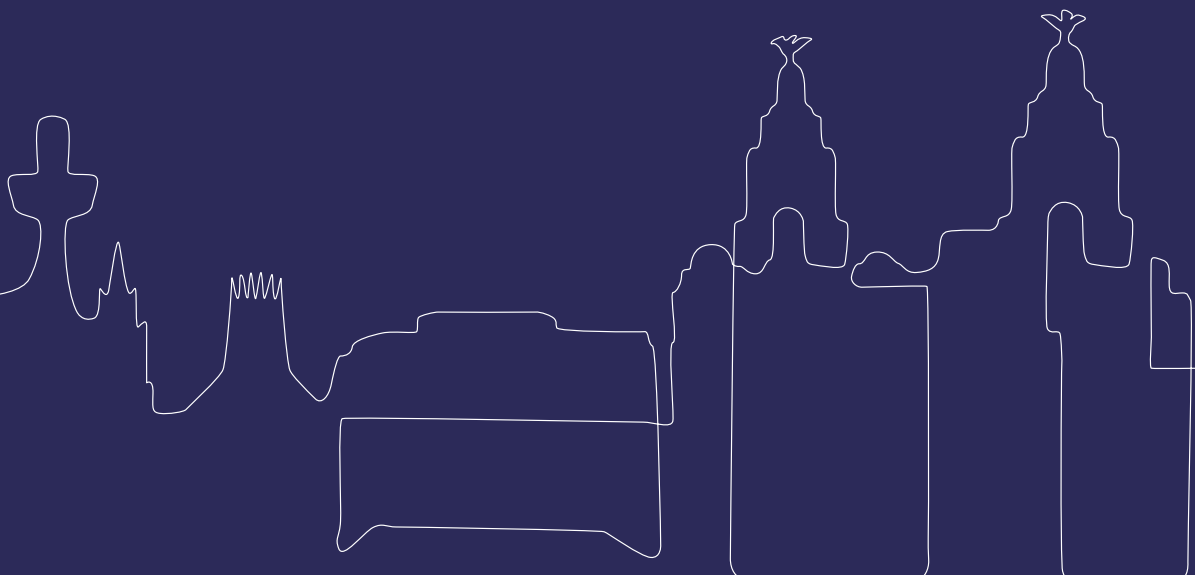


FLEXIBLE TRAINING SOLUTIONS

**Source.  
Develop.  
Retain.**

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# Short courses for those unemployed or looking to climb the career ladder

We provide fully funded skills training courses, teaching individuals the knowledge, skills and behaviours needed to secure and succeed in employment. Our delivery model is flexible and tailored to suit the needs of an employer and their industry. Our team build funded solutions to support businesses to train, develop and enhance the skills of new and existing colleagues. Currently, Complete Skills Solutions deliver a range of courses running throughout the academic year available at levels 1, 2 and 3 (dependent on subject).

**81%**

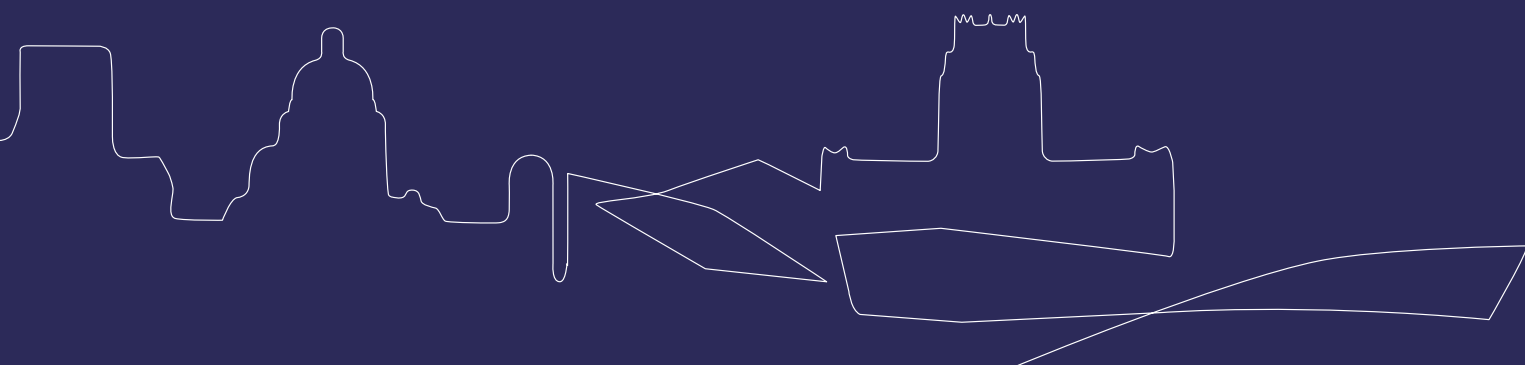
of our learners achieved employment following training

