







West Lothian Council Economic Development Fund

Course Brochure

2023





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West Lothian Council, Economic Development Fund

In partnership West Lothian Council Economic Development and West Lothian College are supporting West Lothian based SME's who can access up to a maximum of £5,000 towards training delivered by West Lothian College.

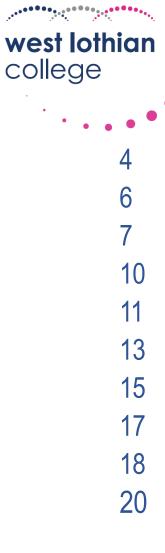
The funding can be used to up skill and re skill your current workforce to meet the needs of the business



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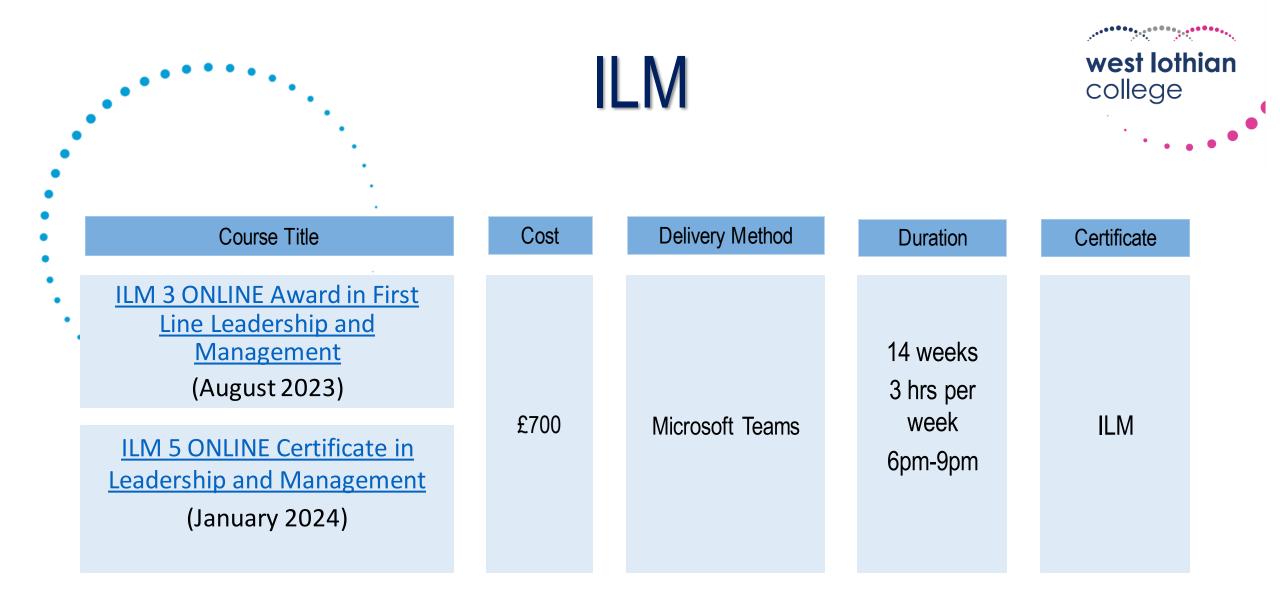
Contents

ILM Management Qualifications CIPD - Human Resources SVQs **Diplomas** Development Award – Management. **Development Award – Business Administration** Development Award – Customer service Mental Health Environmental T Courses





