# WEST COLLEGE SCOTLAND

# TRAINING & DEVELOPMENT PROGRAMME

## 2021

### KEY AREAS

- Construction & Renewables
- Leadership & Project Management
- Digital Skills
- Wellbeing

# WELCOME
## MESSAGE

West College Scotland has an enviable reputation built over many years, of delivering quality training and professional development for business professionals.

**Our Business Development Department provides a wide range of services for both individuals and businesses.**

### What we do

- **Short courses**
- **Training for individuals**
- **Training for businesses**
- **Bespoke training delivered throughout the UK**
- **International training**
- **Workbased Learning and Modern Apprenticeships**

**From individuals to the smallest family businesses and largest multinational companies, our training and development programme has something for everyone.**

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**Clydebank Campus**
**Queens' Quay**
**G81 1BF**

**Waterfront Campus**
**Customhouse Way**
**Greenock, PA15 1EN**

**Greenock Campus**
**Finnart Street**
**PA16 8HF**

**Paisley Campus**
**Renfrew Road**
**PA3 4DR**

# Construction & Renewables

## Courses available:

- **IET C&G 18TH Edition 2382-18** (SCQF Level: 6)
- **City & Guilds 2382-18; 18th Edition Wiring Regs** (one day update) (SCQF: 6)
- **City & Guilds Electric Vehicle Charging** (SCQF Level: 6)
- **IOSH Working Safely**
- **IOSH Managing Safely**
- **IOSH Fire Safety Awareness** (incl. Fire Warden)
- **NEBOSH National General Certificate in Occupational Health and Safety**
- **BPEC Safe Isolation** (For non-Electricians)
- **BPEC Safe Isolation** (For Electricians)
- **BPEC Ground & Air Source Heat Pumps**
- **BPEC Awareness of Environmental Technical Systems**
- **Solar Photovoltaic Systems**

## IET C&G 18TH Edition 2382-18

SCQF Level: 6

This course is suitable for those new to the industry or practising electricians and is ideal for ensuring candidates are aware of changes made under the new 18th Edition Regulations.

Learners will be guided through BS 7671: 2018 and given examples of how this will be used .

**Entry Requirements**

No entry requirements

**Duration**

4 days or 8 evenings
8 weeks

## City & Guilds 2382-18; 18th Edition Wiring Regs (one day update)

SCQF Level: 6

This course is suitable for those new to the industry or practising electricians and is ideal for ensuring candidates are aware of changes made under the new 18th Edition Regulations.

Learners will be guided through BS 7671: 2018 and given examples of how this will be used in industry and on site. Learners will also be familiarised with the changes made since Amendment 3 of the 17th Edition Wiring Regulations (2015) and also from previous versions. On completion of the course and successful completion of the City & Guilds online multiple-choice exam, Learners will gain an industry and internationally recognised City & Guilds qualification.

**Entry Requirements**

17th Edition Amendment 3: This means that you will need to have completed the 17th Edition exam after 2015 and proof of this will be required to gain entry to this course.

Please bring your previous City & Guilds certificate proving amendment 3 qualification to the course.

**Duration**

1 day  (2 evenings)

# City & Guilds Electric Vehicle Charging

SCQF Level: 6

This qualification aims to provide expert guidance to learners wishing to gain knowledge and understanding on Electric Vehicle charging equipment installation. The theory will be delivered day one. Day two will comprise of assessment practice, City & Guilds online assessment and a practical Inspection, Testing and Commissioning exercise on "domestic" and "on street" charging equipment.

## Entry Requirements

You must be a qualified electrician who has an Inspection & Testing qualification and can gland and terminate a broad range of cables including steel wire armoured cable. previous versions. On completion of the course and successful completion of the City & Guilds online multiple-choice exam, Learners will gain an industry and internationally recognised City & Guilds qualification.

## What can I do after?

This course will allow learners to progress into employment within this specific field and is a key requirement in order to provide clients with the OLEV grants that are available.

## Duration

2 days

# IOSH Working Safely

SCQF Level: 6

IOSH Working Safely covers the essentials of health and safety in the workplace. It is aimed at all workers in all types of organisation. Upon successful completion of the course and assessment, students are awarded a Working Safely certificate from the Institution of Occupational Safety and Health (IOSH), the world's largest health and safety membership organisation.

## Entry Requirements

No entry requirements

## Duration

1 day

## IOSH Fire Safety Awareness (incl. Fire Warden)

**Everyone at work has a duty to prevent fires. A fire safety culture is based on a shared set of positive attitudes, knowledge, perceptions and beliefs about fire prevention and fire protection.**

This course helps provide a basis for developing a culture of fire safety and prevention among the workforce.

