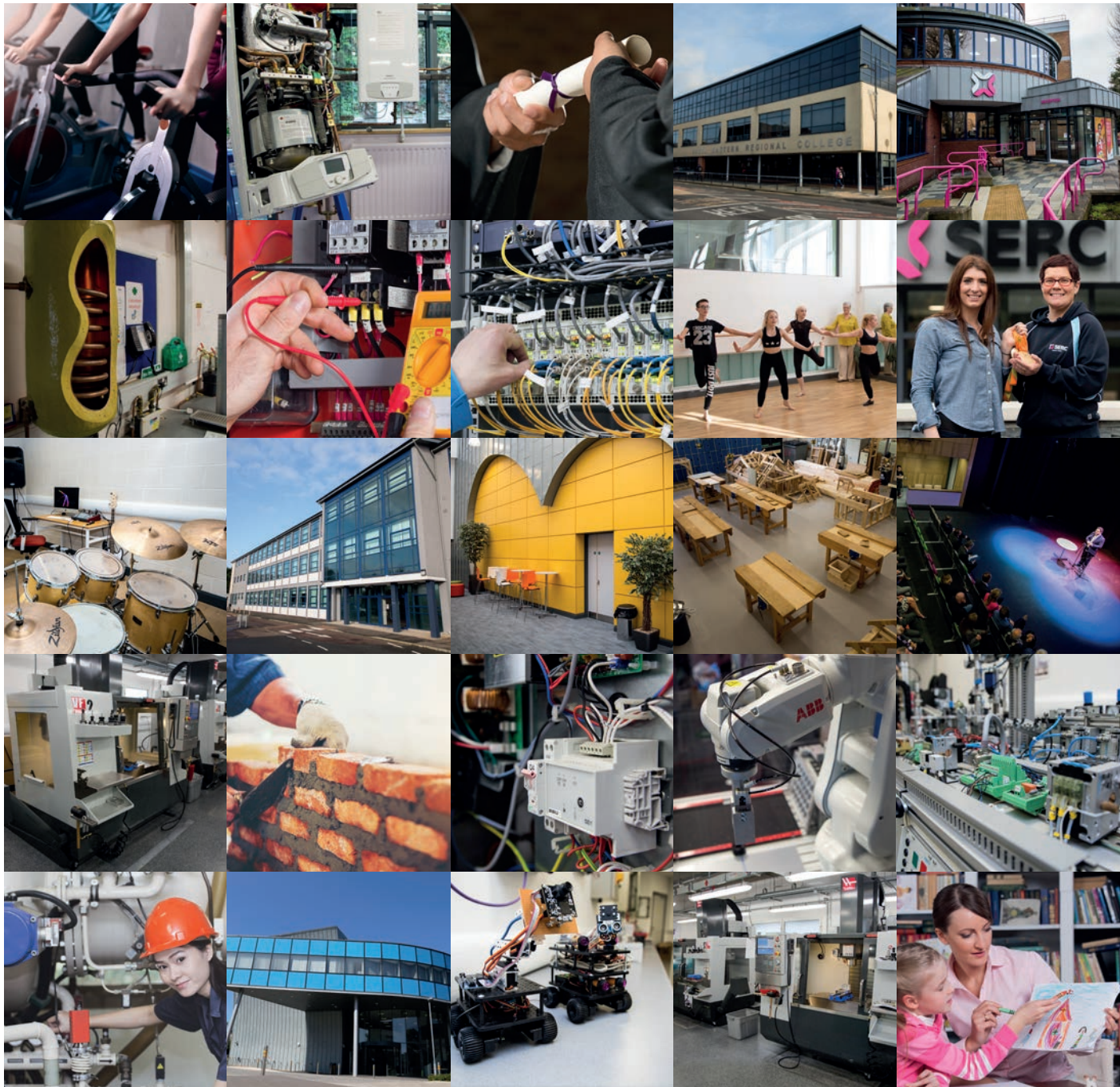


Online Support for Industry

Facilitated Upskilling
Spring 2020





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Please note all information in this prospectus is correct at time of print and may be subject to change.

Classes run on demand. SERC endeavour to run all courses as advertised. However we reserve the right to cancel classes which do not enrol a sufficient number of students to make the class viable. We shall contact you if the class is cancelled and SERC will provide personalised support to applicants to find an alternative programme. For funded fee eligibility criteria needs to be met. Please note that funding can be stopped at any time. SERC reserve the right to amended prices as required.