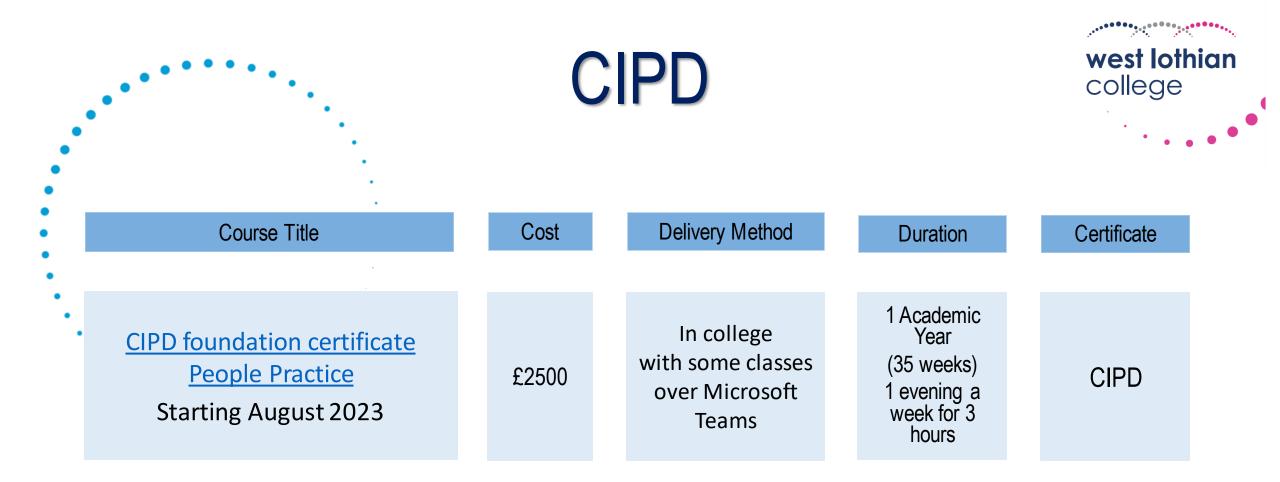
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•			ILM		west lothian college	
	Course Title	Cost	Delivery Method	Duration	Certificate	
•.	ILM 5 Certificate in Leadership and Management Starting August 2023 Blended learning, online & in classroom	£1700	Microsoft Teams & In College	1 Academic Year (35 weeks) 1 evening a week for 3 hours	ILM	



