members £259 + VAT

This course is recommended for those who already work in international trade but need further training on origin calculations and how this affects sales and purchases.

## Letters of Credit & Methods of Payment (half day, online)

Dates: 2026 – 5th August | 2027 - 2nd February

Cost: Members £215 + VAT | Non-Members £259 + VAT

The course provides an overview of all methods of payment when trading internationally to include the risks and benefits involved. It will then concentrate on the Letter of Credit aspect guiding you through the rules of managing a letter of credit, making sure documents are compliant and payment is successful.

# Short Courses

## How to use the UK Trade Tariff

Dates: 2026 – 20th May & 4th November

Cost: Members £85 + VAT | Non-Members £99 + VAT

With the UK Trade Tariff being an essential tool for all UK importers and exporters, you will discover its use in all areas of international trade. Ensuring companies stay compliant with import duties, import and export controls, rules of origin and trade agreements.

## How to Reduce Import Duties

Dates: 2026 – 8th September | 2027 - 20th January

Cost: Members £85 + VAT | Non-Members £99 + VAT

With rising costs affecting all importers, trying to minimise the import duties we pay are more vital now than ever. In the UK we have several schemes and processes that allow companies to lower the duty paid under certain circumstances. This course explores the options available to importers, ensuring they can lower duty costs compliantly.

”

This was an excellent course which has significantly increased my knowledge of the areas covered.

## How to Check a Customs Declaration

Dates: 2026 – 8th September | 2027 - 20th January

Cost: Members £85 + VAT | Non-Members £99 + VAT

Receiving and checking evidence of both import and export declarations is vital to ensure compliance with international trade but is often an overlooked step by many companies. In this course we look at the importance of this process and how to decipher a customs declaration.

## Getting Commercial Invoices and Packing Lists Right

Dates: 2026 – 20th May & 4th November

Cost: Members £85 + VAT | Non-Members £99 + VAT

The commercial invoice and packing list are the essential documents in international trade required by customs, freight forwarders, couriers and more. They ensure goods move smoothly and correct customs procedures can apply so getting them correct is vital. This course covers the key requirements needed for such vital documents.



# Bespoke
# Training Service.

We appreciate that training represents a significant investment for your organisation. This is why Chamber Training is designed to provide you with a range of flexible options to suit your training needs and your budget.

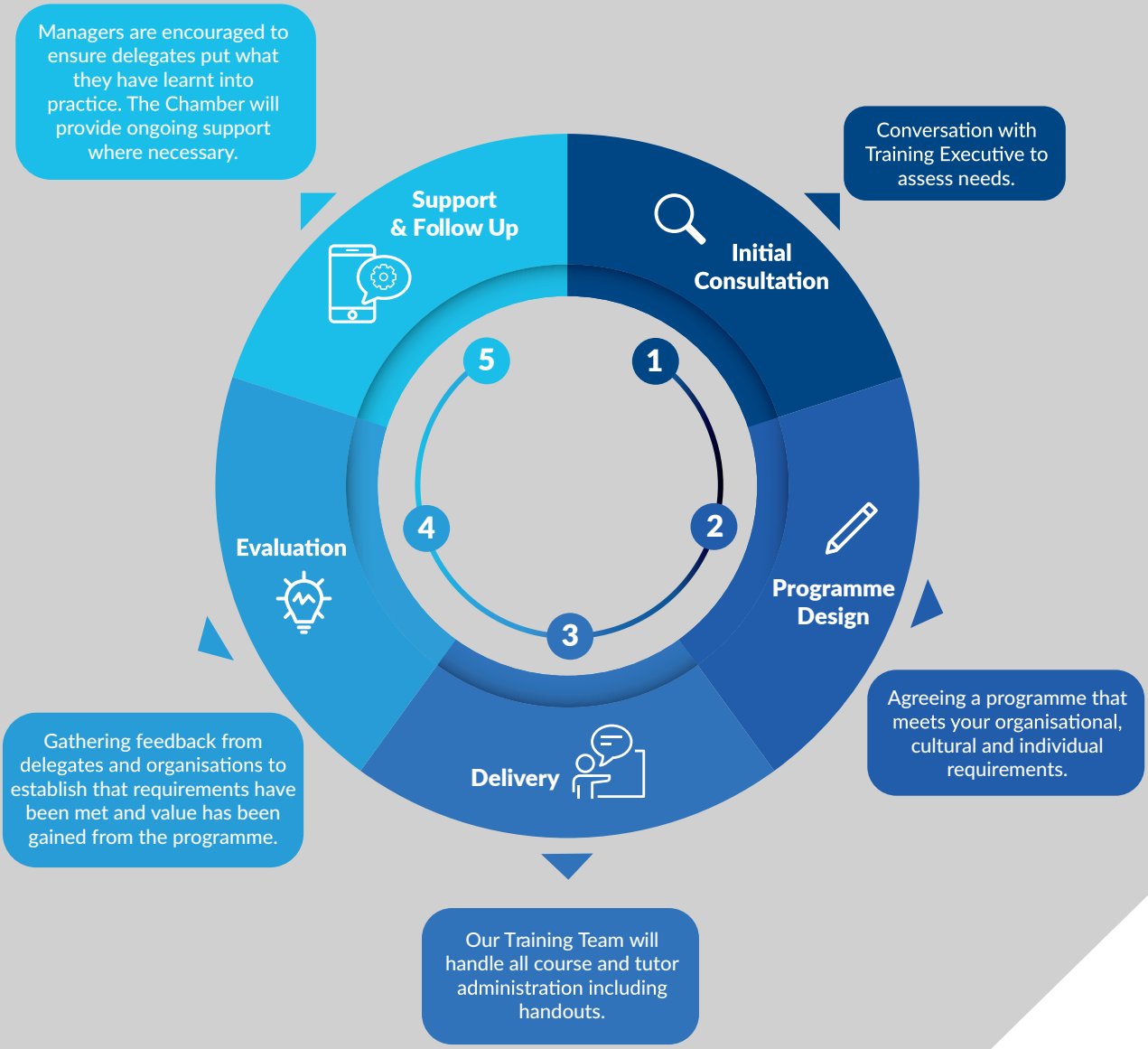
## The Benefits: Four Steps to Successful Bespoke Training

- A dynamic programme specifically tailored to your requirements.
- You choose the time and place. If you hold it on your premises you can save valuable time and travel costs.
- Training is priced by the day and not by the delegate which provides a cost effective solution if you have a number of people with the same training need.
- The programme will fit within your organisations culture and enhances working relationships and team working between colleagues.



# The Process.

This Bespoke service offers an affordable solution with significant savings when a number of individuals require development in the same area. Here's how the process works:



“

Really enjoyed the teaching methods and the knowledge that our trainer had. He presented the information in a way that really kept me engaged and interested.


@NorthantsCoC @ChamberMK

@northantscoc @mkchamber

training@northants-chamber.co.uk
training@chambermk.co.uk

+44 (0) 1604 490490 (Northants)
+44 (0) 1908 733082 (MK)