



WORCESTERSHIRE
GROWTH HUB

Worcestershire Training Brochure

An overview of vocational and professional courses
available for businesses across the County.





Are you trying to source training but unsure where to start?

This brochure is your go to resource for sourcing suitable training courses and support offers for your staff and business. By showcasing the various courses, and business support, available across the County our brochure can support you to make informed decisions about the best training options and support for your team.

Are you unsure whether to source a Qualification or a Skill Development Course?

Formal qualifications are recognised across the industry and can help to reskill your workforce. These courses can support your employees to prepare for new roles. Enabling your organisation to effectively respond to industry changes and/or shifting business needs.

Skill Development Courses are flexible and targeted learning opportunities which can help to upskill your workforce. These courses can provide your employees with new skills and knowledge to enhance their current capabilities.

Introduction

For employers across Worcestershire, having the right workforce is crucial. If your workforce isn't effective or planned properly, it can impact the productivity and effectiveness of the organisation.

We know that workforce challenges continue to impact many businesses, not just in Worcestershire, but across the country. Whether it is in recruiting new employees or retaining and developing your existing staff, there isn't a one size fits all approach that will work for every employer. In our surveys and engagement work with partners, the message is clear that organisations need support to understand the skills available and how to plan their workforce growth.

This is why the Worcestershire Local Enterprise Partnership (LEP), Worcestershire Growth Hub and Worcestershire County Council, have been engaging with local employers to understand the support they need to help recruit, retain, upskill and reskill their employees.

As a result of this engagement, the LEP and its partners are offering an abundance of support available to meet your business needs, and this Worcestershire Training Brochure is here to help you navigate the upskilling and reskilling offers across the County. Inside, you'll find detailed information about various training from vocational qualifications to professional development, as well as tailored training opportunities designed to meet your business' needs.

No matter what you or your staff are looking for, we have a provider or programme in the county that could help.

Worcestershire is an incredible county and, by working in partnership, we will continue to prioritise our resources to meet the needs of our employers.

Gary Woodman

Chief Executive of the Worcestershire Local Enterprise Partnership



Worcestershire
Local Enterprise Partnership





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Disclaimer

Please note that while every effort has been made to ensure the content in this guidance document is accurate, the information has been provided by various external organisations, and may be subject to change without the knowledge of the Worcestershire Growth Hub and Worcestershire County Council. Worcestershire Growth Hub and Worcestershire County Council cannot take responsibility for any changes made to this information. Please contact the organisation or provider directly for any further requests for information. Institutes have been listed in alphabetical order to remain unbiased. The information shared has been provided by the institutes, and therefore we do not hold ownership rights to this information. Providers have been listed upon request, so not all providers are included, as some did not return information at the time of request or are unknown to the editor.

Training Provider Key

Abbreviation	Provider
AD	Althaus Digital
AGL	AGL Training Ltd
BE	Bid Essentials
DHR	Danton HR Ltd
GF	Glassfull
GL	Garrett Learning
GLP	GLP Training
HOW	Heart of Worcestershire College
HWCC	Herefordshire and Worcestershire Chamber of Commerce
HWGTA	Herefordshire and Worcestershire Group Training Association
HHR	Hill HR Solutions Ltd
HIT	HIT Training Ltd
HSC	Hot Source Creative Ltd
HRC	HR Champions Ltd
ISO QSL	ISO Quality Services Ltd
KC	Kidderminster College
LD	Luke Daniel Sales Consultancy Ltd
LHR	Limelite HR
MS	Make Strides
MGTS	Midland Group Training Services
MR	Milford Research and Consultancy Ltd
RWL	Real World Consultancy
SHR	Sandler HR
SB	Smile Box
SP	Strategic Professional Ltd
SMG	Square Metre Group
TDM	The Development Manager
TES	The Employment Solicitor
EOL	The Essence of Leadership
TBM	The Business of Mindfulness
UOW	University of Worcester Business School
WCG	Warwickshire College Group
WAA	We are Alp
WALM	We are Love Mondays
WP	WorkPays
XACT	Xact Consultancy and Training Ltd
3WH	3WH



The Qualifications Framework

In England, all qualifications are mapped to levels to show the parity of different qualifications and the detail and difficulty you would expect within a course. This overview highlights those levels and demonstrates the progression of courses.

Level 8	Doctorate (PhD)				Professional
Level 7	Master's Degree	Degree Apprenticeship NVQ			Post Graduate
Level 6	BTEC Advanced Professional Level 6	Higher Level and Degree Apprenticeship NVQ	Honours Degree		Higher Education
Level 5	Foundation Degree	BTEC Professional Level 4 HND			
Level 4		BTEC Professional Level 4 HNC			
Level 3	A Level, International Baccalaureate IB	BTEC National, BTEC Level 3	Advanced Apprenticeship NVQ	T Levels	Further Education
Level 2	GCSEs, Grade A* – C Award 4 – 9	BTEC Level 2	Apprenticeship NVQ		Intermediate
Level 1	GCSEs, Grade D – G Award 1 – 3	BTEC Level 1	NVQ		Beginner

Qualifications (A-H)

Study Area	Providers	Qualification Level							
		Beginner	Intermediate	Further Education	Higher Education			Post Graduate	Other
		L1	L2	L3	L4	L5	L6	L7	
Accountancy & Finance	HWGTA								
	KC								
	WP								
Adultcare and Healthcare	HIT								
	AGL								
	GLP								
Business Administration	HIT								
	HWGTA								
	KC								
	WP								
Cleaning Services	UOW								
	GLP								
	HIT								
Construction (Coaching, Leadership and Management, Project Management, and Quantity Surveying)	WP								
	GLP								
Construction (Electrical Regulations, Inspection & Testing, and Installation)	KC								
Counselling Skills	WCG								
Continuous Improvement and Operational Excellence	GLP								
Customer Services	AGL								
Cyber Security	AD								
Digital and IT (User Skills)	TDM								
	HOW								
Digital and IT (Technical IT Skills)	WP								
	AD								
	KC								
Early Years	TDM								
	HIT								
Early Careers Professional Skills and Leadership	MS								
Education (Teaching and Learning Support)	KC								
Electrical Installation and Testing	KC								
Electrical Maintenance	MGTS								
	GLP								
	HWGTA								
Engineering	MGTS								
	AGL								
	HWGTA								
English	KC								
	WP								
	ISO QSL								
Environmental Management Training	HIT								
Funeral Services									