**86%**

of those learners noted they have a learning difficulty or disability

**£3,579,695**

of social value generated in 2021/2022 which equals a social return on investment of **£2.25** for every £1 spent





## COURSE EXAMPLE

# Construction

**Our range of Construction Health and Safety courses offer all the essential skills, knowledge and qualifications needed for an individual to kick-start their career in the sector.**

From generic construction training to more specialist courses in the likes of Port Operative, our courses are aligned to the needs of employers.

### **Common qualifications offered...**

- › Level 1 Certificate in Introduction to Construction
- › Level 1 Award in Health & Safety in a Construction Environment
- › Level 1 Certificate in Securing Employment
- › CSCS test and upon pass CSCS card

“I thought the course was easy to access and the staff were very friendly and approachable. It’s helped me gain access to the construction industry and trebled my yearly income.” **Adam**



COURSE EXAMPLE

# Barbering

Delivered in partnership with Barbers No1 by our team of highly skilled experts, our Barbering Academy is delivered from multiple sites throughout the Liverpool City Region.

Much of this training takes place within a Barbers No1 setting, supporting our learners to gain the practical skills that are a cut above the rest.

**BARBERSNO1**

**Common qualifications offered...**

- Level 2 NVQ Diploma in Barbering
- Level 1 Certificate in Customer Service

"I could easily get a job in a supermarket, stacking shelves but I want something more. Barbering for me so much more than that, it's a career and a lifestyle." **Lee, former learner who now owns Barbering business**



COURSE EXAMPLE

# Warehousing

**From FLT roles in warehouses to logistics training, our warehousing courses are each tailored to meet the needs of the employers.**

We are proud to work with some leading employers to offer local job opportunities to learners at the end of the course. These include the likes of Amazon and Tesco.

## **Common qualifications offered...**

- › Level 1 Award In Preparing To Work In Express Logistics
- › Level 1 Certificate in Personal and Social Skills
- › Level 1 Certificate in Securing Employment

"The warehouse job training course gave me the confidence and knowledge to attend the interview, which resulted in me securing the role." **Carl**



COURSE EXAMPLE

# Digital Contact Centre

**With many courses attached to job opportunities with top employers, our Digital Contact Centre courses give learners the skills they need to work in a customer service role within a digital contact centre.**

Lasting 10 days, learners will cover the likes of how to use digital devices/systems, customer service and digital safety.

## **Common qualifications offered...**

- › Level 1 Certificate in Digital Contact Centre Operations

"I really enjoyed the course and was able to update my knowledge of working in a contact centre" **Ewin, 25**

# Course calendar\*

PROVISION	JAN	FEB	MAR	APR	MAY
Barbering St. Helens	✓			✓	
Barbering Kirby	✓				✓
Construction	✓	✓	✓	✓	✓
Digital Contact Centre	✓	✓	✓	✓	✓
Warehouse/Logistics	✓	✓	✓	✓	✓
Hospitality/Customer Service	✓	✓	✓	✓	✓
Port Operative	✓	✓		✓	
ESOL	✓	✓		✓	
Facial Beauty		✓			
Nail Technician	✓				✓
Health & Social Care	✓	✓	✓	✓	✓

\*Subject to change

**These topics and timelines offer an example of how we can flexibly tailor a bespoke curriculum to suit the needs of employers and individual learners.**

## How are we funded?

Through our Adult Education Budget (AEB) funding, we provide fully funded training (subject to eligibility) to individuals. Many of our courses are connected with live job opportunities, with many having guaranteed job interviews at the end.