The addition of Fire Warden duties are included at the end of this course.

### Entry Requirements

Anyone in a non-managerial role, in any industry

### Duration

4 hours

## NEBOSH National General Certificate in Occupational Health and Safety

**NEBOSH National General Certificate in Occupational Health and Safety is the gold standard in health and safety qualifications, designed to reflect the needs of today's employer giving learners everything they need to know and do to make their workplace safer.**

### Entry Requirements

Relevant to every workplace, the NEBOSH National General Certificate is ideal for managers, supervisors and anybody with health and safety management responsibilities. It's also perfect for those embarking on a health and safety career and gives you a stepping stone to success.

### Duration

1 day / week for 14 weeks or 32 evenings

## BPEC Safe Isolation (For non-Electricians)

**Candidates will gain knowledge and understanding of how to safely isolate electrical systems allowing electrical repairs or installations to then be carried out.**

It provides the skills necessary to safely isolate electrical supplies. Provides the knowledge and understanding required to undertake safe electrical isolation.

### Entry Requirements

There are no pre-entry requirements

### Exam

Multiple choice paper & practical exam

### Duration

1.5 days (3 evenings)

## BPEC Safe Isolation (For Electricians)

**Candidates will gain a refresher of the knowledge and understanding of how to safely isolate electrical systems allowing electrical repairs or installations to then be carried out.**

It provides the skills necessary to safely isolate electrical supplies. Provides the knowledge and understanding required to undertake safe electrical isolation.

### Entry Requirements

Qualified Electricians

### Exam

Multiple choice paper & practical exam

### Duration

1 day (2 evenings)

## BPEC Ground & Air Source Heat Pumps

**This course has been approved by the Ground Source Heat Pumps Association for operatives within the plumbing, heating and renewable industries.**

It is designed to provide you with the skills to design, install and commission ground source, and air source heat pumps.

### Entry Requirements

Candidates should have a number of years' experience in plumbing or conventional heating engineering or hold a formal qualification at SVQ Level 3 in plumbing or heating engineering or are currently undertaking a course in plumbing or heating engineering which will lead to a formal qualification at SVQ Level 3.

### Benefits

It is designed to provide you with the skills to design, install and commission ground source, and air source heat pumps.

### Duration

5 days. 9am to 5pm.

# BPEC Awareness of Environmental Technical Systems

Against a background of constantly rising fuel bills, this course is designed to provide a background to renewable energy heating and energy technologies for anyone who may find it of interest, such as householders, housing associations, teachers, local building control officers, housing developers or installers wanting to know more before committing themselves to a full course.

## Entry Requirements

No entry requirements

## Benefits

The aim is to explain what each technology can and can't do, and covers costs, payback periods, available grants and more. Depending on their existing skills and qualifications, candidates may want to progress to either the Full or Defined Scope courses (for example, heating engineers could undertake the full Solar Thermal Hot Water course, or architects the Defined Scope Solar Thermal Hot Water course).

## Duration

2 days. 9am to 5pm.

# Solar Photovoltaic Systems

This course will enable candidates to select the most appropriate solar Photovoltaic system for a property to meet the client's needs and to commission and handover the system. It will also provide an understanding of all the legal issues surrounding the installation of these systems and guidance on completion and submission of all the appropriate notifications

## Entry Requirements

To follow

## Duration

3 days

# Wellbeing

## Courses available:

- Mental Health Awareness
- Mental Health First Aid
- De-stress with Mindfulness
- Spotting and managing stress and mental health issues
- Understanding and developing resilience
- Introduction to Personal Health, Wellness, Fitness and Training
- Automated External Defibrillation
- Emergency First Aid At Work
- First Aid Refresher
- First Aid Training
- Infection Control
- Paediatric First Aid
- Emergency Paediatric First Aid
- Introduction to Infant Massage
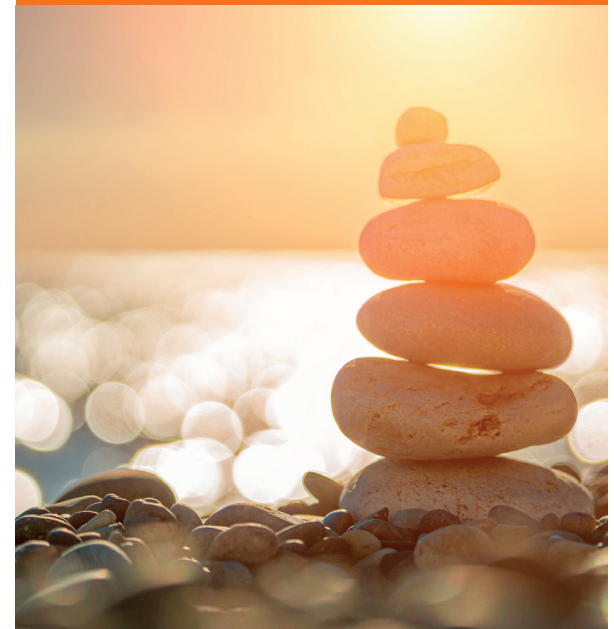
## Mental Health Awareness

