



**DURHAM**  
Employment & Skills

meeting your training, development  
and recruitment needs

Supported by



# Who we are

Durham Employment and Skills is the training arm of Durham County Council's Regeneration, Economy and Growth.



# What we do

We liaise with local employers to provide industry recognised qualifications for your staff.

We develop and deliver bespoke employer relevant training programmes to match your requirements.

We provide skills support for people who have been made redundant by helping you gain new skills, skills that local firms really need.

We also help long-term unemployed people by providing coaching, training and support.



# Short courses

We offer a wide range of short courses that can be completed in a day in venues across County Durham.



**Emergency First Aid at Work** – learn how to assess an incident and undertake Cardiopulmonary Resuscitation (CPR).

**Automated External Defibrillation** – learn how to manage a casualty and safely use an AED.

**Health and Safety at Work** – understand the principles of Health and Safety and accident prevention.

**Food Safety** – understand the importance of keeping clean and hygienic and keeping food safe.

**Safe Manual Handling** – understand the hazards and risks associated with manual handling.

**Principles of COSHH** – learn how to identify the hazards associated with those substances.

**Communicating Assertively** – learn how to maximise your skills to become an effective communicator.

**Professional Telephone Techniques** – increase your confidence to enable effective communication.

We currently offer over 30 short courses and can develop new courses to meet your training needs. Contact us for more information.

# ‘Get into...’ programmes

If you are unemployed or looking for a career change our ‘Get into...’ programmes help you to gain knowledge, skills and experience to progress into your chosen career.



**‘Get into.... Business Administration’** – learn how to communicate effectively, provide excellent customer service and work as part of a team.

**‘Get into.... Care’** – learn new skills such as working in the care sector, equality and diversity, and safeguarding. You will have the opportunity to gain a DBS certificate on completion of the programme.

**‘Get into.... Contact Centre’** – learn new skills such as professional telephone techniques, effective listening, resolving problems and selling techniques.

**‘Get into.... Construction’** – acquire new understanding of working on a construction site, risks, hazards, plant and equipment, and working at height. You will have the opportunity to gain the CSCS Green Card on completion of the programme.

**‘Get into.... Hospitality’** – acquire new skills and understand customers needs and expectations, first and lasting impressions, Food Safety and Health and Safety.

**‘Get into.... Retail’** – learn new skills such as understanding the selling process, providing excellent customer service and work as part of a team.

# Building Confidence to Achieve



**Digital Inclusion** – develop skills and knowledge to be able to access a variety of ICT services to move closer to employment.

**Positive Woman and Positive Man programmes** – develop confidence, combat stress, financial confidence and improve employability.

**Employability Skills** – planning your career, help with CV, job searching, interview skills and rights and responsibilities in the workplace.

**Multiply** – develop confidence with numbers, money management and support with the cost of living crisis. See next page.

# Multiply - supporting confidence with numbers

If you are aged 19 plus, the Multiply programme will offer you the chance to boost your confidence with numbers through a wide range of short and fun activities.

Do you:

- Want to develop confidence with maths?
- Want to support your children with their homework?
- Need maths understanding to help you get the right job?
- Want help to manage your budget, especially as the cost of living rises?

Our 'Multiply' programme is here to help you.

The programme is run in partnership with local schools, employers, voluntary and community sector organisations, charities, colleges and training providers. We also have a team of Multiply Champions based in the community who we can't wait to introduce you to.



**Multiply**

# Strength in Numbers

## Learn number skills with Multiply

If you are aged 19+ the Multiply programme will offer you the chance to boost your confidence in maths through a wide range of short and fun activities.

**Do you want to learn number skills?**

### Contact

 [www.durham.gov.uk/multiply](http://www.durham.gov.uk/multiply)

 [DES@durham.gov.uk](mailto:DES@durham.gov.uk)

 03000 266 644



# Highstreet Business Support Programme

Retail is changing at an unprecedented speed, and with it comes big challenges and opportunities. We want to support you with free training to provide you and your staff with new skills, abilities and confidence in delivering your products and services to your customers.

We have a range of free workshops, training and qualifications to support you and your staff:

- Customer Service and Sales
- Dealing with difficult customers
- Dementia Awareness
- Developing Teamwork
- Digital Media for Business
- Emergency First Aid at Work
- Food Safety
- Health and Safety
- Manual Handling
- Level 2 Certificate in Retail, Customer Service, or Hospitality

All of the workshops, training and qualifications are free and delivered face to face at your premises, or in one of our venues. Please get in touch to let us know if you are interested or if there is other training that you would like and we will work with you to accommodate your needs.

To book your place, please contact us.





Our Durham Employment and Skills service supports local businesses to develop and grow their workforces.

Free

# Retail Highstreet Business Support Programme

Retail is changing and we can support you and staff with FREE training to provide the skills, abilities and confidence needed to deliver your products and services to customers.

Training and assessment solutions are available in the following areas:

- Customer Service and Sales
- Dealing with difficult customers
- Dementia Awareness
- Developing Teamwork
- Digital Media for Business
- Emergency First Aid at Work
- Food Safety
- Health and Safety
- Manual Handling
- Level 2 Certificate in Retail, Customer Service or Hospitality

Visit [durham.gov.uk/des](https://durham.gov.uk/des) for more information.



# Offering your business more

We understand that finding and keeping the right people is vital to the success of a business.

We will support you in finding the right people with the right skills and attitude for your business.



We can also help to organise work trials to determine the suitability of candidates for your business.

# Going the distance

Once an employee is in post with you, we can offer a support package of including learning opportunities and development of your existing staff.



We can also support the development of your existing staff through our offer of a full range of training and development opportunities.\*

\*Please contact us for further information and full details.

For further information contact 03000 266 644  
or email: [DES@durham.gov.uk](mailto:DES@durham.gov.uk)  
[www.durham.gov.uk/des](http://www.durham.gov.uk/des)



DES are a disability confident organisation



Durham Employment and Skills is a matrix accredited organisation



Part of the Department for Work and Pensions

Supported by