Qualifications (H-Z)

Study Area	Providers	Qualification Level							
		Beginner	Intermediate	Further Education	Higher Education			Post Graduate	Other
		L1	L2	L3	L4	L5	L6	L7	
Health and Safety in Construction	GLP WP								
Health and Safety (Fire Safety)	XACT								
Health and Safety in Engineering	HWGTA MGTS								
Horticulture	WCG								
Hospitality	HIT								
Internal Auditor Training	ISO QSL								
Information Security Management Training	ISO QSL								
Leadership and Management	AGL								
	DHR								
	GLP								
	HOW								
	HIT								
	HRC								
	HWGTA								
	KC								
	LHR								
	MS								
	MR								
	WP								
Marketing and Advertising	AD								
	HOW								
	TDM								
Maths	AGL								
	HWGTA								
	KC								
	WP								
Mental Health	GL								
	HOW								
	HIT								
	HRC								
	TBM								
	WP								
Occupational Health & Safety Management Training	ISO QSL								
Production and Warehousing	AGL								
	WP								
Project Management	GLP								
	WP								
Quality Management	AGL								
	ISO QSL								
Retail, Sales and Customer Service	AGL								
	HIT								
	HWGTA								
	WP								
Security	SMG								

Skills Development Courses (A-Z)

This overview highlights the skills development courses, usually non-accredited, available within Worcestershire. Skills development courses are those which have not been approved by a recognised accrediting body and do not count towards a recognised qualification. They are courses which aim to enhance team knowledge within the workplace.

Study Area	Providers
Artificial Intelligence	HS
Business Coaching and Growth	HS, RWL, UOW and WALM
Bid Essentials	BE
Coaching and Mentoring	EOL, GF, HIT, HRC, LHR, SP and 3WH
Customer Service	HRC, HWCC and SP
Cyber Security	HOW
Digital Skills Training	AD, HWCC and HWGTA
Engineering – Automation and Controls	MGTS
Engineering – Introduction to Siemens PLC	
Engineering – Pneumatics and Electro Pnuematics	
Engineering – Portable Appliance Testing	
Engineering – Technical Fault Finding	
Engineering – 18th Edition Wiring Regulations.	
Finance	SP
Fire Safety	HWGTA
First Aid	
Health and Wellbeing	DHR, GF, GL, HIT, HRC, LHR and SB
High Performing Teams	DHR, GL, LHR, SP and TES
Human Resources	HHR, HRC, HWCC, SP, TES and 3WH
International Trade	HWCC
Management and Leadership	DHR, GF, GL, HWCC, HIT, HRC, HWGTA, KC, LHR, SP, TES and 3WH
Managing Change	HRC, LHR, SP and 3WH
Marketing and Sales	HS, LD, SHR, SP and WAA
Project Management	SP
Team Training	GL, HRC, HS, HSC, HWCC, LHR, SP and 3WH
Workplace Culture	HRC, LHR and TES



GOVERNMENT FUNDED TRAINING PROGRAMMES

APPRENTICESHIPS

Apprenticeship programmes are open to any age, if you are a SME they are funded at between 95%-100% by the government. If you are a larger organisation, you can use your Apprenticeship Levy to cover training costs.

An Employer Grant of £1000 is awarded to employers who employ an apprentice aged 16-18, at time of sign up. Paid 50% 3 months into the programme and 50% on completion.

STAFF TRAINING

Government funding can be used to upskill your existing members of staff too, and because we deliver all training at your premises there is no need for day release.

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NATIONALLY RECOGNISED QUALIFICATIONS

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01952 743495 / MARIE@AGLTRAINING.UK



BUSINESS ADMINISTRATOR L3

Course Value:
£5000

Employers Pay: £0-£250

CUSTOMER SERVICE PRACTITIONER L2

Course Value:
£3500

Employers Pay: £0-£175

CUSTOMER SERVICE SPECIALIST L3

Course Value:
£4000

Employers Pay: £0-£200

LEAN MANUFACTURING OPERATIVE L2

Course Value:
£6000

Employers Pay: £0-£300

TEAM LEADER L3

Course Value:
£5000

Employers Pay: £0-£250

SUPPLY CHAIN WAREHOUSE OPERATIVE L2

Course Value:
£5000

Employers Pay: £0-£250

QUALITY PRACTITIONER L4

Course Value:
£6000

Employers Pay: £0-£300

OPERATIONS MANAGER L5

Course Value:
£9000

Employers Pay: £0-£450



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Starting from scratch or looking to enhance your bidding skills and win rate? Join our one-day workshop for an in-depth introduction to the public sector tendering process. With the New Procurement Act 2023 aiming to allocate 30% of contracts to SMEs, now is the perfect time to upskill your team and secure that public sector contract.

What you will learn:

- 📌 A full understanding of the bid process
- 📌 Increase your chances of winning
- 📌 How to find the right tender opportunities for your business
- 📌 Focus your efforts and optimise resources by identifying bids you are likely to win
- 📌 Demonstrate your competitive advantage
- 📌 Gain valuable insights including **Do's and Don'ts** from a Bid Specialist with 18 years experience
- 📌 Hear from invited specialist guest speakers
- 📌 Best practice and answers to all of your questions
- 📌 The key to writing successful bids
- 📌 Understanding buyer expectations
- 📌 **This workshop is the perfect stepping stone to our 'Get Bid Ready' Coaching Programme**



'Get Bid Ready' A Step-by-Step SME Tailored Bid Coaching Programme

Whether you're a novice or seasoned bidder, our bespoke coaching programme will guide you and your team through each phase of the tendering process, ensuring you are thoroughly prepared and equipped with all the supporting material and knowledge you need for successful bidding.

