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## Lean Six Sigma White Belt an accredited qualification

The objective of this course is to develop the understanding of improvement tools and how to function effectively as a Lean Six Sigma White Belt.

### Who should join?

- Those who want to improve their work and the work of their customers
- Team members wanting to make a difference to how they contribute
- Those wanting to upskill and qualify for future career opportunities
- Managers wanting to know more about the improvement tools
- People responsible for writing supporting process or standardised documentation

To successfully complete this course, you must review all of the lessons and complete all of the quiz modules and submit an improvement A3 Using PDCA. The Council for Six Sigma Certification will provide you with an accredited qualification for the subject on successful completion assessed by Blue Lion Training Academy.

# Course Structure

Individual lessons also include simulations, toolsets and interactive practice exercises. Each session ends with an interactive quiz to test your knowledge.

The course is presented in a logical sequence to follow the PPS – Practical Problem Solving process. We believe that you will learn most efficiently by following the sequence presented. In particular, the first session presents an overview of PPS and Process waste, which will be helpful to put the remaining sessions in proper context.

On every page, you have access to a variety of helpful learning tools. You can use the course navigation via the e-portfolio to move through the course in a linear fashion or you can skip around and explore topics as you see fit.

The coaching days are optional, as this will help you prepare for the assessment related to your PPS and learning checklist. Note the qualification is only supplied once all the checklist is complete and a virtual face-to-face assessment has taken place with a Blue Lion Improvement Coach.

This course consists of multiple sessions, each of which is a collection of related lessons.

## Lean Six Sigma White Belt Qualification

Programme  
Duration



2 Weeks

Training  
Days



0.5 Day

Level of  
Training



White Belt

Coaching  
Days



0.5 Day

Assessment  
Checklist



0.5 Day

Training  
Method



Digital

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## Lean Six Sigma **Yellow Belt** an accredited qualification

The objective of this course is to develop the basics skills and understanding that will let you to function effectively as a Lean Six Sigma Yellow Belt.

Throughout the course, learners gain familiarity with the tools, terminology and methods of Lean Six Sigma without the need for formal classroom training. With the Yellow Belt course, you will learn how to define an A3 improvement, test and implement potential improvement solutions and sustain the improvements you make.

To successfully complete this course, you must review all of the lessons and complete all of the quiz modules and submit an improvement A3 using DMAIC. The Council for Six Sigma Certification will provide you with an accredited qualification for the subject on successful completion assessed by Blue Lion Training Academy.



# Course Structure

This course consists of multiple sessions, videos, each of which is a collection of related lessons.

Individual lessons also include simulations, toolsets and interactive practice exercises. Each session ends with an interactive quiz to test your knowledge.

The course is presented in a logical sequence to follow the Six Sigma DMAIC improvement process. We believe that you will learn most efficiently by following the sequence presented. In particular, the first session presents an overview of Lean and then Six Sigma, which will be helpful to put the remaining sessions in proper context.

## Users will gain an appreciation of the following tools:

- Learn how a process is performing: Flowcharts, 5S, Lean Wastes, Measures, Histograms, Control Charts, Capability Value Stream Mapping
- Define a project: Chartering, Forming Teams and SIPOC
- Investigate root causes: Cause/Effect, Pareto, Scatter Diagrams, 5 Whys
- Remove waste from a process: 5R's, Flow and Pull, Work Balancing
- Test and study potential solutions: Idea Generation, PDCA, Control Charts
- Implement improvements: Stakeholder Analysis, Skills matrices, Gantt Charts
- Lock in improvements: Visual Management, Mistake-proofing, Standardisation
- The coaching days are optional, as this will help you prepare for the assessment related to your A3 and learning checklist. Note the qualification is only supplied once all the checklist is complete and a virtual face-to-face assessment has taken place with a Blue Lion Improvement Coach.

## Lean Six Sigma **Yellow Belt** Qualification

Programme  
Duration



4 Weeks

Training  
Days



1 Days

Level of  
Training



Yellow Belt

Coaching  
Days



2 Days

Assessment  
Checklist




0.5 Day

Training  
Method



Digital or  
classroom

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## Lean Six Sigma **Green Belt** an accredited qualification

The objective of this course is to develop a comprehensive set of skills that will let you to function effectively as a Lean Six Sigma Green Belt.

