



INTERNATIONAL SKILLS SOLUTIONS

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ABOUT PEOPLE 1ST INTERNATIONAL

People 1st International is an employer-led skills and quality assurance expert.

We develop and quality assure industry relevant skills solutions in the UK and internationally across apprenticeships, work-based learning and technical vocational education, as well as providing a consultancy service to support countries in developing sustainable skills models.

Our employer-led approach gives us an unparalleled insight into the skills priorities now and in the future, with critical industry partnership collaborations that bridge the gap between employers and government.

We have an unrivaled experience in establishing TVET policy frameworks & systems, Sector Skills Councils, National Skills Academies and Employer engagement programmes as well as a deep expertise in:



Labour market intelligence



Workforce planning



National Occupational Standards



Apprenticeship standards



Qualification frameworks



Training programmes



Certification



Assessment & accreditation

Our work to transform skills, training and professional standards has reached many nations around the world.

We work closely with businesses, skills partners, investment banks, shopping centre owners and governments in countries around the world to share our knowledge and experience of creating people development solutions.

Our partners include:

- British Council
- UK Department of International Trade
- Deutsche Gesellschaft für Internationale Zusammenarbeit [GIZ]
- European Bank for Reconstruction and Development [EBRD]
- Inter-American Development Bank [IADB]
- Arabian Centres
- Majid Al Futtaim Charity Foundation
- Kings Group
- British Embassies and the Foreign and Commonwealth Office
- GmbH European Skills/Competences
- Qualifications and Occupations [ESCO]
- Business Associations and Chambers of Commerce
- European Training Foundation [ETF]
- CareerNet
- Education for Employment [EFE]



OUR CONSULTANCY SOLUTIONS

We specialise in supporting countries with a true thirst for professional development.

TVET strategy & policy

Working with a range of government departments and agencies, stakeholders and industry to understand the political, economic and social challenges and their ambitions, we work with our partners to shape a technical and vocational education and training strategy.

Find out more [here](#).

Employer engagement

At the heart of any TVET system must be industry and employers. Long-term achievement of systemic change in skills delivery must be driven by the demands of industry. We have unparalleled experience of employer engagement and how best to utilise employers to achieve skills ambitions in a sustainable manner.

Find out more [here](#).

Labour market intelligence

We can help you gain a detailed insight and understanding of the business and skills priorities affecting industry, at a local, regional and national level, and to analyse this labour market information intelligently.

Find out more [here](#).

Set up of Sector Skills Councils

We will work with you to examine the need for and support the development of a tailored Sector Skills Council solution; drawing on best practice developed over 15+ years.

Find out more [here](#).



National Occupational Standards

We are the global experts in the development of National Occupational Standards (NOS). We can help you utilise existing standards and to develop new standards that meet the needs of your industry. We also ensure that your NOS directly link to and match (where appropriate) equivalent international skills standards.

Find out more [here](#).

Qualifications & curricula

Working with qualification and curriculum development specialists, we provide support to employers, training providers and colleges in order to produce world-class qualifications and supporting curriculum that fulfills the requirements of the relevant NOS.

Find out more [here](#).

Quality assurance & accreditation

We provide expertise in world-class quality assurance programmes and accreditation of training provision developed and used by training providers, colleges and employers; designed to meet the needs to industry; is of the highest quality and uses the best teachers and trainers.

Find out more [here](#).

Capability & capacity building

Using a range of education and TVET specialists, we provide appropriate development training and materials so that you are able to create, build and sustain high quality, knowledgeable and occupationally competent training and assessment teams.

Find out more [here](#).



WHAT OUR CLIENTS SAY

Our work to transform skills, training and professional standards has reached many nations around the world. Learn more about the impact of our solutions by reading our [case studies](#).

"Working with People 1st International, we have been able to meet our objectives to help a significant number of women to develop skills that will enable them to build a sustainable livelihood and better future for themselves, their families and communities."

