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Education and Training Board



**Skills to
Advance**

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2026 Skills to Advance Programmes Funded Training for your Business

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Welcome to the 2026 Skills to Advance Prospectus for Mayo, Sligo and Leitrim Education and Training Board (MSLETB).

Skills to Advance is a national upskilling and reskilling initiative designed to support employees whose roles are evolving, as well as those working in vulnerable or changing sectors. Through targeted, flexible and industry-informed education and training, Skills to Advance empowers individuals and strengthens enterprises across the region. In an economy shaped by digital transformation, automation and sustainability demands, the need for adaptable, future-ready skills has never been greater. Skills to Advance responds directly to this need by equipping employees with the knowledge, competencies and confidence required to progress in their current roles or transition successfully within the labour market.

Supporting Employees and Employers

Working in close partnership with small and medium-sized enterprises (SMEs), Skills to Advance helps employers to:

- Identify current and emerging skills needs
- Invest strategically in their workforce
- Enhance productivity, innovation and resilience
- For employees, the initiative provides access to funded, high-quality education and training, delivered through flexible learning models that balance work commitments with professional development.

Our Commitment

As the statutory provider of further education and training across Mayo, Sligo and Leitrim, MSLETB is committed to:

- Delivering learner-centred, industry-relevant programmes
- Supporting regional economic development and workforce sustainability
- Ensuring accessibility, inclusion and opportunity for all

This prospectus outlines the range of Skills to Advance programmes available in 2026 and demonstrates how MSLETB continues to work with learners and employers to build a skilled, adaptable and future-focused workforce. We are continuously collaborating with enterprises to create new upskilling programmes. In partnership with enterprise, we're constantly developing new programmes. Stay connected for updates, follow us on LinkedIn MSLETB - Skills to Advance.

Kind regards,
MSLETB Apprenticeship, Enterprise and Skills Team.

Siobhan Magner: siobhanmagner@msletb.ie

Aidan Tighe: aidantighe@msletb.ie

Francis Conroy: francisconroy@msletb.ie



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ILM Leadership and Management

A Skills to Advance Training Initiative for Enterprise

To support the retention and development of key talent within industry, targeted leadership and management micro-qualifications have been introduced which are relevant across all sectors.

This initiative offers highly subsidised upskilling opportunities, specifically designed to equip participants with essential team leadership and supervisory management skills.

By investing in the professional growth of current and future leaders, this programme aims to enable businesses to recover, strengthen operations, and thrive in an evolving market.

Who are these programmes for?

These programmes are suited to employees who are:

- Performing a team lead or supervisory management role
- Looking to gain the skills and confidence needed to progress into a supervisory management role within the organisation.

Impact for Employer

- More effective and confident first-line managers
- Stronger relationships and communication within teams
- Tangible outcomes through workplace-based assessment, ensuring new skills are applied directly to the business

Results for Employees

- Enhanced leadership and management skills
- Ability to lead, manage, and motivate teams effectively
- Improved digital capabilities
- Optimised career development and progression opportunities

Does the programme lead to a qualification?

The programme is accredited by City & Guilds and all modules provide clear pathways for employees to develop future careers in supervisory management. Qualifications are at Level 4 City & Guilds which is equivalent to Level 6 on the National Framework of Qualifications.

Content Covered:



Developing Your Leadership Style - This module enables professionals to explore and refine their leadership style to effectively lead teams and deliver exceptional service in a fast-paced, customer-focused environment.



Understanding Customer Service Standards and Requirements - This module outlines the core principles of excellent customer service, giving participants the tools to meet service standards and deliver consistently high-quality customer experiences.



Developing Individual Mental Toughness - This module supports professionals in building mental toughness and resilience, helping them maintain service excellence even in high-pressure, customer-facing situations.



Understanding Conflict Management in the Workplace - This module covers managing workplace conflict in the fast-paced sector, linking resolution strategies to service standards to support teamwork and customer satisfaction.



Developing Yourself and Others - This module promotes growth by building self-awareness and the skills to develop both oneself and others in a customer-focused environment.



Planning Change in the Workplace - This module prepares professionals to plan and manage workplace change, engage teams, and drive continuous improvement in a dynamic, service-focused environment.

Course Duration and Delivery:

Blended delivery options available.

Next Intake:

September 2026.