This course provides those colleagues with the knowledge to recognise a range of mental health conditions, the confidence and know-how to start a supportive conversation and when and how to signpost a person to seek appropriate professional help.

**Entry Requirements**

No entry requirements

**Duration**

Face to face 6 hours or 3 hours per virtual platform

## Mental Health First Aid

A Mental Health First Aider in the workplace is the go-to person for anyone who is going through some form of mental health episode.

This person may have to have an initial conversation with a colleague. The first aider can help guide the person in distress to the relevant help that they need. The course teaches practical skills to spot the signs of mental illness and the confidence to step in and support a person who needs assistance.

**Entry Requirements**

No entry requirements

**Duration**

12 hours across 2 days

## De-stress with Mindfulness

Mindfulness is about being aware of, and present in, the moment. With regular practice it can help to reduce stress & anxiety while increasing resilience, emotional intelligence & productivity in the workplace.

**Entry Requirements**

No entry requirements

**Duration**

Face to face 6 hours or 3 hours per virtual platform

## Spotting and managing stress and mental health issues

**This course addresses the stigma associated with stress and mental health issues. Delegates will be encouraged to consider the use of language when communicating with individuals to attempt to reach a positive outcome.**

The course looks at mental health in the workplace, signs and causes of stress and how this affects individuals' behaviours and ability to think clearly. Delegates will have an opportunity to identify key sources of stress in their own workplaces and to consider intervention or elimination of the stressors where possible.

### Entry Requirements

Managers or Team leaders

### Duration

Face to face 6 hours or 3 hours per virtual platform

## Understanding and developing resilience

**Developing resilience in the workplace is a course that will benefit all employees. It has been designed for those who are expected to perform in a highly demanding work environment and looks at how to develop a resilient attitude.**

The course looks at different interpretations of what resilience is and how we can use diagnostics and tools to enable us to forecast and plan for challenging situations. The course also looks at attitude: change versus opportunity, control during uncertainty and considers how to develop increased adaptability, flexibility and confidence.

### Entry Requirements

No entry requirements

### Duration

Face to face 6 hours or 3 hours per virtual platform

# Introduction to Personal Health, Wellness, Fitness and Training

**This college-certificated course is designed to provide an introduction to health and fitness.**

This is a practical course aimed at those wishing to adopt a healthier lifestyle and gain an understanding of health benefits of physical activity for physiological and mental health, motivating individuals to find ways of integrating exercise around their working life. Participants will have the opportunity to engage in health and fitness baseline testing enabling them to gain an understanding of their current health and fitness level. This will allow them to set realistic goals.

**Entry Requirements**

No entry requirements

**Duration**

Face to face 6 hours or 3 hours per virtual platform

# Automated External Defibrillation

**This course covers the following topics: safety and assessment of an emergency situation, recognition and treatment of an unconscious casualty, identification of causes, recognition of heart problems, chain of survival, cardiopulmonary resuscitation (CPR), familiarisation with and operation of the AED.**

**Entry Requirements**

No entry requirements

**Duration**

1 day

# Emergency First Aid At Work

**This course covers emergency situations in the workplace only and responsibilities of the role – this course does not result in the candidates being fully qualified first aiders.**

**Entry Requirements**

No entry requirements

**Duration**

1 day

## First Aid Refresher

This refresher course enables first aiders to remain up to date and current in relation to first aid at work requirements/responsibilities. Candidates must have already completed their first aid at work course. This course is usually undertaken towards the end of the three-year validity of the first aid at work certificate.

**Entry Requirements**

No entry requirements

**Duration**

2 days

## First Aid Training

This course covers all aspects of first aid situations in the workplace including CPR, recovery position, legal duties and responsibilities etc. as per HSE requirements for first aiders in the workplace.

**Entry Requirements**

Managers or Team leaders

**Duration**

Face to face 6 hours or 3 hours per virtual platform

## Paediatric First Aid

Purpose of the unit is for the learner to attain knowledge and practical competencies required to deal with a range of paediatric first aid situations. (as above with additional first aid management of emergencies such as asthma, diabetes, severe allergic reactions etc.)

