



FULLY  
FUNDED  
COURSES

Start your journey  
to excellence

Online Adult Courses  
Liverpool City Region



The  
Growth  
Company



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“I’ve not only gained new skills, but I have enhanced my confidence.”

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# Your journey starts here

At the Growth Company, we offer a range of fully funded online training courses to help you enhance your skills, improve your job opportunities and increase your confidence. Whether you are looking to progress in your current role, have been impacted by redundancy, or you are looking for a career change, we can help.

## Our courses

Supported by the Adult Education Budget, we have a range of programmes at a level to suit you.



Care



Contact Centre



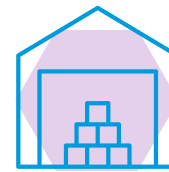
Customer Service



Retail



Facilities



Warehousing & Storage

Plus, as our courses are **fully funded**, this means there is no cost to you.



Wellbeing



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## Support every step of the way

We understand that you may not have been in any education or training for a while, which is why we provide comprehensive support for all our learners. When your study with us, you will receive the following:

- A personal tutor who is available to support you whenever you need it
- Comprehensive course materials and guidance
- Easy-to-use online learning platform
- Additional support when you have completed your course, and are looking to progress onto further study - should you wish to do so

## Benefits to you

- Gain a nationally-recognised qualification
- Enhance your job prospects
- Further your career
- Improve your confidence

## Entry requirements

In order to join one of our courses you will need to:

- Be 19 years old or over
- Have a basic knowledge of IT
- Be unemployed and in receipt of benefits
- Or, in employment earning up to £17,550

## Duration

- 10 – 20 days depending on the course
- Flexible hours to suit your needs

## Delivery

Our courses are delivered completely online, which means you will need to have:

- Internet connection
- Access to a laptop, tablet or desktop computer
- A Google Chrome account, which we can help you to set up

# How to apply

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Contact  
our team

Sian Hills

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Tel: 07741 057035

Receive  
your enrolment  
details

Induction

Start your  
course



# Our courses

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We offer a range of nationally recognised qualifications in a variety of sectors. Take a look at our courses below:

## Wellbeing and money management

During challenging times, it is essential that we take care of our personal and financial wellbeing. This course will help you to manage your day-to-day life, from budgeting and nutrition, to understanding physical and mental health. Topics covered on this programme include:

- Budgeting
- COVID-19 awareness
- Health and safety in work
- Maintaining a work-life balance
- Managing stress
- Nutrition and healthy eating
- Saving money
- Self-development
- Understanding physical and mental health problems
- Ways of maintaining personal wellbeing in work

## Working in the care sector

A career within the care sector is one of the most rewarding you can have. If you are compassionate and enjoy working with a wide range of people from a variety of backgrounds, the opportunities available to you are vast. This level 1 qualification includes the following topics:

- COVID-19 awareness
- Developing personal confidence
- Developing the skills and attitudes needed to succeed
- Effective communication
- Healthcare – adults and children
- Pertinent legislation
- Safeguarding
- The range of roles within the sector
- Valuing equality and diversity

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## Customer service

Providing excellent customer service is essential for any business. Understanding the needs of a customer and effectively communicating with them can leave a lasting impression. This level 2 qualification covers a variety of topics, including:

- COVID-19 awareness
- Customer needs and expectations
- Effective team working and inter-personal skills
- Maintaining customer loyalty
- Principles of customer service
- Products and services
- Responding to problems and complaints
- Unique selling points (USPs)

## Contact centre

If you work or are looking to find a role within a contact centre, this level 2 course will help you to learn, develop and practice the skills to make an effective contribution to a contact centre environment. This qualification will cover a variety of topics, including:

- COVID-19 awareness
- Personal effectiveness in a contact centre
- Health and safety in a contact centre
- Personal responsibilities and working in a business environment
- Using systems and technology in a contact centre
- Handling incidents in a contact centre
- Working from home
- Telephone etiquette
- Conflict management

A range of **nationally recognised qualifications** in a variety of sectors.