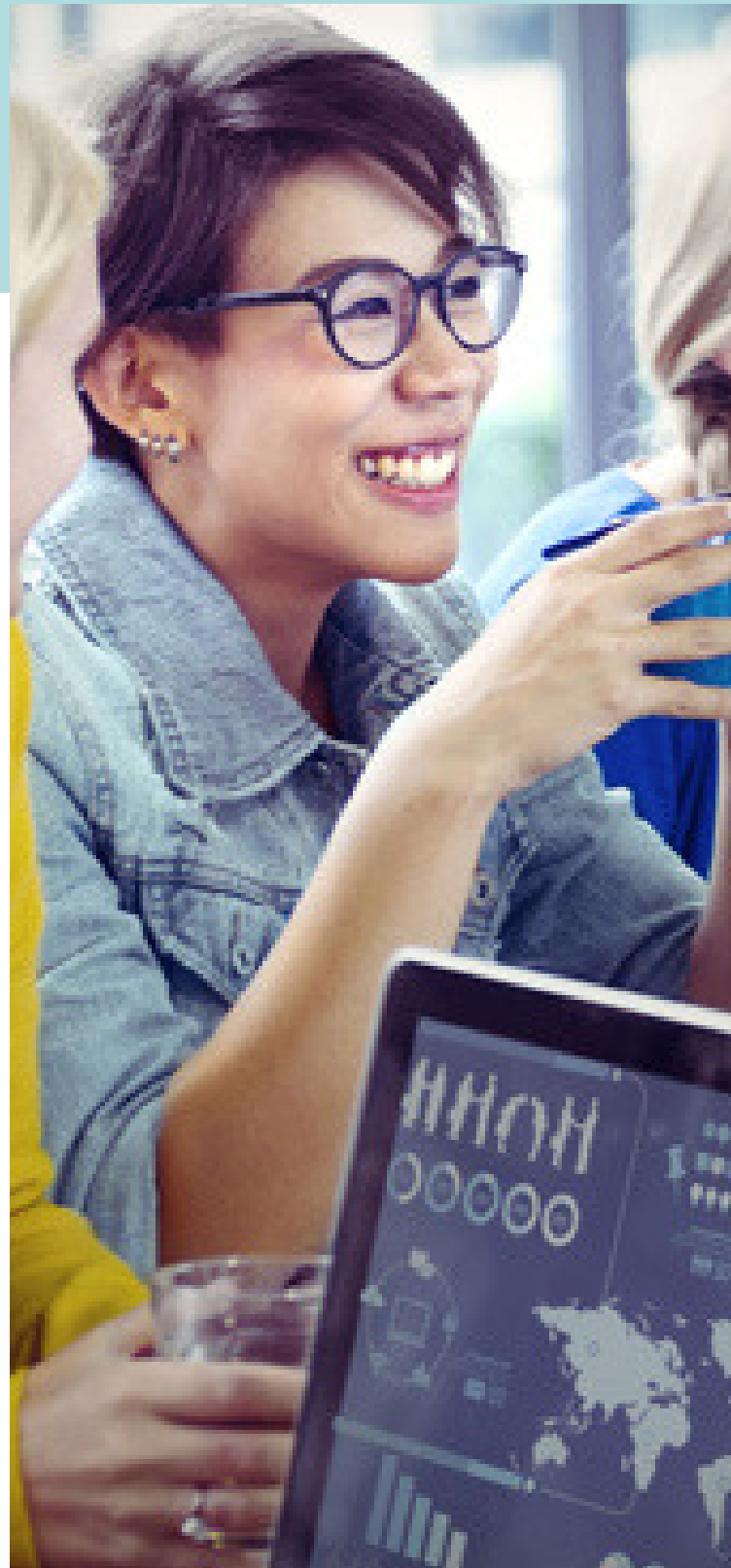
Bárbara De Castro,
British Council

"Our partnership with People 1st International and the support of EBRD have enabled us to extend the opportunities offered through the Abdali Mall Training Centre, not just to local people but also to young refugees from Syria, giving them the chance to train for a career in retail and hospitality."

Suhair Albargouthi,
Human Resources Manager, Abdali Mall Company

"Through the expert guidance and support of People 1st International, a vocational curriculum for tourism has been introduced that will create better opportunities for young people, promote the country and enable a professional and innovative tourism offer for the future in Uzbekistan."

Mr Rakhmat Rustamov
Deputy-head of State Standards Department, Centre for Specialised, Secondary Education of Uzbekistan



"People 1st International has done a fantastic job of successfully training our Volunteer Ambassadors to deliver yet another successful Skills Show."

Clare Baars, Volunteering & Employability Manager
WorldSkills UK



"Our partnership with People 1st International and the support of EBRD have enabled us to extend the opportunities offered through the Abdali Mall Training Centre, not just to local people but also to young refugees from Syria, giving them the chance to train for a career in retail and hospitality."

HUP

"People 1st International provided us with the expertise to train our trainers that allowed us to set up traineeships and apprenticeships, allowing us to share UK experience in TVET and tourism in particular with the sector in Azerbaijan."

