

Training ***Plus*** merseyside



business solutions

welcome

Welcome to **Business Solutions** from **Training Plus** merseyside, a high quality service designed to help companies increase their productivity by addressing skills and recruitment issues. We specialise in the business administration, childcare and hairdressing sectors and offer a range of bespoke training packages. Our successful partnership with local employers allows us to meet our objective of increasing the skills and employability of Merseyside's workforce.

Training Plus merseyside works with an average of 200 employers at any given time. We're innovative and flexible with a team of dedicated business solutions consultants who listen and respond to employer needs. We help companies develop tailored skills programmes to suit their budget, guiding them through the range of government-subsidised and privately-funded vocational, skills and personal development courses available.

This brochure outlines the full range of services we offer employers. It also gives an overview of **Training Plus** merseyside which we hope will inspire companies to find out more. Please contact one of our professional consultants today to find out how we can increase your productivity through our **Business Solutions** service.

Brian Quinn
director



Jean Haram
director

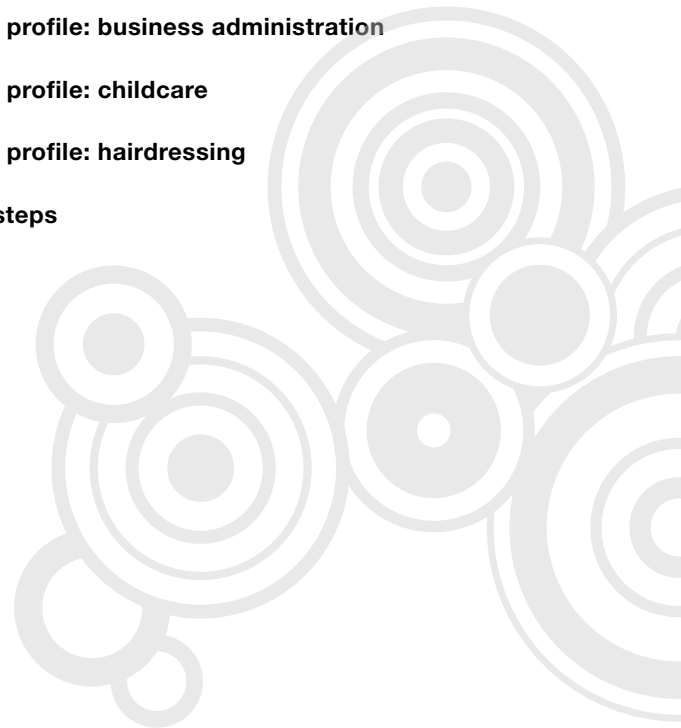


Paula Hayes
director



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about **Training Plus** merseyside



Established in 2001, **Training Plus** merseyside is based in Liverpool city centre, providing companies with high quality business training solutions. Our areas of vocational specialism are business administration, childcare and hairdressing. The organisation employs 38 highly qualified and vocationally experienced professionals, all of whom are fully equipped to advise and support our employer clients and their staff.



We work with approximately 200 Merseyside companies, helping them increase efficiency, staff retention and profitability through our business solutions packages. Since the company started we have enabled over 1,000 individuals to achieve nationally recognised qualifications in their chosen industry. Every aspect of our business is quality controlled to the highest level and this is reflected in the results of our published Ofsted inspection, giving clients a guarantee of the standards of our services.

Training Plus merseyside offers a comprehensive package of services that is tailored to meet individual employers' needs. This includes training needs analysis, recruitment information, advice and guidance in addition to a wide range of skills and qualification programmes. Our portfolio of government-funded and privately-financed training includes Apprenticeships, NVQs, Train to Gain, The Diploma and our own recently-launched flexible modular programme, Great Futures.

We train and develop individuals so they are fully equipped to both progress their own careers and make a positive contribution to our employer clients' businesses. The principles of equality and diversity are intrinsic to and embedded within our operations, and we're committed to continuous improvement and maintaining high quality standards.

Training Plus merseyside is conveniently based in substantial offices on Lime Street in Liverpool city centre. The recently renovated centre includes seven modern, fully accessible training suites, meeting rooms, internet café and comfortable rest areas for learners. The centre is resourced with state of the art technology, ICT equipment and software, teaching resources and CCTV security.





Training Plus merseyside offers employers a complete business solutions service to develop and improve workforce skills. Our clients use this free service to increase their productivity, staff retention and ultimately, profitability.

Our business solutions service includes:

Diagnostics – we help companies pinpoint staff and skills shortages within their organisation, identifying eligibility for relevant government funding whilst preparing individually tailored skills solutions.

Dedicated business consultant – each corporate client has the ongoing support of one of our dedicated business solutions consultants who are vocational experts in recruitment and training solutions.

