

# WORKPLACE EDUCATION SUPPORTING LOCAL BUSINESSES



## SKILLS FOR WORK

Education for Working & Living



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**SKILLS FOR WORK**

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# INTRODUCTION

Skills For Work is a national programme aimed at providing training opportunities to help employees deal with the basic skills demands of the workplace and promote awareness of the values of lifelong learning.

The initiative is funded by the Irish Government under the Department of Education and Skills and delivered by Education & Training Boards (ETB) across the country.

We will help you identify the training needs for your staff.  
We work with employers, employees, local government, unions and organisations in the area to promote, design, tailor, deliver and evaluate workplace education programmes.

At Adult Education Service Balbriggan & Swords, our goal is to support local employers who would like to develop their employee's skills to create a workforce that is flexible, continuously learning and capable of personal and professional growth.

## James O'Toole

**Workplace Education Co ordinator**  
Adult Education Service  
Balbriggan and Swords



**01 840 8946**

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# WORKING TOGETHER

We strive to deliver excellence and quality through all of our training and to build long lasting relationships with local businesses.

In April 2022, the IITD National Training Awards awarded Keelings and the Adult Education Service Balbriggan and Swords the award for Best Learning and Development Collaboration for the Aspire General Operative Programme.

*"Keelings and Adult Education Service Balbriggan-Swords was recognised by the judges for the depth of a successful collaboration which created value for programme participants in ways that neither of the parties could have done on their own."*

***IITD National Training Awards Judging Panel***

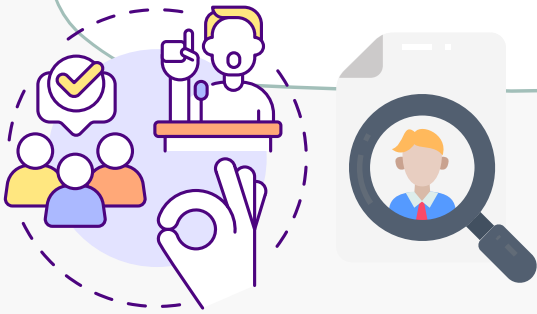


**Zana Morgan, (AES Balbriggan & Swords)**  
**Dominika Rektor (Keelings),**  
**Michelle Miller, (AES Balbriggan & Swords)**  
**Audrey Byrne,(AES Balbriggan & Swords)**  
**Sylvia Caldwell (Keelings)**

# HOW DOES IT WORK?

## SKILLS NEEDS IDENTIFIED

Are your employees in need of English language skills?  
Could they upgrade their IT skills? Do they need support building their confidence or leadership skills?  
We can provide the educational support they need.



## FLEXIBLE APPROACH

We work with you to find the best method, time and day to deliver the skills training required.

Courses can be delivered onsite, online or in one our 4 education centres.

## REQUIREMENTS

All course participants must be in full or part-time employment.

Classes require a minimum of 6 participants to run.



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# BENEFITS OF SKILLS FOR WORK



# SAMPLE PROGRAMMES

<b>01 Workplace Communications</b>	<b>8</b>
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<b>03 Digital Skills Training</b>	<b>10</b>
<b>04 Green Skills Awareness</b>	<b>11</b>
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# 01 WORKPLACE COMMUNICATIONS

## What is it?

Good communication in the workplace boosts employee morale, engagement, productivity, and satisfaction. Communication is also key for better team collaboration and cooperation. Ultimately, effective workplace communication helps drive better results for individuals, teams, and organizations.

## Sample Content

- Effective Communication Strategies
- Communicating with Colleagues and Management
- Telephone / Email Skills
- In Person and Online Meetings
- Presentations
- Report Writing



## Course Delivery

Available on company premises or in DDLETB adult education centres Balbriggan & Swords or online. Courses are available in micro-sessions or as a full course and can be adapted and tailored to your business needs.



# 02 PERSONAL & PROFESSIONAL DEVELOPMENT

## What is it?

Personal & professional development is crucial to create better leaders, employees, mentors or colleagues in the workplace. Personal and professional growth is all about seeking out ways to do a job better by further developing both hard and soft skills.



## Sample Content

- Self-Awareness, Self Management, & Self-Confidence
  - Problem Solving & Conflict Resolution
  - Time Management & Organisational Skills
  - Setting Achievable Goals
  - Building Resilience
  - Developing Leadership Skills
  - Preparing for Promotion
- IITD Award Winning Course

## Course Delivery

Available on company premises or in DDLETB adult education centres Balbriggan & Swords or online. Courses are available in micro-sessions or as a full course and can be adapted and tailored to your business needs.

# 03 DIGITAL SKILLS TRAINING

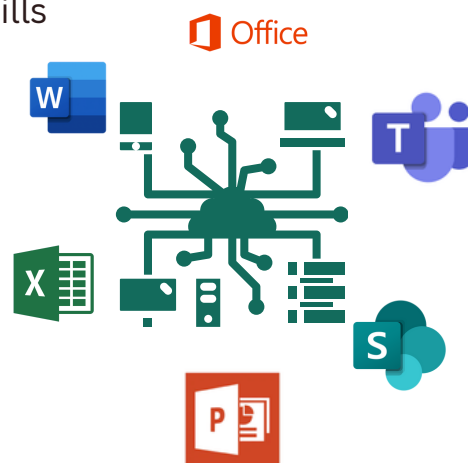
## What is it?

