

# COURSE DIRECTORY



Information for Businesses

Riverside Training, 4-6 St Martins Street, Hereford, HR2 7RE - 01432 359244

## ESF Funded Support for Skills

Providing training for employees and those facing redundancy to progress with new skills to meet the local challenges of a competitive and quickly shifting national and global market.



### Funding for skills

This ESF project is designed to improve skills of potential and current workers who do not have the qualifications or basic skills needed to compete in the labour market. It supports individuals for career progression, business growth and to develop a skilled workforce capable of adapting to changes in the business environment.

This Marches wide initiative is supported by the Marches LEP and Marches Skills Provider Network targeting SMEs and micro businesses to provide growth in apprenticeships through dedicated marketing and outreach work with training leading to level 2 and accredited units of level 3 and 4.



# COURSE INFORMATION

## Courses available through the ESS project:-

### Riverside Training:

BTEC Level 2 in Customer Service	2 Days
BII Level 2 Award in Responsible Licensing	1 Day
ILM Level 3 Award in Leadership & Management	3 Days
ILM Level 4 Award in Leadership & Management	3 Days
BTEC Level 2 Principles of Team Leading	2 Days
BTEC Level 2 Introduction to Social Media	2 Days
Introduction to Microsoft Excel	1 Day
Intermediate Microsoft Excel	1 Day
ILM Level 3 coaching in the workplace	3 Days
ILM Level 3 Mentoring in the workplace	3 Days

### Hoople Training & Education

Level 2 Award in health & social care	1-3 Days
Level 2 in Leadership & Management	1-3 Days
Level 3 in Leadership & Management	1-3 Days
Level 2 Award in identifying & controlling food allergy risk	1 Day
Level 3 Award in health & social care	1 Day
Level 2 Award in customer service	1 Day
Level 3 Award in customer service	1 Day
Level 2 Award in clinical healthcare support	1 Day
Level 2 Certificate in healthcare support services	1 Day
Level 3 Award in clinical healthcare support	1 Day

### Skills & support for the unemployed

Level 1 Certificate in retail skills	9 Days
Level 1 Award in employability skills	3 Days
Level 1 Certificate in customer service	9 Days
Level 2 Certificate in customer service	9 Days
Level 1 Award in business administration	9 Days
Level 1 Certificate in business administration	9 Days
Level 1 Certificate in IT User	9 Days
Level 2 Award in principles and practice of manual handling	1 Day

### Always Consult

Level 3 IAG or units from	3 Days
Level 2 Principles of customer service	3 Days
Level 3 Principles of customer service	3 Days
Level 3 Award or units from leadership & management	3 Days
Level 4 Award or units from leadership & Management	3 Days
Level 2 Award in leadership & team skills	2 Days
Level 3 Coaching	3 Days
Level 2 Introduction to mentoring	2 Days
Award in understanding enterprise	2 Days
Level 3 Enterprise & Entrepreneur (award or units from)	2 Days

### Shrewsbury College group

Team Leading	1 Day
Level 3 Management	1 Day
Level 2 Customer service	1 Day
Level 3 Customer service	1 Day

### Kemble Training

Induction course level 2 & 3 preparing to work in Adult social care	5 Days
Stroke awareness (accredited & non-accredited)	1 Day
Diabetes awareness (accredited & non-accredited)	1 Day
Dementia awareness (accredited & non-accredited)	1 Day
Level 3 End of life care accredited	1 Day
Level 2 Food safety award accredited	1 Day
Level 1 Fire safety award accredited	0.5 Day
Level 2 Award in emergency first aid at work accredited	1 Day
Level 2 Award in health & safety in the workplace	1 Day
Refresher first aid basic awareness	0.5 Day
Refresher moving & handling	0.5 Day
Refresher medication	0.5 Day
Refresher safe guarding	0.5 Day
Refresher falls risk assessment training	0.5 Day
Refresher manager	0.75 Day
Mental capacity act, Deprivation of liberty	0.75 Day
Train the trainer	2 Days
Moving & handling train the trainer bolt on	1 Day
Medication train the trainer bolt on	1 Day
Level 3 Education & training	4 Days
Training assessment quality assurance	1 Day
Level 3 Award in awareness of diabetes	1 Day
Level 2 Award in awareness of dementia	1 Day
Level 3 Award in principles of end of life care	1.5 Days
Level 2 Awareness of stroke	1 Day
Level 2 Certificate in preparing to work in adult social care	5 Days
Level 3 Certificate in preparing to work in adult social care	5 Days
Level 2 Award in the prevention and control of infection	1 Day
Level 4 Understanding professional supervision practice unit	1 Day
Level 4 Understand how to manage a team unit	1 Day
Level 2 Principles of safeguarding and protection in health and social care	1 Day
Level 3 Understand how to support individuals with autistic spectrum conditions	1 Day
Manager refresher (non accredited)	5 Hours
Safeguarding update for managers (non accredited)	3 Hours

