

## **TRAIN to GAIN (T2G) COURSES.**

Train to Gain' is designed to help businesses get the training they need to succeed. The Train to Gain service aims to help leaders improve their productivity and competitiveness by ensuring their staff have the right skills to do the best job.

These qualifications are for people in customer facing roles who want to boost their skills. SACOMA delivers the following T2Gain courses.

For more information and book a course please email: [FredaM@sacoma.org.uk](mailto:FredaM@sacoma.org.uk) or call us on 0208 554 9444

### **BUSINESS ADMINISTRATION**

The NVQ level 2 qualifications are aimed at candidates who are in a work and/or learning environment. They will have the opportunity to learn develop and practice the skills required to make an effective contribution to a general office environment.

This NVQ is for learners who are working in industry and who are involved in business improvement within a team, who wish to have their competencies assessed. It is suitable for any employee who needs to have a fundamental understanding of business improvement practices for their job role.

Level 3- 4 aims to contribute to the skills, knowledge and overall performance of Business and Administration. It provides insight into the principles and processes of Business and Administration and will aid career progression.

### **CUSTOMER SERVICE (NVQ Level 1-3)**

The aim of this qualification is to contribute to the skills, knowledge and overall performance of the industry's workforce. It provides a first insight into the principles and processes of the delivery of customer service and will aid career progression.

Within your job role you need to be able to show that you can carry out a range of work activities in a variety of contexts. Some of these activities will need to be complex or non-routine tasks that may be carried out when you work as part of a team. In addition you need to show that you can take responsibility for your own work and work by yourself when needed.

### **HEALTH AND SOCIAL CARE**

These qualifications are designed to support all learners who are either employed or undertaking work experience in health or social settings and who work with adults or children and young people. Candidates are assessed by assignments and there is no external test.



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## **TEAM LEADING (NVQ Level 2)**

This NVQ is designed for those people who:

- lead a team within an organisation
- are seeking a career in management and wish to develop their team leading skills
- wish to receive recognition for their team leading experience

## **ESOL**

English for Speakers of other languages (ESOL) courses are designed to help develop skills in speaking/listening and reading/writing. This Entry 3 level course is intended to help the learner gain confidence in his/her English and to prepare them for work or academic studies.

## **Basic Skills (Numeracy/Literacy)**

This helps people to brush up their English and maths skills and achieve a national qualification by taking the National tests in Adult Literacy and Numeracy.

To book onto the courses please fill in the attached booking and

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