Find Out More About ILM:

Contact our Employer Engagement Officer:



skillstoadvance@msletb.ie





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ILM Retail

A Skills to Advance Training Initiative for Enterprise

Retailers need to ensure that their supervisors and managers have strong people-management skills to lead high-performing teams on the shop floor and across store operations. In response to the ongoing challenges facing the retail sector including shifting customer expectations, workforce shortages, and rapid changes in buying behaviour this fully funded Leadership and Management training initiative is now available.

Who is this programme for?

- New or aspiring retail managers / team leaders — employees who have begun taking on supervisory or line-management responsibilities but have not yet received formal training.
- Practicing retail team leaders who want to progress into a more formal department, store, or multi-site management role.
- Retail managers dealing with change — those responsible for guiding store teams through organisational changes such as restructuring, new systems, shifting customer behaviours, or performance challenges.

Impact for Employer

- Builds skilled, confident teams that drives performance.
- Boosts engagement, loyalty, and retention.
- Strengthens adaptability, service and overall results.

Results for Employees

- Enhances professional capability.
- Supports career advancement.
- Strengthens workplace impact.

Does the programme lead to a qualification?

Each module corresponds to an ILM unit and carries credit towards an ILM (Institute of Leadership and Management) Level 4 Award (equivalent to Level 6 on the NFQ).

Content Covered:



Understanding Customer Service Standards and Requirements:

This module focuses on helping learners understand what high-quality customer service looks like and how it is delivered consistently in the workplace. It covers customer expectations, service standards, organisational policies, and the importance of meeting legal, ethical, and regulatory requirements.



Understanding How to Motivate and Improve Performance:

This module helps retail managers and team leaders understand what motivates employees across store operations, and how motivation impacts team and store performance. Participants explore the factors that influence behaviour in a retail environment, then apply this knowledge to real-world situations.



Understanding How to Establish an Effective Team:

The purpose of this module is to develop knowledge and understanding of how to establish an effective retail team. For a store or department team to perform at its best, team members must work together in a positive, customer-focused, and constructive manner, ensuring smooth operations and a consistently high level of service.



Managing and Implementing Change in the Workplace:

This module focuses on developing the skills needed to manage and implement change effectively within a retail environment, ensuring that store operations, customer service, and team performance remain aligned with organisational objectives.

Assessment:

Each module is assessed by one individual written assignment, each assignment consists of questions on the course Material and experience from your workplace and career.

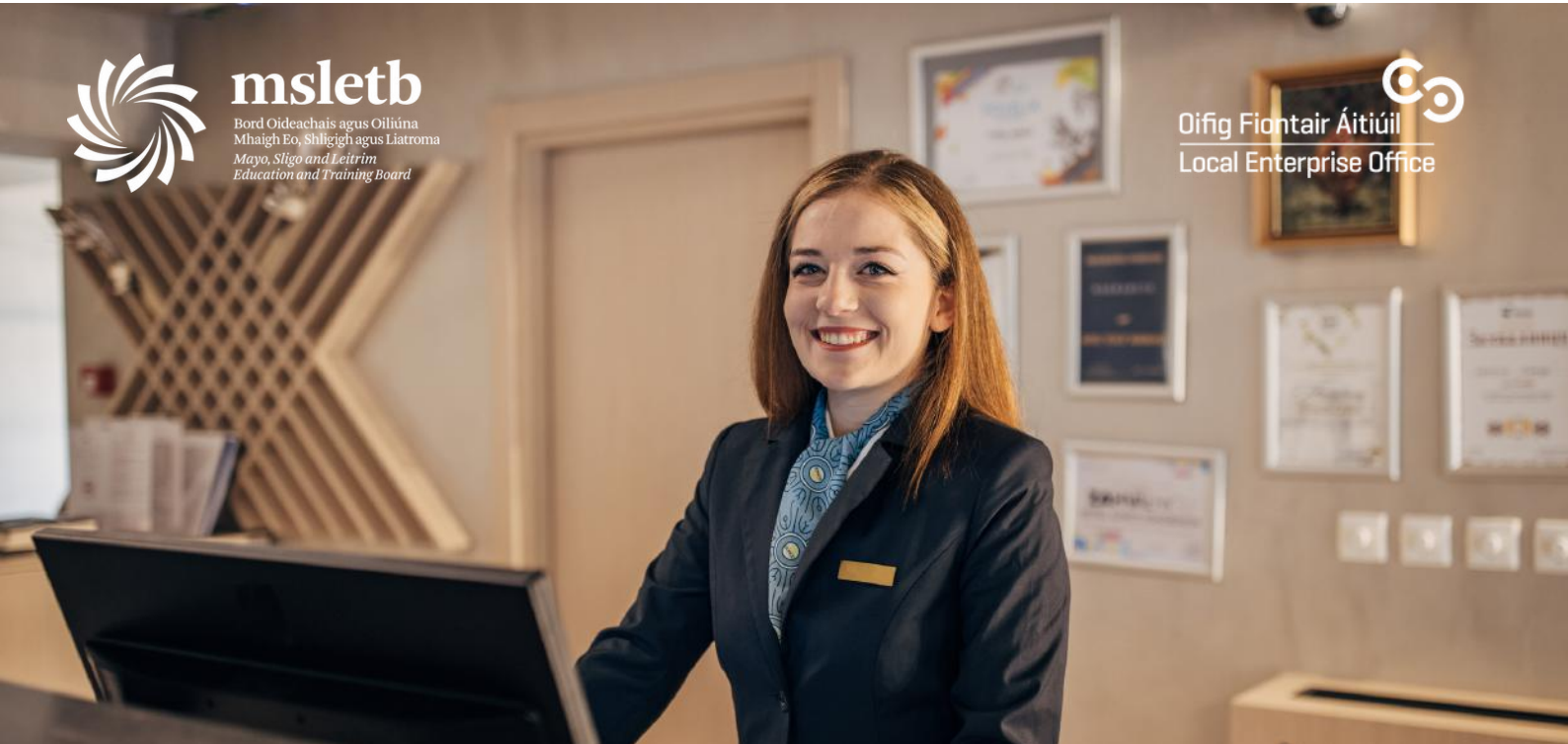
Find Out More:

Contact our Skills to Advance team:



skillstoadvance@msletb.ie





ILM Hospitality

A Skills to Advance Training Initiative for Enterprise

To support the retention and development of key talent within the hospitality and tourism industry, a targeted leadership and management programme has been introduced for the sector.

The programme will develop your team members' leadership and management skills and unlock their leadership capacity. After completing their training, the rising leaders in your organisation will have an advanced understanding of their own leadership style, and will have the skills to work in middle management.

By investing in the professional growth of current and future leaders, this programme aims to enable businesses to recover, strengthen operations, and thrive in an evolving market.

Who is this programme for?

This programme is suited to employees who are current and potential future leaders within your company.

Impact for Employer

- Equip staff to lead teams effectively
- Increase staff motivation and retention
- Customised content to address skills gaps

Results for Employees







- Enhance your skillset
- Lead and motivate teams effectively
- Optimise your career prospects

Does the programme lead to a qualification?

The programme is accredited by City & Guilds and all modules provide clear pathways for employees to develop future careers in hospitality.

Qualifications are at Level 4 City & Guilds which is equivalent to Level 6 on the National Framework of Qualifications.

Content Covered:

-  **Developing Your Leadership Style** - This module enables hospitality professionals to explore and refine their leadership style to effectively lead teams and deliver exceptional service in a fast-paced, customer-focused environment.
-  **Understanding Customer Service Standards and Requirements** - This module outlines the core principles of excellent customer service in hospitality, giving participants the tools to meet service standards and deliver consistently high-quality guest experiences.
-  **Developing Individual Mental Toughness** - This module supports hospitality professionals in building mental toughness and resilience, helping them maintain service excellence even in high-pressure, customer-facing situations.
-  **Understanding Conflict Management in the Workplace** - This module covers managing workplace conflict in the fast-paced hospitality sector, linking resolution strategies to service standards to support teamwork and guest satisfaction.
-  **Developing Yourself and Others** - This module promotes growth in the hospitality sector by building self-awareness and the skills to develop both oneself and others in a customer-focused environment.
-  **Planning Change in the Workplace** - This module prepares hospitality professionals to plan and manage workplace change, engage teams, and drive continuous improvement in a dynamic, service-focused environment.

Find Out More:

Contact our Skills to Advance team:

 skillstoadvance@msletb.ie





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Mentorship Practice Training

A Skills to Advance Training Initiative for Enterprise

Mentoring is a critical leadership development opportunity used to enhance the experience in developing yourself and your mentee both personally and professionally.

This programme has been designed to support you and your organisation in attracting, retaining and developing your talent pool in order to maximise the capability of your team.

It will deliver contemporary essential skills and techniques required to succeed as a mentor. The key objective is to build the knowledge and skills in this rewarding activity to develop a range of mentoring styles to support development of your team.