Programme highlights and benefits:

- 📌 **Learn at Your Own Pace:** Step-by-step guidance delivered via individual modules
- 📌 **Expert Insights:** 18 years of valuable expertise
- 📌 **Compelling Narratives:** Highlight your USPs, innovation, and excellence
- 📌 **Customised Content:** Tailored to your team's needs
- 📌 **Effective Strategies:** Align your goals with buyers needs
- 📌 **Preparation & Organisation:** Save time and money when that all important bid lands
- 📌 **Bidding Confidence:** Minimise stress and stay composed
- 📌 **Bid Smart:** Target the right opportunities
- 📌 **Practical Insights:** Real-world tender exercises from live tenders in your sector

Get In Touch

karen.nolan@bidessentials.co.uk
07943 550028
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Danton offers practical training and development for your people, to support your business goals.

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🌐 www.dantonhr.com

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📍 Stoke Prior, Bromsgrove



WE CAN HELP FILL YOUR VACANCIES!

CAREERS WORCS

Why connect with Careers Worcs to fill your vacancies?

Careers Worcs is an employment, education, training, skills, and wellbeing support service for 16-24-year-olds in Worcestershire. Dedicated to helping young people kickstart their careers, we provide tailored advice, guidance, and 1:1 support to get them job-ready. From CV workshops and interview preparation to specialist initiatives, the team ensures young adults have the skills and confidence to step into the world of work.

We work with a wealth of talented young people who are eager to find employment. These job-ready candidates are looking for opportunities - Worcestershire employers like you can make that connection.

- **Access job-ready 16-24-year-olds** – Careers Worcs connects businesses with young people actively looking for work and career opportunities.
- **Fill vacancies quickly** – Save time and effort by reaching local candidates who are eager to step into employment.
- **Tailored recruitment support** – Careers Worcs provides businesses with free support to match vacancies with suitable candidates.
- **Support for work experience and apprenticeships** – Careers Worcs can assist in setting up placements that benefit both businesses and young workers.
- **Completely free service** – There are no costs to businesses for using Careers Worcs to find young employees.

GET IN TOUCH:

EMAIL: CAREERSADMIN@WORCESTERSHIRE.GOV.UK

CALL: 0300 666 3 666

ONLINE: WWW.CAREERSWORCS.CO.UK



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- Presentation skills
- Employability skills



**Book a
discovery
call**

At Garrett Learning, we are committed to providing an enriching learning experience that empowers individuals and teams to reach their full potential. Join us on this journey of growth and discovery.

Wendy Garrett

📞 07859 878 599
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Founder & Lead Coach



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We are pioneers in integrating cutting-edge technology into our training methods. By leveraging the latest in **Virtual Reality** (VR) and **Augmented Reality** (AR) platforms, we offer an immersive learning experience that not only captivates but also significantly enhances skill acquisition and retention.

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Heart of Worcestershire College (HoW) is the largest further education college in Worcestershire with campuses in Worcester, Malvern, Redditch and Bromsgrove.



We work with over 1,000 employers and have a wealth of industry experienced staff offering training in a variety of areas such as: Apprenticeships, Accountancy & Finance, Engineering, English & Maths, ESOL, HR, IT Skills (including Cyber Security) and Leadership & Management.

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Apprenticeships & Training Courses

Herefordshire & Worcestershire Group Training Association (HWGTA) is an employer led not-for-profit training provider, offering apprenticeships and training to local businesses and communities. HWGTA has over 57 years of experience in delivering excellent training across the two counties. Consistently reaching above the national average for learner achievement rates, obtaining an outstanding grade from Ofsted and maintaining successful long term relationships with local employers.



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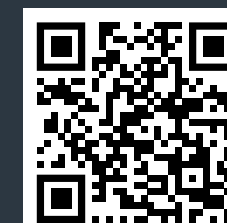
- HIT Training – a leading training provider in hospitality, catering and retail
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Established in 2000, HR Champions were frontrunners in the concept of a consultancy dedicated to the provision of HR Services and Personnel Development for other businesses. We've steadily and organically grown enjoying an excellent reputation. Recognising the ongoing need for high quality, consistent management development training amongst our clients, we have modified our business model to concentrate on the training and development side of the business. We are passionate about developing leaders and individuals to achieve their own, and their companies' full potentials. HR Champions enjoy the challenges of fast-growing organisations where authentic and inclusive leadership engender the foundations of long lasting success. Our commitment to learning and development goes further than simply upskilling employees. We work in partnership with your business and its growth plan to create tailored training plans that will provide the necessary development for business growth and success.

Why choose us?

After nearly 25 years of dealing with clients' HR and training needs, we excel at pinpointing root organisational issues and barriers to maximum team performance and growth. Our holistic approach ensures long lasting solutions and continuous improvement across your organisation.

We boast countless people partnership success stories and have accredited over 5,000 individuals with ILM qualifications. For us, learning and development is second nature.

Our experienced consultants bring a wealth of knowledge and practical insights, giving depth to our training, galvanising us as a trusted partner in your organisation's development journey.

We recognise that management development is an organisational responsibility. Our tailored programmes cater for all levels; from senior executives to team leaders and supervisors, ensuring that best practice leadership skills permeate throughout the entire business.

Our training is designed to be highly practical, using real life examples that delegates can immediately apply in the workplace.

Our friendly and personable team fosters an inclusive and encouraging atmosphere that focuses on continuous improvement. Our ongoing support and feedback ensures everyone stays aligned and informed, facilitating a cohesive framework for learning and development.

The trainers always present the information well. Their delivery is insightful and well thought out. I learned theory but in a way that I could apply as opposed to taking copious notes. It helped my leadership team reach their full potential and create a culture of development within the business.

Head of Learning and Development,
AFL Global



Web: hrchampions.co.uk/contact

Tel: 01452 331331

JOIN THE CHANGE

Be a part of history and help create a better future, today! INclusive Worcestershire Leaders is an exciting new initiative for businesses wanting to transform Worcestershire into a beacon of inclusivity.

It is open to any organisation actively aiming to create positive change and seize the opportunity to revolutionise their industry by building a strong culture of inclusivity.

