

Business Administration

We can offer a range of administration and business skills courses to suit all employers and learners. All courses offer training sessions in a variety of administrative tasks; developing knowledge and practical skills that can be easily transferred to the workplace.

Our NVQ and Apprenticeship programmes combine learning and development with additional assessment on the job to confirm application of new skills. We pride ourselves on our one to one learner tuition, which develops individuals through additional mentoring support and guidance on the job.

Our Business and Administration courses can be accessed by learners and employers through apprenticeships, NVQ's, certificated and bespoke programmes.

Business Administration Workshops include:

- Communication using letters, newsletters, memos and e-mails
- Report writing
- Presentation skills
- Supporting meetings
- Minute taking
- ICT short courses
- Customer Service skills
- Organising travel and accommodation
- Organisational skills
- Managing diary systems
- Team work

Please take a look at our Business Administration development options:

- Business and Administration Apprenticeship and Advanced Apprenticeship
- Business Administration NVQ levels 2, 3 and 4
- Certificate in Business Administration levels 2 and 3
- Bespoke business courses for employers

Our team is constantly on hand to answer any queries you may have.

Please contact us for advice and guidance:

**Employer and Learner Advice Line:
0191 433 8610**

Gateshead Council Adult Learning and Skills

Community Learning · Family Learning · Skills for Jobs · Skills for Life · Vocational Learning

Excellent Education for Everyone

Customer Service

We pride ourselves on our Customer Service delivery. Our Trainers are industry experts who deliver an exceptionally high standard of customer service training, assessment and one to one mentoring.

Customer Service Training and Development
We have a team of specialist customer service trainers who have developed training workshops and resources to improve learner performance and understanding of customer service principals and practice. Our workshops can be accessed by learners undertaking apprenticeships, NVQ's, certificated courses. Employers can also choose to develop bespoke Customer Service programmes from our course menu.

Customer Service workshops include:

- Principles of customer service
- Customer needs, expectations and perception
- Communication Skills
- Image and impression
- Handling challenging customers
- Continuous improvement
- Gathering and utilising customer feedback
- Problem solving
- Assessing your services/products

- Unique selling points and Unique service offers
- After sales care
- Team Work and internal customer service
- Moments of truth - The customer experience

Please take a look at the Customer Service development options available and contact us for further details:

- Customer Service Apprenticeship and Advanced Apprenticeship
- Customer Service NVQ levels 2, 3 and 4
- Certificated in Customer Service Levels 2 and 3
- Bespoke Customer Service training for employers

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Health and Health Support Services

We are proud to be one of the very few providers in the North East to deliver qualifications to the Health Sector. We have built relationships with agencies such as the Royal College of Nursing and have supported GP Practices to use the Health Care Assistant toolkit to develop in-house procedures and CPD processes.

Our training packages are bespoke to the individual health care environment; using resources that improve learner performance in their chosen area of practice. Health courses are currently being delivered to:

- Health Care Assistants (GP Practice)
- Health Service housekeeper and Cleaners (Hospitals and Trusts)
- Hospital Porters
- Healthcare Couriers

Training Services

We work closely with Nurse Mentors, Training Coordinators and Line Managers to support in-house practices to enhance learner development and practical application of skills.

Our training includes:

- Communication skills
- Equality and diversity and Health, safety and security
- Personal development – CPD Portfolio and HCA Toolkit
- Customer service

- Infection Control
- Storing and monitoring medication
- Health Care Assistant forum (which has included training in phlebotomy, smoking cessation and spirometry)

Our new apprenticeship programme offers greater value to both learners and their healthcare employers. Learners receive a taught course that develops understanding and behaviours required by the health industry. The NVQ qualification confirms learning is put into practice, supporting in-house mentors to confirm competency of clinical skills.

Health Options:

- Health Apprenticeship and Advanced Apprenticeship
- Health NVQ levels 2 and 3
- Health Support Services NVQ level 2
- Certificate in Working in the Health Sector levels 2 and 3

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Information, Advice and Guidance (IAG)

Gateshead Adult Learning and Skills IAG qualifications will benefit those who give information, advice and guidance in the service sector. All of our trainers and assessors are highly experienced at providing advice and guidance within a range of organisations. Our learners therefore benefit from a wealth of knowledge and experience; learning to apply new practical skills that enhance personal performance and make a real difference to users of their service.

Our learners come from a range of organisations, including; parent support groups, youth and community services, voluntary organisations, doctors surgeries and walk in centres.

Advice and Guidance Training and Development

Our training packages support learners to enhance their current approach as they work with customers/clients with a wide range of needs. We have developed links and working partnerships with a number of IAG organisations so you can be assured that our IAG programmes are valid and up-to-date; meeting sector and organisational requirements.

Employers and learners can access training through apprenticeships, NVQs and bespoke training packages.

Advice and Guidance Workshops include:

- Communication Skills
- Continuous Improvement and self development
- Working with individuals
- Enabling, sustaining and closing interactions
- Identifying opportunities to exceed client expectations
- Codes of practice, values and ethics

Please take a look at the Advice and Guidance development options available.

- Apprenticeship and Advanced Apprenticeship in IAG
- IAG NVQ Levels 2 and 3

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Team Leading and Management

Our Team Leading and Management programmes receive superb feedback from learners and their employers. Our Trainers have worked in senior Management roles for some of the country's most prominent and successful organisations. We are able to pass this expertise onto you through nationally recognised development programmes. Learners receive first class training, one to one mentoring and assessments with regular feedback on performance and knowledge.

Team Leading and Management Training and Development

We have developed training workshops and resources that give learners the opportunity to develop their leadership skills and make a real difference in the workplace. Our workshops can be accessed by learners undertaking apprenticeships, NVQ's, certificated courses. Employers can also choose to develop bespoke management programmes from our course menu.

Team Leading and Management workshops include:

- Managing own performance and resources
- Allocating work and monitoring team performance
- Addressing issues that affect performance
- Encouraging team innovation

- Improving team communication
- Team dynamics
- Managing health and safety
- Change management
- Motivation and recognition
- Delivering appraisals and understanding CPD

Please take a look at the Team Leading and Management development options available.

- Team Leading Apprenticeship and Management Advanced Apprenticeship
- Team Leading NVQ level 2
- Management NVQ level 3
- ILM Certificate in Team Leading
- ILM Certificate in First Line Management
- Bespoke Leadership training for employers

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