

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

in Lancashire



Support  
those at risk  
or being made  
redundant

Boost skills  
within your  
workforce

Digital and  
remote support  
available

Skills  
development  
for furloughed  
workers



The  
Growth  
Company

**boost**  
Lancashire's Business  
Growth Hub



Skills Funding  
Agency



European Union  
European  
Social Fund

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

## Are you a Lancashire based employer looking to boost skills in your business?

Funded by the European Social Fund and commissioned by the ESFA, and the Lancashire Local Enterprise Partnership, 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.



Administration



Cleaning



Customer Service



Education & Training



Health & Social Care



Hospitality & Visitor Economy



IT & Digital Skills



Manufacturing & Production



Retail



Team Leading



Warehousing, Storage & Logistics



Low Carbon, Construction & Engineering

Opportunities are available to progress onto an apprenticeship or higher level qualification after completing this training.

## Have you or your team been impacted by redundancy or placed on the Job Retention Scheme (furloughed)?

Our programmes are designed to develop the skills of your existing workforce, but are also available to staff who are Furloughed or at risk of redundancy.

### What support is available?

We can provide you and your team with a range of advice and support which is tailored to your needs. Our friendly advisors can help you and your team, work through a range of learning programmes in order for you to up-skill or re-train for another role.

In addition, we can help you and your team with:

- Improving your CV
- Job searches
- Interview skills

### Who is eligible for support?

- People aged 16+
- At risk of redundancy or who have recently been made redundant
- Placed on the government's Job Retention Scheme (furloughed)

For more information, please contact our expert team.



## Occupational Qualifications

The qualification areas shown on page 2 are industry recognised, assessing both the 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 11-14.

### Training Needs Analysis

Our expert team will work in partnership with you to execute a Training Needs Analysis (TNA) to identify your skills needs to meet your business objectives. The qualifications will then be undertaken either in the workplace or remotely with minimal disruption to your business. In addition, we are also happy to discuss bespoke non-regulated learning for your teams.

If the qualification is delivered remotely we can do this via our online learning platform. However, if a learner does not have access to the internet we can post the portfolio of work and keep in contact via telephone.

### Assessment Method

Assessing and developing the knowledge and skills of your people will be achieved through a portfolio of evidence with a specialist Development Coach. This will be obtained through methods such as Q&A, professional discussion, product evidence, holistic observations, progress reviews or witness testimony.

### Benefits of Skills Support for the Workforce include:

- Minimal disruption to your day to day business
- Increased staff productivity
- Improved staff retention
- Enhanced morale



## Our programmes

In many cases they can also be delivered remotely via digital platforms for Furloughed staff or those who work from home.

### Team Leading

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 the knowledge and competencies that are transferable across many environments. The delivery of these qualifications is undertaken in the workplace with minimal disruption. However, in many cases these programmes can also be delivered remotely via digital platforms for furloughed staff or those who work from home. See pages 11-14 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 11-14 for our full list of programmes available.



## Education and Training

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 in FE colleges, independent training providers and/or Local Authorities. The delivery of the qualification is over 10 weeks (7 classroom based sessions and 3 days independent study) and is assessed through 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. They are industry recognised qualifications, assessing both the knowledge and competences that are transferable across the health and care sectors. The delivery of the qualifications is undertaken within the workplace with minimal disruption. However, in many cases these programmes can also be delivered remotely via digital platforms for furloughed staff or those who work from home. See pages 11-14 for our full list of programmes available.

## Hospitality, Visitor Economy and Customer Service

These qualifications are suitable for learners employed within the hospitality or visitor economy sectors. They are ideal for people who want to develop their knowledge of effective food and/or beverage and customer service. These are industry standard qualifications, assessing both the knowledge and competences that are transferable across many environments. The delivery of these qualifications is undertaken in the workplace with minimal disruption. However, in many cases these programmes can also be delivered remotely via digital platforms for furloughed staff or those who work from home.

## 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 people who are less comfortable with their digital skills. From improving Excel Spreadsheet skills to social media and marketing techniques, these programmes will ensure your business improves its digital skills. See pages 11-14 for our full list of programmes available.

## Manufacturing and Production

From Performing Manufacturing Operations, Business Improvement Techniques and Health and Safety, to Team leading and Lean Organisational Management Techniques, these skills can be applied to a variety of sectors. These are industry recognised qualifications, assessing both knowledge and competence. The delivery of these qualifications is undertaken within the

workplace with minimal disruption. However, in many cases these programmes can also be delivered remotely via digital platforms for furloughed staff or those who work from home. See pages 11-14 for our full list of programmes.

## Low Carbon, Construction and Engineering

Suitable for people working within an engineering or construction environment, they are designed to develop their skills including in energy saving processes. Individuals will gain the vital skills and knowledge to ensure your business can run as effectively and efficiently as possible. These are industry recognised qualifications that are undertaken in the workplace with minimal disruption to your day-to-day activities. However, in many cases these programmes can also be delivered remotely via digital platforms for furloughed staff or those who work from home.

## 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 the knowledge and competencies that are transferable across many environments. However, in many cases these programmes can also be delivered remotely via digital platforms for furloughed staff or those who work from home. See pages 11-14 for our full list of programmes available.

## Warehousing, Storage & Logistics

These qualifications are aimed at individuals who would like to develop the skills and knowledge necessary to operate within a warehousing, storage or logistics environment. These are industry recognised qualifications, assessing both the knowledge and competencies that are transferable across logistics sectors. Delivery of the qualifications is undertaken within the workplace and with minimal disruption. However, in many cases these programmes can also be delivered remotely via digital platforms for furloughed staff or those who work from home. See pages 11-14 for our full list of programmes available.

## Tailored programmes for your business

In addition to our wide range of regulated 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 Lancashire to help business maintain their competitive edge:



**CV Preparation & Interview Skills**



**Food Hygiene/ Safety**



**GDPR**



**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 Lancashire, 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>WAREHOUSING, STORAGE &amp; LOGISTICS</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 Forklift Operations	
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 &amp; VISITOR ECONOMY</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)	
<b>LOW CARBON, CONSTRUCTION &amp; ENGINEERING</b>	<b>TICK</b>
Certificate in Curtain Wall Installation (QCF)	
Award in Understanding Carbon Awareness and Energy Management	
Certificate in Fabrication of Glass Supporting Structures (QCF)	
Diploma in Cladding Occupations	
Diploma in Fenestration Installation (QCF)	
Removing non-hazardous waste in the workplace	
Certificate in Construction and Civil Engineering Operations	
Certificate in Plant Operations	
Diploma in Plant Operations	

Diploma in Controlling Lifting Operations – Slinger/Signaller	
Diploma in Steelfixing Occupations	
Diploma in Waterproof Membrane Roofing Systems	
Diploma in Steel Erecting	
Preparing and operating powered units, tools or pedestrian plant, machinery or equipment in the workplace	
Confirming the Occupational Method of Work in the Workplace	
Confirming Work Activities and Resources for an Occupational Work Area in the Workplace	
Diploma in Piling (Construction)	





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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