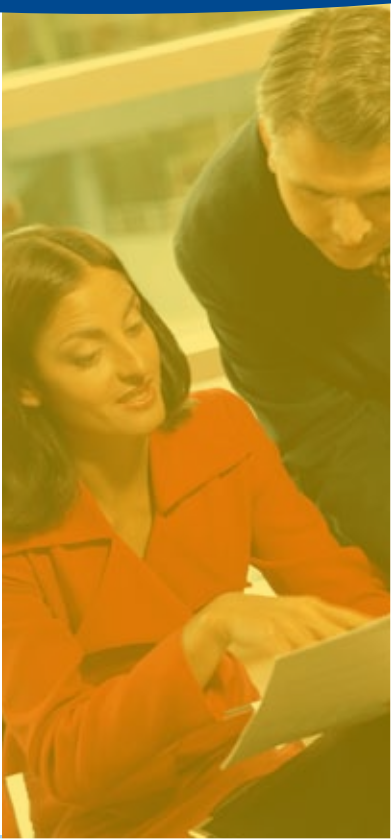


# Celebrating 10 years developing people



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***At WSG Associates we work in partnership with a variety of organisations that are Ofsted inspected and regularly come under scrutiny during inspection of our partners.***

# Welcome to WSG Associates

The information contained within this brochure is an introduction to the services and learning programmes that we can provide for you.

To find out more detailed information on any of our services or courses please do not hesitate to contact one of our staff to discuss your needs or requirements.

At WSG Associates we have a passion for what we do and firmly believe that our blended learning and training programmes can deliver positive and measurable business and individual benefit.

## Our Vision

To be recognised the training provider of choice through providing impartiality, exciting, relevant and dynamic training solutions.

## Our Mission

Our mission is to ensure that all our training or developmental activities will have a positive impact on the future performance of our customers businesses or personal development. We will provide inspiring training that motivates individuals to achieve their full potential thereby delivering a positive and measurable business benefit.

### We aim to achieve this by:

- **Ensuring that all training and development provided has a clearly identified business objective to be achieved.**
- **Making our clients aware of the purpose and scope of our service and how this can support their business objectives.**
- **Targeting our support at the identified needs of both groups and individuals.**
- **Achieving excellence in our programmes by delivering training and development which is motivational, valued and demonstrably improves the productivity of the participants.**
- **Constantly improving our programme content, delivery methods and skills through regular research, feedback and evaluation.**

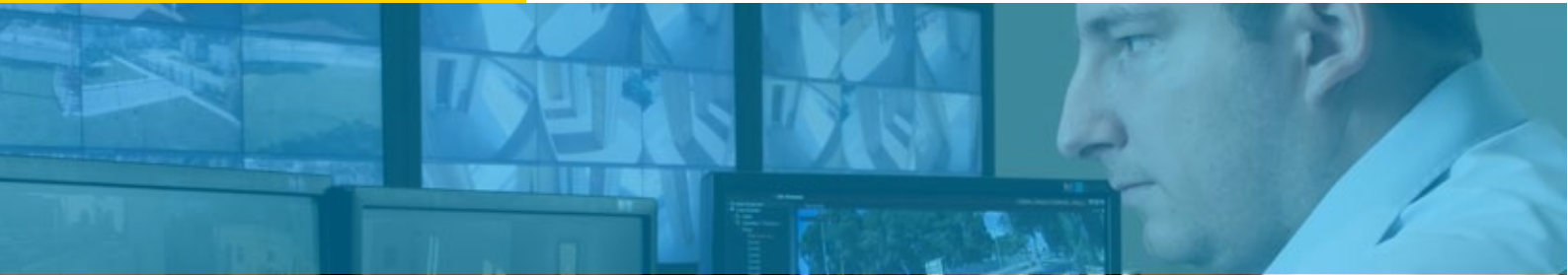


Stuart Galloway Cert Ed MifL  
Senior Associate

At WSG  
Associates  
we have  
a passion  
for what  
we do



# Assurance in choosing the right training provider



Without doubt you need assurance that you are choosing the right training provider to partner. In choosing a provider to partner you need to consider at least two main areas;

## Delivery Assurance

- Flexibility is essential for your business for many reasons.
- Proven Track Record in providing the training that best suits your needs.
- Support that they provide you both pre and post delivery.
- Relationship to ensure that your training provider can work with you and your team.
- Cheapest is not always the best value! The quality of your training is crucial as opposed to just getting the qualification.