Apprentice selection service – we provide job-ready, motivated apprentice candidates for interview. We pre-select and prepare candidates according to employers' specified requirements.

Administration service – our business solutions consultants take care of all administration and funding paperwork so employers don't need to take time away from their business.

Quality training – we deliver nationally recognised qualifications and industry standard training programmes to companies' newly recruited apprentices and their existing staff if required. Technical and theory training is delivered in our centre for half a day each week which means learners spend the majority of their time learning on-the-job. Similarly our vocational assessors regularly visit learners in the workplace to monitor their progression and skills development with their workplace mentor. All candidates receive valuable additional training in equality and diversity and other key areas.

Outstanding support – we provide an unrivalled level of support for learners. This includes guidance on available learning support, social, personal or disability support and help with communication, maths or English. Having a personal assessor and course trainer as well as access to excellent learning resources and facilities mean our learners enjoy high achievement levels. In addition our comprehensive employer manual provides employers with important information on courses, health and safety and equality.

Our corporate clients find our services have a direct positive impact on their business. We are responsive to their needs, working quickly and efficiently, often providing suitable apprentices or skills solutions for companies in less than a week. Our high level of reliability and responsiveness means that most of our clients come back to us again and again with their recruitment and skills needs.



Apprenticeships



Training Plus merseyside has a very successful record of Apprenticeship training in the business administration, childcare and hairdressing sectors. We are particularly effective in sourcing and preparing job-ready, motivated apprentices for employers.

Apprenticeships are high quality work-based training programmes that enable staff to develop the skills they need to be a part of a successful and progressive business. They consist of on and off-the-job training that results in employees gaining nationally recognised qualifications which reflect the development of their technical skills and knowledge to standards set by industry.

Apprenticeships can be funded by the government usually for staff aged 16 to 24. Our business solutions consultants are trained to identify and source appropriate funding to meet your company's individual circumstances. The training and qualifications included in our Apprenticeships programmes are:

- a national vocational qualification (NVQ) level 2 or level 3 in the case of an Advanced Apprenticeship
- key/functional skills qualifications e.g. application of number, communication and using information communication technology
- a technical skills certificate (included in most Apprenticeships)
- value-added qualification in equality & diversity

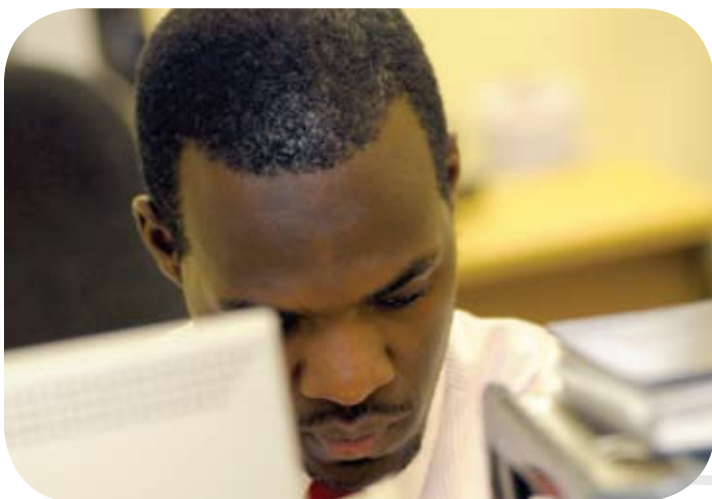
Training Plus merseyside's Apprenticeship programmes fit flexibly around employers' operational work schedules. Our personal assessors visit learners in their workplace to assess their skills development and review progression, keeping employers informed at every stage. Learners attend theory and technical training sessions at our highly-resourced training centre for half a day a week.



Training Plus merseyside is a Train to Gain provider. Train to Gain is a service through which businesses can access the skills development and training they need to compete more effectively. It aims to improve companies' productivity and competitiveness by ensuring their employees have got the right skills to do the best job.

Employers can use the Train to Gain service to ensure their staff achieve a recognised vocational qualification or gain literacy and numeracy qualifications.

Train to Gain is a service for existing employees, aged 19 or over. As part of our overall business solutions package for Merseyside companies, **Training Plus** merseyside can offer and deliver a range of training courses subsidised by the national Train to Gain service.



The Diploma

The Diploma

The Diploma is a qualification for young people aged 14 to 19, delivered as a collaboration between schools and work-based learning providers. It combines practical skills and theoretical learning with a hands-on workplace approach. **Training Plus** Merseyside is an established member of four Diploma collaboratives on Merseyside covering all our specialist areas and we are involved in the delivery of one of the first Diploma qualifications – Society, Health and Development.

