

# Develop your Knowledge & Skills!

A wide range of courses to support you on your journey in finding the right job

During your time at Triage, you will receive:

- Travel expenses paid whilst attending training or appointments with us
- Access to exclusive vacancies from our recruitment team
- A chance to meet our recruitment team who have multiple employer contacts in the Durham area
- Financial support for work (eg travel to work, uniform)
- 13 weeks job focused support from our progression consultant to move you into work

#### Eligibility Criteria:

- You must be 19 years or older
- You must have lived in the UK for over 3 years
- You must not be in other form of education or training

If you are interested in any of our courses or would like further information please don't hesitate to contact us on 01642 917015 and ask for a Member of the Engagement Team.



## Our Courses:

### **Level 1 Certificate in Retail Knowledge**

Our Retail Knowledge course gives you a sound understanding of the business of Retail. You will gain knowledge in key areas such as handing and replenishment of stock, handling of customer payments and how to communicate effectively with different customers to provide the ultimate in customer care.

### **Level 1 Award in Customer Service**

Our Customer Service qualification allows you to gain knowledge and understanding of working in a customer service environment, whether that be face to face or over the phone. You will understand the importance of appearance, behaviours and what contributes as effective communication.

### **Level 1 in Personal Development and Employability**

During this course we will support you in planning for your future career by producing a personal development plan. If you feel that you have barriers preventing you from moving forward, together we will help you to identify positive solutions to overcome them to support you in your everyday life.

### **Level 1 Certificate in Mental Health Awareness**

This qualification will develop knowledge of the issues surrounding mental health difficulties. To dispel some of the myths and misconceptions frequently linked to mental health issues and to develop knowledge of the rights of those with mental health issues.



[triagecentral.co.uk](http://triagecentral.co.uk)