



## BACK 2 WORK COMPLETE TRAINING

B2W group

**GMCA**  
GREATER  
MANCHESTER  
COMBINED  
AUTHORITY

# Pre-Employment Training

## Contact Centre

Learners will receive expert level training and a qualification designed to help them improve their knowledge and abilities to deliver excellent customer service.

**Level 1 Award in Digital Contact Centre Operations**  
**Level 2 Award in Digital and IT Skills**  
**Level 1 Award in Cybersecurity**

## Warehousing

Designed for individuals who would like to develop the skills and knowledge necessary to help them secure employment within warehousing.

**Level 1 Award in Preparing to work in Express Logistics**  
**Level 1 Award in Understanding Carbon Awareness and Energy Management**

## Introduction to Construction

Designed to provide the essential skills and accredited qualifications needed to enter the construction industry and provide learners with a green CSCS card.

**Level 1 Certificate in Introduction to Construction**  
**Level 1 Award in Health and Safety in a Construction Environment**

## Lean Management

Learners will receive expert level training and a qualification designed to help them improve their knowledge in Lean Management Techniques.

**Level 2 Certificate in Lean Management Techniques**  
**Level 1 Award in Cybersecurity**  
**Level 1 Award in Retail Knowledge**

## Teaching Assistant Pathway

Learners will receive relevant training and qualifications that are designed to help them begin their path to working within the education sector.

**Level 2 Award in Support Work in Schools**  
**Level 2 Certificate in Understanding Specific Learning Difficulties**  
**Level 2 Award in Digital and IT Skills**

## Health & Social Care Pathway

Learn essential knowledge and skills when it comes to working in health and social care. This course has been designed by industry professionals to ensure that all information is relevant and up-to-date.

**Level 2 Certificate in Understanding Specific Learning Difficulties**  
**Level 2 Award in Digital and IT Skills**  
**Level 2 Award in Customer Service for Health & Social Care Settings**

## Customer Service

Learners will receive expert level training and a qualification designed to help them improve their knowledge and abilities to deliver excellent customer service.

**Level 2 Certificate in Customer Service**  
**Level 2 Certificate in Team Leading Principles**

**For more information  
or to refer a learner, contact**

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# Digital Skills Courses

## Digital and IT Skills

This course is designed for learners who are seeking to kickstart a future career in Digital and IT Technical Support.

**Level 2 Diploma in Digital and IT Skills**

## Creative Skills

This online game design course will provide learners with an introduction to the digital sector, with a particular focus on website creation and games development.

**Level 1 Certificate in Skills for Creative Industries**

**Level 2 Award in Digital and IT Skills**

**Level 2 Award in Website Design & Development**

## Principles of Cybersecurity

This Cybersecurity course will provide learners with an introduction to a career working in cyber security, with a particular focus on understanding the terminology used in the industry and common cyber threats.

**Level 2 Certificate in Principles of Cybersecurity**

**Level 2 Award in Digital and IT Skills**

**Level 2 Award in Website Design & Development**

## Digital Technologies

This web design focused course provides learners with industry-standard and valuable digital, design and development skills.

**Level 2 Certificate in Digital Technologies**

**Level 2 Award in Digital and IT Skills**

**Level 2 Award in Website Design & Development**

## Understanding Coding

This course is designed to teach learners the basic principles and practices of coding using Python, to accelerate their skills and prepare them for a career in this industry.

**Level 2 Certificate in Understanding Coding**

**Level 2 Award in Digital and IT Skills**

**Level 2 Award in Website Design & Development**

# Higher Level Skills

## Social Media for E-Commerce

Our Social Media for E-Commerce course is designed to help learners develop their knowledge of social media marketing and how this is used by businesses to market and sell services and products online.

**Level 3 Gateway Certificate in Social Media for E-Commerce**

## AI Programming

This Level 3 qualification aims to give learners key skills for AI programming using Python, which is a great first language to learn if they're new to AI.

**Level 3 TQUK Certificate in AI Programming with Python**

## Networking and Cybersecurity

Our Networking & Cybersecurity course is designed to help learners develop and extend their digital and IT skills to prepare for different roles in network support and digital design.

**Level 3 Diploma in Networking and Cybersecurity**

## Principles of SEN

This course is designed to help learners develop and extend their overall knowledge to help them progress within childcare, teaching or family support, with a desire to understand more about supporting those with Special Educational Needs (SEN).

**Level 3 Certificate in the Principles of Special Education Needs**

## Understanding Autism

Our Level 3 Understanding Autism course is designed to help learners develop and extend their overall knowledge of autism, and progress into further learning or employment within health and social care.

**Level 3 Certificate in Understanding Autism**