



Skills Support for the Workforce

Weymouth College Courses - Free for SMEs



Skills Support for the Workforce is a one off package of FREE training opportunities part funded through the European Social Fund and Skills Funding Agency and delivered by working in partnerships with SERCO in the Dorset Local Enterprise Area. This training must be fully delivered and completed by March 2019.

We have regular training dates set up throughout each month so please contact one of our Training Consultants to find out more and to book onto the next available training date.

To speak to a member of the team please call us on 01305 764748 or email skillssupport@weymouth.ac.uk



Office Skills for Business Programme

This is a comprehensive range of training designed for learners at all levels of skills and experience, from beginner to advanced. For both the learner and Employer to get the full benefit from this training, we suggest that at least 3 half day sessions are selected.

Word Processing Software	Spreadsheet Software	Presentation Software
<p>MS Word Core Skills</p> <p>WP concepts, creating documents, type, formatting, adding objects, save and print</p>	<p>MS Excel Core Skills</p> <p>Excel concepts, opening save and print, data types, entering data, calculations, simple charts.</p>	<p>PowerPoint Core Skills</p> <p>Concepts and creating slides, inserting content, transitions and timings, printing slides, handouts and notes</p>
<p>Word – More Work with the Text Layer</p> <p>Indents and tabs, tables, multiple columns and text flow, mail merge</p>	<p>Intermediate Excel Features</p> <p>Cell addressing, controlling charts, spark lines, conditional formatting, manipulating lists and tables, VLOOKUP and more complex functions</p>	<p>PowerPoint – Customising Your Presentation</p> <p>Complex objects, themes and styles, master slides, animations and interactive content.</p>
<p>Word - Enhancing Documents with Design, Image and Graphics</p> <p>Type design, themes and styles, images and graphics, cover pages, decorative headers and working with objects from other programs</p>	<p>Advanced Excel Features</p> <p>Named ranges, audit, dynamic data, manipulating text and dates, pivot tables, cell protection, introducing macros.</p>	<p>Using PowerPoint to Support Other Business Communications</p> <p>Drawings, leaflets, posters, logos, editing images, complex graphics, infographics, word clouds.</p>



Specialist IT Training

This range of training focuses on more specialist office-based IT programs, with each consisting of two half day sessions.

Excel

Presenting Data - Excel Reports and Dashboards

Part 1, introducing dashboards and creating dashboard components

Presenting Data - Excel Reports and Dashboards

Part 2, developing the data model, analysis and interactivity

Desk Top Publishing

DTP and MS Publisher

Part 1, introducing DTP, typography and the concepts that differentiate DTP from word processing. Placing and flowing type on the page.

DTP and MS Publisher

Part 2, adding colour, graphics and image. Preparing documents for desktop printing and introducing preparation for commercial print.

The following session consists of one half day session.

WordPress

This session will get you started on setting up and naming your own website and/or blog through WordPress. It will include options to enable you to develop your website/blog. This will include how to add links, add extra pages, input images and videos and update text.



Customer Service

Customer Service Training for the Retail Industry – You are the difference

This is a one day course, specifically designed for the retail industry.

Whether you are new to a retail customer-facing role, or have been in the industry for years, this course will increase knowledge, skills and confidence in dealing with customers and will include simple techniques to help you make a real difference to the customer experience.

Customer Awareness and Communication – For all customer facing industries

This is a half day course is designed for people working in any customer-facing industry and will improve your understanding of how you and your customers (both internal and external) perceive the world and how you can use that understanding to greatly improve your communication.

BTEC Level 2 Diploma in Customer Service

Progression routes available on successful completion of either of the above customer service sessions.

This diploma is a competence and knowledge based qualification and is available to be studied as a full Apprenticeship, or by selecting 3 individual units to be studied in the workplace, with support from one of our knowledgeable assessors. Both routes are fully accredited.

Course length varies depending on chosen units but 3 units are normally achieved within 8 weeks and the full L2 Diploma in Customer Service is normally achieved in approx. 1 year.