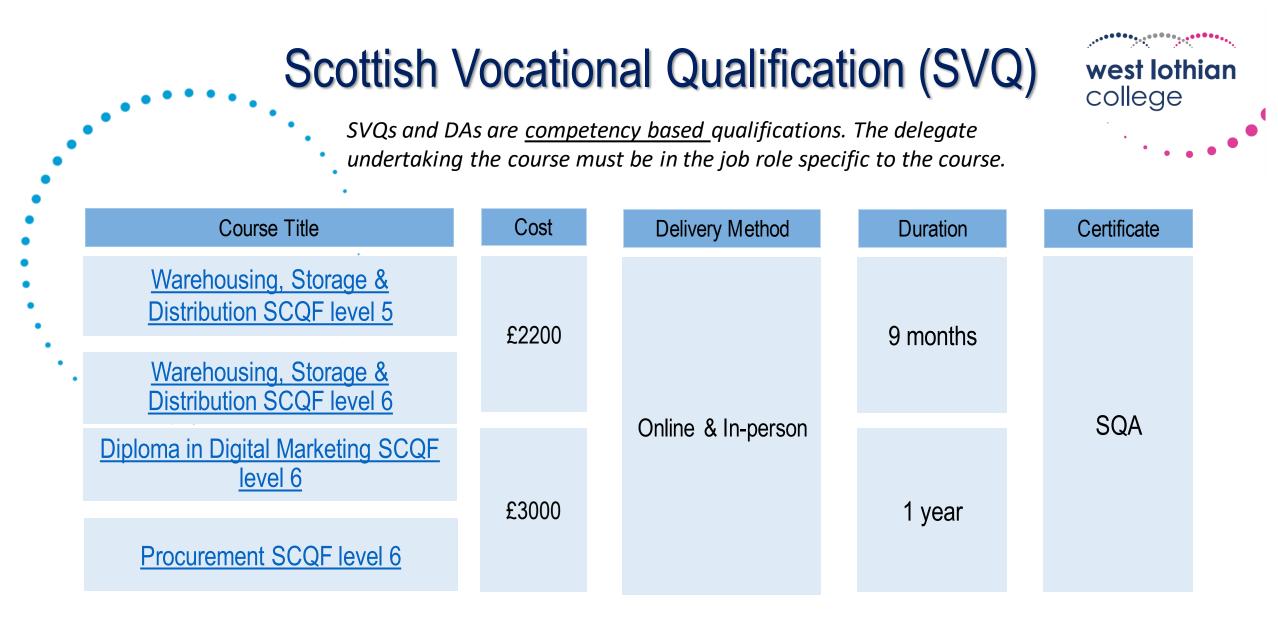




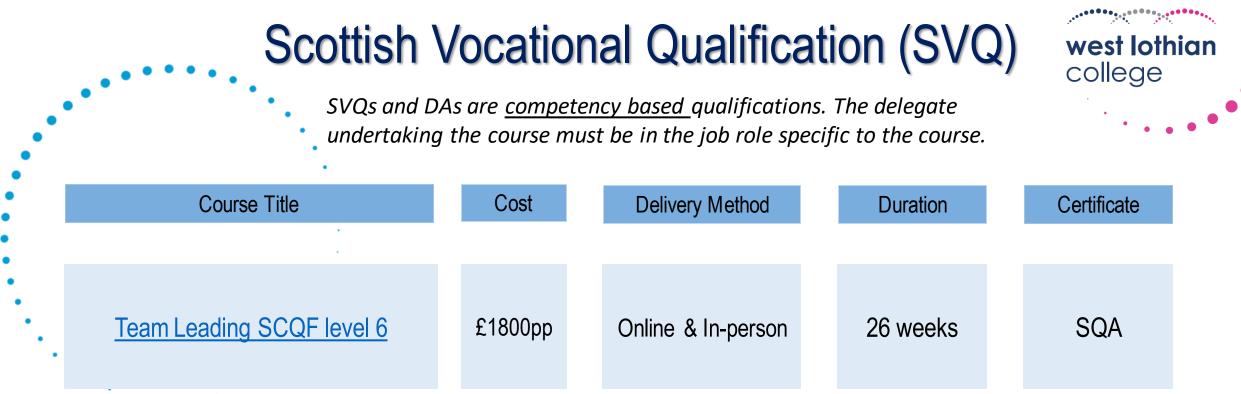
Scottish Vocational Qualification (SVQ) west lothian college SVQs and DAs are <u>competency based</u> qualifications. The delegate undertaking the course must be in the job role specific to the course. Course Title Cost **Delivery Method** Certificate Duration Management at SCQF level 7 SQA 1 year £3000 **Business & Administration SCQF** level 8 Online & In-person **Business Improvement Techniques** 9 months £1500 at SCQF level 5 EAL Business Improvement Techniques £2200 1 year at SCQF level 6