**Entry Requirements**

No entry requirements

**Duration**

2 days (12 hours)
OR 4 x 3hr sessions within a maximum 7 week period.

# Emergency Paediatric First

Purpose of the unit is for the learner to attain knowledge and practical competencies required to deal with a range of paediatric first aid situations. (CPR, choking etc., and basic first aid treatments)

**Entry Requirements**

No entry requirements

**Duration**

1 day (6 hours)
OR 2 x 3 hour sessions within a maximum 4 week period

# Infection Control

This course is designed to introduce candidates to the causes and routes of transmission of infection and identify a range of preventative measures. The course includes the following topics:

- **The risks from infection**
- **Personal hygiene**
- **Personal protective equipment**
- **Food handling**
- **Cleaning through disinfection and sterilisation**
- **Types of waste and its safe disposal**

**Entry Requirements**

No entry requirements

**Duration**

Face to face 6 hours or 3 hours per virtual platform

# Introduction to Infant Massage

Introduction to Infant massage includes an excellent massage routine of the legs and abdomen with baby gym. Learners will work on baby mannequins, learn safe practices and have fun.

**Entry Requirements**

No entry requirements

**Duration**

1 day

# Leadership/Management

## Courses available:

- City and Guilds 7300 Introduction to Trainer Skills
- CMI Award in 1st Line Management at SCQF 6
- CMI Level 5 (SCQF 8) Award in Management and Leadership
- Delegation
- Delivering a quality customer experience
- Intent based leadership
- Absence and disciplinary management
- Appraisal
- Coaching: managing coaching
- Managing difficult people, situations and conversations
- Managing performance, managing behaviour
- Understanding and developing resilience
- Conflict management and resolution
- Spotting and managing stress and mental health issues
- Fundamentals of first line management
- Project management fundamentals
- Providing leadership
- Coaching skills
- Providing leadership for different situations
- Time management: POSEC method
- Promoting equality of opportunity, diversity and inclusion

## City and Guilds 7300 Introduction to Trainer Skills

**This accredited course is designed to provide delegates with an introduction to the systematic approach to training. It is comprehensive in content at this level and enables the delegates to build the skills, knowledge and abilities of an effective trainer**

**Entry Requirements**

No entry requirements

**Duration**

2 days

## CMI Award in 1st Line Management at SCQF 6

**This award provides an introduction to the skills, roles and responsibilities of management.**

It is delivered using a blended approach of class workshops and online support and it is assessed via six short written assessments and is highly relevant to the delegates place of work.  There is opportunity to progress to CMI Certificate and to the full Diploma with a more comprehensive structure and content.

**Entry Requirements**

Team leaders/supervisions or aspiring to

**Duration**

12 x half day virtual sessions (3 hours)

## CMI Level 5 (SCQF 8) Award in Management and Leadership

**This course is aimed at practising or aspiring leaders who are typically accountable to a senior manager or to the owner of a business.**

The award provides an overview of the roles/responsibilities required for managers and will help to develop the skills required for this level of responsibility.  There is an opportunity to progress to CMI Certificate with a broader level of knowledge in specific management areas, or to CMI Diploma that gives a comprehensive bank of skills and knowledge and enables the individual to apply their learning in the context of the wider business environment or industry sector.

**Entry Requirements**

Team leaders/supervisions or aspiring to

**Duration**

12 hours across 2 days

# Delegation

**Delegating effectively can be difficult, this course considers the importance of delegation as an essential management skill.**

It looks at how to effectively plan, communicate and overcome barriers. Effective delegation can empower, motivate and reduce stress if carried out correctly. This one-day programme provides the essential techniques required to enable managers to delegate effectively.

**Entry Requirements**

Suitable for first line managers, team leaders and supervisors experienced and middle management level

**Duration**

2 x 3-hour sessions (over 2 days)

# Intent based leadership

**Intent based leadership is an approach that looks at developing a working environment where people are encouraged to be accountable for their work.**

Individuals become confident in themselves and feel more able to give intent to one another – feeling a sense of pride and value in their contribution. As an approach it is highly motivating and maximises potential from teams. This course explains this modern approach to leadership and provides a structure of how to 'get there'.

**Entry Requirements**

Experienced and middle management level

**Duration**

Face to face 6 hours or 3 hours per virtual platform

# Absence and disciplinary management

**This course is an introduction to absence management for those who are new to people management and for those who are progressing within their roles.**

The course looks at the wider issues associated with managing absence and provides useful information and guidelines on how to successfully manage short- and long-term absence. There is an opportunity to discuss attitude and behaviours that cause concern and how to address these. Delegates will also develop an awareness of legislation, guidelines and issues around disability discrimination and absence.