Who is this programme for?

The programme is aimed at employees who support individuals new to a role or organisation by providing guidance, development, and a structured introduction to their responsibilities. It is specifically targeting:

- Current leaders seeking to strengthen their mentoring skills
- Emerging leaders preparing for future leadership roles

Impact for Employer

- Builds leadership skills.
- Promotes knowledge sharing and collaboration.
- Enhances confidence, communication, and problem-solving.

Results for Employees

- Boosts confidence and communication.
- Strengthens problem-solving and professional growth.
- Develops leadership and mentoring skills.

Does the programme lead to a qualification?

This programme leads to a QQI Level 6 Special Purpose Certificate in Mentorship Practice.

Course Duration and Delivery:

This course will be delivered fully-online over 8 weeks.

Next Intake

September 2026.



Special Purpose Award in Training & Development

A Skills to Advance Training Initiative for Enterprise

This programme equips participants with the knowledge, skills, and competence to design, deliver, and assess impactful training programmes. Aimed at trainers, facilitators, and managers, it provides practical insight into the full training cycle—from identifying learning needs to deliver engaging sessions and evaluating results.

Participants will develop confidence in facilitation, assessment, and evaluation methods, gaining the ability to measure learning outcomes and enhance performance. On completion, participants will be prepared to deliver professional, results-driven training that supports continuous improvement and organisational growth.

Who is this programme for?

This programme is ideal for trainers, supervisors, HR professionals, and business owners involved in developing others or leading training initiatives. It also suits individuals transitioning into a training role who wish to gain confidence and formal skills in delivery and evaluation.

Impact for Employer

- Builds skilled, confident teams that drives performance.
- Boosts engagement, loyalty, and retention.
- Strengthens adaptability, service and overall results.

Results for Employees

- Enhances professional capability.
- Supports career advancement.
- Strengthens workplace impact.

Does the programme lead to a qualification?

The programme is QQI-accredited, offering a clear pathway for employees to advance their careers in training and development. Upon successful completion of both modules, participants receive a Special Purpose Level 6 Certificate in Training Delivery and Evaluation.

Programmes on Offer:



Programme 1 - Training Delivery and Evaluation: Formerly called 'Train the Trainer'

This programme aims to develop the participant's ability to plan, deliver, and evaluate inclusive, learner-centred training interventions using a range of methodologies, tools, and reflective practices. It supports participants to apply professional judgement in authentic training contexts while fostering engagement, adaptability, and ongoing improvement.

Mayo Course Dates: All sessions will be held in person. Venue TBC

Day 1	8th of April	9:30am - 4:30pm
Day 2	9th of April	9:30am - 4:30pm
Day 3	22nd of April	9:30am - 4:30pm
Day 4	27th of April	9:30am - 4:30pm
Day 5	28th of April	9:30am - 4:30pm



Programme 2 - Training Needs Identification and Design:

This module equips participants with the knowledge, skills, and competencies required to assess training and development needs at both organisational and individual levels. It provides the opportunity to develop expertise in designing training plans and to explore the breadth of training and development strategies. The programme aims to offer a practical understanding of training needs analysis, identification, and programme design.

Course Dates: All sessions will be held in person. Venue and Dates TBC

Find Out More:

Contact our Skills to Advance team:



skillstoadvance@msletb.ie





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Prince 2 Project Management

A Skills to Advance Training Initiative for Enterprise

PRINCE2 (Projects IN Controlled Environments) is one of the world's most widely adopted project management methodologies. Known for its structured, process-driven approach, PRINCE2 provides a clear framework for planning, managing, and delivering projects of any size or complexity.

This Skills to Advance PRINCE2 course introduces learners to the core principles, themes, and processes that underpin effective project delivery. It teaches participants how to break projects into manageable stages, define roles and responsibilities, manage risks, control resources, and maintain a strong business case throughout the project lifecycle.

Who is this programme for?

This course is designed for:

- Aspiring project managers wanting a recognised qualification
- Current project managers looking to formalise or update their skills
- Project coordinators/administrators aiming to progress into management
- Business analysts who work closely with project teams
- Team leaders or supervisors involved in delivering project outcomes

Impact for Employer

- Improved Project Delivery
- Consistency Across Projects
- Increased Productivity and Efficiency

Results for Employees

- Enhanced Project Management Skills
- Professional Certification
- Career Advancement Opportunities

Does the programme lead to a qualification?

