

Skills support for your workforce



Fully funded training for staff and volunteers working for charities, voluntary and community organisations



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A broad range of business related training opportunities are available for individuals to update their skills and knowledge including the following sectors:

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Business

Business Improvement Techniques (Level 2)

Appropriate for employees working across a broad range of areas. There are two pathways. Process improvement and quality improvement. The units cover areas such as safety and team working, application of workplace organisation techniques, carrying out lead time analysis, carrying out set up reduction techniques and carrying out mistake/error proofing.

Information Advice and Guidance Skills (Level 3)

IAG skills cover the full one to one interview process from developing the relationship with a client to completing an action plan. The course covers four units.

- how to establish communication skills
- how to support the client to make use of the service
- how to develop and sustain the interaction
- how to complete an action plan with the client

Positive Customer Service Practice (Level 3)

This training is ideal for employees who want to enhance their career prospects in a Customer Service field. It covers how you communicate in the customer service field to how you deal with problems and queries. Your employees will learn how to utilise good customer service practice learning the theoretical perspective as well as how to apply this in practice.

Engineering

Engineering (Level 2)

- Lathes and turning
- Milling
- Grinding
- CNC
- Wiring & testing
- Welding

Engineering Maintenance (Level 3)

- Fault diagnosis
- Maintaining mechanical equipment
- Testing electrical equipment and circuits

Mechanical Engineering (Level 3)

- CNC Programming
- Setting
- CNC turning and milling

Health and Social Care

Certificate in Healthcare Support (Level 2)

More details on request.

Certificate in Principle of End of Life (Level 2 and 3)

More details on request.

Children's & young people's workforce (Level 2)

More details on request.

Diploma in Health & Social Care (Level 2)

More details on request.

Health & Social Care (Level 2)

More details on request.

Healthcare Support (Level 2)

More details on request.

Infection Prevention and Control

More details on request.

Moving and Handling

More details on request.

Safeguarding and Protection in Health and Social Care

More details on request.

Hospitality and Food

Cleaning Supervision Certificate (Level 2)

The course aims to develop your skills and knowledge and progression within the cleaning industry. A wide range of units related to the cleaning industry can be covered. Units are agreed between your employer and assessor which meet your current job role. Health and Safety is also covered.

Food Manufacturing (Level 2)

This qualification has several pathways which cover all the processes of food manufacture. The pathways are flexible to account for people working in large food automated establishments.

- production control units: aimed at individuals who are working on automated and non automated processes.
- food sales and service: aimed at individuals who work at front/back of house food outlets.
- support units: aimed at individuals who work within a support description such as quality assurance.
- common operation units: aimed at people who do repetitive job roles such as making sandwiches.
- bakery operation units: aimed at people who work within automated and craft bakeries.

Information Technology

Flexible Training for IT (Level 2)

Your employees will complete three units:

- Word processing: Study a range of basic word processing software tools and techniques to produce appropriate, straightforward or routine documents.
- Spreadsheet software: Use a range of basic spreadsheet software tools to produce spreadsheets.
- Presentation software: Create text based or diagram based slide shows and lecture notes.

Flexible Training for IT (Level 3)

Your employees will complete two units:

- Word processing: how to use an advanced range of word processing software tools and techniques to produce complex word documents using referencing features, advanced mail merge techniques and macros.
- Spreadsheet software: use a range of advanced spreadsheet software tools and techniques to produce complex spreadsheets using complex formulas and functions, manipulation of charts, create scenarios and macros and link worksheets and work books.

Leadership & Management

Advanced Management (Level 3)

This training is ideal for employees who want to enhance their career prospects in the Management field.

Your employees will learn how to utilise good management practice learning the theoretical perspective as well as how to apply this in practice.

Certificate in Effective Management (Level 3)

The level 3 certificate is ideal if your staff have management responsibilities but no formal training.

Benefits for your staff

- Gain a range of key management skills
- Put new skills into practice in their role
- Build their leadership capabilities
- Motivate and engage your teams, and manage relationships confidently
- Develop their leadership skills using their own knowledge, value and motivations

Flexible Training for Managers (Level 3)

This is ideal for employees who want to enhance their career prospects in Management. It has been designed for new managers to help consolidate skills and knowledge as they start on the first rung of management.

For practising first-line managers, this will further develop their management and leadership skills, build business knowledge and boost career prospects.

Flexible Training for Team Leaders (Level 2)

This training is designed for team leaders with a degree of authority for managing resources, looking to motivate their team members as well as achieve agreed outputs. You will study three units in Management skills:

- set objectives and provide support for team members
- plan, allocate and monitor work of a team
- make effective decisions

Human Resource Management (Level 3)

This training covers how employees can ensure compliance to legislation and addressing performance issues. Employees will learn how to utilise good management practice.

They will also study how to communicate information and knowledge, support disciplinary problems, address performance issues and ensure compliance to legislation.

ILM Effective Management (Level 3)

More details on request.

