

STEPS TO SUCCESS



We support thousands of young people every year to reach their goals. Our simple programmes help 16-18 year olds prepare for the job they want through online learning.

Our online training is broken down into 3 simple steps that will enhance your employability, confidence and skills. At the end of your Steps to Success programme you could progress onto further education, employment or an Apprenticeship with Key Training. We will support you every step of the way.

What is it?

Our 3 simple steps are tailored to support you to reach your goals.

- Step 1: Online learning with a dedicated tutor to complete a Level 2 certificate in Business Administration or Customer Service
- Step 2: Online learning to enhance your employability skills and the techniques needed to succeed
- Step 3: We will work with you to find work experience where you want it

If you do not have a Level 2 in Maths and English or an equivalent GCSE then we will enhance your 3 step programme to build your confidence in these areas and achieve the level needed.

Our recruitment and skills experts will be with you every step of the way.

How do I do it?

To start your steps to success all you have to do is:

- Be a part of online group sessions with your dedicated Learning Coach
- Take part in 1-1 coaching sessions
- Want to achieve success

Future steps

When you have finished your steps to success your future steps could be:

- Advance into an apprenticeship
- Advance in to a full time job
- Advance in to further training
- Advance to further education





Entry requirements

- Aged 16–18



Typical duration

- 12–26 weeks



Delivery model

Virtual learning and coaching through:

- Zoom
- Phone
- E-Portal



Achievement

- L2 Certificate in chosen area
- Skills and techniques to reach your goals

It's as easy as...

1.
Get in touch

2.
Choose your specialism

3.
Follow the steps



Level 2 – Certificate in Business Administration

Would you like a career in an office environment? We work with young people who want to specialise in Business Administration in the Healthcare, Law, Estate Agents and Education. If you have a good eye for detail and great IT skills this specialism will be your step in the right direction. You'll learn about:

- Principles of providing administration services
- Principles of business document production and information management
- Understand communication in a business environment
- Understand employer organisations
- Understand how to develop working relationships with colleagues

Level 2 – Certificate in Customer Service

If you are a friendly, happy person with good problem solving skills then Customer Service could be your specialism. Every business has some element of Customer Service, so if you are not sure what your next step is, start here. You'll learn about:

- The delivery of excellent customer service
- Communication skills to strengthen relationships and interactions with customers and colleagues
- Principles that underpin outstanding customer care
- Develop and maintain key transferable skills applicable in a range of industries and sectors