

# Develop your Knowledge & Skills Online!

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

During your time at Triage,  
you will receive:

- You receive full online support and guidance throughout your qualification from one of our Tutors (telephone, email, text message, zoom calls)
- Access to exclusive vacancies from our recruitment team
- A chance to meet our recruitment team who have multiple employer contacts in the TeesValley 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 be in Receipt of benefits or earn less than £17,004 per year
- You must have lived in the UK for over 3 years
- You must not be in other form of education or training
- You must have access to a laptop/tablet or smart phone
- Have a good level of Literacy – to allow you read the online learning content'
- Have a basic level of IT skills – to allow you navigate around our online learning platform

**If you are interested in any of our courses or would like further information please don't hesitate to contact us on 01642 917015 or contact us via Facebook – Triage Tees Valley. If you would prefer you can drop us an Email; [lyndseyh@triagecentral.co.uk](mailto:lyndseyh@triagecentral.co.uk) / [Katier@triagecentral.co.uk](mailto:Katier@triagecentral.co.uk)**



**Triage**  
helping  
people  
succeed

## Our Courses:

### Level 1 Certificate in Business Administration

Our Business Administration course prepares you to work as an Administrator or an assistant Administrator. Learning the core Principles of working in a business environment will include effective communication, use of software and IT, prioritising workload and the importance of welcoming visitors into the business environment.

### Level 1 Certificate in Introduction to Health, Social Care and Children's and Young People's Settings

This course prepares you to gain an understanding of the range of services and roles within the Health and Social Care sector; giving you a greater insight into career development within the industry. You will learn about Principles and Values, Person Centred care, Protection and Safe Guarding and effective communications with a variety of service users. In addition you can gain a Level 2 Certificate in Dementia Awareness.

### 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 handling 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 Work Skills

This course is designed to help you gain useful tips and knowledge to find work. You will gain confidence in producing and amending your CV to suit a variety of different sectors which in turn will give you the best chances to be successful in your future applications. Our trainers will complete in depth interview preparation including a mock interview which will give you detailed feedback on what you need to improve on for future interviews

### Level 1 Certificate in Progression

This course is designed to help you recognise your own skills for personal development. We will support you in improving your own self confidence by upskilling your skills and knowledge for gaining employment. You will understand what employers are looking for in an applicant and how you can best present your personal skills to suit their business.

## Benefits of online training:

- **Flexibility** - Flexibility is of course the key benefit of e-learning. Unlike traditional learning, you don't have to plan your entire day around your studies; your studies can be planned around other responsibilities.
- **Tailored** - Your learning is tailored to your individual needs and is structured at your pace
- **Comfort** - A peaceful and agreeable learning environment brings out the best in any learner, and courses from home are more likely to help establish this.
- **Instant Support & Updates** - A key benefit of online education is that everything is instantaneous. Tutors are able to quickly create and respond to learners.