



# RESKILL, REBUILD & RECOVER

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Flexible Workforce Development Fund 2021-22

# Introduction

As restrictions have eased, businesses and organisations are restarting and rebuilding for economic recovery. Across Ayrshire, businesses and organisations have been profoundly affected by Covid-19 in varying degrees and forms – many have been resilient, meeting new challenges and pivoting their business towards new opportunities; some have grown via acquisitions; whilst others have concentrated on surviving and restarting. As we move through this next chapter, targeted upskilling and reskilling will be critical for economic recovery.

Recovery is dependent on those who can adapt to our new world, the fastest. We offer a diverse training portfolio tailored to your needs and relevant for today's environment. Browse our brochure and learn more.

Ayrshire College is ready to support business recovery.

**Nuala Boyle**  
**Head of Business Growth**

# About the fund

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## Interested in accessing funding support for training?

The Flexible workforce Development Fund is open to Private, Public and Third Sector companies who pay the UK Government's Apprenticeship Levy (paying more than £3M in salaries each year) or who are a SME. Funding is available to help upskill and reskill.

- Eligible levy paying companies can access up to £15k
- Eligible SMEs can access up to £5k support

Eligible employers submit one application to the Fund. For those operating on a Scotland-wide basis or across more than one college region, only one application can be submitted to the college of your choice.

Applications are processed on a first come, first served basis.

Funding can be used as part-contribution towards training of a higher cost.

Courses will be delivered face-to-face at Ayrshire College campuses or via virtual classroom depending on the needs of FWDF clients and Government guidelines.

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Our application process is open and we invite applications by **Friday 3rd December 2021.**



## Training Portfolio

According to Forbes the 8 job skills to succeed in a post Covid world are: adaptability and flexibility; tech savviness; creativity and innovation; data literacy; critical thinking; digital skills; leadership and emotional intelligence. The World Economic Forum highlighted that in just five years, 35% of the skills deemed essential today will change. Lifelong learning is the new norm.

Ayrshire College has all these skills (and more) covered. We offer a diverse training portfolio of accredited and non-accredited short and long courses delivered virtually, face-to-face or blended.

### Additional Notes

Our digital skills courses are targeted at beginners, intermediate and advanced levels and we ask delegates to select courses which are appropriate for their knowledge and skills.

Minimum and maximum delegate numbers are established for our courses. For levy payers, we recommend a minimum of 3/4 delegates should attend individual courses.



## Digital literacy and why it matters

The pandemic has shone a spotlight on digital skills and the divide has widened. Upskilling is a necessity for everyone. Whether working remotely, office based or a hybrid model, digital skills are essential to collaborate, communicate and connect with colleagues, customers and the wider community. We offer a spectrum of courses from beginner to intermediate and advanced levels designed to enhance your skills and increase your productivity. Ensuring your workforce have the appropriate digital skills can save both you and them, time, money, and energy.

### Digital skills for the hybrid workforce

Hybrid workforces will be increasingly reliant on cloud-based applications to enable productive communication and collaboration among those who are remote and those who are in-office.

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Microsoft 365 is one of those applications that many businesses are embracing. Employees are able to connect and collaborate from anywhere. It enables enhanced communication and teamwork through the use of Microsoft Teams and other Microsoft 365 apps and helps improve productivity and streamline processes. Files can be stored securely and accessed through SharePoint online, projects can be managed with Planner and information can be gathered and shared using Forms.

Digital skills enable employees to thrive in the modern workplace. They enhance soft skills such as innovative thinking, emotional skills, problem solving, and an ability to collaborate.

*Topics include:*

**+ Microsoft Teams**

Communicate and collaborate with colleagues

**+ Microsoft One-Drive for Business**

Store personal documents in OneDrive and share with colleagues

**+ Microsoft Sharepoint Online**

Store team documents and other content, work collaboratively and create intranet sites

**+ Microsoft Forms**

Gather information using Forms

**+ Microsoft Sway**

Present information using Sway

**+ Microsoft Planner**

Plan personal and team work, assign tasks and view progress



## Managing data in the workplace

Data is a critical asset enabling businesses to better understand customers; identify and analyse trends and predict and manage the impact of future disruptions. Many businesses collate but do not fully utilise or analyse their data resulting in poor or slow decision-making. Data is useless without the skills to understand, analyse and help make informed decisions. Reliance on data to drive all business decisions is a must. From Microsoft Excel to Power BI, we offer a range of courses to help you get the most from the digital tools at your fingertips.

