



Changing lives through learning

2021

Over 40 courses for staff

- ✓ Digital Skills
- ✓ English
- ✓ Leadership & Management
- ✓ Childcare
- ✓ Schools & Early Years
- ✓ Employability
- ✓ + More!

New for 2021!

- ✓ Digital Skills Workshops



0330 332 7997

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Workshops & Training

PROFESSIONAL DEVELOPMENT

SOMERSET SKILLS & LEARNING



**THE ONLY THING
WORSE THAN
TRAINING YOUR
EMPLOYEES AND
HAVING THEM LEAVE
IS NOT TRAINING
THEM AND HAVING
THEM STAY.**

~ Henry Ford



SOMERSET SKILLS & LEARNING

LEARN WITH US...

Somerset Skills & Learning (SS&L) has developed the most effective training solutions available to you and your workforce. In order to achieve this high quality training, we work closely with employers, recruit highly experienced staff and provide the most up to date teaching environments and distance learning opportunities.

Your dedicated Account Manager can provide advice and guidance on workforce planning, in order to develop and implement future training programmes tailored to your business needs.

In addition to certificated qualifications and apprenticeships, we also provide many bespoke courses. These can be offered to your employees to support personal and professional development, as well as their wellbeing.

Somerset Skills & Learning helps people make positive changes to their lives through learning and can help develop your staff for the future.

- ✓ Highly experienced staff
- ✓ Training available onsite, in our centres or virtually
- ✓ Varying levels
- ✓ Durations to suit you
- ✓ Small groups
- ✓ Certificate of attendance

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Covid Secure

The safety of our students and staff remains paramount and SS&L centres will continue to operate with Covid-19 safety precautions in place. We adhere to the latest guidelines and will continue to support all students and staff and provide high quality teaching and training.

95%

of students would recommend us to family and friends¹

250+

Employer Partners

5

Established for 5 years



Ofsted Good

4+

Multiple Training Centres

GET CONNECTED

Most people use computers every day, but there are always new things to learn and keeping up to date is definitely beneficial. That's why we've developed a new range of digital skills courses, from tasters to Level 2 qualifications, designed to enhance your knowledge for life and your career. Whatever your needs, you can get digital with us!

At a glance...

- ✓ Available any time of the year
- ✓ Distance learning
- ✓ Learn the basics and upskill
- ✓ Excel, Word, PowerPoint and Presentation Skills
- ✓ Build your own package to suit you and your employees' needs
- ✓ Practical support and progression options

Three benefits

- ✓ Gain confidence
- ✓ Improve the everyday
- ✓ Develop skills for life

DIGITAL SKILLS WORKSHOPS

Computer skills are key to making sure everything is running smoothly. Our range of Microsoft Office courses are designed to help you and your employees keep everything on track. From calculations to presentations, we've got you covered...



Excel

Suitable for: Those who regularly use Excel at a basic level but would like to develop their skills.

Overview: This Microsoft Excel course will help you produce spreadsheets, work with data and perform calculations. The course will boost confidence, share tools and techniques to maximise the potential from this programme.

Progression: L2 Excel unit qualification; L2 Digital Skills for Work distance learning course.

Duration: Flexible

Study mode: Distance learning, on your premises or in one of our training centres.



Word

Suitable for: Those who regularly use Word at a basic level but would like to develop their skills.

Overview: This Microsoft Word course will introduce you to the more advanced features of this powerful programme. These include using mail merge, tracking changes in documents and password protecting documents. The course will boost confidence, share tools and techniques to maximise the potential from this programme.

Progression: L2 Word unit qualification; L2 Digital Skills for Work distance learning course.

Duration: Flexible

Study mode: Distance learning, on your premises or in one of our training centres.



PowerPoint

Suitable for: Those who regularly use PowerPoint at a basic level but would like to develop their skills.

Overview: This Microsoft PowerPoint course will help you to use PowerPoint's more advanced tools to quickly and confidently create impactful presentations. Topics include building and animating slideshows; inserting tables, charts and diagrams; using images creatively and effectively.

Progression: L2 PowerPoint unit qualification; L2 Digital Skills for Work distance learning course.