1

Business Leadership and Management



CMI L3 Award in Project Management

78368

Start Date: TBC

Cost: Fully Funded

The CMI Level 3 Award in Project Management is designed to meet the needs of managers responsible for projects, who wish to extend their skills and knowledge to embrace further project management disciplines.

ILM L3 Award Leadership and Management

78691

Start Date: 08/05/2020

Cost: Fully Funded

This course is ideal if you have management responsibilities but no formal training and are serious about developing your abilities. It is particularly suited to practising team leaders seeking to move up to the next level of management and managers who need to lead people through organisational change, budget cuts or other pressures.

ILM Level 5 Award in Leadership and Management

78177

Start Date: 13/05/2020

Cost: Fully Funded

The ILM L5 Award is designed for project managers, department heads, and other practising middle managers. This course is aimed to develop your skills and experience, improve your performance and prepare for senior management responsibilities.

CMI L5 Award in Leadership and Management (Reflective Practice)

72164

Start Date: 12/05/2020

Cost: Fully Funded

The CMI Level 5 Award in Management and Leadership lets you strengthen and develop your knowledge of middle management by focusing on specific management areas that are applicable to your job. This course focuses on the importance of Reflective Practice.

CMI L5 Award in Leadership and Management (Customer Management)

72164

Start Date: 14/05/2020

Cost: Fully Funded

The CMI Level 5 Award in Management and Leadership lets you strengthen and develop your knowledge of middle management by focusing on specific management areas that are applicable to your job. This course focuses on the importance of Customer Management.

CMI L7 - Strategic Management

78873

Start Date: TBC

Cost: Fully Funded

The CMI Level 7 Strategic Management and Leadership course, is designed for Managers who are already operating at the strategic level and is designed to improve your ability to implement fundamental management and leadership models within your organisation's strategic framework.

Customer Service - workshop 1/2 day

78640

Start Date: 25/05/2020

Cost: Fully Funded

This session is designed to investigate what good customer service is, how you define it and what you can do to deliver excellent customer service. Customer experience is the most important thing to any business and looking after them is paramount.

City and Guilds Professional Recognition Award - Level 4

78517

Start Date: 17/06/2020

Cost: Fully Funded

This qualification offers the opportunity for professionals to gain an accredited qualification which recognises their excellence in a chosen vocational field.

City and Guilds Professional Recognition Award - Level 5

78302

Start Date: 07/05/2020

Cost: Fully Funded

This qualification offers the opportunity for professionals to gain an accredited qualification which recognises their excellence in a chosen vocational field.

City and Guilds Professional Recognition Award - Level 6

78519

Start Date: 02/05/2020

Cost: Fully Funded

This qualification offers the opportunity for professionals to gain an accredited qualification which recognises their excellence in a chosen vocational field.

Contact Us



Leadership and Management

Catherine Heatley

Business Development Manager

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2 Construction Services



18th Edition Theory

78615

Start Date: 11/05/2020

Cost: £285

This course will give candidates an in-depth knowledge of the key areas of the 18th Edition Wiring Regulations. Includes scope, object, fundamental principles, definitions, assessment of general characteristics and protection for safety.

Domestic Electrical Installer

78850

Start Date: 13/05/2020

Cost: Fully Funded

The Domestic Electrical Installers course and assessment covers all the main competence areas required for domestic electrical installation, in-line with the latest edition of the 18th Edition Wiring Regulations.

MLP Theory

78582

Start Date: 30/4/2020

Cost: Fully Funded

The Domestic Gas Installer New Entrants course starts with the basic principles of gas heating and plumbing and pipework skills, leading to further areas such as heating design, gas safety and hot water systems.

OFTEC Theory

71521

Start Date: 14/05/2020

Cost: Fully Funded

This course is for those wishing to progress onto the certified OFTEC assessment programme.

Unvented Theory

70656

Start Date: 15/5/2020

Cost: Fully Funded

The aim of this course is to train candidates in the installation and safety requirements of unvented hot water cylinders. The candidate will also gain an understanding of Building Regulation Part G.

