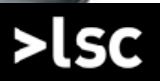




*"helping you to
achieve your goal"*





Mission Statement

"to raise and widen participation and achievement of people in the community we serve by putting the learner at the centre of quality education and training"

HYA Training

HYA Training is a subsidiary company of the registered charity Humberside Youth Association.

We are government funded and year on year have successfully achieved excellent Adult Learning Inspectorate grades and Investors in People & Customer First

HYA Training offer training, experience, qualifications and employment through Apprenticeships, Young Apprenticeships, Entry to Employment (e2e), Train to Gain and NVQ Training to the Hull, Humber and North Lincolnshire communities.

Offering an extensive range of qualifications designed to help individuals achieve their career goals in a variety of business sectors.

Whatever your age background or circumstances, we can help you gain the skills, experience and qualifications you need!

Business & Administration

There will always be a need for trained employees in admin skills. HYA offers training to individuals who will demonstrate competency, ability and knowledge in a broad range of administration activities. Training and support will be given to enhance skills, for example: dealing with visitors, using a telephone system, operating office equipment and computer inputting.

Customer Service

Most businesses these days rely on great customer service skills. HYA offers training to individuals who will demonstrate competency, ability and knowledge in their customer service roles. Training and support will be given to enhance skills, for example: dealing with customer complaints, gaining customer feedback and understanding customer ethos/requirements, so individuals can provide clear solutions to problems in a friendly and helpful manner.



Health & Social Care

This qualification focuses on the skills that are essential to all care environments. Including Hospitals, Health Centres, Residential Homes, or in people's own homes. Achieving a qualification in Health and Social Care will enable you to gain true recognition and pursue a rewarding career helping people in their daily living and personal needs in job roles such as: Residential Care Assistant, Care Managers, Clinical Support Worker and Auxiliary Nurses.

Retail

We offer Retail training for employees who work in all retail organisations under the direction and guidance of managers. The learner may be in full, part time, casual or voluntary employment. Training and support will be given to enhance skills of employees who are involved in processing payment, stock taking, merchandising, selling goods and customer service.

Entry to Employment Pre-Apprenticeship

The Entry to Employment (e2e)/Pre-Apprenticeship programme offers anyone aged 16 to 18, training, work experience and support in a relaxed and supportive environment. The programme is based around your individual needs, so if you want a job, need training, want to go to college, e2e will give you the skills and confidence to do it. For anyone aged 16 to 18.

Team Leader

We offer Team Leader training to supervisors responsible for motivating their team to meet the requirements of the company. Training and support will be given to enhance skills of supervisors and team leaders for example: ensuring health and safety requirements are met, providing learning opportunities and supporting customer improvements.

Management

We offer Management training intended for first line and middle Managers. The individual will demonstrate their skills and knowledge in managing activities. Training and support will be given to enhance skills of managers for example: providing leadership, recruitment and selection/managing budgets and projects.

Information Technology

The use of Information Technology is becoming increasingly important within many job roles. At HYA we recognise this and have a dedicated IT Suite offering the following courses: Computer Literacy and Information Technology (CLAIT), RSA Text Production and Word Processing. Microsoft Office Application training also available.





HYA Training is an equal opportunity employer and learning provider, and welcomes under represented groups.

