

# Skills Support<sup>®</sup> for the Workforce

Greater Manchester



The  
Growth  
Company



Greater Manchester  
Local Enterprise Partnership



Skills Funding  
Agency



European Union  
European  
Social Fund

[www.gcskills-support.uk](http://www.gcskills-support.uk)

# Are you a Greater Manchester based employer looking to boost skills in your business at zero cost?

Commissioned by ESFA and working with the Greater Manchester LEP, Skills Support for the Workforce offers fully funded support to help you develop your staff through a range of training programmes which are tailored to your business needs. These qualifications cover a variety of topics/sectors including:



Administration



Cleaning



Customer Service



Education & Training



Health & Social Care



Hospitality



IT & Digital Skills



Manufacturing & Production



Retail



Team Leading



Warehouse & Storage

These are industry recognised qualifications, assessing both knowledge and competence of your employee and the following pages will give you just a few examples of the types of programmes we can offer. A full list can be found on pages 9-12.

The delivery of the qualifications can be undertaken fully remotely via our online learning platform with minimal disruption. However, if a learner does not have access to the internet we can post them the portfolio of work and keep in contact via telephone. In addition we are also happy to discuss bespoke, non-regulated learning for your teams.

## Assessment Method

Achieved through a portfolio of evidence with a Specialist Development Coach, obtained through methods such as Q&A, professional discussion, product evidence, holistic observations, progress reviews or witness testimony.

Opportunities are available to progress onto apprenticeship or higher-level qualifications after completing this training.

## Benefits of Skills Support for the Workforce includes:

- Minimal disruption to your day to day business
- Increased staff productivity
- Improved staff retention
- Enhanced morale
- A higher skilled workforce



## Our programmes

### Team Leading and Customer Service

These programmes can include how to develop productive working relationships with colleagues, how to manage conflict with colleagues and leading a team, leadership styles and ways of motivating, supporting and encouraging teams, how to identify work-related difficulties and how to find potential solutions. These are industry recognised qualifications, assessing both knowledge and competence that are transferable across many environments. The delivery of the qualification is undertaken within the workplace with minimal disruption. See pages 9-12 for our full list of programmes available.

### Cleaning

Cleaning Service professionals make a difference to all our lives, although the work often goes 'unseen'. Cleaners ensure that the places we work in and the public spaces we use are attractive, safe and hygienic. In hospitals, cleaning staff are at the forefront of controlling the spread of infection, and in many walks of life cleaners ensure a hazard free environment by ensuring it is safe and clean for employees and the general public. The Level 2 Certificate is designed for those learners working within the Cleaning industry and enables individuals to demonstrate competence in their job roles and to develop the essential work-based skills required to work effectively in the industry. See pages 9-12 for our full list of programmes available.



## Education and Training

### Level 3 Award in Education and Training (RQF)

The Level 3 Award in Education and Training (RQF) has been designed to provide an introduction to teaching for individuals who would like to work or currently work within FE Colleges, Independent Training Providers and/or Local Authorities.

#### It can meet the needs of a range of trainee teachers, such as:

- Individuals not currently teaching or training - achievement of the qualification does not require practice other than microteaching, unless units from the Learning and Development suite of qualifications are selected;
- Individuals currently teaching and training, including those new to the profession – although the qualification does not require practice (see explanation above), opportunities may be made available to observe and provide feedback on a trainee teacher's practice; and
- Individuals currently working as assessors, who wish to achieve a qualification that provides an introduction to teaching.

#### How long will it take me to achieve this qualification?

The Growth Company deliver this qualification over 10 weeks. (7 virtual classroom-based sessions via Zoom or over the telephone, and 3 days independent study)

#### How is the qualification assessed?

This qualification is assessed by a portfolio of evidence which must cover all assessment criteria of the units selected. Each student will also create and present a Micro-Teach on a topic of their choice.

## Health and Social Care

These qualifications are designed for people working in both the adult care and healthcare workforce in England. These are industry recognised qualifications, assessing both knowledge and competence that is transferable across the health and care sectors. The delivery of the qualifications is undertaken within the workplace with minimal disruption. See pages 9-12 for our full list of programmes available.

## Hospitality

These qualifications are suitable for learners employed in hospitality roles wishing to develop their knowledge of effective food and/or beverage service. These are industry recognised qualifications, assessing both knowledge and competence that are transferable across many environments. The delivery of the qualifications is undertaken within the workplace with minimal disruption. See pages 9-12 for our full list of programmes available.

## IT and Digital

These programmes are relevant for a wide range of sectors to help employees develop their digital skills in an ever-increasing digital world. They will not only develop skills but also the confidence of members of your team who would be less comfortable with their digital skills set. From improving Excel Spreadsheet skills to social media and marketing techniques, these programmes will ensure your business improves its digital skills. See pages 9-12 for our full list of programmes available.

## Manufacturing and Production

These techniques can be applied to a variety of sectors, from manufacturing through to offices and aim to reduce waste and improve efficiency within organisations. These are industry recognised qualifications, assessing both knowledge and competence that are transferable across many sectors. The delivery of the qualifications is undertaken within the workplace with minimal disruption. See pages 9-12 for our full list of programmes available.