**Courses include:** Microsoft Excel – beginners to advanced, Dashboards, Pivot Tables, Visualising Data, Analysing Data for Beginners, Excel Power Tools and Power BI Beginners

### Gathering and Presenting information

**Topics include:**

**+ Microsoft Forms**

Create polls and surveys

**+ Microsoft Word – beginners to advanced**

Produce professional looking documents

**+ Microsoft Sway**

Present reports, newsletters, marketing brochures

**+ Microsoft Powerpoint**

Create presentations



## Working Productively

Most of us have scratched the surface when it comes to using Microsoft Outlook. A range of new features have been introduced to make communications more effective. With cyber security uppermost in the minds of individuals and businesses, Microsoft has also taken steps to enhance security on its Outlook platform to protect client information (our new Cyber Security course will be launched during 2021/22). A common tool within every workplace but are you leveraging the benefits?

Attend our *Microsoft Outlook - Using advanced features* course to learn more.



## Talent Development Post Pandemic

For employers to remain competitive, they must be proactive in their talent development and manage the multigenerational workplace from Baby Boomers to Generation Z. Talent development is vital to sustainable business growth and success leading to increased productivity, better retention, greater stability and ultimately means growing and developing a highly skilled, motivated and adaptable workforce.

The future belongs to people who can adapt to any given scenario, people who are self aware, have emotional intelligence and can relate to diverse people and situations; people who can deal with complexity, see the bigger picture and navigate their business world; people who are innovative and creative and are problem solvers who can design new products and solutions; and people who are hungry to continuously learn and develop and respond to their changing environments.

Investing in people has never been so important and identifying and addressing current and future skills needs are essential. We offer a range of one, two and three days courses designed to develop soft skills and help employees grow, develop and achieve within the workplace including...

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### Customer service

The cornerstone of every great business is customer service and our range of courses are designed to provide first class service, tools and techniques to effectively manage conflict and deal with customer complaints as well as enhance communication skills. Digital skills training is also incorporated.

### Emotional Intelligence

Covid-19 has left its mark and as employees return to hybrid working, continue to work from home or the workplace, there are a range of matters to consider, recognise and be sensitive to in order to make a successful recovery. Emotional Intelligence can help leaders, managers and employees navigate our new world and is ranked sixth in the World Economic Forum's list of the top 10 skills employees need these to thrive in the workplace now and in the future.

### People Skills

We offer a spectrum of courses to help your people grow and develop including: performance appraisal and talent development, interpersonal skills and managing conflict, the art of sales and negotiation, time management, assertiveness, briefing, presentation and communication skills, managing effective meetings, creativity and innovation, problem solving, building resilience and team development - essential skills for employees at all levels within your organisation.



## Leadership and Management Post Covid-19

The post Covid-19 workplace varies across sectors and countries. For many, leading and managing hybrid teams, building resilience, fostering a sense of belonging and inspiring teams to perform are essential skills as is a digital mindset. Leaders need to be agile and responsive to a constantly shifting context; create conditions where their people can thrive and perform at their best; and build inclusive and connected hybrid teams.

We offer a spectrum of leadership and management training plus team development courses.

*Our current offering includes:*

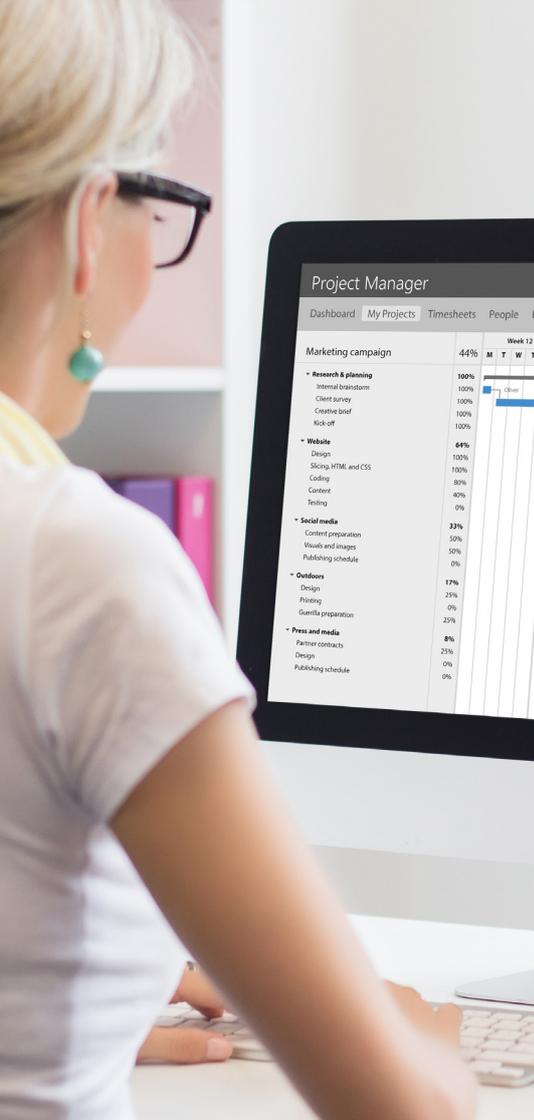
- + ILM Level 3 Award in Leadership and Management
- + Leading & Succeeding for Hybrid Working
- + Management Development Programme
- + Building and Sustaining High Performance Teams
- + Leadership Development Programme for Aspiring Managers and Leaders