This Green Belt course is suitable for anyone looking to generate business improvements in areas such as customer satisfaction, service delivery, cost control, process performance, new product introduction to name but a few.

Delegates representing every organisational function have participated in this programme. Many of our clients have used it to introduce managers and staff to process improvement, lean and six sigma.

To successfully complete this course, you must review all of the lessons and complete all of the quiz modules and submit a DMAIC improvement project. The Council for Six Sigma Certification will provide you with an accredited qualification for the subject on successful completion assessed by Blue Lion Training Academy.

# Course Structure

This course consists of multiple sessions, videos, each of which is a collection of related lessons.

Individual lessons also include simulations, toolsets and interactive practice exercises. Each session ends with an interactive quiz to test your knowledge.

The course is presented in a logical sequence to follow the Six Sigma DMAIC improvement process. We believe that you will learn most efficiently by following the sequence presented. In particular, the first session presents an overview of Lean and then Six Sigma, which will be helpful to put the remaining sessions in proper context.

## Users will gain an appreciation of the following tools:

- Understand your role in leading and supporting lean, six sigma, process improvement, variability reduction and standardisation
- The use of tools with individuals and teams working on improvement projects
- Challenge current practices and offer constructive alternatives
- Understand techniques for identifying and removing waste from processes
- Present data for displaying, understanding and reducing variation
- Develop methods for identifying non-conformity and then investigate underlying causes, including tools to prevent recurrence.
- The coaching days are optional, as this will help you prepare for the assessment related to your DMAIC improvement project and learning checklist. Note the qualification is only supplied once all the checklist is complete and a virtual face-to-face assessment has taken place with a Blue Lion Improvement Coach.

## Lean Six Sigma Green Belt Qualification

Programme Duration



12 Weeks

Training Days



3 Days

Level of Training



Green Belt

Coaching Days



5 Days

Assessment Checklist



0.5 Day

Training Method



Digital or classroom

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## Lean Six Sigma Black Belt an accredited qualification

The objective of this course is to develop a comprehensive set of skills and to manage multiple improvement projects effectively as a Lean Six Sigma Black Belt.

The Lean Six Sigma Black Belt programme takes the toolsets further, giving deployment much higher profile, ensuring that efforts are applied to critical problems and strategic issues and developing a programme management and support structure through statistical data and financial justifications.. The programme is for Green Belts who want to generate more benefits for their organisation by building on their qualifications and experience in variability reduction.

To successfully complete this course, you must review all of the lessons and complete all of the quiz modules and submit two improvement projects. The Council for Six Sigma Certification will provide you with an accredited qualification for the subject on successful completion assessed by Blue Lion Training Academy.

# Course Structure

This course consists of multiple sessions, videos, each of which is a collection of related lessons.

Individual lessons also include simulations, toolsets and interactive practice exercises. Each session ends with an interactive quiz to test your knowledge.

The course is presented in a logical sequence to follow the Six Sigma DMAIC improvement process. We believe that you will learn most efficiently by following the sequence presented. In particular, the first session presents an overview of Lean and then Six Sigma, which will be helpful to put the remaining sessions in proper context.

- Understand in depth Lean Six Sigma continuous improvement philosophy, methods, and process improvement
- Facilitate Six Sigma, Lean and business improvement approaches to key projects
- Apply process improvement tools in a variety of circumstances
- Drive complex problem resolution and solution development
- Achieve improvements quickly, demonstrate efficiencies and return on investment.
- Teach Lean and Six Sigma basics to others in the organisation
- Increase competence in variability reduction and advanced statistical process control
- Use the programme as a foundation for career development.
- The coaching days are optional, as this will help you prepare for the assessment related to your DMAIC improvement projects and learning checklist. Note the qualification is only supplied once all the checklist is complete and a virtual face-to-face assessment has taken place with a Blue Lion Improvement Coach.

## Lean Six Sigma Black Belt Qualification

Programme Duration



36 Weeks

Training Days



5 Days

Level of Training



Black Belt

Coaching Days



10 Days

Assessment Checklist



1 Day

Training Method



Digital & Onsite or classroom

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## Lean Six Sigma Master Black Belt an accredited qualification

The objective of this course is to develop a comprehensive set of skills and to manage multiple improvement projects effectively as a Lean Six Sigma Master Black Belt.