Duration: Flexible

Study mode: Distance learning, on your premises or in one of our training centres.



Presentation Skills

Suitable for: Anyone who needs to give presentations to a group of people.

Overview: This course will help you to prepare effectively, overcome nerves and speak with confidence. You will learn how to engage an audience using a variety of techniques and speak persuasively.

Progression: PowerPoint courses. L2 Digital Skills for Work distance learning course.

Duration: Flexible

Study mode: Distance learning, on your premises or in one of our training centres.

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THE ESSENTIALS

From learning industry specific vocabulary, to writing emails and audience specific content like social media and presentations. We have something that will help any team to develop, gain confidence and maximise your communications.

At a glance...

- ✓ Available any time of the year
- ✓ Delivered in a way to suit you
- ✓ Learn the basics and upskill
- ✓ Essential English through to writing for social media
- ✓ Build your own package to suit you and your employees' needs
- ✓ Practical support

Three benefits

- ✓ Boost confidence
- ✓ Develop workforce skills
- ✓ Clearer communications and progression options

ENGLISH

Having a good understanding of English is essential in most job roles. Being able to communicate effectively over the phone and in writing is key to both individual and business success. Boost your employees' confidence and wellbeing with these essential courses...



Improving Writing Skills and Confidence

Suitable for: Those who want to brush up on their writing skills to communicate more effectively.

Overview: This course will teach you the basics of good business writing; how to write clearly, to use words correctly, how to construct sentences and paragraphs and which voice to use.

Progression: Functional Skills English, GCSE English Language.

Duration: Flexible

Study mode: Distance learning, on your premises or in one of our training centres.



Writing Social Media Content

Suitable for: Anyone who needs to use social media to talk to clients, influence decisions and expand the reach of their business.

Overview: This course will help you define suitable content, write in a style and tone which suits your organisation and reply to comments and complaints sympathetically and effectively.

Progression: Functional Skills English, GCSE English Language.

Duration: Flexible

Study mode: Distance learning, on your premises or in one of our training centres.



Using English in the Workplace

Suitable for: Speakers of other languages who need to improve their English skills for work purposes.

Overview: These courses can be tailor made to suit the employer's needs, ranging from courses teaching industry specific vocabulary for beginners, to courses covering reading and writing emails and letters, giving presentations, reading reports and participating in meetings.

Progression: Functional Skills English.

Duration: Flexible

Study mode: Distance learning, on your premises or in one of our training centres.



Presentation Skills

Suitable for: Anyone who needs to give presentations to a group of people.

Overview: This course will help you to prepare effectively, overcome nerves and speak with confidence. You will learn how to engage an audience using a variety of techniques and speak persuasively.

Progression: PowerPoint courses. L2 Digital Skills for Work distance learning course.

Duration: Flexible

Study mode: Distance learning, on your premises or in one of our training centres.

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LEAD THE WAY

Strong team leadership is essential for providing guidance, direction and instruction within a group and inevitably leads to more effective teamwork and more motivated employees.

At a glance...

- ✓ Available any time of the year
- ✓ Delivered in a way to suit you
- ✓ Learn the basics and upskill
- ✓ Team Leading to Conflict Management
- ✓ Build your own package to suit you and your employees' needs
- ✓ Practical support

Three benefits

- ✓ Boost morale
- ✓ Improve communications
- ✓ Enhance leadership

LEADERSHIP & MANAGEMENT

Being able to manage a team effectively is critical for any manager or team leader. Our courses are designed for people who are interested in cementing their current leadership skills or progressing into a leadership role. We have plenty of progression routes, right up to Level 3.



Conflict Management

Suitable for: Individuals in management or leadership positions who may need to deal with conflict in a workplace situation.

Overview: This course will give you strategies and skills to deal with and resolve workplace conflict. Topics covered include improving listening skills, delivering difficult messages, dealing with difficult behaviour and maintaining a positive environment.

Progression: L2 Certificate in Principles of Team Leading.

Duration: Flexible

Study mode: Distance learning, on your premises or in one of our training centres.



