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***Worcester BID – 2019 Training Needs Analysis Form for
BID businesses***

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| **Business Name** |  |
| **Key Contact Name** |  |
| **Address** |  |
| **Telephone** |  | **Email** |  |

Worcester BID is offering free and heavily subsidised training courses to our BID businesses and their employees, based on demand.

We are able to offer a range of training courses, ranging from Social Media to nationally recognised Counter Terrorism training as well as Skills Support for the Workforce (‘SSW’) European funded recognised qualifications in subjects such as Business & Finance and Leadership & Management.

If any of the following courses are of interest to you, please indicate which your company may be interested in and an approximate figure of how many employees you would like to attend the course(s).

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| **Course** | **Date(s)** | **Time/Duration** | **Interested** | **No. of Places** |
| **Visual Merchandising (Free)**Planning your store calendar, layout and instore merchandising | 21st August 2019 | 10am-1pm |  |  |
| **Visual Merchandising (Free)**Window and internal displays with a focus on Christmas | 15th October 2019 | 10am-1pm |  |  |
| **ACT Awareness Counter Terrorism Training Workshops (Free)** | 31st July 2019 | 1 hour sessions |  |  |
| **Getting to Grips with Social Media** **(Free)**(Facebook & Instagram / Twitter) | September(based on demand) | 1 hour sessions |  |  |
| **Advanced Social Media** **(Free)**(Facebook & Instagram / Twitter)  | September(based on demand) | 1 hour sessions  |  |  |
| **Emergency First Aid in the Workplace** | On demand | 1 day : £20+VAT |  |  |
| **Level 2 Food Safety in Catering** | On demand | 1 day : £20+VAT |  |  |
| **Security Industry Authority (Free)** | On demand | TBC |  |  |
| **Personal Licence Training (Free)** | On demand | TBC |  |  |
| **Retail Theft Prevention Training (Free)** | On demand | TBC |  |  |

**FREE Skills Support for the Workforce Training Courses**

SSW is co-financed by the Education and Skills Funding Agency and the European Social Fund. This means that you can access a wide range of training at no cost\* to your business.

