

## **Courses Attended over the Life of the Land Based Business Training Project**

### **Business Skills**

VAT refresher  
Conference for increased profit  
Developing friends and loyalty schemes  
Indispensable assistant  
Working with words  
Woodlands grant scheme  
Chartered Accountancy 3 Associate Cert  
Profitability through Retail & Catering Excellence  
Sage  
Basic Budgeting  
Employment Law update

### **Customer Care**

Welcome host - conference care  
On the day conference care  
Scotland's Best  
Tourism Masterclass conference  
Adding value to the visitor's experience  
Writing effectively for visitors  
Walking group leader  
Getting the most from volunteers  
Visitor management  
Telephone Techniques  
5 Star Customer Management  
Welcome Host Course

### **Driving and maintenance**

Landrover driving/maintenance  
Tractor Driving -basic/experienced/on slopes - Agricultural?  
180/360 Excavator  
ATV/argocat driving and maintenance  
ATV Training  
Sit-on ATV training course  
Small engine maintenance  
Masted lift truck - rough terrain  
Dumper & Roller  
Telescopic Forklift

### **Environmental Management**

Writing Access and recreational Strategies  
Access for disabled people conference  
  
Deer stalking DSC level 1&2  
Training assessment to achieve DSC Level 1  
Dry stone walling  
Gamekeepers course -Game Conservancy  
Crop walking

Grassland management  
Forest mensuration and stem selection  
Creating forest Habitats  
Tree Identification  
Map Information Training  
National Vegetation Classification  
Environment Conscious Building Workshop  
Quality Trout UK - Standards Compliance Training & Intermediary course  
Fish Disease course

### **Health and Safety**

Emergency First Aid/appointed person - 1 day  
First Aid at Work - 4day  
First Aid at Work - refresher - 2 days  
Elementary Food Hygiene  
Manual handling  
Health and safety awareness  
Remote area training  
Fire Prevention  
Basic Fire training  
Use of Fire extinguishers  
Helicopter fire fighting  
Management of forest/moorland fires  
Wildfire Fighting Training  
First Aid for Mountain Environment - 2 days

### **IT (all levels)**

Windows  
word  
Excel  
Access  
Outlook/emails  
Explorer  
Powerpoint  
CD rewriter  
Photoshop  
Websites  
Desk top publishing  
GIS Mapping  
Farmplan  
European Computer Driving Licence

### **Machinery & Equipment**

Sprayers (Knapsack / ground crop)  
Safe Use of Pesticides - PA1 & PA6  
Chainsaw - crosscutting and maintenance  
Chainsaw - felling small trees  
Chainsaw - windblow  
Abrasive Wheels  
Basic arc welding  
Wood Chipper  
Brushcutters and strimmers  
Argo fire fogging unit

High ladders/scaffolding  
Sawbench  
Examine/Test Arboriculture Equipment  
Chainsaw - felling medium trees  
Archery  
Chainsaw using rope & harness  
MB elevated work platform  
Palax Teve firewood machine

### **Management training**

Appraisal design  
Staff appraisals  
Leadership Skills  
Individual and departmental performance  
Dealing with unsatisfactory performance  
Communication skills  
Effective meetings  
Team Building  
Induction - new employees  
Management development  
Time management and organisational skills  
Managing time and stress  
Essential supervisory skills  
Role of the Manager  
Planning and Organising the Team's work  
Dealing with conflict  
Briefing the team  
Motivating the team  
Powerful Presentations

### **Technical**

Rabbit control - cymag/snaring  
Rat and mouse control  
Mole control  
Senior Ride Leader Course  
Ride leader/assistant  
Riding and Road Safety  
Butchery  
Ghillies fishing instructor  
Larder and food hygiene  
Carcass preparation(internal/external disease)  
Deer head presentation  
Grouse worm counting and analysis  
Plumbing  
Introduction to Lime  
Game Management  
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Fox Snaring Course  
Mountain Instructor Award (Summer)  
Walking Group Leader