A Master Black Belt possesses outstanding leadership qualities, is an expert change leader and is highly valued as a quality and improvement adviser. They have a holistic approach to their work and a data driven view of their organisation performance. Highly skilled and sought after as potential employees for senior leadership roles, the Master Black Belt is a natural leader and mentor.

To successfully complete this course, you must review all of the lessons and complete all of the quiz modules and submit an a programme of work linked with the company strategic objective. The Council for Six Sigma Certification will provide you with an accredited qualification for the subject on successful completion assessed by Blue Lion Training Academy.

# Course Structure

This course consists of multiple sessions, videos, each of which is a collection of related lessons.

Individual lessons also include simulations, toolsets and interactive practice exercises. Each session ends with an interactive quiz to test your knowledge.

The course is presented in a logical sequence to follow the Six Sigma DMAIC improvement process. We believe that you will learn most efficiently by following the sequence presented. In particular, the first session presents an overview of Lean and then Six Sigma, which will be helpful to put the remaining sessions in proper context.

- Comprehensive understanding of the underpinning approaches, methodologies and tools to deploy successful systems thinking and process improvement
- Mastery of the Lean and Six Sigma improvement skills required to lead organisational transformation including High Performance Culture
- The methodology for designing world-class products, services and processes
- Coaching Skills and Interpretation of data for board level meetings
- Hoshin Kanri X Matrix Key Performance Indicators made fit for purpose

The coaching days are optional as this will help you prepare for the assessment related to your programme of work and learning checklist. Note the qualification is only supplied once all the checklist is complete and a face-to-face assessment has taken place with a Blue Lion Improvement Coach.

## Lean Six Sigma Master Black Belt Qualification

Programme  
Duration



36 Weeks

Training  
Days



10 Days

Level of  
Training



Master Black Belt

Coaching  
Days



10 Days

Assessment  
Checklist



2 Day

Training  
Method



Digital & Onsite  
or classroom

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## Junior Content Producer Apprenticeship

### Adult learning with a difference

Creating content for a wide range of media, including digital, social media, broadcast and print for new apprentices and/or existing staff in full time employment

A Junior Content Producer is someone responsible for developing and creating content that can be used across a variety of media including digital, social media, broadcast or in print. Working to the customer/client brief, they research, prepare and develop the media messaging to maximise audience engagement, capturing the strategy and objectives of the brand and needs of the customer brief.

To successfully complete this apprenticeship, you must review all of the lessons and complete all of the quiz modules based on the Knowledge, Skills & Behaviours (KSB's) ready for gateway and completion of the End Point Assessment checklist before successfully completing the final assessment by the recommended EPA Organisation.



# Course Structure

This course consists of multiple sessions, videos, each of which is a collection of related lessons.








Individual lessons also include simulations, toolsets and interactive practice exercises. Each session ends with an interactive quiz to test your knowledge, skills and behaviours. Individual employers will set their own entry requirements, but this will typically include English and Maths at GCSE Grade C (4) or above.

The End Point Assessment will include the following after the EPA Checklist has been completed:

- 1) Workplace observation and assessment
- 2) Invigilation and assessment of the Set Brief Test
- 3) Professional Discussion
- 4) Final marking and grading

The content they create can be used as part of media, advertising and marketing campaigns. They have to capture what is exciting about a campaign and design the elements that can be used across media platforms and channels. Junior Content Producers collaborate with designers and developers, using authoring languages to create content for the internet, which may include video, images, text (or "copy") and web pages and social media content, so an enthusiasm for technology and creating great online experiences is a must. Training and coaching days are bespoke to the employer or cohort and can be for individuals or groups of 10 learners per cohort.

## Level 3 – Junior Content Producer Apprenticeship

Programme Duration	Training Days	Level of Training	Coaching Days	Gateway Checklist	EPA Checklist	Training Method
 12 Months	 xx Days	 ST0105	 xx Days	 1 Day	 1 Day	 Digital or classroom

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## Advertising & Media Executive Apprenticeship

### Adult learning with a difference

Creating messages (campaigns) which are intended to inform or influence the people who receive them is key for gaining the loyalty from customers. This apprenticeship is for new apprentices and/or existing staff in full time employment

The broad purpose of the occupation is helping the day to day progress of the whole advertising process, from receiving the brief from the marketing team, including objectives, budget and timescales, through to the measurement of how effective the advertisement has been, is this for you or your team?