\*subject to eligibility

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| **Course** | **Level** | **Interested** | **No. of Places** | **Which Level** |
| **Business & Finance Skills:** |  |  |  |  |
| Business Admin Diploma L2  | 2 |  |  | 2 |
| Business Admin Diploma L3 | 3 |  |  | 3 |
| Business Improvement Techniques,  | 2 |  |  | 2 |
| Principles of business document production and information management  | L1 - L4 |  |  |  |
| Principles of providing administrative services  | L1 - L4 |  |  |  |
| Understanding good practice in workplace coaching  | L1 - L4 |  |  |  |
| Understanding good practice in workplace mentoring  | L1 - L4 |  |  |  |
| Understanding Sales in the Workplace  | L1 - L4 |  |  |  |
| Principles of Leadership and Management  | L1 - L4 |  |  |  |
| Communication in a business environment Understanding Roles, Responsibilities and Relationships in Education and Training  | L1 - L4 |  |  |  |
| Understanding the Principles and Practices of Assessment  | L1 - L4 |  |  |  |
| Facilitate Learning and Development in Groups  | L1 - L4 |  |  |  |
| Award in Assessing Vocationally Related Achievement  | L1 - L4 |  |  |  |
| Manage Personal Performance and development | L1 - L4 |  |  |  |
| Business Improvement Techniques,  | L1 - L4 |  |  |  |
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| **Team Leading/Team Building Skills:** |  |  |  |  |
| Management & Team Skills L2 Award | 2 |  |  | 2 |
| Certificate in Management & Team Skills L2 | 2 |  |  | 2 |
| Diploma in Team Leading L2 (Combined) | 2 |  |  | 2 |
| Diploma in Management L3 (Combined) | 3 |  |  | 3 |
| Diploma in team Leading level 2 | 2 |  |  | 2 |
| Certificate in Team Leading Principles L2 | 2 |  |  | 2 |
| Support the Work of the Team L2 unit | 2 |  |  | 2 |
| Award in Assessing Competence in a workplace Environment | 3 |  |  | 3 |
| ILM Level 2 Team Member Skills  | 2 |  |  | 2 |
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| **Course** | **Level** | **Interested** | **No. of Places** | **Which Level** |
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| **Sales & Retail Skills:** |  |  |  |  |
| Diploma in Retail Skills Level 2 | 2 |  |  | 2 |
| C&G Level 2 Certificate in Principles of Sales | 2 |  |  | 2 |
| World Host – The Principles of Customer Service |  |  |  |  |
| World Host – Customers with Disabilities |  |  |  |  |
|  |  |  |  |  |
| **Leadership & Management Skills:** |  |  |  |  |
| Leadership & Management L3 Award | 3 |  |  | 3 |
| Leadership & Management L3 Certificate  | 3 |  |  | 3 |
| Level 2, 3 and 5 management, lean, business coaching | L2-L5 |  |  |  |
| ILM Level 2 Team Member Skills  | 2 |  |  | 2 |
| ILM Level 2 Leadership and Team Skills | 2 |  |  | 2 |
| ILM Level 3 Leadership specialising in HR | 3 |  |  | 3 |
| ILM Level 3 Leadership | 3 |  |  | 3 |
| ILM Level 4 Leadership specialising in HR | 4 |  |  | 4 |
| ILM level 4 Leadership | 4 |  |  | 4 |
|  |  |  |  |  |
| **Customer Care/Service Skills:** |  |  |  |  |
| Customer Service Diploma L2 | 2 |  |  | 2 |
| Customer Service Diploma L3 | 3 |  |  | 3 |
| Principles of Customer Service |  |  |  |  |
| Customer Services level 2 | 2 |  |  | 2 |
| C&G Level 3 Certificate in Customer service | 3 |  |  | 3 |
| Understand Customers  | L1-L4 |  |  |  |
| Principles of Customer Service  | L1-L4 |  |  |  |
| C&G Level 2 Certificate in Customer service | 2 |  |  | 2 |
|  |  |  |  |  |
| **Catering & Hospitality Skills:** |  |  |  |  |
| Food and Beverage Diploma level 2 | 2 |  |  | 2 |
|   |  |  |  |  |
| **Safeguarding Skills:** |  |  |  |  |
| Certificate in Spectator Safety L2 | 2 |  |  | 2 |
| Unit – Prepare for Spectator Events L2  | 2 |  |  | 2 |
| Unit – Control Entry, Exit & Movement of People at Events L2  | 2 |  |  | 2 |
| Unit – Monitor Spectators & Deal with Crowd Problems L2  | 2 |  |  | 2 |
| Unit – Help Manage Conflict L2  | 2 |  |  | 2 |
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| **Course** | **Level** | **Interested** | **No. of Places** | **Which Level** |
| **Cyber & IT - Software Skills:** |  |  |  |  |
| Level 3 Word Processing Software - Y/502/4629 | 3 |  |  | 3 |
| Spreadsheet Software | 2 |  |  | 2 |
| IT User Fundamentals | 2 |  |  | 2 |
| Using a computer keyboard | 2 |  |  | 2 |
| IT Software Fundamentals | 2 |  |  | 2 |
| Learning from More Experienced People | 2 |  |  | 2 |
| Using E-mail | 2 |  |  | 2 |
| Principles of Social Media within a Business  | L1-L4 |  |  |  |
| Understand the safe use of online and social media platforms  | L1-L4 |  |  |  |
| Spreadsheet Software Using Email  | L1-L4 |  |  |  |
| Word Processing Software Presentation Software  | L1-L4 |  |  |  |
| Exploring Social Media; Develop Working Relationships with Colleagues; Improving Productivity Using IT; Principles of Team Leading; Project Management  | L1-L4 |  |  |  |
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Please note that the SSW focuses on small and medium sized businesses (less than 250 employees) based within the Worcestershire LEP area.

Individuals taking up the free funded training\*\* through SSW must be:

• Legally resident in the UK
• Able to take paid employment in the UK
• Employed or self-employed
• Aged 16 or above

\*\*other eligibility criteria may apply

Please return the form to the address below before **Friday 19th July, 2019** or call the office to arrange collection.

If you have any questions relating to any of the training courses above, please don’t hesitate to get in touch with Shelly Simpson: shelly.simpson@worcesterbid.com.

Thank you and we look forward to hearing from you!

The Worcester BID Team
01905 731612