Find out more by emailing inclusiveemployment@worcestershire.gov.uk and discuss your next steps with our team. Or visit **Inclusive Employment Support - Worcestershire Growth Hub** for more information.

Come on!

Join The Change!



Inclusive Worcestershire Leaders

Why become an IWL?

- Access to support and resources.
- Opportunity to meet and share best practice with other employers through the IWL forums.
- Ability to enhance your employer brand and access new talent pools.
- Access to free training on modern HR and inclusivity practices.



Join The Change!



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*'The training is **outstanding** and has been received by our colleagues fantastically. The difference it has made to business processes and the **understanding** it has given to Audit is plain to see the minute the courses are completed.'*

**Chris Lakin, Senior Quality Standards
Manager - Audiology, Specsavers**



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KIDDERMINSTER COLLEGE

Enable social mobility and economic prosperity through exceptional education

Kidderminster College is part of the NCG group of colleges. NCG's mission is to 'enable social mobility and economic prosperity through exceptional education'. We are committed to creating inclusive communities of excellent learning and teaching which benefit from sharing best practice developed across the seven learning organisations which are NCG. Together, we are creating the workforce of the future by enabling all people, regardless of their background and needs, to develop the skills that our local communities need to be successful and sustained.

Kidderminster College is a friendly, inclusive and ambitious college committed to achieving the very best for its students, colleagues, all of its local community and the businesses and organisations within it. With a rich history of academic excellence and a commitment to providing top-quality education, Kidderminster college is a place where students from all walks of life and starting points can thrive and benefit from delivery of a high-quality learner experience across our vocational courses and Apprenticeships in a range of subjects including performing and creative arts, construction, automotive, animal care, digital media, health and social care, travel and tourism, hair and beauty and sport.



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Retain your talent



Choose from courses accredited by the Institute of Leadership with free membership, or bespoke programs built in partnership with you to suit your specific needs.



From one-off workshops and team building days, to programmes designed to make an impact over time, our management, leadership, HR, diversity and inclusion training leaves a lasting impression!



Designed and delivered by experienced and qualified senior leaders, we bring the content to life with practical examples and fun exercises. We also offer follow-up group learning and coaching programs.



Our courses are engaging, impactful and creative, using play-doh, Lego and other creative resources to ensure they're anything but boring!



HELPING UK SMALL BUSINESSES GROW THROUGH STRATEGIC SELLING, THAT ACTUALLY WORKS

With our tailored **sales training, coaching and consultancy**, we've helped companies unlock their potential, turning sales struggles into success stories.



KEY FACTS



£20M THROUGH OUR COACHING

Through Luke's coaching and leadership, businesses have generated over £20 million in new business revenue. This isn't just about numbers—it's about empowering your business to achieve similar growth.



OUR CLIENTS ALWAYS GROW

Every client that has come on board so far has generated FAR more revenue than when they started. Check our TrustPilot and Google Reviews. This works, and it can grow your business too!



FROM £500K TO £8.2M

In just 18 months, scaling a team from 4 to 20 sales consultants. This is the experience that we bring to your business through sales strategies that actually work! Utilise the corporate strategies for your business (without breaking the bank)!



WE HELP YOU SELL MORE

We help you build a scalable, repeatable sales process that saves you time, improves efficiency, and boosts your bottom line. We teach small businesses how to design and implement a powerful sales strategy that delivers results.

WE SPECIALISE IN SUPPORTING BUSINESS OWNERS AND ENTREPRENEURS WHO:

- Have great products or services but struggle with selling.
- Are unsure how to scale their sales efforts effectively.
- Want a structured, repeatable sales process that delivers results.

ARE YOU READY TO GROW YOUR SALES REVENUE? CALL US NOW



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From starting out to stepping up: learning that grows with you

At Make Strides, we help people and organisations develop at every stage of their career journey without the barriers of time, cost, or accessibility. We get it. Traditional training is expensive, time consuming, and often limited to a select few. Businesses struggle with attracting, retaining, and developing talent, and employees find themselves stuck without the right skills to deliver immediate impact.

That's where we come in

We provide flexible, self-paced digital programmes enhanced by expert led group coaching - so training that isn't just completed, it's embedded. No need to take time out of the workplace. No need to limit access to a handful of people. Just scalable, high-impact learning for all.

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Don't just take our word for it

"a valuable insight into the difference a growth mindset can have on the individual as well as the wider organisation"

"I learnt a lot and came away feeling very inspired. The digital 'Growth Mindset' module was very engaging. Thank you."

SLT, Primrose Hospice

Our programmes

Make Strides in Leadership

Helping people at all levels grow into effective, confident leaders with a focus on themselves, others and wider organisation.

2024 Finalist 'Most Innovative Institute approved programme' at the Institute of Leadership Awards.

Make Strides in Entry and Early Career

Supporting young professionals, apprentices and graduates as they step into the workplace

*Our programmes are Institute of Leadership Approved.

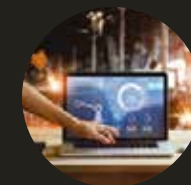
More programmes coming soon – because career development is for everyone at every level.



With over 50 years' experience MGTS is an educational charity specialising in engineering apprenticeships, training and assessment provision.

Recognised nationally as learning and development experts, MGTS work in partnership with a wide range of companies from SMEs to global operators, all within a diverse range of industries including Manufacturing, Automotive, Aerospace, Food & Drink and Logistics. We have proudly built long-standing relationships with many household brands including Amtico, Morrisons, PepsiCo, Triumph and Warburtons.

Apprenticeships



Our apprenticeship offering includes a free recruitment service, presenting you with candidates of the highest calibre for your consideration.

Our Recruitment Team is knowledgeable about all aspects of the apprenticeship journey and will offer guidance on selecting the most suitable Standard Pathway for your business needs.

You will be allocated a dedicated Training & Development Adviser who will support both you and your apprentice(s) throughout the duration of the programme.