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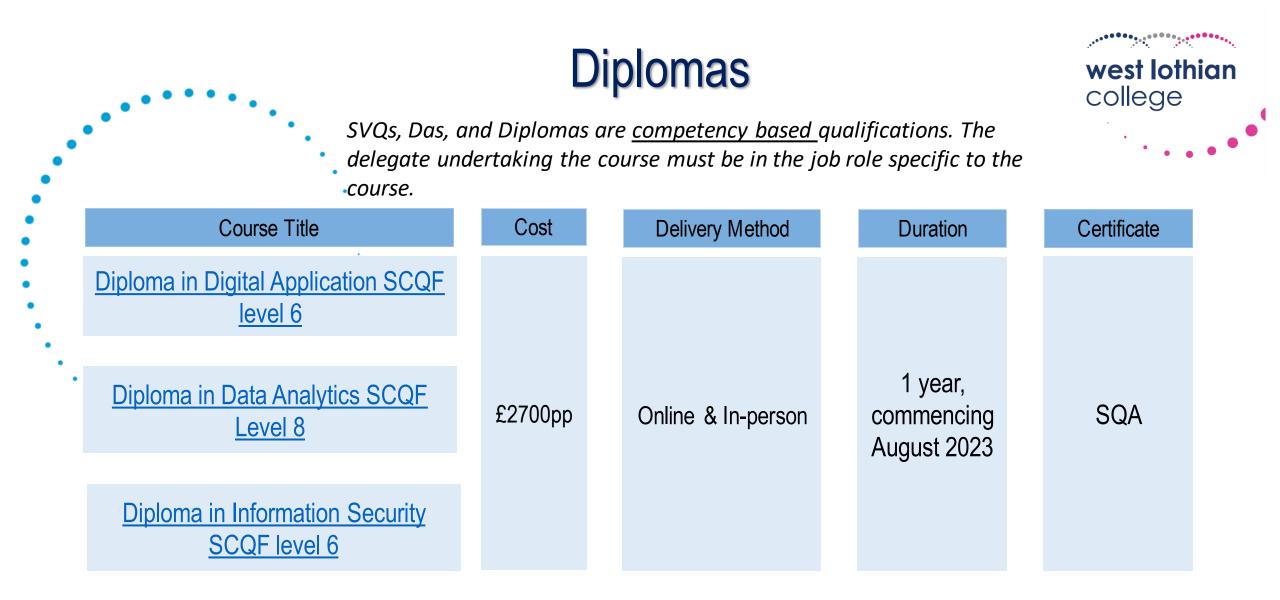
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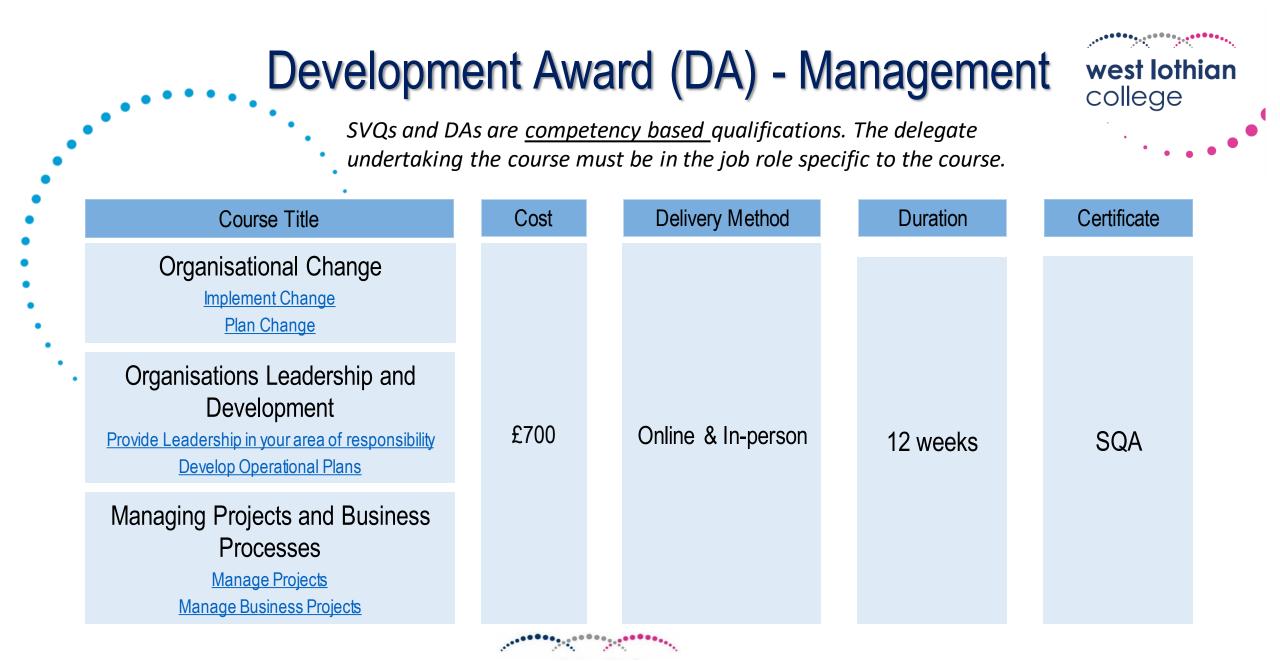
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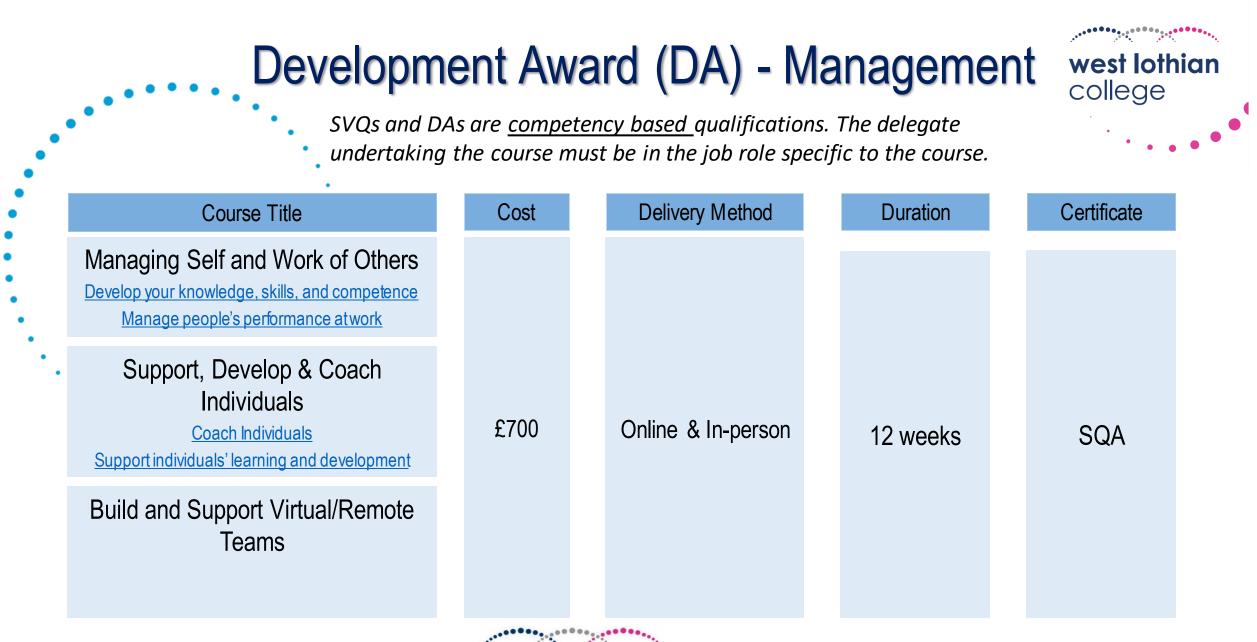