To successfully complete this apprenticeship, you must review all of the lessons and complete all of the quiz modules based on the Knowledge, Skills & Behaviours (KSB') ready for gateway and completion of the End Point Assessment checklist before successfully completing the final assessment by the recommended EPA Organisation.

# Course Structure

This course consists of multiple sessions, videos, each of which is a collection of related lessons.








Individual lessons also include simulations, toolsets and interactive practice exercises. Each session ends with an interactive quiz to test your knowledge, skills and behaviours. Individual employers will set their own entry requirements, but this will typically include English and Maths at GCSE Grade C (4) or above, they must also pass a IPA Foundation Certificate during the apprenticeship.

The End Point Assessment will include the following after the EPA Checklist has been completed:

- Project Showcase  
(Work based project with slide deck, oral presentation and Q&A)
- Professional discussion and practical observation  
(supported by a portfolio of evidence)

The learner will understand clients marketing objectives and help link to the media where they might place their advertising. They will assist in planning campaigns by providing the team with up to date media metrics. They are aware of the performance and trends of different media options and take this into account when discussing with the team. They will help build and maintain relationships with media owners and use this to help negotiate rates strategically and tactically, conscious of long-term relationships. The training and coaching days are bespoke to the employer or cohort and can be for individuals or groups of 10 learners per cohort.

## Level 3 – Advertising & Media Executive Apprenticeship

Programme Duration	Training Days	Level of Training	Coaching Days	Gateway Checklist	EPA Checklist	Training Method
 18 Months	 xx Days	 ST0644	 xx Days	 1 Day	 1 Day	 Digital or classroom

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## PR & Communications Assistant Apprenticeship

### Adult learning with a difference

Building, protecting and maintaining a positive reputation for brands, organisations and individuals. This apprenticeship is for new apprentices and/or existing staff in full time employment

Public Relations (PR) and Communications concerns the building, protecting and maintaining of positive reputation for brands, organisations and individuals. It also concerns the way those brands, organisations and individuals communicate about themselves, their products or their services with the public, via different methods.

To successfully complete this apprenticeship, you must review all of the lessons and complete all of the quiz modules based on the Knowledge, Skills & Behaviours (KSB') ready for gateway and completion of the End Point Assessment checklist before successfully completing the final assessment by the recommended EPA Organisation.

# Course Structure

This course consists of multiple sessions, videos, each of which is a collection of related lessons.

Individual lessons also include simulations, toolsets and interactive practice exercises. Each session ends with an interactive quiz to test your knowledge, skills and behaviours. Individual employers will set their own entry requirements, but this will typically include English and Maths at GCSE Grade C (4) or above.








The End Point Assessment will include the following after the EPA Checklist has been completed:

- 1) A knowledge test
- 2) A project report, presentation and questioning

learners are responsible for researching and understanding their clients organisation's goals, and then using their digital and communication expertise to support the day to day delivery of effective campaigns in order to deliver specific or organisational objectives. This could take various forms including supporting social media activity, blogs, press releases or planning events. The occupation requires using one's own initiative while supporting those leading on campaigns and so involves working closely with colleagues in a team environment. Training and coaching days are bespoke to the employer or cohort and can be for individuals or groups of 10 learners per cohort

Anyone successfully completing the apprenticeship will be eligible to apply for membership of the Public Relations & Communications Association (PRCA).

## Level 4 – PR & Communications Assistant Apprenticeship

Programme Duration	Training Days	Level of Training	Coaching Days	Gateway Checklist	EPA Checklist	Training Method
 12 Months	 xx Days	 ST0311	 xx Days	 1 Day	 1 Day	 Digital or classroom

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## Digital Marketer Apprenticeship

### Adult learning with a difference

Use online and social media platforms to design, build and implement campaigns and drive customer sales, This apprenticeship is for new apprentices and/or existing staff in full time employment

The primary role of a digital marketer is to define, design, build and implement digital campaigns across a variety of online and social media platforms to drive customer acquisition, customer engagement and customer retention..

To successfully complete this apprenticeship, you must review all of the lessons and complete all of the quiz modules based on the Knowledge, Skills & Behaviours (KSB) ready for gateway and completion of the End Point Assessment checklist before successfully completing the final assessment by the recommended EPA Organisation.



# Course Structure

This course consists of multiple sessions, videos, each of which is a collection of related lessons.