Open Courses



We deliver a comprehensive range of open courses covering topics such as 18th Edition, Abrasive Wheels, Electrical Maintenance, Hydraulics, IOSH Managing Safely, Manual Handling, Mechanical Maintenance, PAT

Testing, Pneumatics, Site Electrical Duty Holder and Technical Fault Finding.

Bespoke Training Courses



Many of our customers request tailored programmes to meet specific business and individual development needs. MGTS specialises in listening to customers' current and future needs to design training programmes to transform the skills and technical competences of workforces.

Skills Analysis



Need to assess engineering competences? Let our experts analyse your teams' technical skills, knowledge, attitude and aptitude. Our skills analysis service provides an impartial process to benchmark engineers and to enable appropriate training and development plans to be implemented.

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Unlock Your Business Potential with Sandler West Midlands!

Empower Your Sales Team with Proven Strategies

Why Choose Sandler Training?

At Sandler West Midlands, we believe that great salespeople and leaders are not born; they are made. Our unique approach transforms your sales and leadership teams equipping them with the skills and confidence needed to close more deals and achieve sustainable growth.

What Makes Sandler Training Unique?

- 1. Proven Methodology:** Our training programmes are based on the Sandler Selling System, a proven, 7-step process that has helped thousands of businesses worldwide.
- 2. Ongoing Reinforcement:** Unlike traditional sales training, our approach is not a one-time event. We provide continuous coaching and reinforcement to ensure long-term success.
- 3. Customised Training:** We tailor our programs to meet the specific needs of your business, addressing your unique challenges and goals.
- 4. Experienced Trainers:** Our team of certified trainers brings years of Industry experience and a passion for helping businesses and sales teams thrive.
- 5. Measurable Results:** We focus on delivering measurable outcomes. Our clients see increased sales, improved customer relationships, and higher employee satisfaction.

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Our Core Services

Sales Training:

Empower your team with the skills to prospect effectively, close deals, and build lasting relationships.

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Build your talent pipeline through **SKILLS BOOTCAMPS**

Are you looking for new talent that has the skills you need for your organisation now? Many organisations and training providers are currently running Skills Bootcamps to support:

- **Moving individuals into recruitment within organisations**
- **Upskilling employees within organisations.**

Skills Bootcamps are intensive, short, exible courses for anyone 19+ enabling people to gain the skills they need to progress in their career. There are a myriad of Skills Bootcamps available in Worcestershire at a reduced cost, with a 30% contribution for large businesses and 10% for small-medium businesses. Bootcamps are an affordable way to develop your employees and gain in-demand business skills.

To find our more detail about Worcestershire's Skills Bootcamps contact:
SkillsBootcamps@worcestershire.gov.uk

Morgan Advanced Materials

Morgan looked to TDM to facilitate the Skills Bootcamp to help address a data skills gap identified within our Stourport manufacturing site. The boot camp aimed to introduce functional representatives who expressed a desire to grow their data skills to a range of new tools, applications and best practices. The skills gap in terms of software was identified as a lack of understanding and training of the entire Power Suite. Participants were usually familiar with Excel, Word and PowerPoint, but the data skills were intended to give them an introduction to the newer Microsoft applications.

The feedback has been hugely positive from the participants and observers in the business, the course and leaders involved were very engaging and our participants put a large number of hours in (way over the expected in some cases). We have lined up digital transformation projects for each participant to lead or participate in and are encouraging them to champion the digital transformation activities in each of their reserved functions.

Blueprint Direct Mail

The company had purchased new software to implement within the organisation, which was built on HTML and CSS. Five members of our team (including myself) were signed up onto the Skills Bootcamp, with only one staff member of the five having had any experience with coding prior.

We were able to create a bespoke Tech and Digital Skills Bootcamp with TDM, that was tailored to us, to support us to develop the new skills that the organisation required.

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- **Sales Force and Customer Services Development** - Training is available to help your sales staff build a customer base and use best practice in helping customers.
- **Supporting Growth** - At Strategic Professionals we have a range of services designed to support your business's growth and ensure long-term success. One of which is our strategy days.

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www.careersworcs.co.uk/skillsbootcamps 0300 666 3 666



The Development Manager (TDM) is a Tech and Digital apprenticeships and training provider, specialising in and delivering the whole journey. Supporting employers to reskill, retain and recruit employees, TDM deliver Career-Entry Apprenticeships through to BSc (Hons) Degree Level Apprenticeships and regional Government funded Skills Bootcamps programmes.



TDM is committed to supporting employers to digitally transform through bespoke, individualised learning plans, developing the skills of employees in Cyber, Marketing, Developer, Data, Tech and Networks and Digital Support solutions. Through its range of programmes, TDM seeks to improve the social mobility of West Midlands residents, providing progression pathways to embed tech and digital careers via genuinely work based learning.

TDM are also a Totara Talent Experience Platform Partner (this is the second most used Corporate Learning Management system worldwide) and can support organisations to harness knowledge management and Learning & Development through improved talent experience, because company = people.



- Apprenticeships from Beginner to BSc (Hons) Degree
- Skills Bootcamps for both recruits and reskiller
- Employer responsive: bespoke training plan for the needs of the learner and employer
- Ofsted rated Outstanding in; Quality of Education, Apprenticeships (including Degree Level) & Adult Learning Programmes
- Developing professional behaviours such as; communication, confidence, autonomy, influence and business skills
- Tech Industry Gold Accredited by Tech Skills UK
- Each learner is assigned two coaches; Skills and Knowledge Coach and a Performance and Development Coach


Case Studies:

"We take great pride in not only valuing our employees but also in seeking innovative ways to encourage their best performance. Apprenticeships play a crucial role in this, holding much value to us. They bring a dynamic learning environment to the business, offering challenges that significantly improve their skill sets, knowledge and confidence"

– Kate Leonard, Managing Director at CitCom

www.thedevelopmentmanager.co.uk/contact

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First Aid for Mental Health

Our Mental Health First Aid training will equip you with the knowledge and expertise to understand what mental health is, how to start a conversation about mental health and how to effectively manage mental health risk in the workplace.

