

Develop your Knowledge & Skills!

A wide range of courses to support you on your journey in finding the right job

During your time at Triage, you will receive:

- Travel expenses paid whilst attending training or appointments with us
- Access to exclusive vacancies from our recruitment team
- A chance to meet our recruitment team who have multiple employer contacts in the Durham area
- Financial support for work (eg travel to work, uniform)
- 13 weeks job focused support from our progression consultant to move you into work

Eligibility Criteria:

- You must be 19 years or older
- You must have lived in the UK for over 3 years
- You must not be in other form of education or training

If you are interested in any of our courses or would like further information please don't hesitate to contact us on 01642 917015 and ask for a Member of the Engagement Team.



Our Courses:

Level 1 Certificate in Introduction to Health, Social Care and Children's and Young People's Settings

This course prepares you to gain an understanding of the range of services and roles within the Health and Social Care sector; giving you a greater insight into career development within the industry. You will learn about Principles and Values, Person Centred care, Protection and Safe Guarding and effective communications with a variety of service users. In addition you can gain a Level 2 Certificate in Dementia Awareness.

Level 1 Certificate in Retail Knowledge

Our Retail Knowledge course gives you a sound understanding of the business of Retail. You will gain knowledge in key areas such as handing and replenishment of stock, handling of customer payments and how to communicate effectively with different customers to provide the ultimate in customer care.

Level 1 Award in Customer Service

Our Customer Service qualification allows you to gain knowledge and understanding of working in a customer service environment, whether that be face to face or over the phone. You will understand the importance of appearance, behaviours and what contributes as effective communication.

Level 1 introduction to the Hospitality Industry

Our Hospitality course encompasses everything to do with working in the hospitality industry. You will gain an appreciation of how 5 star customer service makes for the ultimate dining experience. You will gain your Level 2 Food Safety Certificate in addition to a Level 2 Health and Safety Certificate to start you on your journey.

Level 1 in Personal Development and Employability

During this course we will support you in planning for your future career by producing a personal development plan. If you feel that you have barriers preventing you from moving forward, together we will help you to identify positive solutions to overcome them to support you in your everyday life.

Level 1 Certificate in IT User Skills and E-Responsibility

Our IT course is designed for those who have little to no experience of using a computer. We will start off with computer basics and support you through using computer software, setting up and using emails, attaching a CV to emails and safely navigating the internet. On completion of this course you will have the experience and confidence when using a computer.

Level 1 Certificate in Warehousing and Storage

This qualification has been designed for people working or wishing to work in a warehousing and storage facility within the logistics sector. It enables learners to demonstrate their competence and understanding based on the needs of the industry. You will gain understanding of Stock levels and control, moving and handling of goods and assembling of orders ready for dispatch.

Level 1 Certificate in Mental Awareness

This qualification will develop knowledge of the issues surrounding mental health difficulties. To dispel some of the myths and misconceptions frequently linked to mental health issues and to develop knowledge of the rights of those with mental health issues.