**Entry Requirements**

Suitable for first line managers, team leaders and supervisors experienced and middle management level

**Duration**

Face to face 6 hours or 3 hours per virtual platform

## Appraisal

**Appraisal can be one of the most motivational tools in a manager's box. This course enables delegates to consider how to maximise performance improvement for the benefit of the individual staff member and for the organisation.**

This course provides delegates with the knowledge and skills to plan for the appraisal process, conduct evaluations, analyses and to conduct meaningful and worthwhile performance reviews.

**Entry Requirements**

Suitable for first line managers, team leaders and supervisors experienced and middle management level

**Duration**

Face to face 6 hours or 3 hours per virtual platform

## Managing Coaching

**Coaching is a process that empowers and inspires people to realise their full potential.**

This coaching course is aimed at delegates who have a responsibility for a team. It looks at the GROW model of coaching and how to use diagnostics to effectively plan and manage the workloads of the teams to ensure that nobody is put under stress. There are some basic coaching skills included in the course, but this course is to assist those who are managing and organising the coaches to support their teams.

**Entry Requirements**

Suitable for experienced and middle management level

**Duration**

Face to face 6 hours or 3 hours per virtual platform

## Managing difficult people, situations and conversations

**This course explores behaviours, barriers and challenges to communicating with individuals.**

Delegates will have the opportunity to explore the role of data and information when addressing difficult people and in supporting the planning of difficult conversations. Delegates attending this course will be challenged to apply the tools and techniques to realistic situations they may have to deal with in the workplace.

**Entry Requirements**

Suitable for first line managers, team leaders and supervisors

**Duration**

Face to face 6 hours or 3 hours per virtual platform

# Managing performance, managing behaviour

**This one-day programme helps managers, supervisors or team leaders to recognise their role and contribution in effectively coordinating, planning and managing performance and conduct in the workplace.**

Delegates will look at the characteristics of a high performing team/individual and how their own contribution to sharing and reviewing/evaluating objectives effectively can have an impact on performance/behaviour.

## Entry Requirements

Suitable for first line managers, team leaders and supervisors experienced and middle management level

## Duration

Face to face 6 hours or 3 hours per virtual platform

# Understanding and developing resilience

**Developing resilience in the workplace is a course that will benefit all employees.**

It has been designed for those who are expected to perform in a highly demanding work environment and looks at how to develop a resilient attitude. The course looks at different interpretations of what resilience is and how we can use diagnostics and tools to enable us to forecast and plan for challenging situations. The course also looks at attitude: change versus opportunity, control during uncertainty and considers how to develop increased adaptability, flexibility and confidence.

## Entry Requirements

Suitable for first line managers, team leaders and supervisors

## Duration

Face to face 6 hours or 3 hours per virtual platform

# Conflict management and resolution

**Conflict management and resolution is a key management skill that can be developed. Conflict can be termed as an unproductive emotion which can have a negative impact on teams and on targets.**

It is also a term that is used to describe stressful challenges associated with sharing resources, time management or scheduling and the need for effective planning and coordination. This course looks at developing techniques to recognise and to address these challenges.

## Entry Requirements

Suitable for first line managers, team leaders and supervisors experienced and middle management level

## Duration

Face to face 6 hours or 3 hours per virtual platform

# Spotting and managing stress and mental health issues

**This course addresses the stigma associated with stress and mental health issues. Delegates will be encouraged to consider the use of language when communicating with individuals to attempt to reach a positive outcome.**

The course looks at mental health in the workplace, signs and causes of stress and how this affects individuals' behaviours and ability to think clearly. Delegates will have an opportunity to identify key sources of stress in their own workplaces and consider intervention or elimination of the stressors where possible. The course also looks at coping strategies, the role of communications and the role in supporting individuals.

**Entry Requirements**

Suitable for first line managers, team leaders and supervisors experienced and middle management level

**Duration**

Face to face 6 hours or 3 hours per virtual platform

# Fundamentals of first line management

**This course was designed after talking to several business organisations about what they want from their first line managers, team leaders and supervisors.**

It starts by refocusing delegates on their organisation's mission, purpose, values and goals. Delegates are required to shape their contributions around these key priorities. The course looks briefly at managing people, motivation, planning, leadership, communication and coordination.

**Entry Requirements**

Suitable for first line managers, team leaders and supervisors

**Duration**

Face to face 6 hours or 3 hours per virtual platform

# Project management fundamentals

**This project management one day programme has been designed to give delegates the knowledge, skills and confidence to manage small projects successfully.**

The course looks at methods to control and coordinate activities, complete projects on time and to use suitable tools to efficiently plan, implement and communication throughout the project management process.