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Development Award (DA) – Business Admin west lothian college SVQs and DAs are <u>competency based</u> qualifications. The delegate undertaking the course must be in the job role specific to the course. Course Title **Delivery Method** Duration Certificate Cost **Develop and Deliver Presentations Develop a Presentation Deliver a Presentation** Research, Collate, & Organise Data **Research Information** £700 Online & In-person SQA Collate & Organise Data 12 weeks Analyse & Report Data using Spreadsheets Analyse & Report Data SVQ for IT users (ITQ) – level 3 (SCQF level 6) Spreadsheet Software 3

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Development Award (DA) – Business Admin west lothian college SVQs and DAs are <u>competency based</u> qualifications. The delegate undertaking the course must be in the job role specific to the course. **Delivery Method** Certificate Course Title Cost Duration Administer HR Records & Recruitment Administer the recruitment and selection process Administer HR Records £700 SQA Online & In-person 12 weeks Using Collaborative Technology for Improving Productivity SVQ for IT users (ITQ) – level 2 (SCQF level 5) : Improving Productivity Using IT 2 Using Collaborative Technologies 2



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Development Award (DA) – Customer Service west lothian college SVQs and DAs are <u>competency based</u> qualifications. The delegate undertaking the course must be in the job role specific to the course. **Delivery Method** Certificate Course Title Cost Duration Develop, Analyse, & Report Customer Service using Social Media Develop a Customer Service Network through Social Media Platforms Analyse and report on the content of customer service feedback posted on social media platforms £700 SQA Online & In-person 12 weeks Apply Technology to Promote and Improve Customer Service Promote Continuous Improvement Apply technology to other resources to improve customer service



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Development Award (DA) – Customer Service west lothian college SVQs and DAs are <u>competency based</u> qualifications. The delegate undertaking the course must be in the job role specific to the course. **Delivery Method** Certificate Course Title Cost Duration Support Customers using Online Services and Social Media Deal with customers using a social media platform Support customers using online Customer Services £700 SQA Online & In-person 12 weeks Plan and Maintain Customer Service using Electronic Platforms Deal with customers in writing or electronically Organise the delivery of reliable customer service



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