Level 1 - General Awareness Course Overview

Award in Awareness of First Aid for Mental Health suitable for all your employees to make them aware of mental health in the workplace.

The course runs over 1/2 day and can be delivered onsite or remotely. Learning takes place through the use of presentations, group discussions and tutor led live sessions.

The course limit is 10 people so that the instructor can ensure everyone's individual learning styles are being cared for.

Level 2 - General Knowledge Course Overview

Award in First Aid for Mental Health suitable for all your employees to provide them with more indepth knowledge of mental health in the workplace and how to implement a first aid for mental health in your business.

The course runs over 1 full day and can be delivered onsite or remotely. Learning takes place through the use of presentations, group discussions and tutor led live sessions.

The course limit is 10 people so that the instructor can ensure everyone's individual learning styles are being cared for.

Level 3 - Specialist Knowledge Course Overview

Award in Supervising First Aid for Mental Health suitable for Wellbeing Champions to be able to implement a first aid for mental health in the workplace and understand mental health conditions and symptom management.

The course runs over 2 full days and can be delivered onsite or remotely. Learning takes place through the use of presentations, group discussions and tutor led live sessions. The course limit is 10 people so that the instructor can ensure everyone's individual learning styles are being cared for.

Outcomes

Everyone who completes this training course will be provided with;

- Certificate of attendance and accreditation to confirm mental health first aider status
- Quick mental health reference points to refer back to
- A mental health first aid logo to use as evidence of attendance and recognition



The effectiveness of leadership has an immense influence and is key to enhancing the success of an organisation. We offer professional coaching support to current and future leaders to strengthen their leadership competencies.



We collaborate with individuals and organisations across all sectors with the aim to provide a safe and creative environment where coach and client can explore aspects of their performance and behaviours.

Our coaching experience deepens self-awareness, explores, and generates insights into what is going on, and creates new possibilities that lead to new actions which in turn, leads to improved results.

We Offer

- Coaching, guidance or mentoring for Leadership and Senior Level Management
- Leadership coaching and mentoring for aspiring leaders
- Bespoke Leadership Development programmes linked to organisation culture
- DISC Leadership report supplier

Who are we?

We are led by Sue Marriott, a qualified Executive Coach to ILM Level 7, recognised by industry and academia. Sue has extensive experience in the HR environment at both strategic and operational level. This has given her valuable insight into people and organizations and more latterly led her to focus specifically on her passion for leadership coaching and development.

We are an approved Skills Boost provider and can assist businesses apply to reclaim training costs.

Contact Sue for more details.

Contact Details

Email: sue@theessenceofleadership.com

Mobile: 07494068049

Skills Boost Approved Provider, Skills Boost is UK Shared Prosperity Funding as part of the HM Government Levelling Up programme



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University of Worcester Business School

Worcester Business School is an approved Chartered Management Institute Centre and a member of the Chartered Association of Business Schools. In 2022 we were awarded the Small Business Charter in recognition of our role in supporting small and medium sized businesses with training and development across the region, and since 2023 we have been the region's no.1 deliverer of the UK Government funded Help to Grow Management programme for SME business leaders and managers.

For more than 15 years Worcester Business School has delivered the prestigious Worcester Exec MBA to leaders and managers of businesses and organisations across the region alongside a range of other training and development programmes that can be customised to suit each individual's professional needs.

Worcester Business School works closely with partners to ensure we are rooted in the region, positioned to support business growth and playing a lead role in the employability agenda.

The Business School also hosts the University's Department of Computing which is leading the challenge to meet the Computing, AI and Cybersecurity needs of the region.

We are committed to promoting ethical and sustainable business and we are award-winning signatories to the United Principles of Responsible Management Education (PRME) initiative.

We work closely with organisations and businesses across the region including our partners in regional development at the Worcester Local Enterprise Partnership and the Herefordshire and Worcestershire Chamber of Commerce.

For more details visit
www.worcester.ac.uk/about/academic-schools/worcester-business-school



Upskill Your People: Driving Business Success Through Staff Development and Workforce Planning

Herefordshire and Worcestershire Chamber of Commerce are committed to promoting staff development within the Worcestershire Local Skills Improvement Plan, supporting businesses across the County with:

- Productivity and Efficiency
- Staff Morale and Retention
- Succession Planning and Business Planning
- Empowering and Inclusive Workplace Cultures

Our Upskill Your People campaign has been introduced to:

Raise awareness of the importance of investing in your people and to ask businesses across the County to commit to a focus on skills to reap the benefits of a motivated and high-performing team.

We are working alongside Worcestershire Growth Hub in their endeavours to promote Workforce Planning via their hugely supportive and educational **FREE Workforce Planning Platform**. The Workforce Planning Platform contains free tools and resources to support your business to develop your people practices and enhance staff performance.

Access the Workforce Planning Platform today:

Login - Worcestershire's Workforce Planning Platform: A people first talent and skills forecasting tool designed to support local businesses succeed.

Find out more about our Upskill Your People Campaign:
hwchamber.co.uk/upskillyourpeople



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want to be? We build your roadmap
and bespoke growth strategy

C COMMUNICATE

Develop your Magnetic Marketing
Message. Effectively communicate what
you do to convert high paying customers

A AUTOMATE

Automate your processes to save time.
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Small change, **BIG** difference

Our philosophy may be simple, but it counts for a lot, and it runs through each decision we make as a company and as a family.

Based in the Midlands, we help people of all ages across the country realise their potential and we support businesses by ensuring they have the skilled staff they need.

Our staff are dedicated to helping people at all stages of their employment journey: whether it be putting the first step on the employment ladder, finding a career after a break, or training staff to support business growth.

We know that one small change to your skills, to your job search, to your confidence can make a big difference to your career, to your happiness, to your life. Our mission is to help people at every stage of their employment journey, and our vision is a future where everyone can realise their potential and where all can have a hand in building thriving communities across the country.



XACT™

Fire Safety Apprenticeships Qualifications Training



What We Do?

Xact Consultancy and Training provide nationally recognised qualifications, apprenticeships and specialist training. Aiding stakeholders to maximise their business potential by enhancing their workforce competency and skill.