**Entry Requirements**

Suitable for first line managers, team leaders and supervisors

**Duration**

Face to face 6 hours or 3 hours per virtual platform

# Providing leadership

**This course offers delegates an insight to several different leadership approaches that can be applied in different situations.**

Delegates at all levels will discover, develop awareness and will benefit from knowledge of different leadership techniques. One key aim of this programme is to enable delegates to address their self-limiting beliefs that prevent them from taking on challenging roles, to look at their 'default setting' management styles, and to learn how to adapt to suit various situations. This programme offers brief insights, it is interesting, and it is powerful in terms of developing leadership awareness.

## Entry Requirements

Suitable for first line managers, team leaders and supervisors

## Duration

Face to face 6 hours or 3 hours per virtual platform

# Coaching skills

**This course is suitable for those who will be taking on a coaching role. It offers the basic GROW model techniques required for effective coaching to enable individuals to reach their potential within their roles.**

Delegates will explore the qualities and characteristics of an effective coach, will consider how to break down activities and will practise the art of communication. Delegates will also consider what an effective coaching plan will include and how to devise SMART objectives.

## Entry Requirements

Suitable for first line managers, team leaders and supervisors experienced and middle management level

## Duration

Face to face 6 hours or 3 hours per virtual platform

# Providing leadership for different situations

**For organisations to address the challenges associated with the current operational situation it is increasingly clear that leadership is key to developing a culture of flexibility, continuous improvement and willingness.**

This course offers delegates a personal insight to their own leadership skills and qualities. It offers an opportunity to reflect on the approach to leadership and to consider where alternative approaches can be applied in different situations to maximise impact or value. Delegates at all levels will discover, develop awareness and benefit from knowledge of different leadership techniques.

## Entry Requirements

Suitable for experienced and middle management level

## Duration

Face to face 6 hours or 3 hours per virtual platform

# Time management: POSEC method

**This is a course relating to time management which will provide all delegates with time management tools to apply immediately on return to the workplace.**

Focusing on our relationship with time, the POSEC model of time management is a useful tool for supervisory level personnel, middle and senior management. Delegates will have an opportunity to consider the skills required at each stage of this POSEC approach and will identify links with organisational skills and planning to personal and organisational resilience/stress management and improving individual impact within the workplace.

### Entry Requirements

Suitable for experienced and middle management level

### Duration

Face to face 6 hours or 3 hours per virtual platform

# Promoting equality of opportunity, diversity and inclusion

**This course is about actively promoting equality of opportunity, diversity and inclusion.**

Delegates attending this course will examine the rationale behind promoting equality of opportunity and will move beyond responsibilities and liabilities under legislation and your organisation's code of practice towards recognising the role of behaviour, words and actions in responding to a diverse workforce.  Delegates leaving this course will be in a better position to identify areas where needs could be better satisfied or improved to maximise opportunity.

### Entry Requirements

Suitable for experienced and middle management level

### Duration

Face to face 6 hours or 3 hours per virtual platform

# Lean Six Sigma

## Courses available:

- **Lean Six Sigma Yellow Belt**
- **Lean Six Sigma Green Belt**
- **Lean Six Sigma Black Belt**
- **Design for Six Sigma**
- **Lean Foundation Training**
- **5S Practitioner Training**
- **Lean Six Sigma Executive Awareness**
- **Lean Six Sigma for Strategic Leaders**

## Lean Six Sigma Yellow Belt

Taking their understanding to a new level, the Yellow Belt provides beginners with an overview of the Lean Six Sigma methodology and equips them with the tools required to start to make improvements in their functional areas. The course includes an exam at the end.

### Entry Requirements

There are no official entry requirements, but this course is recommended for Management within an organisation who are about to embark on, or who have recently commenced, a Lean or Six Sigma business improvement initiative.

### Duration

2 Days

## Lean Six Sigma Green Belt

This course is aimed at equipping improvement project team leads with an in-depth understanding of the Lean Six Sigma process, the Define-Measure-Analyse-Improve-Control (DMAIC) methodology, project management and problem-solving tools and techniques.

All training, materials and certification is approved by the Institute of Six Sigma Professionals (ISSPro).

