



Leicestershire Fire and Rescue Service Skills for Life – 125 English and Maths qualifications

Since introducing maths and English training in 2009, 125 qualifications have been achieved by staff across the organisation. The delivery and structure of the courses has had to be extremely flexible to provide the courses over seven stations, on varying shift patterns and also to allow for unpredictable call-outs.

Watch Manager Andy Hartley said: "There is always the requirement to write reports and fill in forms and this training gives staff the opportunity to sharpen their skills. Our aim is to make this policy standard practice in our service and achieve a target of 100 qualifications delivered per year."

Skills for Life

We have the solution if your business is affected by:

- **general administration errors**
- **poor time-keeping**
- **insufficient production or provision of services.**

We can equip your staff with essential English and maths skills, including English for Speakers of Other Languages (ESOL).

We can design a bespoke training package that incorporates your business processes and paperwork and any additional training that is required.

We have extensive experience of working with employers, individual employees and union representatives, to help address English and maths issues in a sensitive but effective manner.





English and Maths

There are many ways in which poor English and maths skills may be affecting your employees' ability to perform in the workplace.

Many employees, regardless of their occupation level, may lack confidence in elements of reading, writing, oral communication or numeric work. They may struggle with tasks and be reluctant to take on new responsibilities.

A lack of English and maths skills can affect employees in a number of ways, including:

- inability to read and completely understand written communication
- errors in written communication to customers and colleagues
- difficulty in responding to requests for information
- problems communicating with colleagues and customers
- difficulty estimating timescales, quantities and costs
- reluctance to undertake training or development opportunities.

These will all impact upon your organisation.

As an employer you should consider the following:

- what happens if employees do not read and understand your Health and Safety procedures?
- what is a customer's perception of your organisation when they receive communication containing errors?
- do you waste money ordering supplies because the original estimate was inaccurate?
- how much time and effort could it save you if you were able to recruit internally for progression roles?

About our fees

- ① For training marked with this symbol, the price will depend on the funding available. Please call 0116 224 2240 for more details.
- ② Costs for training with this symbol are variable dependent on the number of delegates, venue etc. Please call 0116 224 2240 for more details.
- ③ Costs for training with this symbol are dependent on employee's age. Please call 0116 224 2240 for more details.

English and Maths in the Workplace

Start Date: Flexible

Fees 1

What is the training about?

In our highly competitive, global, networked marketplace, it is ever more important for employees to be equipped with high-quality English and maths skills. Minor issues with paperwork, customer service or teamwork add up, which can be costly.

We can help identify employers' and employees' needs and can provide a wide range of training tailor-made to individual business requirements.

We offer a fully flexible package and training can be delivered at a time and location to suit.

Who should attend?

Anyone who would benefit from improving their English and maths skills. Employees are invited to join a taster session where they are asked to complete an initial assessment and eligibility declaration.

Training outcomes

By the end of the training, employees should be able to:

- improve their performance
- improve their communication
- comply with regulations
- improve their customer relation skills
- contribute to increased profits and productivity.

Employees will also have gained the nationally recognised OCR Certificate in Adult English and/or Adult Maths from entry level to level 2 or Functional English or Maths qualifications.

Duration

A variety of programmes are available to suit the needs of employers and employees. These can range from 30 hour training programmes over 10 to 15 weeks, with a two or three hour session every week, to one-to-one sessions for an hour per week over ten weeks.

Assessment

An initial assessment to establish current levels of speaking, listening, reading, writing and maths skills, followed by a diagnostic assessment to identify individual learning goals.

Progression

There will be the opportunity to gain a level 2 qualification. There is also a wide range of programmes available including NVQs and short training, such as First Aid at work, Health and Safety, Leadership and Management and Professional Development.

Employees can complete English and maths training alongside other training contained within this Guide.



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ESOL

ESOL – English for Speakers of Other Languages

Start Date: Flexible

Fees 1

What is the training about?

It helps employees to improve their speaking, listening, reading and writing skills.

This is achieved by incorporating a wide range of real-life and work related tasks, situations and company paperwork. Subjects covered can include Health and Safety, food hygiene, food production, first aid, domiciliary and residential care, customer service and engineering.

There is a fully flexible package available and teaching can be delivered at a time and location to suit your organisation.

Who should attend?

Employees who need to improve their English language skills (speaking, listening, reading and writing) are invited to attend an initial assessment session.

Training outcomes

By the end of the training, employees will have improved English language skills which could lead to:

- improved performance
- improved communication skills
- increased confidence
- improved team-working skills
- better customer service skills.

By the end of the training, employees could have achieved:

- Nationally recognised ESOL certificates (entry level 1 to level 2)
- Nationally recognised ICT certificates (entry level 1 to level 2)
- Nationally recognised Numeracy certificates (entry level 1 to level 2).

Duration

Teaching can be arranged to suit the requirements of employers and employees. Typically the training lasts for 15 weeks, assuming two hours class contact time per week.

Assessment

An individual initial assessment to establish current levels of English speaking, listening, reading and writing skills, followed by a diagnostic assessment to identify individual learning needs and goals.

Progression

To the next level of ESOL qualification, support for NVQs and other vocational training, including those offered within this guide.