How We Do It

Our training is delivered to suit the demand of your organisation or individual needs. Our expert tutors are available to run courses virtually, through our iVC (interactive virtual classroom) or at a face-to-face venue.



What We Offer

Qualifications

- LEVEL 3** Fire Safety Managers
Certificate in Fire Safety
- LEVEL 4** Certificate in Fire Safety
Diploma in Fire Safety
- LEVEL 5** Diploma in Fire Engineering Design

Apprenticeships

- LEVEL 3** Fire Safety Advisor
- LEVEL 4** Fire Safety Inspector

We also offer a range of specialist fire training, focusing on specific venue types including hospitals and schools. As well as CPD Activities which can be curated for the needs of your organisation.

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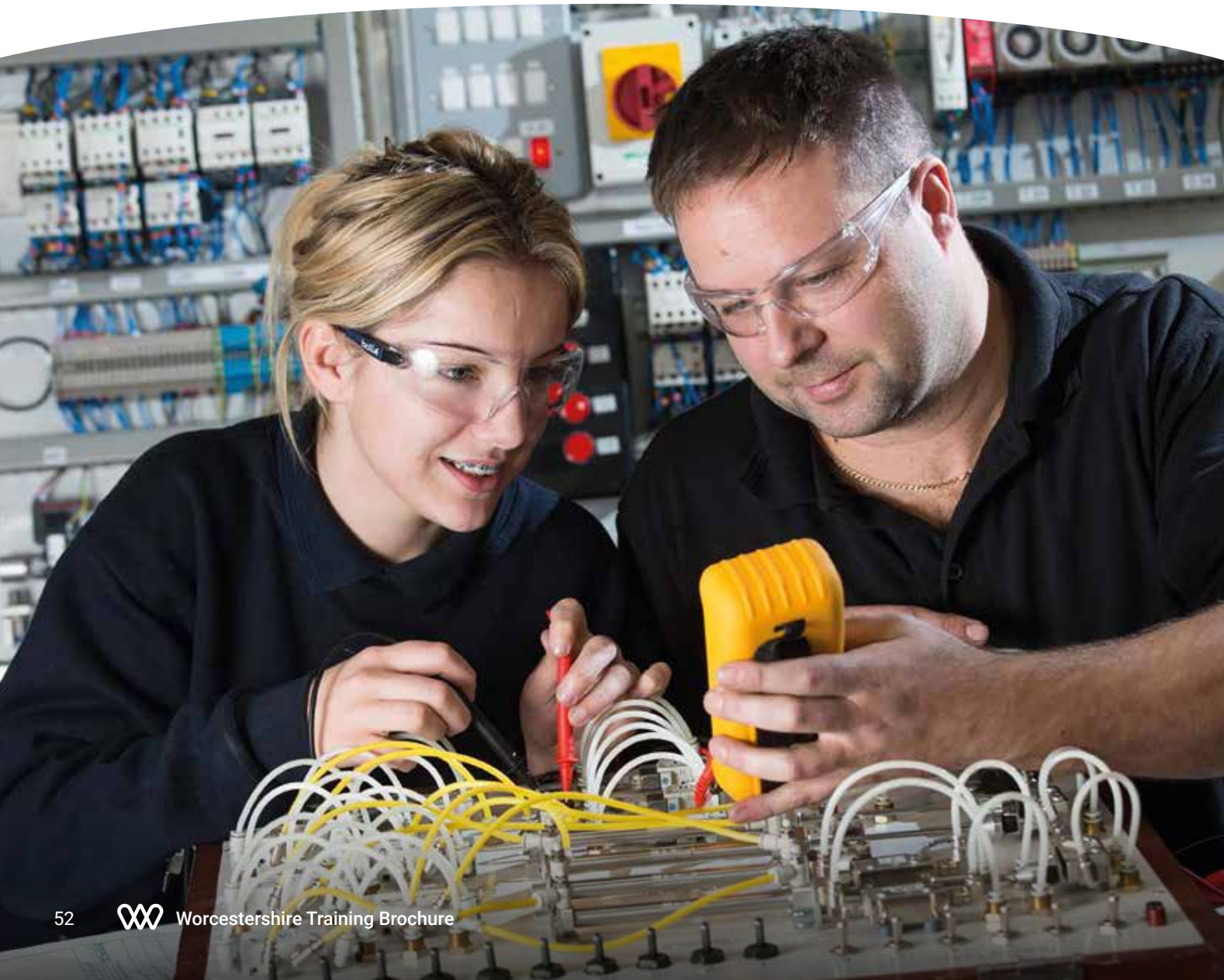
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Using Apprenticeships as succession tools in Worcestershire

In Worcestershire, apprenticeships have been identified as a key vehicle in succession planning and, as such, Worcestershire Apprenticeships is here to help your business to nurture a skilled workforce, supporting you to identify standards, levels, providers and even candidates to help you with your apprenticeships journey.



Apprenticeships offer the opportunity to earn a salary whilst gaining practical experience and on-the-job training. They offer employers dedicated and loyal individuals who are moulded to meet the needs of the business. Apprenticeships are key tools which support utilisation and growth of the workforce. In England, there are over 630 apprenticeships covering a range of qualifications levels, from entry level roles to senior management.

- **Level 2, Intermediate – Equivalent to GSCE**
- **Level 3, Advanced – Equivalent to A Level**
- **Level 4-5, Higher – Equivalent to Foundation Degree**
- **Level 6-7, Degree – Equivalent to Bachelor or Masters**

There are now almost 300 Higher & Degree Apprenticeships for job roles such as Lawyer, Solicitor, Architect, Banking, Nursing, Midwife, Management, Quantity Surveyor, and Civil Engineer to name a few. These apprenticeship levels are particularly great for upskilling and developing existing employees.



Benefits of recruiting an apprentice:

- Addresses skills gaps and introduces new skills to meet the needs of your business.
- Supports retention as 90% of apprentices stay in the same organisation.
- Supports your business to diversify bringing new perspectives into the workforce.