Communication Skills

Suitable for: Those working in a business environment who want to improve their business communication skills.

Overview: This course explores some of the main communication styles found in the workplace. It will develop skills in holding appraisals, providing feedback, responding to complaints, negotiating, dealing with confrontation and being more assertive.

Progression: L2 Certificate in Information, Advice or Guidance.

Duration: Flexible

Study mode: Distance learning, on your premises or in one of our training centres.



Managing Performance

Suitable for: Managers or Team Leaders

Overview: This course will explore how to effectively manage the performance of team members, develop their skills and ensure they feel incentivised to succeed. Topics include setting clear goals and objectives, identifying causes of underperformance and how to have effective conversations about performance.

Progression: L2 Certificate in Principles of Team Leading.

Duration: Flexible

Study mode: Distance learning, on your premises or in one of our training centres.

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Reduce

Reuse

Recycle

Plastic

EDUCATION...

Childcare, children's wellbeing and mental health have never been so important. We've helped hundreds of education specialists develop their staff. Our range of courses can help you to better support the children and young people you work with.

At a glance...

- ✓ Available any time of the year
- ✓ Delivered in a way to suit you
- ✓ Learn the basics and upskill
- ✓ Special Educations Needs and Sensory Learning
- ✓ Build your own package to suit you and your employees' needs
- ✓ Practical support

Three benefits

- ✓ Keep up to date
- ✓ Learn new methods
- ✓ Support future generations

SCHOOLS & EARLY YEARS

Learn and develop your skills to help future generations. From mental health to special educational needs and disabilities, we can help you build a support network for the future.



How Children Learn

Suitable for: New teaching cover or support staff to teaching environments.

Overview: Ideal for support staff or those considering working with children in a teaching environment. Learn about academic theories, theorists and how to apply them through effective and individualised methodology. Perfect for those considering the next steps from a supportive role in schools to a teaching role.

Progression: Level 2 Award in Support Work in Schools or Level 2 Certificate in Supporting

Duration: Flexible

Study mode: Distance learning, on your premises or in one of our training centres.



SEND Awareness

Suitable for: New teaching cover or support staff to teaching environments

Overview: The Special Educational Needs and Disability (SEND) Diploma Course covers a comprehensive knowledge, enabling students to utilise a variety of teaching methods and practices to suit the different preferred learning styles of the children they teach.

Progression: More SEND courses coming soon!

Duration: Flexible

Study mode: Distance learning, on your premises or in one of our training centres.



Sensory Learning

Suitable for: New teaching cover or support staff to teaching environments

Overview: Sensory learning activities are those designed by teachers and support staff to facilitate exploration, by encouraging children to use all their senses whilst learning. These could include how to create, investigate and explore. This is usually conducted through play and structured planned learning activities.

Duration: Flexible

Study mode: Distance learning, on your premises or in one of our training centres.

Call us or go online for more information about how we can help...

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SCHOOLS & EARLY YEARS COURSES CONTINUED...



Mental Health Awareness

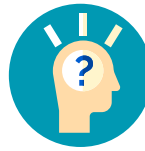
Suitable for: New teaching cover or support staff to teaching environments.

Overview: Learn about the main types of mental health conditions, along with their respective symptoms and treatments. This course aims to raise awareness of a healthcare professionals' interaction with people who have mental health illnesses, how to use links and resources to existing information, advice and support.

Progression: Level 2 Certificate in Awareness of Mental Health.

Duration: Flexible

Study mode: Distance learning, on your premises or in one of our training centres.



Behaviour that Challenges

Suitable for: New teaching cover or support staff to teaching environments.

Overview: This course aims to develop your employee's awareness and understanding of behaviour that challenges and its effects. Students will explore causes of behaviour, how to deal with situations in an appropriate way and how proactive strategies can be used to support positive behaviour

Progression: Level 2 Certificate in Behaviour that challenges.

Duration: Flexible

Study mode: Distance learning, on your premises or in one of our training centres.



Working with Individuals with Learning Disabilities

Suitable for: New teaching cover or support staff to teaching environments.

