

Selby College – Innovative Working

Course title	Coaching and mentoring to support business improvement
Courses description and target audience	Supporting employees, apprentices and work placement learners to make a positive impact upon business productivity requires a coaching and mentoring mindset. This one-day programme will look at the recognition of skills and the development of effective techniques and strategies to assisting individuals to realise their potential
Delivery method and duration	The programme is delivered via an online live platform or (when safe to do so) via face to face session over 1 working day
Course start dates	The programme will be offered to monthly cohorts with the first intake in late February 2021

Course title	Customer Service
Courses description and target audience	In today's competitive marketplace, customer service forms an essential component of customer satisfaction. Outstanding customer service is necessary to establish positive relationships with customers and ensure their loyalty. Our nationally recognised qualification provides individuals with the knowledge that is fundamental to the delivery of excellent customer service and, on achievement, evidences that learners have fully understood these key principles. The programme is aimed at individuals in roles that are customer facing but have had no formal training in developing their experiences with customers
Delivery method and duration	The programme is delivered via blended learning with learners assigned a coach to support, monitor and assess learners against a range of remote exercises. The programme equates to 144-288 hours of learning
Course start dates	Course is roll-on roll off with enrolment from late January 2021

Course title	Developing Business Innovation
Courses description and target audience	Responding to challenge often requires the development of an alternate mind-set either as a business owner or as an intrapreneur. This programme looks at the approaches taken by successful business leaders in innovating solutions and supports the candidate to plan and implement change models.
Delivery method and duration	The programme is delivered via blended learning with learners are assigned a coach to support, monitor and assess learners against a range of remote exercises with workshop sessions offered on the development of tools to support innovative working and offering opportunity for networking and practice sharing. The programme equates to 144-288 hours of learning
Course start dates	Course is roll-on roll off with enrolment from late January 2021

Course title	ICT for the Changing Workplace
Courses description and target audience	The workplace is changing. Recent experience of the need to work in digital and virtual ways has demonstrated a rapid shift to a more digital work environment. Understanding and developing a range of advanced digital skills will be vital to keep pace with change and to effectively progress. This programme allows learners the opportunity to develop a range of skills that are increasingly prized by employers, offering the chance to learn, use and demonstrate competence in areas such as: <ul style="list-style-type: none"> • Database software • Data management • Desktop Publishing • Imaging • Digital Security • Web design
Delivery method and duration	The programme is delivered via blended learning with learners are assigned a coach to support, monitor and assess learners against a range of remote exercises with workshop sessions offered on the development of particular aspects of software use. The programme equates to 72-144 hours of learning
Course start dates	Course is roll-on roll off with enrolment from late January 2021

Course title	Lean Organisation Management Techniques
Courses description and target audience	This qualification is designed for learners working in a business improvement role who wish to assess their knowledge and understanding through a formal certification route. The qualification is also for learners new to business improvement who need to confirm practical understanding and application of skills, and those involved in a business, at all levels, who require a fundamental understanding of business improvement practices.
Delivery method and duration	The programme is delivered via blended learning with learners assigned a coach to support, monitor and assess learners against a range of remote exercises. The programme equates to 144-288 hours of learning
Course start dates	Course is roll-on roll off with enrolment from late January 2021

Course title	Managing Business Challenge
Courses description and target audience	The business and economic landscape is changing, the twin challenge of Brexit and Covid will radically impact on the way that we do business. This programme will support managers and leaders in reviewing their current business provision, considering their own skill set and that of the team to determine how they are able to face the challenge. From that base course participants will learn how to plan specific projects, identify support mechanisms and to learn how to effectively manage risk and face challenges in re-organising staff resource to succeed.
Delivery method and duration	The programme is delivered via blended learning with learners are assigned a coach to support, monitor and assess learners against a range of remote exercises with workshop sessions offered on the development of tools to support effective responses in the face of challenge. The programme equates to 144-288 hours of learning
Course start dates	Course is roll-on roll off with enrolment from late January 2021