



Essential Training for your Business

Customer Service

Whether your staff work on reception, or behind the scenes in the office, your business success depends on their ability to communicate effectively and build good relationships with a range of people including colleagues and customers.

Business Services run a range of NVQ programmes delivered by tutors with extensive industry experience who understand your business. These courses attract Train to Gain funding and are a cost effective way to give your staff the training they need to succeed in the workplace.

We offer:

- Business Administration
- Cleaning
- Customer Service
- Team Leading

Health & Safety

New laws continue to strengthen the move to provide employee safety in the workplace. The Fire Safety legislation change in October 2006 (Regulatory reform order) has created a one regime application to all workplaces and puts a high onus on employers to assess the risks.

We can help meet legislation requirements with our range of short courses, which run from half day sessions up to six days at the Advanced level. Distance Learning packages can also be studied in the workplace over a 21 week period. Our tutors are highly skilled and trained in Health and Safety issues and have experience of working in the Emergency Services and the Environmental Health field.

We offer:

- First Aid
- Fire Safety
- Manual Handling (including children and adults)
- COSHH
- Stress Awareness
- Level 2 – 4 Awards in Health & Safety in the Workplace
- Level 2 – 4 Awards in Food Safety in Catering
- Risk Assessment
- Distance Learning – Certificate in Occupational Health & Safety
- Foundation & Intermediate Certificate in HACCP

Training in Information Technology

More employers are beginning to count the cost of poor IT skills in their workforce. Unless a job is IT specific, most staff can use a computer, but they may not necessarily make the best use of the software packages available to them. The outcomes can include inefficient use of time and frustration, which can also lead to stress in the workplace.

As a recognised national Centre of Vocational Excellence (CoVE) in Applied IT for Business, we can help provide training to improve efficient use of specific databases, software and address the needs of your staff's daily IT duties. The new Information Technology Qualification (ITQ) enables employers to mix and match a range of modules and IT supports to suit the employer specifications. This course is offered free to eligible employees who have not yet achieved level 2 qualifications in any discipline through our Train to Gain service.

We offer:





- ITQ flexible packages delivered in the workplace - our highly experienced staff will come out to your workplace to support your staff through the packages you have chosen
- Bespoke packages
- Desktop Publishing – Level 1, 2 & 3
- Computerised Accounts – Level 1 & 2
- European Computer Driving License (ECDL)
- Email – Beginners and Intermediate
- Word Processing – Part 1, 2 & 3
- Windows – Part 1 & 2
- Web Design – Part 1, 2 & 3
- CLAIT
- Microsoft Office Part 1, 2 & 3
- Managing files and producing documents
- Setting up a computer
- Online communications

Skills for Life

Skills for Life is all about improving adult literacy, language and numeracy skills. Raising standards will not only enable employees to achieve their potential at work, but will also help to reduce accidents, financial miscalculations, customer complaints, poor timekeeping and poor internal and external communication.

We offer a range of courses and support to develop your employees with essential skills issues. Our Skills for Life support gives your staff the best chance of passing their qualifications while also meeting your business goals. Bespoke training has been designed to accommodate particular needs. For example we have worked with a local care home to improve the presentation and content of care reports – essential to best practice and inspection processes.

We offer:

- Letter & report writing skills
- Team working
- Communication skills
- ESOL courses to help staff where English is not their first language
- Bespoke training