Overview: The Learning Disabilities Awareness course has been designed to provide staff, both clinical and non-clinical, with an introduction to learning disabilities.

Progression: Level 2 Certificate in Principles of Working with Individuals with Learning Disabilities.

Duration: Flexible

Study mode: Distance learning, on your premises or in one of our training centres.



An Introduction to Support Work in Schools

Suitable for: New teaching cover or support staff to teaching environments.

Overview: This qualification is an introduction to the knowledge and understanding needed to work in a school or college environment. It can apply to the many varied roles that support staff may fulfil, including administrative roles, site support roles, technical roles and volunteers, as well as roles that work directly with children and young people in the learning environment.

Progression: L2 Award in Support Work in Schools (SWIS Award).

Duration: Flexible

Study mode: Distance learning, on your premises or in one of our training centres.

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**TRAIN PEOPLE
WELL ENOUGH SO THEY CAN
LEAVE, TREAT THEM WELL
ENOUGH SO THEY DON'T WANT TO.**

~ Richard Branson



THE ABCs

Childcare, children's wellbeing and mental health have never been so important. We focus on qualifications from the ground up. So whether you are getting back into work, changing careers or just starting out, take a look...

At a glance...

- ✓ Available any time of the year
- ✓ Distance learning
- ✓ Learn the basics and upskill
- ✓ Safeguarding / Health & Wellbeing
- ✓ Build your own package to suit you and your employees' needs
- ✓ Practical support

Three benefits

- ✓ Gain tools to promote positive behaviour, health & wellbeing and a safe environment
- ✓ Keep up to date
- ✓ Learn new strategies

CHILDCARE

Our courses are designed for people who are interested in working in childcare, or are new to childcare and looking for an introductory qualification. It is the ideal qualification for practitioners who are interested in developing their skills.



Promoting Positive Behaviour

Suitable for: Early Years Staff

Overview: This course covers understanding children's behaviour, factors influencing behaviour and strategies to promote positive behaviour.

Progression: L2 Certificate in Introducing Caring for Children & Young People.

Duration: Flexible

Study mode: Distance learning, on your premises or in one of our training centres.



Health and Wellbeing in Children

Suitable for: Early Years Staff

Overview: This course covers physical activity guidelines, nutrition guidelines, implementing change and the role of a PANCo (Physical Activity and Nutrition Coordinator).

Progression: L2 Certificate in Introducing Caring for Children & Young People.

Duration: Flexible

Study mode: Distance learning, on your premises or in one of our training centres.



Safeguarding Children Training

Suitable for: Anyone who cares for or works with children

Overview: This course covers current legislation, signs and symptoms of abuse, how to respond to a safeguarding concern.

Progression: Level 2 Certificate in Understanding Adverse Childhood Experiences.

Duration: Flexible

Study mode: Distance learning, on your premises or in one of our training centres.

Call us or go online for more information about how we can help...

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CVs AND BEYOND

If anyone in your team is currently facing the prospect of needing to apply for other roles or find new employment, you can support them with employability training to give them the skills they need to succeed.

At a glance...

- ✓ Available any time of the year
- ✓ Distance learning
- ✓ Learn the basics and upskill
- ✓ Support your team to build strong foundations
- ✓ Build your own package to suit you and your employees' needs
- ✓ Practical support

Three benefits

- ✓ Prepare for change
- ✓ Gain confidence and new skills
- ✓ Support staff towards goals

EMPLOYABILITY

Get prepared with a good CV to capture an employer's attention, learn where to find the job of your dreams and make an application, right through to improving your interpersonal and communication skills ready for a successful interview with our employability courses.



CV Workshop

Suitable for: Job seekers

Overview: This workshop will help students understand the key elements required by new employers via a CV. Students will learn how to establish the aim of the CV, understand a CV relative to a target market, write a personal profile as an introduction to a CV, write positively about education and qualifications, supported by a chronological career history. Full day attendees will leave the workshop with a completed CV template

Progression: Career related qualifications with SS&L.

Duration: 1/2 or full day

Study mode: Distance learning, on your premises or in one of our training centres.



