

Durham Employment and Skills Service video transcript

[No audio throughout]

A white background and blue border is seen on screen. The Durham County Council logo appears in the bottom right corner. The Durham Employment & Skills logo is in the middle of the screen next to images of people working in different jobs.

A new slide appears. The Durham Employment & Skills logo is in the top right. Text on screen reads '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?'. Two circles are to the side. One with a young female holding a plus symbol, the other with a gentleman holding up five fingers on one hand and two fingers with the other.

A new slide appears with text that reads 'confidence with numbers'. 'If you are ages 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.'

A circle with an image of a young woman is to the side of the text. She is holding up five fingers on one hand and three fingers on the other.

A new slide appears with the Powered by Levelling Up logo at the top left. An image is underneath with a group of people in a meeting, gathered around a table, smiling. Text on screen reads 'Communicate'. 'More than ever, communication is the key to success – in employment, in education and in everyday life. Yet, many of us find it challenging to get our point across in the best possible way, whether in writing, online or in person.' 'Communicate is a government initiative that provides fully funded Literacy based support for learners ages 19+. Our short courses are fully funded, taught at times to suit you in your local area. Our courses are facilitated by experienced tutors who understand how to help you. We can offer support with: Effective Communication skills, CV writing, Interview techniques, Literacy skills.'

A new slide appears with text that reads 'Short Courses. We offer a wide range of short courses in venues across Co Durham. Emergency First Aid at Work – learn how to assess an incident and perform CPR. Health & Safety at Work – understand the principles of H&S and accident prevention. Food Safety – understand the importance of clean & hygienic workstations and keep food safe. Safeguarding – Safeguarding and Protecting Children, Young People and Adults at Risk. A circle with an image is at the top of the screen with three females, sat round a table looking at documents in front of them. The Durham Employment & Skills logo is at the bottom of the screen.

A new slide appears with text that reads "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...Construction' – gain new understanding of working on a Construction site, risks, hazards, plant, equipment, and working at height. You will have the

opportunity to gain the CSCS Green Card on completion of the programme. 'Get into...Childminding' – understand children's physical, social and emotional development, improving practical skills and techniques. 'Get into...Hospitality' – gain new skills and understand customers needs and expectations, first and lasting impressions. Food Safety and Health & Safety can be added to this course. 'Get into...Retail' – Understand the retail sector and valuing customers, effective skills and communication, conflict and dealing with challenges, applying for a job and preparing for interview.' A circle at the top of the screen shows an image with four young people sat round a table with their books and laptops.

A new slide appears with text that reads 'Awareness courses. Mental Health Awareness – understand Mental Health and its importance, know a range of common Mental Health conditions and how to implement Mental Health strategies to enable us to support others. Neuro Diversity Awareness – understand neurodiversity and its impact on individuals, positive communication and creating supportive cultures. Neurodiverse strengths, challenges, and contributions, understand issues like burnout, hyperfocus, and sustainable energy management. UP2U – Know how mindset helps or hinders you in life and understand the term 'growth mindset'. Being more in control of your job searching and more confident with employers. Being more resilient when setbacks are experienced.' Two images are next to the text, one of two people holding hands and the other of two people sat on chairs in a group.

The next slide has text on screen that reads '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, Food Safety, Health and Safety, Manual Handling, Level 2 Certificate in Retail, Customer Service or Hospitality. Two circles are to the side with images of a busy high street and the other of a wheelchair.

The final slide shows the Durham Employment & Skills logo and contact information 'Contact www.durham.gov.uk/des, DES@durham.gov.uk, 03000 266644. The Durham County Council logo, Job Centre Plus logo, The Matrix logo and the Disability Confident logo are all at the bottom of the screen.

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