Individual lessons also include simulations, toolsets and interactive practice exercises. Each session ends with an interactive quiz to test your knowledge, skills and behaviours. Individual employers will set their own entry requirements, but this will typically include English and Maths at GCSE Grade C (4) or above.

The End Point Assessment will include the following after the EPA Checklist has been completed:

- **A portfolio** – produced towards the end of the apprenticeship, containing evidence from real work projects which have been completed during the apprenticeship, usually towards the end, and which, taken together, cover the totality of the standard, and which is assessed as part of the end point assessment
- **A project** – giving the apprentice the opportunity to undertake a business-related project over a one-week period away from the day to day workplace
- **An employer reference**
- **A structured interview with an assessor** – exploring what has been produced in the portfolio and the project as well as looking at how it has been produced

Apprentices must achieve one internationally recognised vendor or professional qualification which will be part of the training via this apprenticeship. Training and coaching days are bespoke to the employer or cohort and can be for individuals or groups of 10 learners per cohort

## Level 3 – Digital Marketer Apprenticeship

Programme Duration	Training Days	Level of Training	Coaching Days	Gateway Checklist	EPA Checklist	Training Method
 18 Months	 xx Days	 ST0122	 xx Days	 1 Day	 1 Day	 Digital or classroom

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## Associated Project Management Apprenticeship

### Adult learning with a difference

Managing project work and teams for businesses and other organisations, This apprenticeship is for new apprentices and/or existing staff in full time employment

Every project needs to be managed to ensure its success, An associate project manager knows what needs to be achieved, how it will be achieved, how long it will take and how much it will cost, and works with the project team to achieve the required outcomes. Associate project managers need good planning, organisation, leadership, management and communication skills.

To successfully complete this apprenticeship, you must review all of the lessons and complete all of the quiz modules based on the Knowledge, Skills & Behaviours (KSB') ready for gateway and completion of the End Point Assessment checklist before successfully completing the final assessment by the recommended EPA Organisation.

# Course Structure

This course consists of multiple sessions, videos, each of which is a collection of related lessons.

Individual lessons also include simulations, toolsets and interactive practice exercises. Each session ends with an interactive quiz to test your knowledge, skills and behaviours. Individual employers will set their own entry requirements, but this will typically include English and Maths at GCSE Grade C (4) or above.

The End Point Assessment will include the following after the EPA Checklist has been completed:

- 1) Presentation supported by portfolio of Evidence
- 2) Professional discussion supported by portfolio of evidence

An associate project manager utilises resources with suitable skills, qualifications, experience and knowledge to work together in a motivated and integrated team, with clearly defined reporting lines, roles, responsibilities and authorities. The learner will also work towards a project management qualification recognised by the IPMA at level D or APM Project Management Qualification. Upon commencement, apprentices may become student members of the Association for Project Management (APM) as the first step of professional membership. Apprentices will be eligible for progression to associate membership upon successful completion of the apprenticeship. Full membership can be attained through further experience and professional development. Training and coaching days are bespoke to the employer or cohort and can be for individuals or groups of 10 learners per cohort

## Level 4 – Associated Project Management Apprenticeship

Programme Duration	Training Days	Level of Training	Coaching Days	Gateway Checklist	EPA Checklist	Training Method
 24 Months	 xx Days	 ST0310	 xx Days	 1 Day	 1 Day	 Digital or classroom

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## Excellence through Project Management End to end process managements

This stand alone course is aimed at Employees who have been identified to lead on Organisational Projects that feed into the Programme Management Function.

You will be awarded with an integrated understanding of, and training in, how to get a project work requirements done more effectively by the application of Project Management Principles and Techniques all based around the ARM portfolio and some of the 69 subject areas

The design of the ETPM course will give you the inter-topic understanding (Education) together with some intra-topic skills (Training). Education without training will enable you to do the right things badly, however training without the education will enable you to do the wrong things well. Therefore at the end of the ETPM course you will be able to recognise what you don't know and can then make an informed decision about further skills training if required

# Course Structure

This course is structured using the EPDCA methodology based on the Deming cycle and considers many of the topics in the APM portfolio. Each day is structured with session inputs by the trainer and then followed up with application of learning into a simulation case study.