British Council, Azerbaijan

"Abdali Mall is now open for business and with the help and expertise from People 1st we have set up a training centre that is fully inclusive. Young men and women now have the opportunity to train for a career in retail and hospitality and the skills that they gain are directly matched to their employer's needs."

Suhair Albargouthi

**Human Resources Manager,
Abdali Mall Company**

"In its mission to make the ITSE project a reality, the Panamanian Government has made the decision to apply only the best practices in technical education and learn from those who have achieved great success in this sphere. In this matter, People 1st has provided the support and information required to implement ITSE. Their expertise has been of a great value."

**Ing. Maria Lourdes Peralta, Phd
Instituto Tecnico Superior del Este,
Government of Panama**

OUR TRAINING SOLUTIONS

We provide tailored solutions that enable our clients to get the best possible results from their learning and development activities.

CUSTOMER SERVICE TRAINING

We have helped thousands of businesses achieve customer excellence through top quality staff training.

Our industry-driven solutions help develop customer obsessed staff, enabling you to:

- Increase revenue via repeat business and raised average spend
- Make major improvements in communication between staff and customers
- Deliver excellence in complaint handling
- Increase staff motivation and retention
- Protect your brand and reputation

Did you know that it costs five times more to attract a new customer than it does to keep an existing one?



Excellent service can make the difference between your business surviving and thriving, and that's where WorldHost customer service training can help!

WorldHost programmes are modern, interactive and energetic and will really help your people learn and remember the basic principles of great customer service.

WorldHost Principles of Customer Service

This programme will give your staff the skills and knowledge necessary to deliver excellent customer service, giving your business the excellent reputation it deserves.

WorldHost Principles of Supervising Customer Service

This programme gives your managers and supervisors the skills to build a real customer service culture in your business - from the top down.

WorldHost Sales Powered by Service

This programme will transform your staff into effective sales professionals who not only listen to your customers' needs, but maximise on them. They'll learn how they can influence customers' purchasing decisions.

WorldHost Service Across Cultures

This programme will increase your staff's awareness of other cultures and give them practical skills and advice to help them communicate effectively with visitors or clients from overseas.

WorldHost Customers with Disabilities

This programme will give your staff the knowledge and confidence to cater for disabled customers' needs sensitively and effectively.

WorldHost Ambassador Workshop

This workshop gives staff and volunteers the skills to deliver a warm and friendly welcome to customers and visitors, and is particularly focused on their role as an ambassador for their local area.

WorldHost Frontline Management Solutions

This programme will give your front-line managers and leaders the skills to build and develop a high-performing customer service team.

Train your staff to deliver WorldHost!

These programmes will teach your people how to deliver the hugely popular WorldHost courses to other staff in your business:

- WorldHost Principles of Customer Service (train the facilitator)
- WorldHost Complete the Suite (train the facilitator)

To find out more about our WorldHost programmes visit our [website](#).



TRAIN THE TRAINER

If you're looking to develop training skills in-house, we're here to help. Over the past 50 years, we've developed a reputation for delivering the best trainer training programmes in the UK.

Our interactive courses will give your people the skills they need to deliver top-notch training, reducing your need to employ external trainers, boosting your bottom line and building a

learning and development culture throughout your business.

All of our train the trainer programmes are robust and quality-assured – your trainers, managers and supervisors will be assessed to a national standard. We can even train your own people to deliver train the trainer programmes in-house.

Introduction to Effective Training Certificate

The one-day Introduction to Effective Training Certificate will give your staff an essential grounding in the knowledge and skills to deliver high-quality training programmes to their colleagues and teams.

Find out more [here](#).

Group Training Certificate

Our most popular training programme, the Group Training Certificate (GTC) will teach your staff how to design and deliver effective, interactive training sessions to groups of people.

Find out more [here](#).

Practical Training Certificate

The Practical Training Certificate (PTC) programme teaches your people how to deliver quick, effective, on-the-job training to small groups or individuals.

Find out more [here](#).

Developing competency based curriculum

Our bespoke programme will enable delegates to plan, resource and deliver structured teaching sessions with confidence and consistency based on a given curriculum.

Assessment training programme

Our bespoke programme is designed to support assessors in the high-quality assessment of learners.