## At WSG Associates, we offer you:

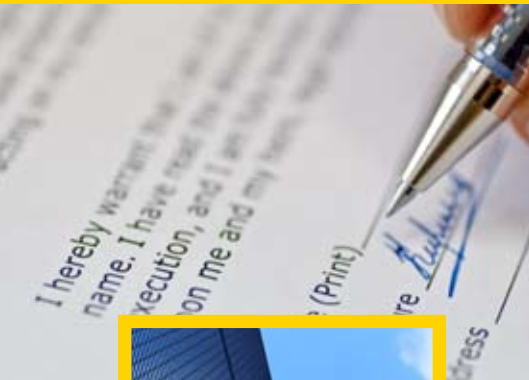
- Flexibility in providing training solutions that will meet your business needs through our On Demand Training, Open Course and Flexible Learning.
- Proven Track Record in providing training solutions to industry since 2001. To underpin this track record we were Finalists for the Training Initiative of the Year at the Security Excellence Awards in 2010.
- Support is provided throughout your experience with WSG Associates not only by our Operational Learning and Development staff but also through our Business Support team at our Support Centres.
- Relationship, our approach to ensuring that we engage you as the customer is one of looking at it as a partnership that develops trust and understanding.
- Cheapest is not something we can guarantee but we can offer competitiveness and value for money.

## Quality Assurance

Quality Assurance accreditations do not always ensure quality of service, however it is a starting point.

At WSG Associates we work in partnership with a variety of organisations that are Ofsted inspected and regularly come under scrutiny during inspection of our partners.

As our business is about ensuring learning and development takes place, the information, advice and guidance (IAG) that we provide is vital to our service, it is for this reason that we were accredited to the matrix standard, which is a unique national quality framework in relation to the provision of IAG in the context of learning and work.



## Our Services

Are wide and varied and can be tailored to suit individual business needs. These include providing a Learning and Development Identifier (LaDi), Managed Service, Training Delivery, Funding, Advice and Guidance.

### Learning and Development Identifier

In today's world of a cost conscious environment, it is crucial to ensure that your organisation has the right processes and procedures in place to meet business objectives and goals and improve both business and employee performance.

WSG Associates have developed the Learning and Development Identifier which is designed to allow businesses to review their own performance of their Learning and Development function.

The five main areas of the Identifier are:

1. **Your Learning and Development Approach**
2. **Your Learning and Development Processes**
3. **Your Learning and Development Resources**
4. **Your Leadership and Management**
5. **Your People**

Each Identifier has criteria identifiers within to assist your business in achieving and improvement on performance and productivity throughout the organisation.

## Managed Service

WSG Associates provides managed learning services designed to reduce the cost of your training services whilst increasing quality, flexibility and control over spend. Designed for all sizes of businesses who may not have the access to or cannot justify a level of strategic advice and or management of the training function activities.

WSG Associates role within the Managed Service is very much one that reflects your business needs which makes this service as one that could be completely tailored to the individual needs of your particular business.

This can include acting as your Training Director, Training Manager or Training Administrator, developing and implementing Training Policy and Strategies.

Look at our Managed Service as your menu, you choose the service that fits your needs and requirements.

Within our Managed Service we offer Training and Course Design, Curriculum Planning, Organisational Needs Analysis, Training Needs Analysis, Training Audits, Training Policy and Strategy Development, Training Administration, Research, Evaluating Training Programmes, Consultancy, Advice and Guidance





## Training Delivery

Our delivery approach is very much one that not only meets the regulatory requirements of the training programme but also that your needs are met through efficiency and effectiveness. In general our delivery methods are through Open Courses at our venues, On Demand courses that are delivered directly for our customers, Vocational Learning which is carried out whilst the learner is at work and Flexible Learning.

Flexibility is becoming an integral part of learning and development, it can often be cost prohibitive to send staff away on courses or development programmes, at WSG Associates, we may be able to provide you with a solution with an approach that includes distance and e-learning.

