

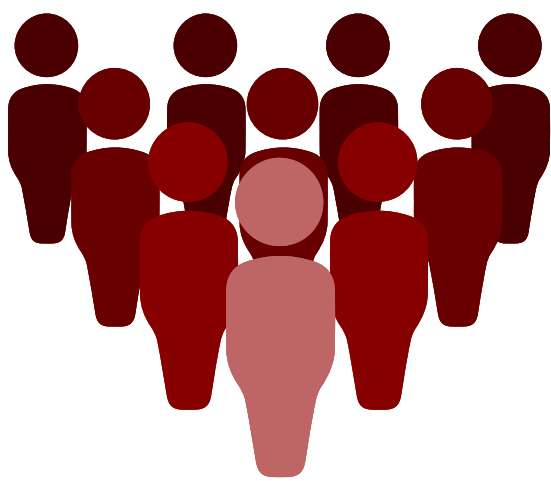
# the Trust

Inverclyde Community  
Development Trust

Training

## ABOUT US

Inverclyde Community Development Trust – just The Trust locally – has been around for over 30 years to help the community by providing work, training, services, and opportunities to get involved in improving life for everyone.



## OUR TRAINING

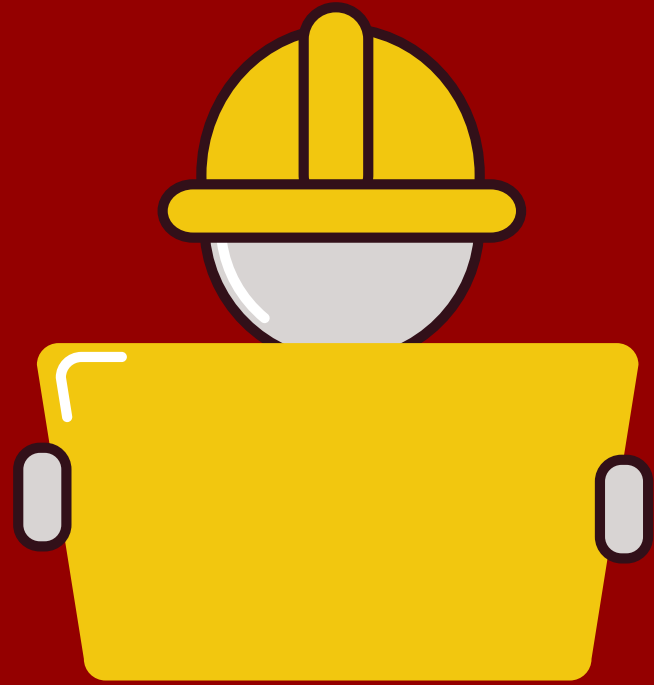
We have many different training courses that cover a wide selection of industries

## CONSTRUCTION SKILLS TRAINING PROGRAMME

SQA Level 1 Award in Health and Safety in a Construction Environment. The award covers individual responsibilities for their own safety and the safety of others, construction hazards and how these are controlled, achieving better practical standards of safety on site, legal requirements and liabilities, working at height, manual handling, fire prevention, work equipment and occupational health.

This award can lead to CSCS Green Labourer's Card. On completion, the next step is to complete a CITB Health, Safety and Environment Test (commonly referred to as a CSCS Test or a CITB Touch Screen Test).

With both parts, you can then apply for your card



## CUSTOMER CARE COURSE

Ever wondered what opportunities were out there in the Customer Service, Hospitality or Tourism industry? Looking to find a job in the run up to Christmas?

Centred on what's going on in Inverclyde, this course will give you the tools needed to be a customer service professional, able to deliver excellent customer care and to be that positive first impression to customers. Explain the importance of customer care to an organisation. Establish the needs of external customers. Provide information to external customers. Respond to dissatisfied external customers in specified circumstances.

GREENOCK OFFICES: WESTBURN CENTRE, 175  
DALRYMPLE STREET, PA15 1JZ

PORT GLASGOW OFFICE: 7 1/2 JOHN WOOD  
STREET, PA14 5HU

DEVOL WORKSHOPS: 46-47 MUIRSHIEL RD,  
PORT GLASGOW, PA14 5XS

TEL: 01475 553300

INFO@THE-TRUST.ORG.UK

# TRAINING

## WEEK 1

**Mon 1st** Employability Skills (Week 2)

**Tue 2nd** Employability Skills (Week 2)  
SVQ2 H&SC Training

**Wed 3rd** Employability Skills (Week 2)  
Social Care (week 3)  
Customer Care (Week 1)

**Thu 4th** Social Care (week 3)  
Customer Care (Week 1)

**Fri 5th** Social Care (week 3)  
IT (1/2 Day )rolling programme

**New Course** ←

**New Course** ←

## WEEK 2

**Mon 8th** CSCS (L1 Award) Knowledge  
Assessment Employability Skills (Week 1)

**Tue 9th** CSCS (L1 Award) (Week 1)  
SVQ2 H&SC training  
Employability Skills (Week 1)

**Wed 10th** Social Care (Week 4)  
Customer Care (Week 2)  
Employability Skills (Week 1)

**Thu 11th** Social Care (Week 4)  
CSCS (L1 Award) (Week 1)  
Customer Care (Week 2)

**Fri 13th** Social Care (Week 4)  
IT training (1/2 day) rolling programme  
Health & Safety (1 day course)

**New Course**

**New Course**

**New Course**

## WEEK 3

**Mon 15th** Employability Skills (Week 2)

**Tue 16th** SVQ2 H&SC training  
Employability Skills (Week 2)

**Wed 17th** Social Care info session  
Employability Skills (week 2)  
Admin (Week 1)

**Thu 18th** Admin (Week 1)

**Fri 19th** IT training (1/2 day) rolling  
programme

**New Course** ←

## WEEK 4

**Mon 22nd** CSCS (L1 Award) Knowledge  
Assessment (Week 1)  
Employability Skills (Week1)

**Tue 23rd** CSCS (L1 Award) (Day 1)  
SVQ2 H&SC training  
Employability Skills (Week 1)

**Wed 24th** Social Care (Week 1)  
Customer Care (Week 3)  
Employability Skills (Week 1)  
Admin (Week 2)

**Thu 25th** Social Care (Week 4)  
CSCS (L1 Award) (Week 1)  
Customer Care (Week 3)  
Admin (Week 2)

**Fri 26th** Social Care (Week 1)  
IT training (1/2 day) rolling programme  
Health & Safety (1 day course)

**New Course**

**New Course**

**New Course**

**New Course**

## WEEK 5

**Mon 29th** Employability Skills (Week 2)

**Tue 30th** SVQ2 H&SC training  
Employability Skills (Week 2)