MANAGEMENT & LEADERSHIP

Our management and leadership solutions give managers the crucial skills they need to motivate, inspire and develop their teams., helping you to:

- Enable lasting leadership and management skills
- Identify and develop future leaders
- Empower and promote female talent
- Create inclusive and diverse resourcing cultures

Management 1st

The Management 1st programme gives new managers the communication skills and confidence they need to succeed and be effective in their role.

Find out more [here](#).

Step Up

Step Up will help your female managers transform their leadership abilities, giving them the skills and confidence to move up to the next level.

Find out more [here](#).



TAILORED PROGRAMMES

Whether you need a technical skills programme or professional development for your core staff, we can help you.

From bite-sized programmes through to college and apprenticeship programmes, we can develop bespoke products and services to meet your nation or region's requirements.

Having worked in a variety of regions across the world to develop tailor made programmes in coaching, mentoring, management, train the trainer and many more, we've got extensive experience in how to design and contextualise programmes to meet the needs of specific audiences, cultures and disciplines. Read more about our work in our [case studies](#).

Our tailor made programmes include:

- Social inclusion pre-employment programmes
- Induction packages
- Customer service excellence and volunteering programmes
- Supervision, management and leadership programmes
- Coaching and mentoring programmes
- 'Train the trainer' programmes
- Digital and online skills training

- Short programmes on planning, finance, marketing and visual merchandising
- Apprenticeships

We also offer the following services for tailored programmes:

- Training needs analysis
- Accreditation of training programmes
- Return on investment measurement

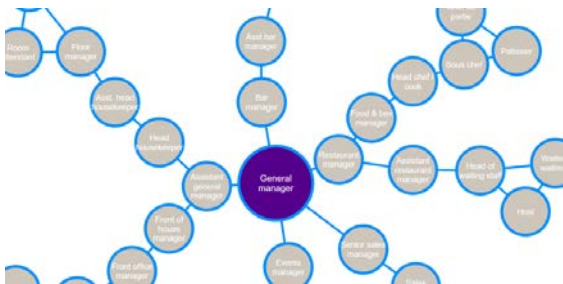


OUR DIGITAL SOLUTIONS

People 1st International is part of the [Workforce Development Trust](#) - a not-for-profit organisation helping both public and private organisations cultivate their ultimate workforce.

Operating across a range of sectors, as a group we also offer a series of tried, tested and competitively priced digital solutions.

CAREER MAPPING TOOL



Our career mapping tool will help you showcase the career pathways in your industry, region or nation so you can attract and retain the best talent.

We'll create a bespoke, interactive online 'map' tailored to your requirements, showing current and future staff exactly where their career can take them.

Find out more [here](#).

E-LEARNING

Our high quality and flexible e-learning can ensure your organisation maintains a safe, competent and legally compliant workforce. Our e-learning solutions deliver consistency and flexible training that is very cost-effective.

LEARNSPACE

LearnSpace is our learning management and compliance solution that integrates easily with multiple HR systems and gives users an unparalleled learning experience.

ROSTERING

Our realtime rostering software is an accurate and efficient all-staff e-rostering solution that seamlessly integrates into your existing systems such as HR and payroll systems.

To find out more about our digital solutions, get in touch.

WHAT OUR CLIENTS SAY

We're passionate about helping service-centred businesses develop their people, and make sure that our training delivers for our clients. We've worked with some fantastic companies and delivered great results - read some of our success stories below.

"People 1st International did a wonderful job preparing our volunteers to welcome visitors at our Enjoy Rugby festival, which was key to making sure the town benefitted from the 2015 Rugby World Cup. Training a large number of volunteers in a short space of time was no mean feat, but People 1st International's 'can do' attitude was invaluable and really saved us time during a very busy period."

Michael Beirne, Economic Investment Officer, Rugby Borough Council

[Read the full case study](#)

"We knew of People 1st International's reputation for delivering excellent trainer-training, and felt that their programme content and delivery style matched with our way of working. There is an excellent synergy between People 1st International's culture and our own, which really enables them to understand and meet our needs. The Introduction to Effective Training was exactly what we were looking for – we've been delighted with the results and it's now an integral part of our training plans."

Ann Whelan, Vice President of Human Resources Europe, Jumeirah Group

[Read the full case study](#)



"Management 1st hit all the right notes, it wasn't too heavy and was pitched at just the right level. Every manager within the organisation now goes through the programme and it has been a real success. We're definitely getting more confident, I've seen it in emerging teams, and our younger or newer managers."

Gemma Rowden, Training Manager, The View from The Shard

[Read the full case study](#)



info@people1st.co.uk
www.people1st.co.uk