- Day 1 – Evaluate (Is this project worth doing?)
- Day 2 – Plan
- Day 3 – Do
- Day 4 – Check and Act

**This course consists of sessions inputs with the Trainer, and a case study project simulation that enables the employee to put theory into practice**

We will regularly review the case study in line with the teaching to ensure a high quality learning experience is given. The course also considers a project teams characteristics so that the project manager can appreciate how to get the best out of the employees who are engaged with the project and that are leading any activities within the project plan

From a Base start of a project charter, WBS, network diagrams Including float, Gantt charts, though to managing recourse, quality, time and cost are all within the structure. We learn why projects fail and how risk management can be applied through the earned value analysis (EVA) and scheduling techniques.

An employee will leave this course with confidence and ready to lead on a project management activity for your organisation.

## Level 4 – Excellence through Project Management

Programme Duration



12 weeks

Training Days



4 Days

Level of Training



EtPM

Coaching Days



2 Days

Assessment Checklist



1 Day

Training Method



Digital or classroom

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## Leading Process Mapping Workshops

### Adult learning with a difference

Process mapping workshops are an important tool for anyone running process discovery, documentation or analysis projects. They are powerful because it's one of the few chances that teams can get to talk about how they work together and how they can improve.

When employees have the passion for leading change we should support this energy and give them the simple skill sets that helps them on the journey and this course is one that can make a difference to them and their organisation.

You will get to transfer the skills needed to facilitate process mapping activity through your organisation using a proven structured workshop methodology that has 4 main elements. The employee will come back with a level of learning and experience that they can apply immediately within their role and across multiple functions.



# Course Structure

This one day course will follow an improvement methodology covering the following 4 areas:

1. Pre-workshop requirements (establishing charter, teams and logistics)
2. Mapping current state (data collection, root cause analysis, lead-times, effort)
3. Future State Mapping (Combine, Eliminate, Reduce, Re-arrange and Simplify)
4. Action planning (Cost vs Benefit, action statements, delivery date, sustainment)

## The Aim is:

To be able to lead, guide and coach a small team through the Improvement Methodology Workshop Methodology that identifies change required in line with a project charter

**The Objectives are:** By the end of this session you will be able to:

- Describe the 4 elements of the workshop methodology
- Understand some key lean tools and techniques and how to apply them
- Map a process using standard symbols and data sheets
- Create a Current State Map and Future State Map with actions and plans

## Level 3 - Process Mapping Techniques

Programme  
Duration



1 Day

Training  
Days



1 Day

Level of  
Training



Process Mapping

Coaching  
Days



0 Days

Assessment  
Checklist



0 Days

Training  
Method



Digital or  
Classroom

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## Facilitation & Soft Skills Awareness

### Adult learning with a difference

For years soft skills, such as teaming, problem-solving, and communication took a back seat to hard skills, the knowledge and technical skills needed to perform a specific job, such as computer skills, accounting, or research analysis. **No more.**

Recent studies reveal that business leaders see a huge soft skills gap in their organisations and it's hurting productivity and impacting the bottom line. Millennials are being hired in with many of the hard skills needed but are lacking in the soft skills required. Therefore this course has been designed to fill the gap by providing a soft skills training curriculum to employees or employers feeling the pinch in their business.

While it is easier to train a new hire in a particular hard skill, it is more difficult to train a soft, interpersonal skill. This is why we come in to share insights and guide learners through real life experience using training, coaching and story telling skills to enhance the learning experience.

# Course Structure

This one day course will cover many subjects in small bit size chunks and will give each employee the chance to practice the learning undertaken. We will explore the questioning techniques available to us, recognise the importance of good communication skills, understand the soft skills tool kit that is at our disposal, know how to deal with difficult delegates, learn how to build rapport with colleagues in the workshop and appreciate the passion and energy required for change

## The Aim is:

1. To be aware of the Principles and Strategies we have as Trainers / Facilitators

**The Objectives are:** By the end of this session you will be able to:

- Explain the main questioning techniques available to us
- More aware of how to deal with difficult delegates
- Understand what strategies we have to make sessions more engaging
- Appreciate that it is us that make the difference in the learning environment

A good facilitator must keep in focus the subject of discussion, manage the process deal with the problem(s) at hand effectively and remind the participants to consider the broader context of the issue while maintaining a neutral perspective.

## Level 3 - Facilitation & Soft Skills

Programme  
Duration



1 Day

Training  
Days



1 Day

Level of  
Training



Soft Skills

Coaching  
Days



0 Days

Assessment  
Checklist



0 Days

Training  
Method



Digital  
or Classroom

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