The Diploma has been designed by employers so that young people are better prepared for work. Young people will gain the skills, knowledge and experience needed by different employment sectors through theoretical study and practical experience. To get a Diploma they will have to demonstrate functional skills in English, maths and ICT, along with personal skills such as the ability to communicate and work in teams. Employers will find that the introduction of the Diploma is likely to reduce recruitment and staff turnover costs as young people enter the workforce with more relevant skills and a better understanding of work.

We welcome interest from Merseyside schools in our Diploma programme. We also offer a range of alternative curriculum programmes for teachers and learners alike including increased flexibility programmes.



Great Futures is a new, highly flexible modular training product developed by **Training Plus** merseyside to meet the needs of increasingly diverse working environments.

We recognise that different companies have different training needs - the way we work with our corporate clients has always reflected this. However, with **Great Futures** we have taken things one step further and have developed a system by which employers can shape their own training programme. Companies pick and choose modules that are relevant to them from our comprehensive menu of training, in effect building their own skills solutions packages that directly address their individual training and recruitment issues. They can choose as few or many modules as they wish and modules can be supplemented with any other of our products or indeed any other type of training companies wish us to access on their behalf.

Training Plus merseyside's **Great Futures** programme is already helping disengaged 16-18 year olds into work or education. It's a product that can be used effectively in schools as part of their alternative curriculum. Now the product has been adapted for employers, helping them quickly and effectively address skills issues within their organisations with minimum disruption to business operations. The product can be used to boost staff's existing skills, as an element of a company's induction or in anyway that meets organisational needs. The key factor is that it is a flexible programme.

Great Futures modules:

- personal hygiene
- employment & image skills
- rules, choices & consequences
- vocational tasters & experience in childcare
- vocational tasters & experience in hairdressing
- vocational tasters & experience in business administration
- Skills for Life initial assessment
- dyslexia screening
- adult literacy level 1
- adult numeracy level 1
- emergency first aid



meeting standards



Training Plus merseyside works to high internal standards that meet and often exceed legal requirements and nationally recommended levels. We place particular importance on the following areas:

equality and diversity

Equality and diversity principles are intrinsic to our vision and operations. All our students complete our value-added equality and diversity certificated training. This makes sure that learners are aware of current legislation and are able to identify discrimination, racism, prejudice and stereotyping, developing positive approaches to disability, sexual orientation, religion & belief, age and gender.

All **Training Plus** merseyside staff complete our certified equality and diversity training course, attend mandatory equal opportunities updates and undertake specific additional training in areas such as welcoming customers with disabilities, valuing diversity and race equality development.

health and safety

We take the health, safety and security of our staff and clients very seriously. Our health and safety policy outlines robust procedures for supervising clients' training both at our premises and in their work environment to ensure the highest standards are met. We help our clients develop a full understanding of health and safety both on a personal level and as an important issue in the world of work.

We also provide health and safety support for businesses including the provision of detailed health and safety policy information and regular vetting visits by our highly qualified staff. These are free of charge and support employers in establishing best practice health and safety systems in the workplace.

quality improvement

Training Plus merseyside is an approved centre with two awarding bodies - City and Guilds, and Education Development International (EDI). We adhere to stringent systems for regularly monitoring and improving the quality of our training so providing a first-class service for our clients.

Teaching standards are kept high thanks to the retention and professional development of highly qualified and competent staff, comprehensive staff inductions, regular staff appraisal and ongoing liaison with awarding and professional bodies.

Our internal verification systems ensure that our assessors are working to the right levels and are assessing candidates' work consistently.

people standards

Training Plus merseyside is a recognised Investors in People (IiP) organisation. The principles of the standard are firmly embedded into our operations and we are committed to supporting and developing our individual members of staff. As a result we have high staff retention which has created a friendly working environment and also maintains skills and experience levels within the organisation for the benefit of our customers.

We have achieved and long sustained the Positive About Disabled People standards. Each year we review our organisation against these standards in consultation with our staff with disabilities.



our clients

Training Plus merseyside enjoys successful ongoing business relationships with many employers on Merseyside. They use us regularly to help with their training and recruitment, and also as a source of advice for their long term skills strategies

Our clients are diverse, ranging from small private businesses to larger corporations and public sector bodies. We have recently broadened our operations to offer specific services to schools.

