



Frequently asked questions about our Training Courses

When/how often do you run your courses?

We have a training time table for the year. However we conduct onsite training at your demand at the shortest possible notice.

We book courses on demand and they are closed to the group/company or individual booking them.

We will never cancel your course!

But I thought I could book myself onto an already existing course with other people. Don't you run these?

No. We believe in tailoring every detail about a course to requirements, from the date most suited to the client, to the course content and how that content is finally 'sewn' together. After an analysis of your training needs, you could be admitted into the training group. We recommend that you request specific dates in advance to avoid disappointment but we will always move heaven and earth to meet your requirements. Flexibility is our middle name.

Do you offer discounts for charity clients?

Yes all registered Charities present in Nigeria get an automatic discount of 10% on the quoted price.

Charles and Gold consulting Training also offer 1 day per month of free training to the volunteers working with charities. Call through if you want more details.

Do you offer discounts for booking in advance?

Of course there are advantages to us if bookings are confirmed in advance. We offer a 10% discount for bookings a month in advance of the training. This discount cannot be used in conjunction with any other offer. For example a charity cannot get a 20% discount for booking 1 month in advance.

I am responsible for training and would like to book in volume what discounts do you offer?

Organizations pre-booking for 10 or more delegates / courses also qualify for a 10% discount on the stated price.

These prices are excluding VAT.

When do I pay for my/our course?

We invoice at the end of the training or month in which training takes place and payment is only due 30 days after the course date for companies while payment is due to individuals a week before the last training date.

You may pay by cheque or Bank transfers.

What if I feel that the training was substandard?

Firstly, customer satisfaction is paramount. We have a no-quibble refund policy. As mentioned already, corporate clients don't pay before the course takes place and if you're not happy with the training you've received, you don't pay.

Moreover, we will offer to run the course for you again (free of charge) if this is acceptable to you.

Once again, your satisfaction is our ultimate aim.

How many people can I enrol on a course?

The maximum is 10. Our classrooms are kitted out for 10 and this is no coincidence. We see this as the maximum number in a class that will still allow for the trainer to give a certain degree of individual attention. Additional candidates can degrade the quality of tuition that is acceptable to us. We insist on this for onsite training too.

12 candidates is the most we would consider for a soft skills class.

What are the different types of training you offer?

We offer training in all the MS Office applications (Excel, Word, Access, Power point, project management, risk management, sales and marketing, trade finance and finance and negotiation trainings etc

We also offer a broad spectrum of **soft skills courses** (Managing people, How to delegate, How to motivate, Team building, Personal effectiveness etc)

Course contents are available on our website and by email but use these as a guide as all our courses can be tailored to your exact requirements.

What training don't you offer?

We do pretty much any kind of end user training you can think of, but if it's something a lot more technical you're after, for example Building an Exchange Server, this is not something we would specialise in. We will not resell services that we do not fully understand. However we would certainly do our best to put you in touch with excellent providers of these services.

How do I know what type/level of training I/the group require/s?

Prior to booking a course with us, you will be sent, via email, a training needs analysis form for your chosen application or soft skill. This should be completed by all candidates and returned ASAP.

The trainer will use the results from these TNAs to assess the level/s of understanding of any given application or soft skill and to tailor the course from these results.

If the TNAs reveal that 1 or more candidates are perhaps at a different level to the rest of the group or perhaps do not require the soft skills training in question, we will advise you of this. Ideally, we would rather have candidates of a similar level attend a course so as not to risk a poor learning outcome.

I've looked at the course outlines for the different levels and I just feel that we need more of a mix of a couple of the levels, rather than how you've set them out.?

We specialise in tailoring! We provide those course outlines as a guide. Most of our clients feel safe in our hands and know we are putting them through their paces with thorough, intensive courses but we're only too aware that for many already existing users of an application, it's the 'gaps' in knowledge that require special attention. You can even mix and match different applications. Ultimately, however, one of our trainers will assess whether your requirements fit the course length taking into account your current level of knowledge.

Do I get a qualification/certificate at the end of my course?

There is no formal test/exam as such; however we will happily supply attendance certificates on request.

Where does training take place?

We have a training centre (2 classrooms) in Surulere (Off Funsho William Avenue) which are accessible to public transport, shops, restaurants, bars and pubs.

However, much of our training takes place onsite and many of our clients choose to take advantage of this. In fact, our trainers travel all over the country and the world.

What are the technical requirements for onsite IT training?

Firstly. Very, very important when it comes to IT training: Each candidate must have a laptop/pc to work on. Each of these must be loaded with the application/s in question.

If there's a spare laptop/pc for the trainer, mention this. If not, ask we will supply our own (an administrator will check these details with you anyway but it's always good to double check).

A daylight projector and/or flipchart would be very useful to the trainer for presentation purposes. If you don't have one ask us and if we have one spare on the day we will ask the trainer to bring one along.

The training space itself doesn't have to be anything fancy. Some place quiet, away from the rest of the office. Seating boardroom style or classroom style. Nothing cramped as the candidates are going to spend a whole day in there together! Don't forget a Whiteboard or flipchart will be needed.

We have a room but no computers can you run the course on our own site?

Yes in addition to the course fees for an additional £150.00 including setup and delivery we bring eight laptops (plus one spare just in case), a projector and all the cabling and extension need to turn a meeting room into a training room in minutes.

What about running Soft Skills Training onsite? What are the requirements?

A fairly decent sized room if you have a large group. A daylight projector. Flipchart and pens. For some courses, the trainer may request additional items, for example, television and video. Items like these won't be vital but we will ask in advance if you have them because they will certainly enhance the training.

First Aid

We have two qualified first aiders. One of whom is always available at our site. The training centre has a fully equipped First Aid case. Fortunately so far we have not needed to use it.

Post Course Assistance

You have the right to send through questions by email or phone which will be dealt with on a best endeavor basis. There is no time limit to this service. We will not quiz you about the length of elapsed time since your training course.