Anerobic Digestion (Gas Safety Awareness)

72522

Start Date: 10/06/2020

Cost: Fully Funded

This course provide training for candidates working with or around Anaerobic Digestion Systems, to better understand the risks and aspects associated with

Electric/Hybrid Vehicle Awareness

Start Date: 26/05/2020

Cost: Fully Funded

This session is designed for those people who may encounter electric/hybrid (all variations) vehicles and require safety awareness. It is suitable for non-technical people such as managers, valeters, parts, sales and aftersales, event staff, vehicle recovery personnel, vehicle dismantlers, vehicle damage assessors and electric/hybrid professional vehicle drivers. It contains the knowledge of the dangers surrounding electric/hybrid vehicles (all variations) and the precautions to avoid potential injury.

Contact Us



Plumbing and Heating

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Electrical

Emma Tate

Business Development
Manager

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E: etate@serc.ac.uk



3

Digital Skills



Level 2 OCN Social Media

78224

Start Date: 05/05/2020

Start Date: 06/05/2020

Cost: Fully Funded

Whether you are running your own business, managing social media campaigns or wanting to improve your social media skills, this course will equip you with the practical skills to create and maintain successful campaigns. By the end of the course you should have the confidence and ideas for creating tailored content for web and social media. The course also covers; Best practises and top tips for each social media platform, SEO and keyword strategy, Content marketing strategy, Posting strategy (posting calendar, automation, influencers, audience targeting), Social media policy, Social media auditing and analytics, Dos and Don'ts of Paid Advertising

City and Guilds Level 2, Using Spreadsheets

78891

Start Date: 20/05/2020

Cost: Fully Funded

This course is designed to develop your skills in Microsoft Excel to enable you to use a software application designed to record data in rows and columns, perform calculations with numerical data and present information using charts and graphs.

City and Guilds Level 2, Using Emails

78930

Start Date: 04/05/2020

Cost: Fully Funded

This training will cover: Use of e-mail software tools and techniques to compose and send and how to manage incoming email effectively. This training is suitable for anyone thinking or using Outlook or those who would like to ensure they are getting the most from the software.

City and Guilds Level 2, Word Processing Software

78933

Start Date: 01/06/2020

Cost: Fully Funded

This course will enable you to use a software application designed for the creation, editing and production of largely text-based documents. On completion of this unit candidates will be able to select and use a range of intermediate word processing software tools and techniques to produce documents that are at times non-routine or unfamiliar.

City and Guilds Level 2, Presentation Software

78932

Start Date: 11/05/2020

Cost: Fully Funded

This training will enable you to use software applications to produce effective presentations, which include a combination of media (eg images, animation and sound) for education, entertainment or information sharing.

City and Guilds Level 2, Data Management Software

78931

Start Date: 08/06/2020

Cost: Fully Funded

On completion of this course you will be able to use basic data management software tools and techniques to, enter straightforward or routine information using pre-set data-entry screens, retrieve information by running predefined methods, and produce reports using predefined menus or short cuts.

Level 2 in Computerised Accounts

70568

Start Date: 12/05/2020

Cost: Fully Funded

This course provides an excellent foundation in computerised accounting. Ideal for gaining employment and use in businesses.

Level 3 Computerised Accounts

71894

Start Date: 13/05/2020

Cost: Fully Funded

This qualification is aimed at candidates who are competent users of accounting software and who are seeking to develop skills required by today's businesses for the preparation and monitoring of financial data

Microsoft Teams Information Session 2 hours

Start Date: 29/04/2020

Cost: Fully Funded

In this free facilitated online session our consultants will help you with the following; Meeting invites, Recording meetings, Sharing your screen/requesting control of a screen, Using the chat feature, Creation of channels, files folders and tabs. This session is expected to last an hour with 30mins question and answer session, when the consultants can help you troubleshoot specific problems.

Outlook Information Session, 2 hours

Start Date: 06/05/2020

Cost: Fully Funded

In this free facilitated online session our consultants will help you with the following; Getting started with Outlook, Emails, Calendar, To do lists, Priority settings. This session is expected to last an hour with 30mins question and answer session, when the consultants can help you troubleshoot specific problems.

Contact Us



Digital Skills

Anna Egner

Business Development
Manager

T: 079 7100 8778

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4 Health Care and Hospitality



Level 2 Health and Social Care

78896

Start Date: 20/05/2020

Cost: Fully Funded

Competence-based qualification (NVQ) QCF based programme

Level 3 Health and Social Care

78897

Start Date: 21/05/2020

Cost: Fully Funded

This course can lead directly to careers in care establishments and nursing assistants or in the health and care field.