Some of our many loyal clients include:

- barbara daley
- Bees Knees day nursery
- Bullens Health Care
- Cavern Hair Boutique
- Childwall day nursery
- Creative Training
- Dukes & Duchesses day nursery
- Hairsmiths
- Hairtech
- HOOKA
- Lees Lloyd Whitley
- Liverpool City Council
- Liverpool Coaching Academy
- Matt Cox
- Rockbourne day nursery
- Voodoo
- Wonderland @ Just Learning

client profile: business administration

Colin Langdon, Managing Director

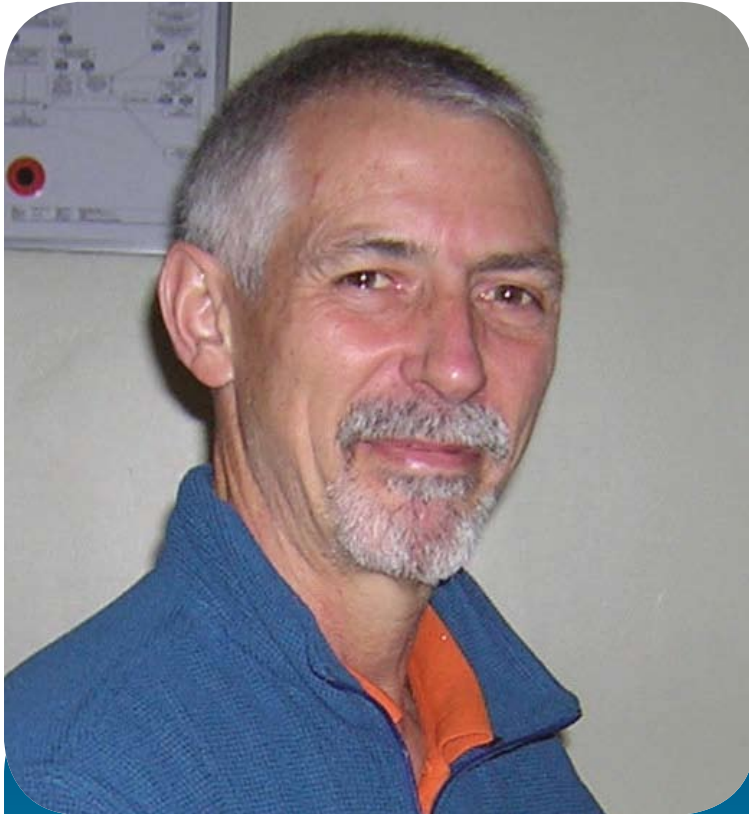
Cycling Solutions

“We use **Training Plus** merseyside to provide Apprenticeships training in business and administration.

As the managing director of a business, I value their flexibility and the support they give my staff who have gained confidence and insight into what qualifications they should be aiming for.

The assessor at **Training Plus** merseyside was very helpful and provided clear communication about the progress of our apprentice, involving us in structuring the next steps for development. Most importantly, the apprentice was involved in choices about their own learning and development.

Three words that sum up **Training Plus** merseyside for me are professional, flexible and knowledgeable. I can wholeheartedly recommend them to any company who want to introduce a programme of staff training.”



My staff have gained confidence and insight into what qualifications they should be aiming for. ”



client profile: childcare

Marissa Knowles, Nursery Manager

Bees Knees Nursery

“As a nursery manager, I am struck by the professionalism of **Training Plus** merseyside, particularly their extremely high standards. Their assessors communicate regularly with company staff on the progress of our apprentices and are always on hand to talk to learners with any concerns.

I first found out about **Training Plus** merseyside when I employed a young person who was training with them - we've been using their services ever since.

I am so impressed with the childcare team at **Training Plus** merseyside, and with their commitment to learners, that they are the only training company I recommend to managers in my company.

Three things that sum up **Training Plus** merseyside for me are: excellent customer service, high standards and friendly, professional staff. “



“ They are the only training company I recommend to managers in my company. ”

client profile: hairdressing

Paul Daley, General Manager

Barbara Daley Hair and Beauty

“**Training Plus** merseyside have been helping us recruit and train apprentices for six years. Apprenticeships give us a flexible way of training staff. They quickly introduce student hairdressers to good salon practices and culture, developing social and personal skills as well as technical expertise. Crucially, Apprenticeships provide a framework within which to maintain the standards of practical training and skills.

29 of our professional hairdressers have achieved their qualifications with **Training Plus** merseyside so far. **Training Plus** merseyside provide regular and professionally executed communications on the progression of our staff training. Each month I receive detailed feedback on students' progress.

We work as a partnership. **Training Plus** merseyside staff respect our business principles and standards and work to support them. Similarly we respect and fully support the training process as flexibly as we can.

Training Plus merseyside is a training company that is interested in supporting businesses' commercial needs. They provide a professional service that frees up time for companies to manage their business, confident that staff are gaining the knowledge, skills and qualifications needed to make the business successful.”



Training Plus merseyside staff respect our business principles and standards ”



next steps

A member of the business solutions team will be happy to visit you at your convenience to explain in detail how our services can be tailored to meet your individual needs and circumstances.

Call now for your no obligation consultation

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