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## Retail

The retail sector has been impacted by challenging times, which is why now, more than ever, it's important for people to have the best skills and knowledge in order to help the industry thrive. This level 1 qualification will cover a range of topics including:

- Adapting to meet the needs of individual customers
- COVID-19 awareness
- Health and safety in retail
- Stock control, handling and replenishment
- Understanding the selling process
- Contribution of the UK retail sector
- The importance of teamwork
- Types of retail occupations
- Understanding the retail supply chain

## Facilities

Facilities operatives are essential for any business to run effectively and safely. They look after the operations and maintenance of building systems and services, and are ideal for people who are organised, work well under pressure and enjoy coordinating and planning. Topics include:

- Appropriate personal protection equipment
- Control of Substances Hazardous to Health (COSHH)
- COVID-19 awareness
- Customer service within the facilities sector
- Electrical safety
- Health and safety
- Lone working
- Moving and handling
- Workplace hygiene

## Warehousing and storage

If you have energy, enthusiasm and a 'can-do' attitude, then a role within warehousing and storage could be for you. This course will allow you to develop the skills and knowledge to help you take your first steps into a career, or progress in a current role. Topics include:

- COVID-19 awareness
- Receiving and storing goods and materials
- Processing orders and dispatching goods
- How to deliver effective customer service
- Understanding health, safety, security and legislation
- How to be an effective team member

# Have you been impacted by redundancy or placed on the Job Retention Scheme (furloughed)?

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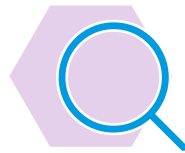
## We can help you get back on track

We can provide you with a range of advice and support which is tailored to your needs. Our friendly advisors can help you work through a range of learning programmes in order for you to upskill or re-train for another role.

In addition, we can help you and your team with:



Interview skills



Job searches



CV improvements

For more information,  
contact our friendly team.



# Information for employers

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## Tailor made recruitment and training service

If you are an employer looking to recruit for your business or upskill current employees, our service can match you with potential candidates or training programmes to meet business objectives. Our service is completely fully funded, which means there is no cost to you or your business.

## Our service

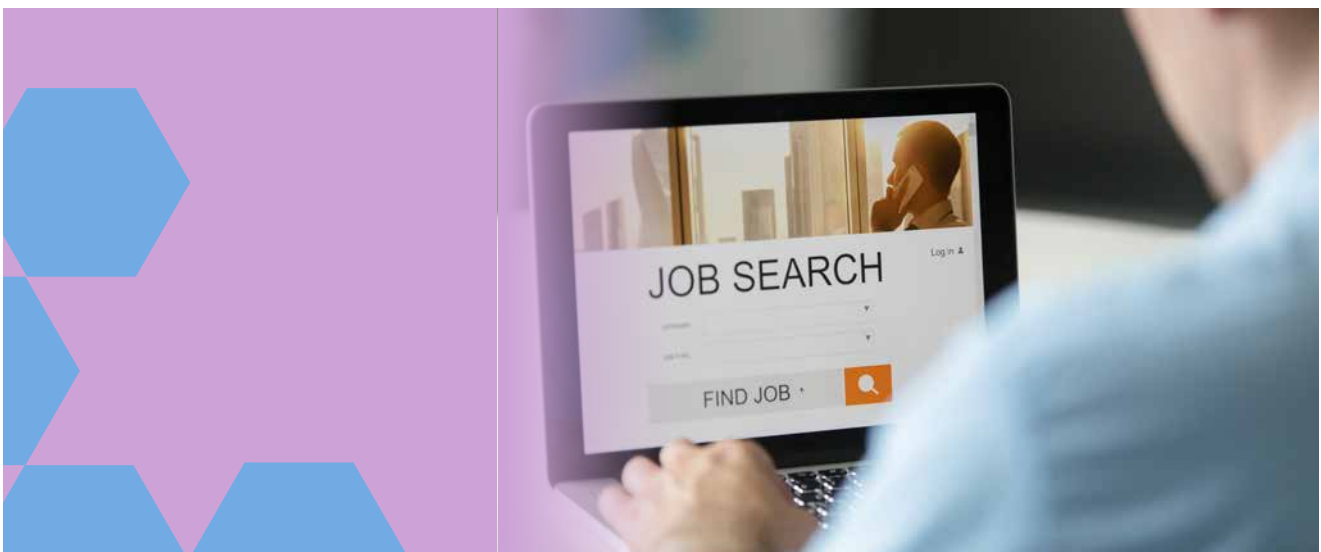
We will work in partnership with you to help identify your recruitment and training needs. Our service includes:

- Identifying potential candidates from our talent pool
- Pre-screening individuals before they apply
- Access to trained candidates from one of our programmes
- Fully prepping individuals before they start the role
- Training programmes for current employees to upskill

Plus, the service will have minimal disruption to your business, which means you can concentrate on the day-to-day running.

## Redundancy support

We understand that these are challenging times for some employers, and that some may have to make the difficult decision to let some of their teams go. If you find yourself in this position, we can help those affected with upskilling, updating CVs, job searches and interview techniques. Contact us for more information and advice.



# Start your journey

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