Overall, when surveyed, businesses report overwhelmingly positively about apprenticeships:

- 86%* of employers said apprenticeships helped them develop skills relevant to their organisation.
- 78%* of employers said apprenticeships helped them improve productivity.
- 74%* of employers said apprenticeships helped them improve the quality of their product or service.

*Ref: National data from

If you want to find more about apprenticeships, visit the Worcestershire Apprenticeships website or contact the team:
email: info@worsapprenticeships.org.uk Call: 0300 666 3 666

Worcestershire Workforce Planning

Support your workforce to become future ready through Workforce Planning

In the climate of 2024, future-proofing your workforce has become more important than ever, The Herefordshire and Worcestershire Chamber of Commerce Quarterly Economic Summary's over the last twelve months have demonstrated the challenges faced by businesses in recruitment and retention, with skilled worker shortages a key business barrier to both innovation and growth. The most cited skills requirements for the County of Worcestershire are around technology and innovation, with sustainability being a common thread throughout.

Over 2023, we have seen significant struggles in recruiting to some of our largest industries including Engineering and Manufacturing, Construction roles (particularly those in management), and Warehousing and Logistics. In a County with an ageing population, Healthcare remains a concern.

The business environment in Worcestershire continues to see challenges and it appears that continuous change is becoming the norm, driven by factors such as the Cost of Living Crisis and Technology impacting our consumer behaviour and transforming business operations. All of which mean a need to be agile and ready to adapt to changing environments, for business to operate productively.

One way of responding to this change is to take a long look at the people in your organisation, the skills they have and their potential, as well as understanding those factors you have data trend insights into, such as retention, absence, and retirement eligibility. It is vital we as businesses take more of a look at our people, the resource that drives our business and consider how their skills can contribute to our plans as we move forward in a changing landscape. Quite simply having a workforce plan in place becomes a key strategy for overcoming the business challenges of the 21st century.

Worcestershire
**WORKFORCE
PLANNING**

Workforce planning can be explained as the process of looking at the current skills of your workforce and estimating what skills you will need for the future and having a plan to meet those needs. The plan you build will consider your current and future needs through supporting to bridge the skills gap by having a strategy around upskilling and reskilling, boosting both organisational performance and success.

A key element within Workforce Planning is succession planning, ensuring that business critical positions are filled and that skills are not lost on retirement and resignation. Workforce planning can also successfully aid retention by supporting increased progression opportunities and career pathways building your staff investment for the long-term

growth of your organisation.

Workforce Planning quite simply supports the building of resilience, agility and capability in the workforce for enhanced innovation and creativity to navigate the volatile, uncertain, complex, and ambiguous business environment. It also provides a number of other benefits:

- **Reduced labour costs.**
- **Ability to respond to changing customer need.**
- **Delivery of strategic value through investing in talent.**
- **Improved productivity and quality outputs.**
- **Elimination of inefficiency (CIPD, 2023).**

Free support has therefore been introduced for Worcestershire businesses to futureproof their workforce. From free online tools to free consultancy support, there is lots of help available.

To find out more about free support for your business please email: WorkforcePlanning@worcestershire.gov.uk

Or visit our website: worcestershiregrowthhub.co.uk/workforce-planning

All your business needs. All in one place.

We bring together **all** aspects of business support into **one place** to help businesses. We make it **easy** for businesses to access and find the help they need.

Starting YOUR BUSINESS

- ✓ Advice on getting started
- ✓ Workshops and one-to-one support

Running YOUR BUSINESS

- ✓ Skills and Recruitment
- ✓ International Markets
- ✓ Resource Efficiency
- ✓ Access to Business Support Events

Growing YOUR BUSINESS

- ✓ Staffing and HR
- ✓ Finance and Tax
- ✓ Marketing and Sales
- ✓ Business Protection
- ✓ IT and Cyber Security

Funding YOUR BUSINESS

- ✓ Latest and most suitable funding opportunities, with recent examples of energy reduction grants, training support funds and product innovation grants.

**We support the
growth of your business.**

☎ 01905 677 888

✉ info@worcestershiregrowthhub.co.uk





LEADERSHIP & TEAMS



Leadership Coaching



Positive Performance Management



Fearless Feedback and Coaching Managers



Team coaching

HELLO@3WH.UK.COM

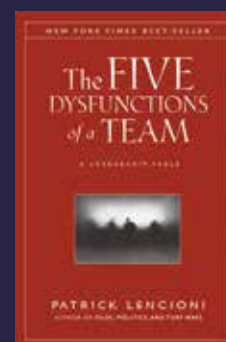
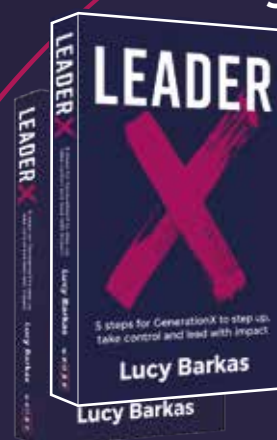


Browse our courses online

WWW.3WH.UK.COM/COURSES



3WH TOOLKIT



WORCESTERSHIRE TALENT & SKILLS PLEDGE

- ☐ **UPSKILL** YOUR WORKFORCE
- ☐ **RECRUIT** WORCESTERSHIRE PEOPLE
- ☐ **OFFER** WORKPLACE ENCOUNTERS TO YOUNG PEOPLE
- ☐ **HIRE** AN APPRENTICE
- ☐ **BECOME** AN APPRENTICE AMBASSADOR
- ☐ **CREATE** A HEALTHY & INCLUSIVE WORKPLACE
- ☐ **SHAPE CAREERS** EDUCATION
- ☐ **SUPPORT WORCESTERSHIRE** CARE LEAVERS



WORCESTERSHIRE **GROWTH HUB**

The Worcestershire Talent & Skills Pledge is designed to support Worcestershire businesses to create their future workforce, developing skills and boosting productivity for employers in the county.

Name:

Organisation:

Role:

Phone:

Email:

For more information, contact the Worcestershire Growth Hub:
info@worcestershiregrowthhub.co.uk or **01905 677888**