Team Leading & Management

Team Leading Skills

The team leading qualifications are designed for people who are regularly in charge of leading a small team. Our bespoke training programmes use select units from the Level 2 Diploma in Team Leading to be studied in the workplace, with support from one of our knowledgeable assessors, and is fully accredited.

The units for team leading are:

- Communicate in a Business Environment
- Lead and Manage a Team
- Principles of Team Leading

Course length varies depending on chosen units but is normally achieved within 8 weeks.

People Management Skills

This is a comprehensive range of training designed for existing managers and supervisors and those hoping to move into a more senior role.

The half day sessions consist of the following:

- Recruitment and Selection
- Probation and Appraisal
- Disciplinary, Capability and Grievance
- Management Styles and Motivation



Catering & Hospitality

Catering & Hospitality Skills

Our bespoke training programme allows the learner and employer to select 3 units from the Level 2 Diploma in Hospitality and Catering to be studied in the workplace, with support from one of our knowledgeable assessors, and is fully accredited.

Popular units include:

- Give customers a positive impression of self and your organisation
- Serve alcoholic and soft drinks
- Serve food at the table
- Prepare and serve hot drinks using specialist equipment

Course length varies depending on chosen units but is normally achieved within 8 weeks.

Personal License - For Sale of Alcohol

Under the Licensing Act 2003, all retail sales of alcohol must be made or authorised by a Personal Licence holder. In addition, premises which are licensed for the sale of alcohol must have a designated premises supervisor appointed, and this person must hold a Personal Licence. Before applying for a Personal Licence, the applicants must achieve a relevant, accredited qualification.

This one day, intensive course covers all the knowledge needed to achieve the BIIAB Level 2 Award for Personal Licence Holders, which satisfies this condition.

*Please note that a fee of £10 per learner is payable for registration and certification costs.

Conflict Management for Licensed Premises Staff

This qualification helps staff to avoid and manage conflict within their work environment. It is designed with people working as licensed retailers and supervisory management and key staff in mind. The course covers the following:

- Employer and employee workplace responsibilities.
- The meaning of 'risk' and 'hazard'.
- Causes of workplace violence.
- How to identify and reduce hazards and the risk of arising conflicts.
- How to deal with conflict when it has arisen.
- The law in relation to self-defence victim support.
- The importance of reporting and recording incidents of workplace violence.

This one day, intensive course covers all the knowledge needed to achieve the BIIAB Level 2 Award in Conflict Management for Licensed Premises Staff.

*Please note that a fee of £10 per learner is payable for registration and certification costs.

The following bespoke courses are designed around an individual company's requirements and can be delivered in the workplace on request.

COSHH

This half day course provides a comprehensive and interactive approach for anyone who uses hazardous substances in their work role. It provides:

- Knowledge to identify hazardous substances
- How to understand a Material Safety Data Sheet
- How to understand a COSHH assessment
- Knowledge of appropriate precautions to take

Manual Handling Awareness

This half day course is aimed at anyone who requires basic training in manual handling of inanimate objects as part of their job function and is ideal for all workplace requirements.

The course provides the necessary knowledge to enable personnel to identify manual handling activities, to follow a systematic approach to assessing a lift and in undertaking the lift using correct techniques.

Fire Safety and the Duties of a Fire Marshall

Fire Safety and the Duties of a Fire Marshall

This half day course is aimed at anyone who requires basic training in Fire Safety legislation and requirements and will increase understanding in the practical use of firefighting equipment and the role of the Fire Marshall.

Please note that other training is available for Health and Safety related courses such as First Aid and Food Safety. Unfortunately due to changes in the funding available for this project, there are no longer free places available, however we can deliver this on a full cost basis, with rates negotiable depending on the number of learners wishing to engage.

Please contact the team on 01305 764748 or email skillssupport@weymouth.ac.uk to get more information on the costs and dates available.