JUNE	JUL	AUG	SEP	OCT	NOV	DEC
	✓		✓			
				✓		
✓	✓	✓	✓	✓	✓	✓
✓	✓	✓	✓	✓	✓	✓
✓	✓	✓	✓	✓	✓	✓
✓	✓	✓	✓	✓	✓	✓
✓	✓			✓	✓	
✓	✓		✓		✓	
✓				✓		
			✓			
✓	✓	✓		✓	✓	✓

### The eligibility criteria

- Age 19+
- Must be a resident of the Liverpool City Region
- If unemployed must be in receipt of state benefits (UC/JSA/ESA/Income Support)
- If employed must be in receipt of low wages (lower than £31,640 and able to evidence this)



Discover our full training offer here  
[completeskillssolutions.co.uk/training](https://completeskillssolutions.co.uk/training)



# Who we work with

Through our partnerships, we provide not only the skills and qualifications individuals need to get a job or climb the career ladder, but we also provide a series of additional support, giving our learners the opportunities to better themselves and those around them.

## Challenge TRG

Via our strategic partnership with Challenge TRG, we have access to some of the most exciting local job opportunities with leading employers. Challenge TRG have the local job opportunities and we match these to targeted training solutions. By recruiting and then training potential candidates, we work closely with Challenge TRG to fill hundreds of their roles every year.

**Employers we have supported via Challenge TRG...**



## Grey Matter Learning

We have partnered with award-winning eLearning training provider Grey Matter Learning to offer comprehensive training solutions specifically for the social care sector. As a Skills for Care Centre of Excellence, Grey Matter Learning provide the specialist training to facilitate ongoing professional development once established in role. We work with employers to identify their training and development needs, and offer the initial training to their new recruits on a fully-funded basis (subject to eligibility).

Via the Care Development Project, we are committed to providing life changing learning and development opportunities for the sector, ultimately driving the standards of care and helping to tackle the recruitment and retention crisis head-on.





# Community Shop

The Community Shop is part of the Company Shop Group, a social enterprise that provides its members with access to discounted food, as well as life-changing learning and development programmes.

With stores located nationally, we are already delivering a series of training courses across multiple locations including.

**Kirkdale | Bewsey | Halton | Beechwood**



## More than just training

Our unique partnership with the Community Shop is firmly rooted in offering the very best, transformational opportunities for our learners. As such, they get access to a wealth of benefits including;

- **Free membership**
- **Free lunches during their training with us (if located in a Community Shop)**
- **Significant discounts on their grocery shops**
- **Access to a supportive and nurturing community of like-minded people**

“I found the (Connecting Communities) course very educational. I already recommend it to people when coming here on the bus.”

**Kris, Connected Communities Learner**

# Diplomas designed to support career development

**Our range of diploma level qualifications cover a selection of qualifications across leadership, education, barbering and health and social care.**

Designed to support businesses wanting to develop their workforce, as well as individuals looking to climb the career ladder, these qualifications are delivered over a longer time period, often with a blended approach to delivery. For those studying their first level 3 qualification (or a new level 3 qualification but who meet the eligibility criteria) this course is fully-funded if the individual is a resident in the Liverpool City Region.





DIPLOMA EXAMPLE

# Leadership and Management

**Duration: 6 months | Delivery: Online | Cost: Fully-funded\***

This qualification provides a professional pathway for learners, whether starting out in their career or looking to develop management skills. Learning can be applied straight to the workplace, improving productivity and creating conscious leaders. This course is also a good starting point for those wishing to progress to higher level management qualifications.