### Skills & support for the unemployed

Level 3 Award in awareness of diabetes	1 Day
Level 2 Award in awareness of dementia	1 Day
Level 3 Award in principles of end of life care	1.5 Days
Level 2 Awareness of stroke	1 Day
Level 2 Certificate in preparing to work in adult social care	5 Days
Level 2 Award in the prevention & control of infection	1 Day
Level 2 Unit principles of safeguarding and protection in health and social care	1 Day
Level 3 Understand how to support individuals with autistic spectrum conditions	1 Day

## SBC Training

Level 2 Conflict management	2 Days
Level 1 Introduction to welding	9 Days
Level 2 Dementia awareness	10 Days
Level 3 Award in education & training	9 Days
Level 2 Award in emergency first aid at work	1 Day
Level 3 CNC programming	11 Days

## Telford college of arts & technology

Abrasive Wheels	0.5 Days
HAUC, new roads & street works act, Operative	5 Days
HAUC, new roads & street works act, Re-assessment	2 Days
IOSH Working safely	1 Day
IOSH managing safely	4 Days
Manual Handling	0.5 Days
Site managers safety training scheme	5 Days
Site Operative (Including CITB Test)	1 Day
Site supervisors safety training scheme	2 Day

## The Development Manager

System Architecture	1 Day
Business concepts	1 Day
Spreadsheet software	1 Day
Imaging software	1 Day
Presentation software	1 Day
IT project management	1 Day
Networking principles	1 Day
Networking management & security	1 Day
Install, configure & update software	1 Day
Testing IT systems	1 Day
Mobile operation systems	1 Day
Cloud services	1 Day
Principles of software design	1 Day
Software testing	1 Day
Web development	1 Day
Principles of coding	1 Day
Software development methodologies	1 Day
Principles of data security	1 Day
Implementing an information security policy	1 Day
Developing your digital marketing objectives	1 Day
Websites for business	1 Day
Digital marketing analytics	1 Day
Analysing the success of a digital marketing campaign	1 Day
Managing relationships at work	1 Day
Managing inclusively	1 Day
Managing staff performance	1 Day
Managing staff development	1 Day
Managing meetings	1 Day
Managing team conflicts	1 Day
Managing change	1 Day
Managing collaboration	1 Day
Managing projects	1 Day
Managing budgets	1 Day
Managing risk	1 Day
Managing business improvement	1 Day
Managing negotiations	1 Day
Managing presentations	1 Day
Managing complaints	1 Day

## In-Comm Training & Business Services

Power press regulations, (Novice & Refresher)	2 Days
Abrasive wheels, theory & practical	1 Day
Abrasive wheels, theory only	0.5 Day
Fork lift truck, (Novice, Basic & Advanced)	1-5 Days
Award in team leading	4 Days
Award in first line management	6 Days
IOSH Working safely	1 Day
IOSH Managing safely	4 Days
Introduction to lean	1 Day
Introduction to six sigma	1 Day
8d problem solving	1 Day
Failure mode & effects analysis	1 Day
Single minute exchange of dies	1 Day
Principles of business improvement techniques, (Basic & Advanced)	3-5 Days
Risk Assessment	1.5 Days
TIG Welding, Basic	5 Days
MIG Welding, Basic	5 Days
ARC Welding, Basic	5 Days
Reading Engineering drawings	1 Day
Introduction to CAD/CAM	1 Day
Computer aided design, Novice	5 Days
Basic Hydraulics	1.5 Days
Advanced Hydraulics	2 Days
Basic Pneumatics	1.5 Days
Advanced Pneumatics	2 Days
Basic Electro-control	1.5 Days
Basic PLC	1.5 Days

