

Training & Consultancy



Information

Fee Protection

Software

Magazines

Professional Development

...clear thinking



Why use CCH training and consultancy services?

To get the most out of your CCH software, you need to know how to use it properly. The best way to do that is by using CCH training and consultancy services.

CCH training and consultancy is provided by our Professional Services Consultants who combine an unrivalled knowledge of CCH software with real world experience in accountancy, tax, practice management and IT.

- **Learn from the experts** No one knows our software better than we do, and no one works harder to understand your business needs.
- **Improve productivity** Get everyone in your practice up to speed as quickly as possible, using the tools they have in the most efficient way.
- **Save chargeable time** Fee earning opportunities are lost when experienced staff provide training and ad hoc product support.
- **Stay ahead of the game** Update your skills to stay abreast of software upgrades, new legislation and changing client expectations.
- **Get the right training** Make sure your staff get the training they need, whatever their current level of knowledge, from beginners to experienced users.
- **Go beyond the basics** Learn about your software in depth, exploring its latest features with the people who know most about it.

- **Maintain skill levels** If existing staff teach new starters, each generation of students only learns about a dwindling sub-set of the software's true capabilities and the practice loses both knowledge and value.
- **Build confidence** The more your staff know about the software, the more they'll use it and the more they'll get out of it.
- **Get CPD** Training, self-teaching and involvement in consultancy exercises can all count towards your CPD (contact your professional body for advice).

CCH training and consultancy covers the full range of CCH software products within our seven product groups: Practice Management, Tax, Accounts Production, Audit, Insolvency, Document Management and Trust Accounting.

Our training and consultancy services are available in a variety of formats to suit circumstances and individual requirements:

- Classroom based training
- CCH eLearning
- Consultancy
- CCH Webinars
- Seminars

Types of training and consultancy

Classroom based training standard courses

We offer classroom based training courses on the most popular subjects. Together, these courses cover all aspects of our products from initial setup and maintenance through to report writing and the use of advanced functions.

If you have suitable facilities, we can present our standard classroom based courses in your own offices; if not, you can send up to six delegates at a time to our fully equipped training rooms in London.

If fewer than six staff need to be trained at one time, they can join one of our regular public training courses held in London. CCH Professional Services Consultants will do their best to answer all questions raised by delegates to the public courses, but a private course, especially if held in your own offices, will give more opportunity to explore individual issues.

Courses are between half a day and two days duration.

Classroom based training bespoke courses

Our consultants can also deliver bespoke classroom based courses. These can be based around our standard courses or developed specifically for your firm to incorporate particular practice standards, procedures and workflow.

Here are just a few examples of the kind of training assignments our consultants have undertaken:

- **Overview for partners** An opportunity for partners and other senior staff to get a grounding in the fundamentals of the software so they appreciate how it can deliver business benefits and are able to make informed decisions.
- **Getting Started courses** A great way to make sure new joiners are using the software properly from the outset, especially when they're built into your practice's staff induction process.
- **Refresher training** Bring your staff quickly up to date with the latest changes in our software, government legislation and professional practice.

Bespoke courses are generally presented in the firm's own offices, but can be held in our own training rooms if suitable facilities are not available.

Call **0844 56 18181** or email cchprofessionalservices@wolterskluwer.co.uk for further information about public and bespoke classroom training.

Visit our support website at www.cch.co.uk/software/support/CCHClassroom to see the public courses that we're currently running.

Types of training and consultancy

CCH eLearning

What is CCH eLearning?

- CCH eLearning courses are multimedia training presentations, prepared by Professional Services Consultants, which have been recorded and stored on our website.
- Courses are split into bite-sized modules, each one explaining a particular topic. Each module takes a few minutes to complete.
- The training is presented as a series of animated screen captures with accompanying audio explanation and on-screen text.
- Each course includes a downloadable workbook with practice exercises, answers and useful tips.
- Each user has their own individual logon, allowing them to see how much time they've spent and to check their progress.

Why use CCH eLearning?

- **Instantly accessible, 24/7** Staff can fit training around the other demands of the practice. They can even use small chunks of free time that become available at short notice.
- **Travel free** CCH eLearning can be taken anywhere, at home or in the office with no wasted travel time and reduced carbon footprint.
- **Personal** Staff can take training at their own pace, concentrating on the topics that are most relevant to the work they do. Modules can be re-run as many times as necessary.
- **Motivating** With their own individual logons, users are in control of their own learning and feel more motivated.
- **Consistent** CCH eLearning delivers a consistent message every time – so much better than the gradual loss of information that happens when staff train each other informally.
- **Up to date** Online content is regularly reviewed and refreshed so that the courses always incorporate the latest legislative changes and program updates.
- **Flexible** CCH eLearning suits staff at any level. An ideal introduction for new joiners and a great way to refresh existing knowledge.
- **Measurable** Comprehensive management reports track which modules your staff have taken and measure their progress so you can be sure you're getting a return on your investment.