\*Please see Eligibility on page 9

## Qualifications and skills gained

- ILM Level 3 Certificate in Principles of Leadership and Management
- Understanding leadership
- Developing yourself and others
- Understanding conflict management in the workplace



DIPLOMA EXAMPLE

# Adult social care

**Duration: 15 months | Delivery: Online | Cost: Fully-funded\***

Whether studying as part of the Care Development Project or as a standalone qualification, this Diploma in Social Care is suitable for professionals working in roles such as Senior Care Workers.

## Qualifications and skills gained

- › Level 3 Diploma in Adult Care
- › Promote communication in care settings
- › Effective handling of information in care settings
- › Promote personal development in care settings
- › Duty of care in care settings
- › Awareness of the Mental Capacity Act 2005
- › Implement positive behaviour support
- › Nutrition and hydration in adult care settings

\*Please see Eligibility on page 9





DIPLOMA EXAMPLE

# Supporting teaching & learning

**Duration: 12 months | Delivery: Blended | Cost: Fully-funded\***

This course will provide the understanding and knowledge needed to work with children and young people effectively, including information on how educational organisations operate and the teamwork required to deliver high-quality education.

## **Qualifications and skills gained**

- Level 3 Certificate in Supporting Teaching and Learning
- Understand child and young person development
- Learn about the importance of safeguarding and child welfare
- Develop essential knowledge for working in a school environment

\*Please see Eligibility on page 9



DIPLOMA EXAMPLE

# Barbering

**Duration: 8-10 weeks | Delivery: face-to-face | Cost: Fully-funded\***

This VTCT diploma level qualification is perfect for individuals seeking a career as an employed or self-employed Barber. The course content is based on the National Occupational Standards and is recognised by the British Barbering Association (BBA).

It is suitable for individuals who want to specialise in becoming a cut above the rest in men's hairdressing.

## Qualifications and skills gained

- > VTCT Level 3 Diploma in Barbering
- > Client consultations
- > Advanced cutting

\*Please see Eligibility on page 9

# Changing people's lives

## 858

Nicole is one of 858 individuals who we supported in the past 12 months

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## 90%

We are proud that 90% of our learners achieve a qualification with us

## Nicole's Story

After successfully completing a short course in Hospitality & Catering with Complete Skills Solutions (CSS), Nicole Brown went on to secure employment with a national hotel chain.

At the end of completing 2-week fully funded course with CSS, Nicole secured a work trial in the Housekeeping Team at a hotel. She soon impressed by applying the knowledge and skills she learnt during her course to her new role, and was offered a full-time, permanent role.

Nicole said:

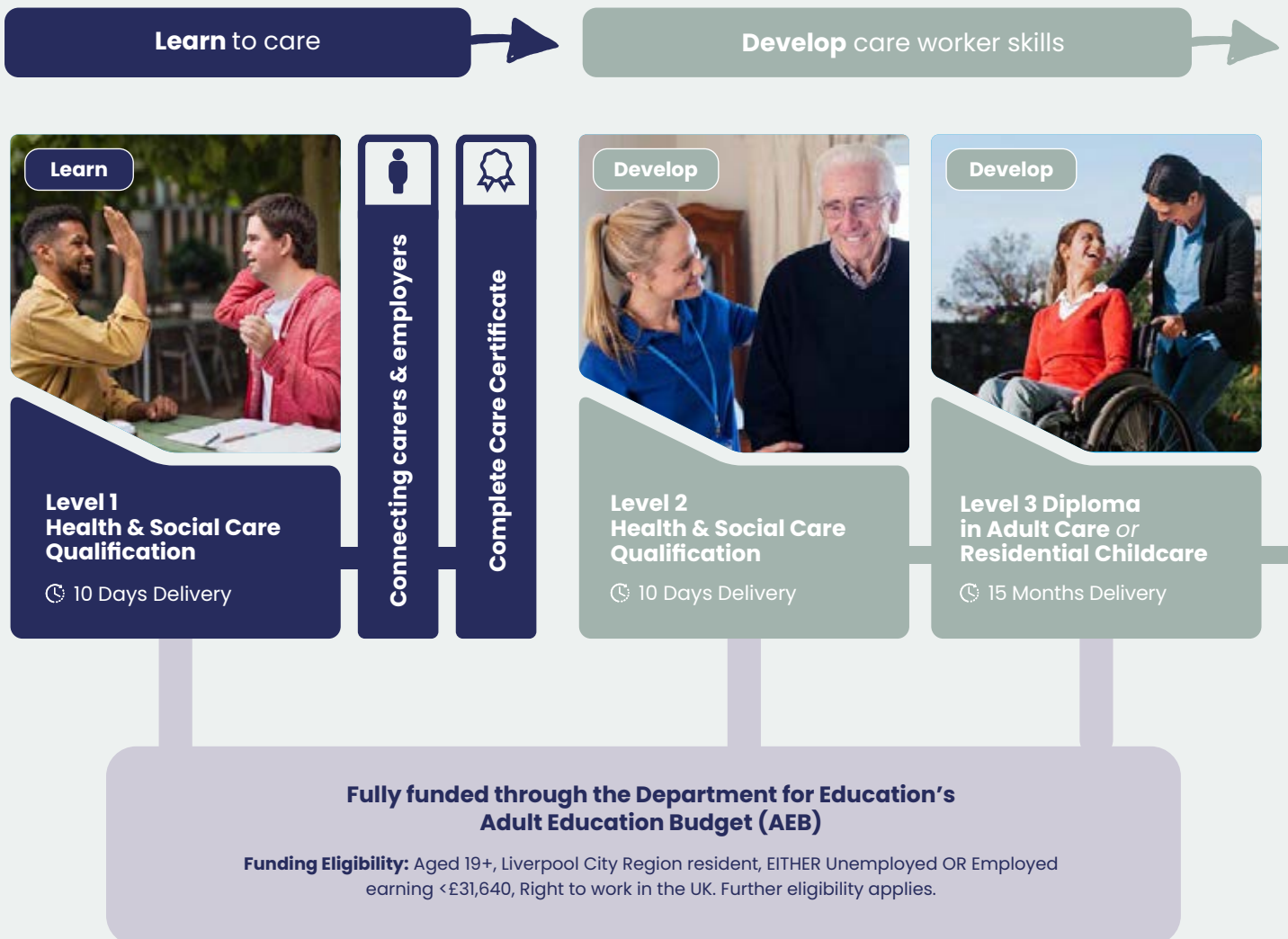
"I really enjoyed my studies with Complete Skills Solutions and found the team to be really helpful and supportive. They helped me learn new things and have supported me to have the confidence in my interview to express myself and my abilities."

"I've now secured a job with Leonardo's that I really enjoy, something that I wouldn't have achieved without the help of CSS."



# Care Development Project

We have training and development opportunities for carers at any stage of their development. As a collective we have trained thousands of carers for some of the UK's largest care providers. Whether it's entry-level, developing workers, aspiring leaders or established managers, we have a programme to aid their progression.



“Employers with high levels of learning and development had lower staff turnover and high CQC ratings.”

**State of Adult Social Care Workforce Report '22, Skills for care**

**Develop**

**Progress as social care leader**

**Develop**



### On-Going Person Centred eLearning

- 120+ care eLearning courses on 'Click' LMS

### Free for all funded course learners.

#### For Employers:

Access the 'Click' Learning Management System for your wider organisation and track your learners' progress from just £3 per-person. Reduced pricing for larger providers.

Vist [greymatterlearning.co.uk](http://greymatterlearning.co.uk)

**Progress**



### Care Leadership Programmes

- Online delivery
- Well Led, Lead to Succeed, Leading Change Improving Care

### Fully funded for Social Care employers

£2000 funding per-learner available through the Skills for Care Workforce Development Fund. Eligibility applies.

