

If you would like more information, please contact:

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Our offer to you.

Through Gateshead College Equality North East will provide the funding and deliver a broad range of training workshops, suitable to meet the needs of your business and existing workforce.

Package 1 - Supporting your Recruitment needs

Struggling to recruit a diverse workforce? Do your traditional recruitment methods cost your business significant time and resources with little return?

We deliver a series of assessment centres throughout the year, sifting and selecting unemployed applicants who are interested in a career within a wide range of sectors. We deliver employability and sector specific workshops to develop skills such as: customer service, communication, problem solving, sales and service, food hygiene, health and safety, equality and diversity, to equip applicants with the skills and knowledge needed at the interview stage. There are courses every month where participants can learn about the following aspects:

Introduction to the sector	Introduction to catering and hospitality	Workplace risk assessments and accidents	Legal responsibilities for health and safety in the workplace	Understand legislation relating to health and safety
Recognise the importance of health and safety in the workplace	Working with colleagues	Use of social media and personal job profiles	Application and interview techniques	Dealing with conflict
Creative thinking	CV preparation and cover letters	Recognise own strengths in learning and performance	Problem solving at work and appropriate solutions	Providing good customer service
Improving own learning and performance and reviewing performance	Equality and Diversity	Understand RIDDOR, first aid and PPE requirements	Security	Food hygiene, Health and Safety
Giving customers a positive impression	Maintain and deal with payments	Work effectively as part of a team	Time Management	Business Operations – Tour

Apprenticeships

Gateshead College also offer a range of apprenticeship programmes, in various occupations and at different levels.

If you would like more information, please contact:

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 Nikki Lazenby, Project Team Leader
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European Union

European
Social Fund

Our current delivery model has been successful in supporting major employers in the retail, hospitality and public transport sector. We are able to bespoke content to meet your business needs.

Package 2 – Creating an Inclusive Workforce – Supporting your People

We are able to provide a series of workshops and offer a range of qualifications to you and your workforce to develop essential skills. The workshops can be delivered at flexible times to suit your organisation such as various times during the day, evening and weekends. Workshops can also be delivered on site and training may be received on a 1-1 basis where required. This training package will be designed in partnership with you and will be bespoke to the specific needs of your staff. Our team of dedicated trainers will work with you to identify the gaps and plan the training your people need. You may choose from a suite of workshops to be delivered over a long or short period of time. You can want your staff to have accredited training where they receive an Award or Certificate... it's entirely up to you! The advice, guidance, training and certification are completely free of charge.

Some examples of workshops include:

Health, safety and legal responsibilities for the safety of staff and customers (2 day workshop)	Providing exceptional customer service (1 day workshop)	The selling process – sales and service (1 day workshop)	Principles of business and how individuals and teams contribute to success (1 day workshop)	Handling customer complaints (1 day workshop)
NCFE Level 2 Award in Equality and Diversity (1 day workshop)	NCFE Level 2 Certificate in Equality and Diversity (3 day workshop)	Development of personal and team effectiveness (1 day workshop)	Problem solving and providing appropriate and timely solutions (incorporates recognising and handling conflict) (1 day workshop)	Food hygiene, Health and Safety (1 day workshop)
Manage Diversity in the Workplace (2 – 6 day workshop)	Equality Analysis – the Basics (1 day workshop)	Equality Analysis and Inclusive Community Engagement (2 day workshop)	Equality Essentials (1 day workshop)	Equality and Diversity, A Managers Role and Responsibilities (2 day workshop)
Conflict Management – Bullying and Harassment (2 day workshop)	Business Transformation – Values and Behaviours (1 day workshop)	Diversity Ambassador Development Programme (1-2 day workshop)	Board/Trustee Development Programme (1-2 day workshop)	Planning and preparing business presentations and effective meetings (1 - 2 day workshop)
Principles of Leadership and Management including People Management (1 day workshop)	Effective meetings and recognising/ handling conflict (1 day workshop)	Social Media and digital marketing (1 day workshop)	Events Management (1/2 day workshop)	Mentoring staff within the workplace (1 day workshop)
Employment rights and responsibilities (1 day workshop)	Review your own personal and professional development (1/2 day workshop)	Benefits of effective recruitment (1 day workshop)	Signage and Graphics used to attract a diverse customer base (1 day workshop)	Coaching Techniques (1 day workshop)

If you have additional training requirements other than the examples above please let us know.

Package 3 – Embedding Effective Equality Standards

Gain in-depth knowledge about equality, diversity and inclusion whilst preparing your business to achieve a nationally recognised Equality Standard.

This 16-day programme, which can be part or fully funded, runs over a period of 12 months, and will equip your people with skills that will enhance their own role within your business whilst working alongside colleagues within and external to your business. Supporting their professional development, expanding business contacts and networks whilst gaining an accredited Level 2 Certificate in Equality and Diversity and supporting you to achieve the Equality Standard or Equality Standard Gold Award.

Introduction to Equality Standards (1 day workshop)	Developing Your Action Plan (1 day workshop)	1-2-1 Planning for success (1 day)	Inclusive Leadership and Management (1 day workshop)	Policies and Procedures (1 day workshop)
Pay and Remuneration (1 day workshop)	Customer, Community and Inclusive Service Development (1 day workshop)	Getting and Keeping Your People (1 day workshop)	Knowing Your People (1 day workshop)	PSED and Equality Analysis (1 day workshop)
Portfolio Development (1-2 day workshop)	Peer Assessment Workshop (1 day workshop)	1-2-1 interviews with staff, customers and partners (1 day)	Formal feedback from Assessors of Portfolios (1 day workshop)	Celebrating Inclusive Practices (1 day workshop)



The Standards can help your business to:

- Achieve tangible business benefits
- Reduce the risk of discrimination litigation
- Achieve fairness in the workplace and embrace diversity
- Improve competence when seeking to bid for work with the Public Sector

The Standards are awarded in recognition that you actually plan and promote good equality and diversity practices in the workplace. Achieving the Standards can help you become an employer and supplier of choice in a marketplace that now expects employers to recognise equality and diversity and the needs of the individual and society. Creating an inclusive workplace is not just about corporate social responsibility. Having a diverse workforce and creating the right business model helps to recruit and retain talented people. It drives innovation and creativity which will impact on your services, customers and ultimately your bottom line.