

FLEXIBLE WORKFORCE DEVELOPMENT FUND 2022-23

TRAINING COURSES FOR APPRENTICESHIP LEVY PAYERS

AND

SMALL AND MEDIUM-SIZED ENTERPRISE EMPLOYERS

More employers across Scotland can now apply for funding to provide **upskilling and reskilling opportunities** for their staff.

The Flexible Workforce Development Fund (FWDF) helps businesses to invest in their workforce and is available for all of Scotland's employers subject to the UK Government's Apprenticeship Levy. The fund is now available for **both levy payers and SME's across the private, public and third sectors.**

Levy payers can access up to £15,000 and SME's can access up to £5,000 of training.

The course list is not exhaustive and West Lothian College will work with you to help meet your training needs.

CATEGORY	COURSE TITLE
Scottish Vocational Qualification (SVQ)	Management at SCQF level 7
	Business and Administration SCQF level 8
	Business Improvement Techniques at SCQF level 5
	Business Improvement Techniques at SCQF level 6
	Warehousing, Storage and Distribution SCQF level 5
	Warehousing, Storage and Distribution SCQF level 6
	Diploma in Digital Marketing SCQF level 6
	Procurement SCQF level 6
Development Award – Management	Organisational Change
	Implement Change
	Plan Change
	Organisations Leadership and Development
	Provide leadership in your area of responsibility
	Develop Operational Plans
	Managing Projects & Business Processes
	Manage Projects

	Manage Business Projects
	Managing Self and Work of Others
	Develop your knowledge, skills and competence
	Manage people's performance at work
	Support Develop & Coach Individuals
	Coach Individuals
	Support individuals' learning and development

CATEGORY	COURSE TITLE
Development Award – Business and Administration	Develop & Deliver Presentations
	Develop a Presentation
	Deliver a Presentation
	Research, Collate & Organise Data
	Research Information
	Collate & Organise Data
	Analyse & Report Data using Spreadsheets
	Analyse & Report Data
	SVQ for IT Users (ITQ) — level 3 (SCQF level 6) : Spreadsheet Software 3
	Administer HR Records & Recruitment
	Administer the recruitment and selection process SQA Unit Code
	Administer HR records
	Using Collaborative Technology for Improving Productivity
	SVQ for IT Users (ITQ) — level 2 (SCQF level 5) : Improving Productivity Using IT 2
	Using Collaborative Technologies 2

<p style="writing-mode: vertical-rl; transform: rotate(180deg);">Development Award – Customer Service</p>	<p>Develop, Analyse & Report Customer Service using Social Media</p> <p><u>Develop a Customer Service Network through Social Media Platforms</u></p> <p><u>Analyse and report on the content of customer service feedback posted on social media platforms</u></p> <p>Apply Technology to Promote and Improve Customer Service</p> <p><u>Promote Continuous Improvement</u></p> <p><u>Apply technology or other resources to improve customer service</u></p> <p>Support Customers using On-line services and Social Media</p> <p><u>Deal with Customers using a Social Media Platform</u></p> <p><u>Support customers using on-line Customer Services</u></p> <p>Plan and Maintain Customer Service using Electronic Platforms</p> <p><u>Deal with customers in writing or electronically</u></p> <p><u>Organise the Delivery of Reliable Customer Service</u></p>
<p style="writing-mode: vertical-rl; transform: rotate(180deg);">Management Qualification</p>	<p><u>ILM 3 Award in First Line Leadership and Management</u></p> <p><u>ILM 5 in Leadership and Management</u></p> <p><u>ILM 5 Certificate in Leadership and Management (Online)</u></p>
<p style="writing-mode: vertical-rl; transform: rotate(180deg);">Human Resources</p>	<p><u>CIPD Foundation Certificate in People Practice Level 3</u></p>
<p style="writing-mode: vertical-rl; transform: rotate(180deg);">Management Skills</p>	<p><u>Introduction to Project Management</u></p> <p><u>Leadership Essentials</u></p> <p><u>Train the Trainer</u></p> <p><u>Business Basics and Business Modelling</u></p> <p><u>Growth, Motivation and Employee Engagement</u></p> <p><u>Productivity, Efficiency and Effectiveness</u></p> <p><u>Working Culture and Managing People</u></p> <p><u>Developing Individuals into an Effective Team</u></p> <p><u>Dealing with Disciplinary and Grievance Issues</u></p> <p><u>Holding Difficult Conversations</u></p> <p><u>Delegation</u></p> <p><u>Selection Interviewing</u></p> <p><u>Appraisal Interviewing</u></p>

	Leading and Motivating Teams Supervisory Skills Essentials of Management Menopause Awareness for Managers (Half Day) Managing Safely Refresher Introduction to Root Cause Analysis
ICT	<p>Microsoft Office Excel/Word/PowerPoint/ Beginner/Intermediate/Advanced</p> <p>MS Excel Introduction MS Excel Intermediate MS Excel Advanced</p> <p>MS PowerPoint Introduction MS PowerPoint Intermediate / Advanced</p> <p>MS Word Introduction MS Word Intermediate MS Word Advanced</p> <p>Digital Skills including MS Office, Teams, Zoom</p> <p>Diploma in Digital Analytics Diploma in Digital Applications Diploma in Digital Security</p>

CATEGORY	COURSE TITLE
Sector Specific	<p>IOSH Working Safely IOSH Managing Safely Emergency First Aid at Work First Aid at Work Mental Health Awareness PDA Health and Social Care Supervision Food Hygiene Elementary Business Waste Disposal Award Waste in the Circular Economy Award Sustainability Cluster</p> <ul style="list-style-type: none"> • Sustainability – 4 hours • Sustainability and Environmental Issues – 2 hours • Climate Change – 20 minutes <p>Accelerate to Net Zero CPD Programme Level 2 and 3 Combined Award Electrical Vehicle Repair and Replacement</p>

Personal Development and Effectiveness

[Negotiation Skills](#)

[Social Media Skills](#)

[Facilitation Skills](#)

[Stress Management](#)

[Unconscious Bias](#)

[Team Building](#)

[Presentation Skills](#)

[Coaching Skills](#)

[Problem Solving and Decision Making](#)

[Emotional Intelligence at Work](#)

[Time Management](#)

[Effective Meetings](#)

[Sales Skills](#)

[Assertiveness Skills](#)

[Customer Service](#)

[Communication Skills](#)

[Making the Most of Social Media](#)

[Managing Yourself as a Hybrid Worker](#)

[Managing and Leading Hybrid Working Teams](#)

[Cyber Security Awareness](#)

[Introduction to LinkedIn](#)

Neurodiversity in the Workplace - ***(Please contact fwdfmail@west-lothian.ac.uk for more information)***

[Strategy Development and Business Planning](#)

FOR FURTHER INFORMATION PLEASE CONTACT

fwdfmail@west-lothian.ac.uk