Providing the Digital Skills needed to navigate the modern working world. Developing employees' confidence and knowledge of IT from the most basic levels of Digital Literacy up to QQI Level 4 on the National Framework of Qualifications (NFQ).

## Sample Content

- Basic IT Skills - Word, Email, Internet, File Management, Data Protection, Keyboard Skills
- Introduction to Excel Spreadsheets
- Introduction to Social & Digital Marketing Skills
- PowerPoint
- Teams
- QQI Level 4 IT Skills\*
- QQI Level 4 Spreadsheet Methods\*

*\*QQI Level 4 courses are certified courses requiring minimum contact hours*



## Course Delivery

Available on company premises or in DDLETB adult education centres Balbriggan & Swords or online. Courses are available in micro-sessions or as a full course and can be adapted and tailored to your business needs.

# 04 GREEN SKILLS AWARENESS

## What is it?

Introducing greener practices within the workplace can prove challenging. Our Green Skills Awareness course provides the tools, support and language employees need to understand and develop an awareness of sustainability in their professional and personal lives.



## Sample Content

- Importance of Green Awareness
- Sustainable Work Practices
- Human Impacts
- A-Z of Green Terms
- Waste & Waste Cycle
- Resource Efficiency

## Course Delivery

Option 1: Delivered in two full day sessions or four half day sessions on company premises.

Option 2: Blended Learning with online sessions delivered in the evening + introductory session delivered onsite

***Following a Green Skills Awareness course, participants can progress towards completing a QQI level 4 specific purpose certificate in Environmental Sustainability Awareness.***

# 05 WORKPLACE LANGUAGE SUPPORT

## What is it?

English Language classes to support workers where English is not their first language. Developing Speaking, Listening, Reading and Writing skills as well as vocabulary related to the workplace. Classes are provided from CEFR A1 Basic level.

## Sample Content

- Speaking skills
- Listening skills
- Reading skills
- Writing skills
- Grammar & vocabulary



***Content is planned in response to the needs of the course participants. A full assessment of employee's language needs is completed prior to a course commencing.***

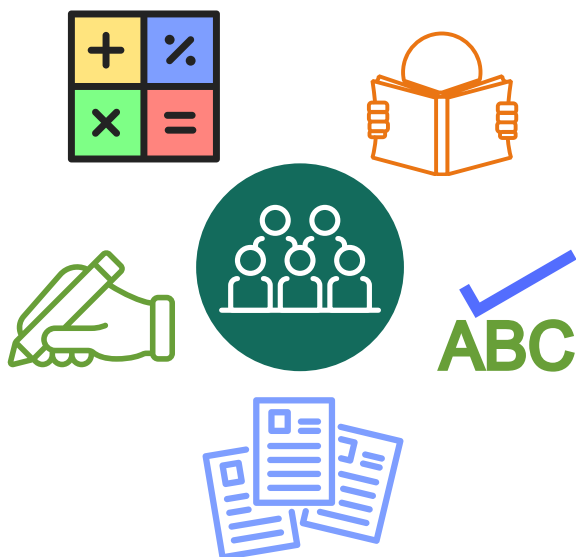
## Course Delivery

Available on company premises or in DDLETB adult education centres Balbriggan & Swords or online. All participants for English language classes are assessed prior to the course starting to ensure they are provided with the correct class for their level.

# 06 BASIC NUMERACY & LITERACY

## What is it?

Develops basic reading, writing and maths skills and is particularly suited to employees who have gaps in their education. "Gaps in literacy and numeracy hold people back from fulfilling their potential. This is a loss to the individual and also represents a loss of talent to an employer." (NALA)



## Sample Content

- Reading
- Spelling
- Writing
- Everyday maths
- Form filling

Content is planned in response to the needs of the course participants

## Course Delivery

Available on company premises or in DDLETB adult education centres Balbriggan & Swords

# TESTIMONIALS



*"The English classes provided us with an excellent benefit to support our non-native speaking employees....It gives the staff the confidence and encouragement to speak the language and strive towards continuous improvement which can only benefit the company in the long run."*

**Aisling O'Mahoney,**  
HR Manager at GLF  
Facade Specialists



*"It has given me confidence with file management in work, like DHL printing, overall knowledge in Microsoft 365 and knowing what to do in a work environment. I am glad I came to the class overall."*

**Charlotte,**  
DHL employee  
IT Skills QQI Level 4  
course



*"This initiative was innovative as it met a unique business need, to support a diverse group of participants from nine nationalities to develop their language, digital and interview skills in close partnership with Balbriggan-Swords Adult Education Service, Skills for Work."*

**Sylvia Caldwell,**  
Head of Learning &  
Development at  
Keelings



**Rialtas na hÉireann**  
Government of Ireland

*"Very useful as I can now use the skills learned in work as I am now in the Finance Unit where I will use Excel."*

**Lynda,**  
Department of Education  
Spreadsheet Methods  
QQI Level 4 course.



## Locations in Balbriggan and Swords serving North County Dublin

Balbriggan, Balrothery, Donabate, Garristown, Lusk, Malahide,  
Naul, Portmarnock, Portrane, Rush, Skerries, Swords.



### Castlemill Education Centre

Castlemill Road,  
Balbriggan K32 P237



01 802 0360



cec@ddletbaes.ie



### Sarsfield House

Mill Street  
Balbriggan K32 KX82



01 841 7763



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**BALBRIGGAN**

**SWORDS**



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