### Entry Requirements

There are no official entry requirements, but this course is recommended for the following groups of people:

- **Improvement project team leads**
- **Middle to junior Management, frontline staff, customer services, support services staff, production departments**
- **Project Managers**
- **Those who are already Yellow Belt certified and want to progress to the next level**

### Duration

5 days

## Lean Six Sigma Black Belt

Black Belt training covers all the usual GB training content plus advanced additional tools such as Tests of Hypotheses, Design of Experiments, Multi-vari Charts, Regression analysis. The participants are given a much deeper understanding of Minitab as well. Each week also contains modules on soft skills such as facilitation, change management, overcoming resistance.

### Entry Requirements

This course should be undertaken by those who are already a certified Green Belt

### Duration

12 days

# Lean Foundation Training

This course is aimed at providing participants with an understanding of the Lean Management System and associated tools and techniques, such as Value Stream Mapping, Lean Metrics, and Lean tools – 7 Mudas (wastes), 5S, Kaizen, Standard Work, Kanban, J-I-T, Heijunka (load levelling) Jidoka (build-in-quality), Poka Yoke (mistake proofing), A3 problem solving.

## Entry Requirements

This course would be beneficial for the following groups of people:

- Lean deployment champions
- Value Stream Managers
- Improvement project team leads
- Middle to Junior Management, Frontline staff, Customer services, Support services staff, Production departments
- Six Sigma trained staff who want to understand more about Lean and how to integrate the two methodologies

## Duration

2 days

# 5s Practitioner Training

This course is aimed at providing participants with a working knowledge of 5S within the overall Continuous Improvement methodology.

Learning will focus on the history and background of 5s, the 5s system, 5s implementation, the 5s scorecard and measuring results.

## Entry Requirements

This course is recommended for the following groups of people:

- Lean deployment champions
- Value Stream Managers
- Improvement project team leads
- Shop floor supervisors
- Middle to Junior Management, Frontline staff, Customer services, Support services staff, Production departments
- Six Sigma trained staff who want to understand more about Lean and how to integrate the two methodologies

## Duration

1 day

# Design for Six Sigma

DFSS methodology and its tools help an organisation to fundamentally redesign what could be broken processes. There is a focus on developing and implementing robust new products and services, and participants will build on their knowledge of DMAIC tools and techniques.

## Entry Requirements

This course is only for trained Green and Black Belts

## Duration

2 days

# Lean Six Sigma Executive Awareness

**This course is designed to give Senior Managers/Champions/Sponsors an overview on Lean Six Sigma concepts and develops an understanding on how best to deploy the initiative in their organisations to meet their strategic objectives.**

Case studies and examples will be used to emphasise the learning on areas such as the seven wastes, value stream maps and project selection, prioritisation and review.

## Entry Requirements

This course is recommended for the following groups of people:

- **Senior Managers, General Managers, CEOs, CFOs, COOs**
- **Board members – Executive and Non-executive**
- **Deployment Champions**
- **Heads of Transformation programmes**

## Duration

2 days

# Lean Six Sigma for Strategic Leaders

**This is the same as the Executive Awareness training, but with the option to participate in a further workshop around company-specific objectives, projects selection, etc.**

## Entry Requirements

This course is recommended for the following groups of people:

- **Senior Managers, General Managers, CEOs, CFOs, COOs**
- **Board members – Executive and Non-executive**
- **Deployment Champions**
- **Heads of Transformation programmes**

## Duration

2 days

# Digital Skills

## Courses available:

- Microsoft Excel Essentials
- Microsoft Excel Intermediate
- Microsoft Excel Advanced
- Microsoft Office 365 for End Users
- Microsoft OneNote 2016
- Microsoft Outlook Introduction
- Microsoft Outlook Intermediate
- Microsoft PowerPoint Essentials
- Microsoft PowerPoint Advanced
- Microsoft Project
- Microsoft Teams
- Microsoft Word Essentials
- Microsoft Word Intermediate

# Microsoft Excel Essentials

This course focuses on basic worksheets and workbooks, and emphasises hands-on experience, with a series of self-guided exercises integrated into the training. Participants will learn how to get started with Excel, create, modify and format spreadsheets, use formulas and functions and set up printing options.

## Entry Requirements

None, but the following skills are necessary:
- **Use a mouse**
- **Type and use a keyboard**
- **Navigate through Windows files and folders**
- **Work with Windows – minimise, maximise, open and close**

## Duration

1 day

# Microsoft Excel Intermediate

This course is aimed at equipping improvement project team leads with an in-depth understanding of the Lean Six Sigma process, the Define-Measure-Analyse-Improve-Control (DMAIC) methodology, project management and problem-solving tools and techniques.

All training, materials and certification is approved by the Institute of Six Sigma Professionals (ISSPro).