ILM Leadership and Management Award (Level 3)

This course is ideal if your employees want to develop their abilities in managing or leading teams but have no formal training. The course will cover:

- problem solving and decision making
- describe a problem, its nature, scope and impact
- gather and interpret information to solve a problem
- evaluate options to make a decision
- monitor and review the implementation and communication of decisions
- understanding training and coaching in the workplace:
- understand how to provide training appropriate to the workplace

ILM Leadership and Team Skills Award (Level 2)

The course is designed to give your employees a basic knowledge of the various roles, functions and responsibilities of a team leader. The course will cover:

- understanding the role and responsibilities of the team leader
- be able to seek feedback on workplace performance to identify strengths, weaknesses and areas for improvement
- induction and coaching in the workplace
- how to integrate new members in the team
- know how to coach individuals in the team

ILM Team Leading (Level 2)

More details on request.

Team Leading & Management Communication (Level 3)

Employees can study between one to three units in a wide range of Management skills. You will study

- Manage own professional development
- plan, allocate and monitor the work of the team
- manage customer service in own area of responsibility

You have great flexibility in the choice of units you study as these will be tailored to suit both your needs and your employer's business.

Retail and Warehousing

Flexible Training for Warehouse and Storage (Level 2)

This training has been designed for team members doing general Warehousing duties as part of their normal job role.

You will study:

- developing working relationships
- health and safety
- using equipment to perform work tasks

These are the main titles that you could work towards but we can adapt this around your job role which suits both you and the employer.

Flexible Training for Warehouse and Storage (Level 3)

This training has been designed for team members who are looking to progress to a team leader or management role.

You will study three units in Warehousing and Storage which could include:

- supervise the receipt, storage or dispatch of goods
- Health and Safety and security
- provide leadership for your team

Flexible Training for Retail (Level 2 and 3)

This training is ideal for employees who want to enhance their career prospects in Retail and has been specifically designed for team members doing general Retail duties as part of their normal job role.

You will study three units in Retail Sales which could include:

- help customers choose products in a retail environment
- deal with customer queries and complaints
- process payment for purchases

Understanding Sales (Level 2)

This course covers units looking at concepts such as the sales cycle, customer behaviour in face to face sales and telesales and the impact of reliable customer service on sales.

You will cover:

- face to face sales including techniques, tactics and tips
- selling by inbound telephone sales
- delivering reliable customer service

Sport

Advanced Leisure Management (Level 3)

From leadership and management your employees will learn how to manage their own development, deal with health and safety, set objectives for their team and improve the customer experience.

Teacher Education

Education and Training Award (Level 3)

The course provides an introduction into teaching in the lifelong learning sector and is experiential in approach, integrating theory with practice. There are two parts to the course, one theoretical and one practical.

The evidence for this course will be collected via video recordings of discussions in class as well as written tasks and assignments. You will also be required to keep a reflective journal and plan, present and evaluate a micro-teach session.

Internal Quality Assurance Assessment Award (Level 4)

This course will cover internal quality assurance of the assessment process from within a centre or organisation, by sample planning, monitoring and advising on the practice of assessors.

This includes both the verification of competence based qualifications and moderation of taught programmes in a learning environment.

Mentoring NCFE Award (Level 2)

This qualification will help your employees to gain an insight into the role and practice of mentorship, be clear about mentor/mentee relationships and develop specific skills and understanding in order to be a mentor.

Assessing Vocationally Related Competence Award (Level 3)

This is for practitioners who assess the demonstration of competence in a work environment using a variety of assessment methods, which must include observation, examination of work products and questioning learners. The practical unit is based on experiential learning and involves building a portfolio of evidence from assessment activities carried out with learners.

Competence in the Work Environment (Level 3)

This is a knowledge-only award for those who are starting their journey as an Assessor, or for those who need to know about assessment practice but who are not currently practicing in a work environment.

The course consists of four two-hour workshops which will cover the principles and practices of assessment in both the workplace and learning environments. You will explore competence-based assessment techniques as well as those used in vocationally-related taught programmes.

Principles and Practice of Assessment Award (Level 3)

This is a knowledge-only Award for those who are starting their journey as an Assessor, or for those who need to know about assessment practice but who are not currently practicing eg a starting point for aspiring Assessors or a professional development qualification for managers, HR or Quality Assurance personnel.

Understanding the IQA Award (Level 4)

This is a knowledge-only award for those who are starting their journey as an internal quality assurance practitioner or for those who need to know about internal quality assurance but who are not carrying out quality assurance themselves.

The course will cover:

- context and principles of internal quality assurance
- how to plan internal quality assurance
- techniques and criteria for monitoring the quality of assessment
- how to maintain and improve the quality of assessment
- how to manage information relevant to quality assurance
- legal and good practice requirements

Team Building

Team Working for Logistics

Training programme includes; developing effective relationships at work, health and safety and security at work and then two additional units depending on your business needs.

Team Working for Hospitality

Training programme includes; ensuring a safe hygienic and secure working environment, creating a positive impression and training on counter and table service or food safety in food preparation depending on your business and staff needs.