Level 3 Award in Awareness of Dementia

78817

Start Date: 11/05/2020

Cost: Fully Funded

This qualification aims to develop the knowledge and skills required when providing positive care for people with dementia and their families. The qualification provides an awareness of the causes and symptoms of dementia. The qualification is aligned to the National Dementia Strategy.

Level 3 Award in Supporting Individuals with Learning Disabilities

78121

Start Date: 12/05/2020

Cost: Fully Funded

This professional development qualification builds on the knowledge and skills gained in the Level 2 Award and Certificate in Supporting Individuals with Learning Disabilities. The qualification includes the nature and characteristics of learning disability, support, legislation, communication and planning

Infection Control in Your Workplace

Start Date: 04/05/2020

Cost: Fully Funded

In this session our consultant will help you to understand the answers to following questions; What is infection, How does infection spread, Covid-19: what is it and what the are signs / symptoms, Social Distancing: what is it and how can I comply, PPE: what is it and how can it be used safely.

2hr CPD Dementia

Start Date: 05/06/2020

Cost: Fully Funded

This session is based on developing learners understanding of what dementia is, how to recognise the signs and symptoms and increase their understanding of how to care for the person with dementia.

2hr CPD Mental Capacity

Start Date: 26/06/2020

Cost: Fully Funded

This session will give health and social care staff the understanding of what the Mental Capacity Act is and more importantly, how they can apply it to their everyday working practices.

2hr CPD Safeguarding

Start Date: 12/06/2020

Cost: Fully Funded

This session will cover the key requirements of adult safeguarding: prevention and protection in partnership, including the appointment of an adult safeguarding champion and appointed person.

2hr CPD Supervision and Appraisal

Start Date: 19/06/2020

Cost: Fully Funded

This session deals with developing and utilising supervisory skills and managing and appraising staff.



RSPH Level 2 Food Hygiene

71199

Start Date: 19/05/2020

Start Date: 10/06/2020

Cost: Fully Funded

This session deals with developing and utilising supervisory skills and managing and appraising staff.

Level 3 Award in Supervising Food Safety in Catering

78464

Start Date: 11/06/2020

Cost: Fully Funded

This course provides you with the knowledge that will allow you to work within legislative guidelines in the food sector. This course will run subject to demand, can be delivered to businesses off-site

Level 2 Award In Identifying and Controlling Food Allergy Risks

78689

Start Date: 12/05/2020

Cost: Fully Funded

Increasing numbers of individuals suffer adverse reactions every year from the ingestion of allergens in food. This number could be greatly reduced if more people involved in the production, preparation and serving of food were aware of the risks to people from food allergens and how to control these risks.

Contact Us



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Hospitality
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Business Development
Manager

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Business Support

If you want expert advice, access to the latest industry specific equipment and solutions based on your business needs then SERC is your partner of choice.

SERC engage with over 5,000 companies working on a range of client-led business projects to help you:

- Leverage technology
- Develop new products, services or markets
- Innovate existing products, services or processes
- Upskill existing employees
- Employ the right people with expertise skills
- Develop new talent and identify future employees

InnovateUS

InnovateUs provides bespoke mentoring support for small and micro businesses that will lead to improved levels of company creativity and business growth through new and improved product and service development. The programme which is funded by the Department for the Economy provides up to 60 hours of fully funded mentoring in a number of key areas including, Engineering - CAD, CNC, product design & development and Digital transformation.



Do you need support for your business?

SERC are now offering one to one mentoring in:

- Digital Transformation
- Search Engine Optimisation
- Data Analytics
- Keyword Strategy
- Branding
- Copywriting
- Blogs
- E-Commerce
- Bots
- Photoshop/Imagery
- Website Maintenance
- Video Communication Channels
- User guide creation
- Online resourcing
- SharePoint
- Computer Aided Design (CAD)
- CRM Development
- Making your business digital



Skills Focus

With changing customer demand and technological advances more businesses need to up-skill their existing staff. Through Skills Focus SERC can provide customer-led training suitable for your business needs which are delivered at a time and place that suits you.

The Department for the Economy can provide financial support to **fully fund** the cost of training to help support your business, while SERC will provide the expertise to ensure training is relevant to your needs.



Please enquire if the training you require is not detailed in the prospectus and we will endeavour to meet your needs.

businessservices@serc.ac.uk

 **serc.ac.uk**  **SERC**  **SERC_AppNI**

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