## Skills & support for the unemployed

Basic Hydraulics	1.5 Days
Basic Pneumatics	1.5 Days
Basic Electro-control	1.5 Days
Basic PLC	1.5 Days
Level 2 Award in welding skills	1 Month

## Rushmore Business Associates

Improving productivity using IT	<b>Every Wednesday 2 hour sessions</b>
Accessing information online and using email	
IT software fundamentals	
Database software	
Presentation software	
Spreadsheet software	
Word processing software	
Developing personal and team effectiveness using IT	
Understanding the potential of IT	
Award in customer service	
Award in health informatics	
Certificate in team leading	
Award in effective management	
Award in the promotion of products and services through social media	

## Business Management Resources

Level 2 Award in Leadership & Management skills	3 Days
Level 2 Certificate in team leading	5 Days
Level 3 Award in leadership & Management	3 Days
Level 3 Certificate in Leadership & Management	5 Days
Level 3 Certificate in principles of Leadership & Management	5 Days
Level 4 Award in Leadership & Management	3 Days

# CONTACT DETAILS

For more details about this project, please contact: Katie Gibbs, Riverside Training 01432 359244  
Email: [Katie.gibbs@riverside-training.co.uk](mailto:Katie.gibbs@riverside-training.co.uk)

Provider	Location	Contact Name	Contact Number	Email Address
 <b>ALWAYS CONSULT</b> For Peak Performance	Shrewsbury	Carol Ewels	03334442468 / 07981182531	<a href="mailto:carol@alwaysconsult.com">carol@alwaysconsult.com</a>
 <b>bmrtraining</b> BUSINESS MANAGEMENT RESOURCES (UK) LTD	Telford	Elsbeth Bliss	01952 210848	<a href="mailto:elsbethbliss@bmrtraining.com">elsbethbliss@bmrtraining.com</a>
 <b>Wyre Academy</b>	Hereford	Will Taylor	03331010040	<a href="mailto:will@tdm.co">will@tdm.co</a>
 <b>Hoople</b> Training and Education	Hereford	Dawn Haymonds	01432 261562	<a href="mailto:Dawn.haymonds@hoopleltd.co.uk">Dawn.haymonds@hoopleltd.co.uk</a>
 <b>IN-COMM</b> TRAINING & BUSINESS SERVICES	Shrewsbury	Rebecca Phillips	01922 457686 / 01743 462217	<a href="mailto:bekki@in-comm.co.uk">bekki@in-comm.co.uk</a>
 <b>KEMBLE TRAINING</b>	Hereford	Stephanie Small	01432 382018	<a href="mailto:stephanie.small@kembletraining.co.uk">stephanie.small@kembletraining.co.uk</a>
 <b>RIVERSIDE TRAINING</b>	Hereford	Lewis Horner / Eloise Ormerod	01432 359244	<a href="mailto:shortcourses@riverside-training.co.uk">shortcourses@riverside-training.co.uk</a>
 <b>RBA</b> Rushmore Business Associates	Shrewsbury	Ian Jarvis	07974444757	<a href="mailto:ianj@rushmorebusiness.co.uk">ianj@rushmorebusiness.co.uk</a>
 <b>SHREWSBURY COLLEGES GROUP</b>	Shrewsbury	Corinne Brown	01743 342460	<a href="mailto:corinneb@shrewsbury.ac.uk">corinneb@shrewsbury.ac.uk</a>
 <b>sbc training</b>	Shrewsbury	Colin Thaw	01743 454810	<a href="mailto:Colin.thaw@sbc-training.co.uk">Colin.thaw@sbc-training.co.uk</a>
 <b>TELFORD COLLEGE of Arts and Technology</b>	Telford	Richard Bond	01952 642421	<a href="mailto:Richard.bond@tcat.ac.uk">Richard.bond@tcat.ac.uk</a>