Prince2 7th Edition Foundation

Course Structure:

PRINCE2 7 keeps the well-tested lifecycle model: nine processes covering the full project journey from idea to closure.

The processes are:

- Managing a project:
- Starting up a project
- Initiating a project
- Controlling a stage
- Managing product delivery
- Managing a stage boundary
- Directing a project
- Closing a project
- Process walkthrough

What PRINCE2 7 Teaches You to Do in Practice:

- Build a sound business case and justify a project's value before committing resources.
- Set up a clear governance structure
- Plan projects in stages, with quality control, risk and issue management, and flexibility to adapt.
- Monitor progress and control delivery to ensure project objectives are met
- Tailor the method to suit the scale, complexity, industry, and environment of each project.
- Manage people: stakeholders, teams, suppliers — ensuring collaboration, communication, and effective leadership.
- Incorporate sustainability, data/digital considerations into project delivery.

Course Duration and Delivery

The programme will run over 3 full days in a face-to-face training environment or it can be delivered online over a number of weeks.

Course Dates:

Email skillstoadvance@msletb.ie.

Find Out More:

Contact our Skills to Advance team:

 skillstoadvance@msletb.ie





Women who Lead

A Skills to Advance Training Initiative for Enterprise

This programme empowers women—and their allies—to lead with confidence and influence. Participants develop leadership, communication, and personal branding skills, explore strengths and goals, and learn strategies to navigate workplace challenges. Designed for early to mid-career professionals and emerging leaders, it equips learners to inspire others, build credibility, and drive professional impact.

Who is this programme for?

This course is designed for:

- Women aiming for leadership roles or preparing for promotion
- Current female leaders who want to strengthen their management and strategic skills
- Early-career professionals building confidence and leadership foundations

Impact for Employer

- More confident, skilled future leaders ready to take on greater responsibility.
- Diverse leadership perspectives lead to more creative ideas and problem-solving.

Results for Employees

- Career progression
- Stronger communication: Improves ability to influence and manage teams effectively.
- Networking opportunities

Does the programme lead to a qualification?

Level 6 Specific Purpose Certificate

Content Covered:

Unit 1: Building a personal brand and influencing others

- Compare current vs. desired brand using self-reflection and feedback.
- Build confidence and resilience using self-efficacy principles.
- Identify and apply strengths with proven tools
- Reframe fears and limiting beliefs through psychological models.
- Clarify motivation and purpose
- Set a strategic career vision with SMART goals.

Unit 2: Effective communication skills

- Use storytelling to persuade and express authentic values.
- Communicate clearly and concisely in speech and writing.
- Apply empathy to improve negotiation and collaboration.
- Use structured feedback methods for better performance conversations.
- Build agile communication through pitches, roleplays, and strong presence.

Unit 3: Professional challenges and actions to address them

- Use feedback models to support growth and trust.
- Recognise and address communication barriers.
- Practise real-world communication through roleplays.
- Strengthen networking and professional presence.
- Maintain communication quality through wellbeing tools.

Unit 4: Leadership styles and strengths

- Understand your leadership style and cultural impact.
- Use mentoring to speed up learning and skill growth.
- Build reflection, emotional intelligence, and strategy through mentoring.
- Compare exclusive vs. inclusive leadership impacts.
- Distinguish between formal and informal leadership influence.

Course Duration and Delivery:

The programme will run over 2 concurrent days in person and a half day online (the online session will take place 1 to 2 weeks post the course)

Facilitator:

Breda McCague, was appointed as the subject matter expert to develop this programme in partnership with MSLETB and drew on her extensive national and international network to ensure broad representation and insight. She is an Irish transformation specialist, leadership coach, and keynote speaker with extensive experience in business transformation, global financial services, and the Irish Reserve Defence Forces. She co-founded Lean In Ireland, runs Aiming4Awesome Ltd, and focuses on leadership development, emotional intelligence, and diversity and inclusion initiatives.

Course Dates:

Mayo: 5th of 6th May, 2026

Sligo: 8th and 9th of September, 2026

Find Out More:

Contact our Skills to Advance team:

 skillstoadvance@msletb.ie



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Workplace Equity, Diversity & Inclusion

A Skills to Advance Training Initiative for Enterprise

Mayo, Sligo and Leitrim Education and Training Board (MSLETB) is proud to launch a new, fully funded QQI Level 5 programme in Equity, Diversity & Inclusion (EDI).