## Productivity

Covid-19 has stimulated unprecedented change across businesses, organisations and sectors. Tasks which traditionally took six months have been accomplished in weeks and unsolvable problems, solved at pace. We are experiencing volatility, uncertainty, complexity and ambiguity within our working environments and leaders, managers and teams are having to become more agile, more resilient and be able to deliver under pressure and within shorter timeframes.

Learn about Lean, Big Data, Analytics, Power BI, Pivot tables, Excel advanced, Process Mapping to help drive business improvements, efficiencies and better decision-making. Improving efficiency and productivity in any organisation is a team sport, with everyone benefitting from the gains and improvements made, regardless of their source or methods employed.



## Project management

Project management is important for all types of businesses and sectors. It helps every part of the business to run more smoothly, enables your teams to focus on what matters and empowers them to deliver results. Our introduction to project management training course will provide you with the fundamental knowledge and skills required for success in the physical and digital world of project management. We have incorporated the use of contemporary digital tools which can be employed to augment project management practice and enable you to successfully lead a project from beginning to end.

Start your journey with our introductory course and augment with Agile Project Management where you'll learn more about methodologies to help your teams to work quickly and collaboratively, adapting to changing project requirements and working efficiently within timeframes and budget.



## Health & Safety, Mental Health and Wellbeing

Minimising risk, health and safety, managing and supporting blended teams, mental health and wellbeing, emotional resilience and communication are some of the topics that employers, leaders and managers are actively addressing as staff return to work, remain working at home or adopt a more blended approach. Our current training portfolio offers a spectrum of courses to support leaders, managers and wider staff including Mental Health First Aid and Health and Safety.



## Supporting sectors

Our existing training portfolio has been developed and can be tailored to suit the needs of employers across diverse sectors including aerospace, engineering, health and social care, hospitality and tourism, food and drink, construction, manufacturing, life sciences, the wider public and third sector organisations. For some sectors, including hospitality we offer accredited courses including BIIAB Personal License Holder and REHIS Health and Safety and Food Hygiene (Elementary and Intermediate).

# Client testimonials

## Chevron Aircraft Maintenance

"Our guys have found the sessions really good and have always received good feedback. They have praised your learning techniques (as do I) they mentioned that they never felt like they were drifting off and were engaged within your sessions as well as being able to discuss subject and have a laugh during it too.

It is noticeable that the guys are using skills learned when approached by colleagues, being mindful of the current situations and taking responsibility. A colleague mentioned yesterday afternoon that he learned some new techniques on Teams for meetings that he found would be very helpful.

It's been a pleasure to work alongside you all to get these courses scheduled and delivered. I can't say that about every training company we have used."

## SThree Management Services Ltd

"John (trainer) was great again, facilitated the session at a good pace. Materials were also useful and relative! - very reflective of current working environment and demonstrated a great understanding of our needs as individuals and as an organisation" (Effective Meetings for a Virtual Working Environment course)

## Aspect Land & Hydrographic Surveys Ltd

"We were signposted North Ayrshire Council to help with the integration of Microsoft 365 into our working practices. Overall, the process of arranging and accessing the training was very smooth and the quality of the lecturers was excellent. Everyone involved is a credit to the college."

## East Ayrshire Council

"John (trainer) was extremely good. I have 20 years tertiary education and his attitude, pace, professionalism, knowledge, ability was brilliant and really impressed me. It was a mixed ability group so very difficult to manage. Learning online is not easy. The college have done very well and the course ran very smoothly considering the difficulty here." (Process Mapping course)

## KA Leisure

"This is the first training course I have done on Zoom so I have nothing to compare it with. However, it did promote an informative conversation about possible conflict management within the campus I work for. Giving the participants coping strategies and ways to handle difficult situations. The course was relevant to COVID-19 and the difficulties the organisation will face when dealing with our customers, stakeholders and staff."

# Next steps

**EXPLORE** our training offering and decide which training courses are right for you

**NEW** to the Fund? Register your interest to attend a workshop

**SUBMIT** your application to [businessgrowth@ayrshire.ac.uk](mailto:businessgrowth@ayrshire.ac.uk)

The Flexible Workforce Development Fund operates on a first come, first served basis!

We look forward to receiving your application and delivering training to your company.



[www.ayrshire.ac.uk](http://www.ayrshire.ac.uk)

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