## Retail

These qualifications cover a variety of topics including the understanding of customer service in the retail sector, health and safety and processing customers' orders. These are all key areas within the retail industry and ensure the best service is always provided to customers. These are industry recognised qualifications, assessing both knowledge and competence that are transferable across many environments. The delivery of the qualifications is undertaken within the workplace with minimal disruption. See pages 9-12 for our full list of programmes available.

## Warehousing and Storage

These qualifications are aimed at individuals who would like to develop the skills and knowledge necessary to operate within a warehousing environment. These are industry recognised qualifications, assessing both knowledge and competence that are transferable across logistics sectors. Delivery of the qualifications is undertaken within the workplace and with minimal disruption. See pages 9-12 for our full list of programmes available.



## Tailored programmes for your business

In addition to the wide range of programmes, we also offer a tailored service to meet your unique business requirements. Here are just a few examples of programmes we have delivered across Greater Manchester to help business maintain their competitive edge:



**CV Preparation & Interview Skills**



**Food Hygiene/ Safety**



**Health & Safety**



**Business Management**



**Basic HR policies/ Procedures**



**IT Skills – Excel**



**Mental Health Awareness & Safeguarding**



**Project Management**



**Safeguarding**



**Social Media & Marketing**

Skills Support for the Workforce supports businesses throughout Greater Manchester, with skilled and experienced teams who specialise in their fields. Due to this level of expertise we can offer a wide range of industry recognised qualifications, set out in the table below. Please note that more courses are added on a frequent basis.

## Our Skills Menu

<b>TEAM LEADING</b>	<b>TICK</b>
Certificate in Team Leading Principles (RQF)	
Diploma in Team Leading (RQF)	
Award in Conflict Management (RQF)	
<b>CUSTOMER SERVICE</b>	<b>TICK</b>
Certificate in Customer Service (RQF)	
Diploma in Customer Service (RQF)	
<b>WAREHOUSE &amp; STORAGE</b>	<b>TICK</b>
Certificate in Warehousing and Storage (RQF)	
Certificate for Supply Chain Warehouse Operatives	
Award in the Principles of Health & Safety within the Workplace (RQF)	
Award in Customer Service (RQF)	
Non Reg - Health and Safety Awareness	
<b>CLEANING</b>	<b>TICK</b>
Certificate in Cleaning and Support Services Skills (RQF)	
Award in the Principles of Health & Safety within the Workplace (RQF)	
Certificate in Cleaning Principles (RQF)	
<b>EDUCATION &amp; TRAINING</b>	<b>TICK</b>
Award in Education and Training (RQF)	
Award in Personal Development for Employability (RQF)	
<b>HOSPITALITY</b>	<b>TICK</b>
Diploma for Hospitality Team Members (RQF)	
Certificate in Hospitality and Catering Principles (Food & Beverage Service) (RQF)	
Award in Food Safety in Manufacturing (RQF)	
NVQ Diploma in Food Production and Cooking (RQF)	
Award in Food Allergen Awareness and Control in Catering (RQF)	
Award in Healthy Food and Special Diets (RQF)	
Award in Food Safety for Catering (RQF)	

Award in Food Safety for Retail (RQF)	
Certificate in Hospitality and Catering Principles (Food Service) (RQF)	
Kitchen Service - Non Regulated	
<b>ADMINISTRATION</b>	<b>TICK</b>
Diploma in Business Administration (RQF)	
Certificate in Principles of Business & Administration (RQF)	
<b>MANUFACTURING &amp; PRODUCTION</b>	<b>TICK</b>
NVQ Diploma in Performing Manufacturing Operations (RQF)	
Health & Safety Awareness - Non Regulated	
Certificate in Lean Organisation Management Techniques (RQF)	
Certificate in Business Improvement Techniques (RQF)	
Diploma in Business Improvement Techniques (RQF)	
Award in the Principles of Health & Safety within the Workplace (RQF)	
Diploma in Team Leading (RQF)	
<b>HEALTH &amp; SOCIAL CARE</b>	<b>TICK</b>
Diploma in Care (RQF)	
Award in Awareness of End of Life Care (RQF)	
Award in Awareness of Dementia (RQF)	
Award in Understanding Infection Prevention and Control in Health and Care Settings (RQF)	
Certificate in Principles of Quality, Diversity and Rights in Care (RQF)	
Certificate in Principles of Medication Handling and Administration for Care Settings (RQF)	
GDPR Workbook - Non Regulated 21 Hours	
Safeguarding for Adult Workers - Non Regulated 7 Hours	

<b>IT &amp; DIGITAL SKILLS</b>	<b>TICK</b>
Diploma for IT Users (ITQ)	
Excel Basics - Non Regulated	
Excel Intermediate - Non Regulated	
Excel Advanced - Non Regulated	
Social Media and Marketing - Non Regulated	
Award in Digital Skills (RQF)	
Certificate in Digital Skills (RQF)	
Award in Digital Skills for the Workplace (RQF)	
Certificate in Digital Skills for the Workplace (RQF)	
<b>RETAIL</b>	<b>TICK</b>
Certificate in Retail Knowledge (RQF)	
Certificate in Retail Skills (RQF)	
Diploma in Retail Skills (RQF)	
Diploma in Retail (RQF)	

Please review the menu inside and tick any that would benefit your business, or that you would like more information on, and one of our Business Advisors will get in touch.

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