Making Online Job Applications

Suitable for: Job seekers

Overview: This workshop will support students making online job applications to help those searching for new job roles. Attendees should be able to read job criteria and relate to their own experience to create relevant evidence. Students will identify the steps to make job applications successfully.

Progression: Career related qualifications with SS&L.

Duration: 1/2 or full day

Study mode: Distance learning, on your premises or in one of our training centres.



Interview Skills

Suitable for: Job seekers

Overview: This workshop will help students understand key elements required by employers at interview. Students will cover types of interview, study the structure of competency based interviews, employer requirements and communication techniques. Students will cover positive, negative and neutral interview questions. Full day attendees will take part in a practice interview.

Progression: Career related qualifications with SS&L.

Duration: 1/2 or full day

Study mode: Distance learning, on your premises or in one of our training centres.

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GET ORGANISED

Today's global economy brings with it a wealth of new markets, shrinking profit margins and increasing operating expenses. The need for good business administration and great customer service has never been greater.

At a glance...

- ✓ Available any time of the year
- ✓ Distance learning
- ✓ Learn the basics and upskill
- ✓ PowerPoint and Presentation Skills
- ✓ Build your own package to suit you and your employees' needs
- ✓ Practical support

Three benefits

- ✓ Improve business efficiency
- ✓ Build first class customer service
- ✓ Attract & retain more customers

BUSINESS ADMINISTRATION & CUSTOMER SERVICE

Organisations rely on organisation. Make sure you have the skills to keep things running smoothly and to give a first class customer experience.



Understand Customers, Customer Retention and Loyalty

Suitable for: All levels

Overview: This course will cover the benefits of customer retention, how to attract and retain customers and how customer service is measured.

Progression: L2 Certificate in Principles of Customer Service.

Duration: Flexible

Study mode: Distance learning, on your premises or in one of our training centres.



Coaching Skills

Suitable for: Staff looking to progress in their roles.

Overview: This course will cover the tools to coach, motivate and guide team members.

Progression: L2 Certificate in Principles of Team Leading.

Duration: Flexible

Study mode: Distance learning, on your premises or in one of our training centres.



Presentation Development and Skills

Suitable for: Staff members who wish to develop their presentation skills

Overview: Students will learn how to improve their PowerPoint skills and develop effective presentations to create the desired outcome.

Progression: PowerPoint

Duration: Flexible

Study mode: Distance learning, on your premises or in one of our training centres.

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COURSE LIST

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LEARN WITH US...

As well as the courses in this brochure, SS&L can also create bespoke courses to support your employees. Please contact us for more details. All our courses are designed to be great value and flexible to meet your needs...

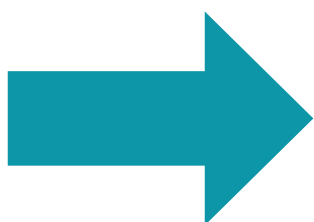
	Virtual Delivery	Classroom Delivery	Onsite Delivery
Experienced tutor	✓	✓	✓
Learning resources	✓	✓	✓
Flexible on dates	✓	✓	✓
Room hire included	-	✓	-
Account Manager	✓	✓	✓
Lunch & refreshments	-	✓	-
Up to 12 delegates	Great value! ✓	✓	✓

Investment

½ day course	£250	£350 *	£300
1 day course	£400	£600	£450
2 day course	£650	£950	£750
3 day course	£800	£1,200	£900

Courses from SS&L are exempt from VAT.

*Excluding lunch



To discover the training options available and discuss your requirements contact us today for a friendly chat.

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Digital Skills

Future proof your life and career with digital skills. We provide you with the computer skills and ability to build on existing knowledge, motivate further learning and make your CV more attractive to employers.



Leadership & Management

Strong team leadership is essential for providing guidance, direction and instruction within a group and inevitably leads to more effective teamwork and more motivated employees...



English

It's never too late to learn. English courses will benefit you in many ways, including gaining independence, career choices, your daily life and your general wellbeing.



Business

Today's global economy brings with it a wealth of new markets, shrinking profit margins and increasing operating expenses. The need for good business administration and great customer service has never been greater.

Call us or go online for more information about our great value training...

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