## Funding

We also offer guidance on accessing public funding, using our partnership network of FE Colleges and other partners. This includes providing comprehensive advice on the availability of the funding to support training and development activities identified within your business.

## The Learning Journey

Much is made of the learning journey for both employer and employees. At WSG Associates we believe in making your journey exactly that, one that suits your needs whether they be business or personal targets and goals.

***WSG Associates provides managed learning services designed to reduce the cost of your training services whilst increasing quality, flexibility and control over spend.***



# Learning Programmes

The vast majority of our learning programmes lead to a nationally recognised qualification with one of the Awarding Organisations we work with. This however does not always need to be the case, we can deliver bespoke programmes designed for your business needs.

## Security Skills

Programmes designed to meet the everyday challenges faced by the security operative, support staff, team leaders and managers.

Our Security Industry Authority Licence Linked Qualification training is provided as part of the requirement for the appropriate SIA Licence for:

**Security Guarding, CCTV (PSS) Operators, Door Supervision.**

Security Development programmes include:

- Level 2 Certificate for Security Practitioners
- Level 2 NVQ/Certificate in Providing Security Services
- Level 3 Advanced Security Operations
- Recruitment & Vetting Skills
- Security Surveying and Risk Assessment
- First Aid at Work

## People Development

*Is exactly what it says..... Developing the People in your workforce.*

Developing your people is about providing them with the skills, knowledge and tools to provide a positive impact on them and your business.

Develop your Team Leaders with one of our Team Leading learning programmes  
Up-skill and develop your managers with one our Management Development learning programmes.

Trainer/Tutor Training – Preparing to Teach in the Lifelong Learning Sector, Certificate to Teach in the Lifelong Learning Sector, Coaching in the Workplace, Delivering Conflict Management.

**TALK TO US.....**





## What they say about us.....

Our approach to this is slightly different to most marketing strategies, these comments have been made about us to the independent external who assessed our Matrix Standard: The matrix Assessor identified some of our strengths as follows:

*“WSG have been innovative in their support for learners in the workplace, with the introduction of a Skills Coach award whereby learners are encouraged and guided through the learning journey, through responsibilities adopted by supervisory colleagues which are additional to the role of the WSG tutor/ assessor”*

*“WSG has forged excellent working partnerships with client employers, to create opportunities for learners, grow industry knowledge and expertise and raise the profile of the security industry sector”*

Learners, employers and college partners were also interviewed by the Assessor and the feedback included:

*“I was very well informed right from the beginning. They were helpful and everything was explained”*  
(Learner who had completed their programme)

*“WSG has a step by step approach, which makes everything easy to understand”*  
(Learner who had completed their programme)

*“They have been brilliant, we know where we are going and there is always someone to contact if you have difficulties”*  
(Learner on programme)

*“My dyslexia was not a problem for my assessor and I received all the support I needed in understanding information, what I had to do and how best to go about gathering evidence. That has really boosted my confidence”*  
(Learner who had completed their programme)

*“I have learned a lot from doing my Skills Coach course and on a day to day basis, I am more in-tune with my staff. I now understand that people learn in different ways and that helps me to have greater empathy with each staff member, through a better understanding of their learning style”* (Skills Coach)

*“WSG are brilliant. Everything was explained in simple terms and allowances were made for years away from education”*  
(Learner who had completed their programme)

*“The training has been brilliant and has really opened my eyes as to what my potential is”*  
(Learner on programme)

*“WSG are seen as a partner to us and we value; their contribution, lively dialogue and willingness to venture and innovate outside the norm. We like their model of Skills Coaches and value the way they have integrated feedback into course documentation, beyond which, the results speak for themselves”*  
(College partner and main contract holder Train to Gain)

*“We now benchmark our own provision against the standards we experienced with WSG”* (Client employer)

*“The assessors at WSG are brilliant, very accommodating and follow the training that has been delivered; our own clients has spotted the difference in the quality of our service”* (Client employer)

*“When we appointed WSG Associates in 2008 we quickly identified that from all the training providers we were using WSG were different. Their approach was really refreshing as they were keen to understand our business and add value to our organisation, most importantly they had the expertise and resource to support us in achieving our training strategy”* (Client employer)

*“I am very happy with the training that I have had. I feel more confident and everything was perfect”* (Learner on programme)

