



For information or to enrol email smartskills@learndevon.co.uk or fill in the online enquiry form. We can offer flexible start dates so please get in touch for a chat about any of these courses and workshops.

Subject	What's on offer	Times
Learning for Work		
Dealing with customer complaints positively	How do you deal with negative feedback when the customer is always right, but you know their complaint is unjustified? How do you deal with the sting and challenge when a customer has every reason to complain? This short course will look at ways to handle complaints and negative feedback; learning from mistakes; the resources and support available to you; and how to leave it at work.	This is a one-day workshop.
Customer Service Skills	You will learn about good customer service, its benefits to the business and possible consequences of poor customer service. You will gain skills in providing effective customer service, providing relevant information, responding to queries and requests. You will also understand how to apply workplace guidelines.	This course is 16 hours (credits towards a qualification).
Right way, wrong way - introducing trading standards	This workshop introduces employees to the work of Trading Standards and identifies how knowing the right way and avoiding the wrong way to do things is good for business. You will understand good practice in your area of work and the consequences of getting it wrong. You will learn where to find support.	This is a one-day workshop.
Introduction to your first supervisor role	Perhaps you've just been offered your first supervisory role and you haven't led a team before. This workshop will help you understand the impact of good/bad supervision on your workplace; give you supervisory skills, like communicating well with your team, being fair, dealing with difficulties and building your team. You will also learn where to get support.	This is a one-day workshop.
Journey into work	Unemployment can affect us in many different ways. It's not just having limited income. We can lose confidence, get out of touch with the skills we need in today's workplace and lose our routine. On the other hand, during a time of unemployment, we can gain valuable life experiences, and imagine a whole new career. This short course will help learners to think positively about their journey into work, grow in confidence and use their life experiences as a platform for applying for jobs.	This is a two-day workshop.

How to work greener	Working in an environmentally sustainable way is good for business and good for the planet. This course helps employees and managers understand the impact of their workplace on the environment and raises awareness of ways to reduce that impact.	This course is 10 hours (sessions to suit).
Be ready!	A diverse and inclusive workforce is not just good for business! Businesses and their employees need to understand what the Equality Act (2010) requires. This course is for managers and other employees in small and medium-sized employers (SMEs) who want to understand disability and inclusion in the workplace.	This course is 10 hours (5 sessions).
Winning at work without the stress	This course is for learners who want to improve their teamwork, communication and organisation skills that will be useful in the majority of working environments. Stress can be reduced by improving communication skills and organising your work to achieve a better work/life balance.	This is a two-day workshop
Preparing for self-employment	The pandemic caused many people to consider going self-employed. If you are considering being your own boss, there's a lot to think about. This course will help to make learners aware of the self-employment opportunities available to them, the skills and behaviours needed to be successful, the practicalities of being self-employed and the support available to them. Learners will also consider sources of income and types of expenditure, and associated record-keeping.	This is a four-day course (credits towards a qualification).
Landing the job	This course guides learners through the process of finding jobs that they can apply for and understanding what the employer wants. It helps learners to showcase their skills to employers and get noticed for all the right reasons as well as giving pointers about how to perform well in job interviews. You will also learn how to avoid common mistakes.	This is a two-day workshop.
Maths		
Improve your maths	If you found Maths tough at school, or didn't get the qualifications you need, you can join one of our general Maths courses at any time. We will be happy to help you find the course that's right for you, so you will need to do an initial skills check before enrolling. These courses lead to qualifications. You take the exam when you are ready.	Join any time on Wednesdays or Thursdays. 6pm-8pm.
Get Smart Fast - fast track to Level 2 Maths	Do you need your Level 2 Maths qualification quickly? This accelerated way of learning allows you to achieve your goal in four weeks. Our Get Smart Fast - fast track to Level 2 Maths course is fully-funded and online. You will develop your skills in Maths including numbers and their use in everyday life, working with data and creating graphs.	This course is 40 hours (8 days) at set times in the year.
Digital		
Beeline for digital skills	This course will give you the basic digital skills you need in today's online world. You will learn how to stay safe online, how to communicate online using email, Word, and video communication software (Zoom). You will learn how to handle information and content by saving and organising files and web pages, you will practice online transactions that will allow you to access goods and services (shopping, NHS, travel information) and you will practice problem solving skills using online resources.	This course is 10 hours (5 sessions).

Office 365 basics	This course will give you an overview of Microsoft Office 365 and will be useful if you are planning to work in an administrative or office job, or simply want to use it for yourself. You will learn how to access and use your Office 365 account and email (Outlook) and you will be introduced to some of the features that the program has such as Word, Excel Spreadsheets, and PowerPoint. You will focus on either Word, Excel or PowerPoint and learn about it in more detail, and how to use its basic functions.	This course is 10 hours (5 sessions).
Digital on demand	*We can offer bespoke short digital skills courses to employers who need to upskill their staff for everyday working life. Please get in touch with us to discuss your needs.	Can be one-day, two-day or 10 hours.
English		
Improve your English	If you found English tough at school, or didn't get the qualifications you need, you can join one of our general English courses at any time. We will be happy to help you find the course that's right for you, so you will need to do an initial skills check before enrolling. These courses lead to qualifications. You take the exam when you are ready	Join any time Mondays 6.30pm-8.30pm.
ESOL		
ESOL launch pad	This short ESOL course is a launch pad onto one of our qualification courses. Learners will gain skills in English to help find where to access online and offline resources to support their progress; to know how to communicate successfully in a formal setting; to understand how to apply for employment online; and to demonstrate effective speaking and listening.	This course is 10 hours (5 sessions).
Let's talk Health & Safety	This is not a Health & Safety course. It is a course for ESOL learners which introduces them to the language of Health & Safety and helps raise awareness of how expectations around Health & Safety at work may differ from in their country of origin. Learners will understand how the context and culture of Health & Safety at Work in England may differ from country of origin; recognize common English terms used in the main areas of Health & Safety at Work; grow in confidence in speaking and listening in relation to Health & Safety at Work; develop a glossary of common terms used in Health & Safety at Work translated into own language.	This course is 20 hours (10 sessions).

Smart Skills works with people aged 16+ who may be employed (your employer needs to provide information about the business), self-employed, unemployed or economically inactive. Most of our courses are online. You have to be living in Devon.