**Progress**



### Level 3 Leadership & Management

- 🕒 Flexible Online Delivery

### Fully funded through the Department for Education's 'Free Courses for Jobs' initiative.

#### Funding Eligibility:

Aged 19+, LCR Resident.  
EITHER: Any salary with no existing Level 3 qualification  
OR: Earning <£31,640 with existing level 3 qualification.  
Further eligibility applies.



# Teaching Assistant Apprenticeship Level 3

Our Teaching Assistant Apprenticeships helps to attract and train the best talent, enabling schools to nurture their students, support their teachers and ultimately drive up the standards of their provision.

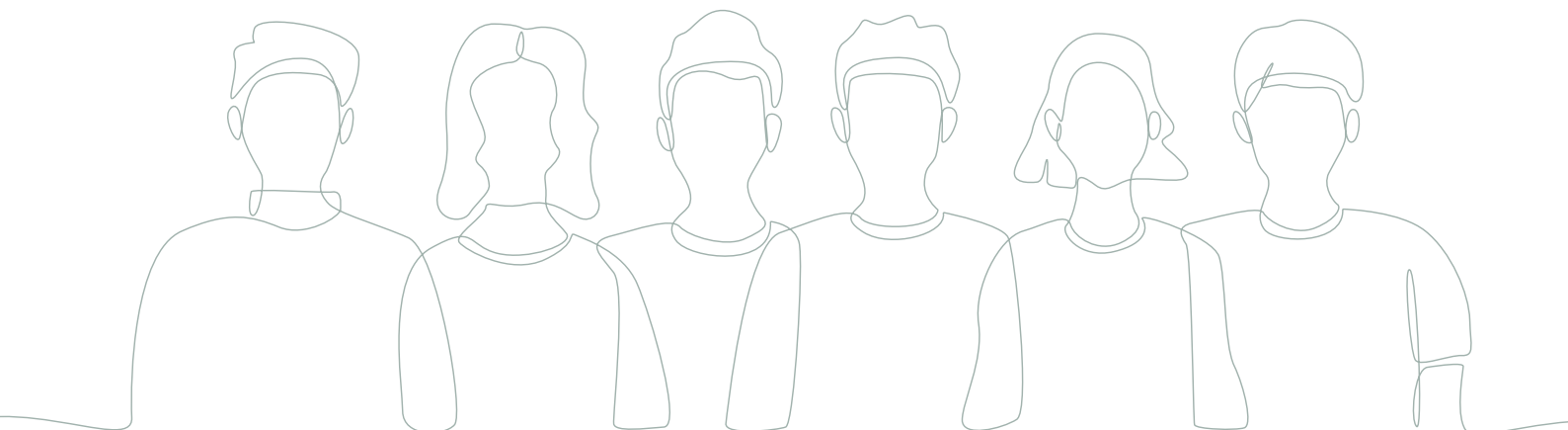
Our Teaching Assistant apprenticeships are ideal for those without an existing Level 3 qualification in this area, or who are new to the profession. Through our blended delivery approach, our team of experts work alongside your support colleagues to equip them with the knowledge, skills and behaviours required of the role.

We all know that Teaching Assistants play a vital role in supporting our young people to achieve their potential, but by investing in your Teaching Assistants you are also investing in your teachers, your delivery and ultimately, your quality of education.

## How are they funded?

Schools can fund this training via their apprenticeship levy pot (if they have an annual salary bill that is more than £3 million pounds), or by making a small contribution towards the costs (just 5% of the training), with the government funding the rest.

Whether you're a levy paying employer or a small business exploring your options, Complete Skills Solutions have the expertise to help you to understand apprenticeship funding and maximise your return on investment.





**Complete  
Skills  
Solutions**



Contact our team on

**T. 0151 433 7171**

[info@completeskillssolutions.co.uk](mailto:info@completeskillssolutions.co.uk)

[completeskillssolutions.co.uk](https://www.completeskillssolutions.co.uk)