

# TBGLearning

Improving Lives Through Learning

## INVEST IN YOUR WORKFORCE AND REAP THE REWARDS

Investing in your employees' skills and development can improve productivity and competitive advantage. It also boosts staff confidence, competence, motivation and raises employee retention rates.

### NATIONALLY RECOGNISED QUALIFICATIONS AVAILABLE INCLUDE:



#### **MANAGEMENT/TEAM LEADING**

Manage resources, develop leadership skills, encourage innovation, manage a project and budget, plan change.



#### **LOGISTICS (WAREHOUSING & STORAGE)**

Effective working relationships, maintain the safety and security of goods, audit stock levels, operate equipment.



#### **BUSINESS IMPROVEMENT TECHNIQUES**

Complying with statutory regulations and organisational safety requirements, six sigma methodology, statistics.



#### **BUSINESS ADMINISTRATION**

Employment responsibilities and rights, research information, risk assessments, effective communication, plan meetings.



#### **CUSTOMER SERVICE**

Monitor and review customer service delivery, deal with complaints, develop service skills, organise a team.



#### **MULTI-SKILLED HOSPITALITY**

Housekeeping, Food & Drink and Front Office strands also available. Maintain a safe, hygienic and secure working environment.

We deliver many other programmes and recognised qualifications, including Retail Skills and Performing Manufacturing Operations (PMO). All courses can be tailored to meet your training requirements.

[www.tbgllearning.com](http://www.tbgllearning.com)



## **RUN YOUR BUSINESS MORE EFFECTIVELY**

TBG Learning is one of the UK's leading providers of youth and adult learning, our Employee Development Specialists will help you to assess the skills your staff require to run your business more effectively, and provide access to a range of subsidised, or free, publicly funded skills programmes.

## **IDENTIFY SKILLS NEEDS**

A TBG Learning representative will conduct a training needs analysis of your organisation, this highlights any skills gaps within your team and areas that would benefit from development. Training and assessment can be tailored to your individual needs by our teams of assessors and delivered at planned times within your own workplace.

## **FUNDING STREAMS FOR FREE TRAINING**

TBG Learning will identify any grants or funding on offer to help cover costs and will help you to put a tailor-made delivery plan into action. If no funding streams are identified, commercial costs can be discussed and agreed.

In times of economic uncertainty it is important to protect and make the most of a training budget; to focus resources on key areas such as improving line management capability and customer service. An employer that has a strong and committed workforce will succeed over others.

TO FIND OUT MORE ABOUT HOW TBG LEARNING  
CAN BENEFIT YOUR BUSINESS CALL **0845 8630 663**