Call **0844 56 18181** or email cchprofessionalservices@wolterskluwer.co.uk to find out more about our annual subscription packages for CCH eLearning or per-course options.

Visit our support website at www.cch.co.uk/software/support/CCHeLearning to see the CCH eLearning courses that are currently available.

Types of training and consultancy

Consultancy

Getting the most out of your CCH software isn't just about learning how to use it.

CCH Professional Services Consultants can work with you on any issue relating to the use of IT within your practice. Consultancy projects give you an opportunity to explore in depth issues that are particular to your business.

- **Bespoke reporting** Use our consultants' extensive knowledge and experience to fast-track customised CCH reports.
- **Personalisation** Customise your CCH software so that it complements existing procedures within the practice.
- **Best practice reviews and skills audits** Review and monitor the level of knowledge within your practice and get an independent assessment of progress towards learning objectives.
- **Integration with third party systems** Get your CCH software working with other front and back office systems. Export, import and transfer data between applications for maximum speed and efficiency.

CCH Webinars

These combine a live presentation of CCH software over the internet, using the popular WebEx conferencing system, with audio via a teleconference call. All you need is an internet connection and a phone.

CCH Webinar sessions typically last between one and three hours. Many of our standard classroom based courses have now been re-written to fit the webinar format.

Choose between public presentations and private sessions for your own staff. Private sessions can be tailored to your individual requirements.

Seminars

From time to time we run seminars, workshops and other events on issues relevant to our clients and the wider community of tax and accounting professionals. Topics include product updates, legislative amendments and changes to professional standards and guidelines.

Events are held at various locations throughout the UK or presented online via WebEx and a teleconference call.

These special events are advertised in advance by email or post to existing CCH clients.

Call **0844 56 18181** or email cchprofessionalservices@wolterskluwer.co.uk to find out more about CCH consultancy services or discuss bespoke webinar training.

Visit our support website at www.cch.co.uk/software/support/CCHWebinar to see the public presentations that we're currently running.

About CCH

CCH enjoys a unique position within the tax and accounting communities, having provided them with first class business solutions for more than 100 years. In April 2008 Wolters Kluwer added MYOB UK Accountants Division to the CCH family. CCH now services more than 3,000 professional firms of all sizes, from sole practitioners to most of the UK's top 100 accounting practices.

A wide variety of products and services are available – from software, professional development programmes and fee protection services to training and consultancy, reference books, CDs and online information.

Whether you're looking to build client relationships, improve your firm's profitability, develop new revenue streams or reinvigorate your business processes, CCH has solutions that can help.

The CCH ProSystem Suite

Central

The core products in the CCH ProSystem Suite work within CCH Central.

CCH Central provides a single point of entry for data, and enables cross-product reporting and data mining. Personalised home pages allow individuals to bring together all the information they need on a single screen.

Practice Management

CCH Practice Management helps partners and practice managers organise staff resources and maximise chargeable time. The software supports multiple offices and remote access and data entry for staff working offsite.

Document Management

CCH Document Management stores and manages the full range of documents used by an accounting practice, giving 24/7 remote access to client files. Sophisticated search options and integration with Microsoft Outlook make it easy to find and use any item of client correspondence.

Audit Automation

CCH Audit Automation automates the process of conducting an audit, minimising risk, enforcing standards and reducing costs. Paperless working allows tasks to be divided easily between staff.

Accounts Production

CCH Accounts Production turns raw accounting data into finished statutory accounts quickly and cost effectively. Regularly updated accounts formats are available for a wide range of entities, including charities, partnerships, pension funds, farms and group accounts.

Tax

CCH provides a comprehensive suite of applications to handle tax administration and planning for a wide range of taxpayers, including individuals, companies and other entities.

- CCH Personal Tax
- CCH Partnership Tax
- CCH PKF P11D
- CCH Trust Tax
- CCH CGT & Dividend Scheduling
- CCH Corporation Tax

Trust Accounts

CCH Trust Accounts supports the specialist accounting requirements of trusts, estates, charities, pension funds and similar entities. It also supports the investment management needs of high net work individuals and links to CCH Tax.

Insolvency

CCH Insolvency handles personal and corporate cases, both trading and non-trading, and is particularly suited to deployment in multi-office environments.

Want to know more?

For more information about CCH training and consultancy or any of the other CCH products and services:

- Call us on 0844 56 18181
- Send an email to cchsoftware@wolterskluwer.co.uk
- Visit www.cch.co.uk/softwareproducts