## Entry Requirements

None, but this course is aimed at end users who have a basic knowledge of Excel. Prerequisites:
- **Create basic spreadsheets**
- **Select and edit data**
- **Perform basic formatting**
- **Open, close and save files**
- **Create basic formulas - AutoSum**
- **Use Insert Function to create built-in functions**
- **Work with absolute references**
- **Use the AutoFill feature**

## Duration

1 day

# Microsoft Excel Advanced

**This course teaches participants to automate some common Excel tasks and apply advanced analysis techniques to more complex data sets.**

Delegates will learn how to create macros, add data validation, protect worksheets and workbooks, apply conditional formatting and create sparklines.

### Entry Requirements

None, but participants should already be able to do the following:
- **Create advanced formulas**
- **Create Excel tables**
- **Work with charts**
- **Create PivotTables and PivotCharts**

### Duration

1 day

# Microsoft Office 365 for End Users

**Participants of this course will learn how to understand 'The Cloud' and Office 365 applications, as well as how to work collaboratively with Office 365 through OneDrive.**

### Entry Requirements

None, but participants should be end users who will be required to use Office 365 and who need an understanding of its features. Prerequisites:
- **Some knowledge of Microsoft Office and Outlook 2017-19**

### Duration

½ day

# Microsoft OneNote 2016

**Participants will develop digital note-taking with Microsoft OneNote 2016, which will allow them to create and update notes, manage lists and outlines.**

### Entry Requirements

None, but participants should be end users who will be required to use Office 365 and who need an understanding of its features. Prerequisites:
- **Use a mouse**
- **Type and use a keyboard**
- **Navigate through Windows files and folders**
- **Work with Windows - minimise, maximise, open and close**

### Duration

½ day

# Microsoft Outlook Introduction

Participants will learn how to create emails and email content to an advanced standard, modify various options to improve use of email and Outlook in general, store and locate emails in smart, efficient ways and use the calendar to manage their own schedules and those of others.

## Entry Requirements

None, but participants should be current or new users of Outlook, who would like to learn to work smarter with the world's most popular electronic communication and diary software. Prerequisites:

- **Navigating the Windows environment**
- **Using a mouse and keyboard**

## Duration

½ day

# Microsoft PowerPoint Essentials

Participants will learn about the PowerPoint interface and terminology. They will work on creating basic presentations, incorporating images, shapes, tables and charts and they will set up and run slide shows.

## Entry Requirements

Participants do not need to have any experience of using PowerPoint, but experience of working in Microsoft Word would be beneficial. Attendees must be comfortable opening, closing and saving files, and be able to navigate through files and folders. They should also be familiar with the cut, copy and paste commands.

## Duration

1 day

# Microsoft OneNote 2016

Participants will learn how to re-use existing slides and manage content, work with graphics and manage objects, use multimedia to enhance a presentation, apply advanced formatting techniques, work with slide transitions and animations and configure and deliver effective presentations.

## Entry Requirements

None, but participants should be existing Microsoft PowerPoint users who are familiar with the basics of creating a presentation, and are able to convey information effectively in a simple way. Prerequisites:

- **Open a presentation**
- **Save a presentation**
- **Print a presentation**
- **Add new slides**
- **Run a slideshow**
- **Rearrange the order of the slides**
- **Apply basic text formatting**
- **Check the spelling within a presentation**

## Duration

1 day

# Microsoft Project

Participants will learn how to identify the components of the Microsoft Project environment, use views to work with a project plan, create a new project plan, create the project schedule, manage resources in a project plan and finalise a project plan.

## Entry Requirements

This course is designed for people who have an understanding of project management concepts, who are responsible for creating and modifying project plans, and who need a tool to manage these project plans. Prerequisites:

- **An understanding of project management concepts.**
- **Knowledge of a Windows operating system.**

## Duration

1 day

# Microsoft Teams

Participants will learn how to understand Teams and Channels, create Teams as an owner and add members, add channels for the Team to follow, understand how to work collaboratively within a Team and add conversations, files and Wiki pages.

## Entry Requirements

None, but participants should be existing Microsoft Office 365 users. Prerequisites:
- A basic understanding of instant messaging
- Knowledge of Microsoft Office
- Ability to use a browser

## Duration

½ day and 1 day options

# Microsoft Word Essentials

Participants will learn how to use Microsoft Word to create and edit simple documents; format documents; add tables and lists; add design elements and layout options; and proof documents.

## Entry Requirements

This course is intended for those who want to learn the fundamental skills of working with Microsoft Word. Learners should be comfortable using a PC, mouse and keyboard. Previous experience of using features such as Cut, Copy, Paste, opening and saving documents is useful, but not essential.

## Duration

1 day

# Keep in touch with us

## CONTACT US :

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