This practical programme is designed to help organisations and individuals create inclusive, respectful, and supportive workplaces where everyone feels valued.

Delivered online over 12 weeks, the course blends live classes with independent learning to provide knowledge, tools, and real-world strategies that can be applied immediately in professional settings.

Who is this programme for?

- Managers and Team Leaders who want to build inclusive leadership skills.
- HR and People Professionals seeking to strengthen their organisation's EDI approach.
- Employees who want to contribute to a culture of belonging.
- Organisations committed to meeting legal responsibilities while creating a positive work environment.

Impact for Employer

- Foster a diverse and inclusive workplace culture.
- Comply with Irish and European equality legislation.
- Boost reputation to attract and retain talent.

Results for Employees

- Earn a QQI Level 5 qualification in EDI.
- Develop practical skills to address bias and discrimination.
- Gain confidence to promote fairness and inclusion.

Does the programme lead to a qualification?

Completing the programme leads to a QQI Level 5 Specific Purpose Certificate in Workplace Equity, Diversity & Inclusion. It is a nationally recognised qualification in Ireland.

Content Covered:



Equity, Diversity & Inclusion Principles: Understand the distinctions and connections between equity, diversity, and inclusion, and why they matter in the workplace.



Employment & Equality Legislation: Explore Irish and European EDI law, including the Employment Equality Acts and Equal Status Acts, and the characteristics they protect.



Understanding Biases: Learn to recognise unconscious bias, stereotyping, discrimination and strategies to reduce their impact.



Inclusive Behaviours in Practice: Discover practical actions and workplace behaviours that support fairness, respect, and inclusivity.

Course Duration & Delivery

Delivered online from September 15th to November 24th 2026.

Find Out More:

Contact our Skills to Advance team:



skillstoadvance@msletb.ie





Mental Health First Aid

A Skills to Advance Training Initiative for Enterprise

To support the wellbeing and development of employees across all sectors, a targeted Mental Health First Aid programme has been introduced.

This programme equips staff and managers with the knowledge, skills, and confidence to recognise and respond to mental health challenges in the workplace. On completion, participants will be able to support colleagues effectively, foster positive team dynamics, and contribute to a healthier, more resilient workplace culture.

By investing in mental health training, organisations can strengthen staff wellbeing, improve retention, and build supportive environments where both people and businesses can thrive.

Who is this programme for?

This programme is suited to employees at all levels who want to better understand and support mental health in the workplace.

Impact for Employer

- Equip staff to recognise and respond to mental health issues
- Strengthen workplace culture and reduce stigma
- Support legal duty of care and staff wellbeing

Results for Employees

- Build confidence to support colleagues in crisis
- Gain practical tools to manage stress and mental health challenges
- Nationally recognised qualification

Does the programme lead to a qualification?

On successful completion, participants will achieve the QNUK Level 3 Award in Mental Health at Work. This nationally recognised qualification is accredited by the Qualifications Network UK (QNUK) and regulated by OFQUAL, demonstrating a commitment to workplace wellbeing and professional standards. (Equivalent to a QQI Level 5 Award)

Content Covered:



Foundational Understanding - Participants will explore what mental health really means, challenge stigma, and understand the impact of stress on individuals and teams.



Common Conditions - Participants will build awareness of mental health conditions such as psychosis, eating disorders, and substance misuse, while developing skills to respond appropriately to crises, including suicide risk.



Supportive Strategies – Participants will be equipped with practical tools to support colleagues, manage crisis situations with confidence, and understand workplace wellbeing responsibilities.

Programme facilitated by Focused Training Ireland:

Focused Training Ireland (FTI Wellbeing & Training Ltd) is a specialist training provider based in Ireland and Northern Ireland, dedicated to mental health, wellbeing, and leadership development. Founded by David Gahan, a qualified psychotherapist, the company combines clinical expertise with practical workplace strategies to help organisations foster healthier, more resilient teams.

Course Duration & Delivery

Delivered in Person over 2 days

Find Out More:

Contact our Skills to Advance team:

 skillstoadvance@msletb.ie





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Transversal Skills for Caregivers

A Skills to Advance Training Initiative for Enterprise

This programme is aimed at enhancing the soft skills, also known as transversal skills, that are essential to providing a holistic, person-centred approach to caring for adults in a range of healthcare settings. The programme focuses on developing transversal skills for caregivers in four core areas: communications, empathy, cultural awareness and self-care for the caregiver. Enhancing these skills will help the learner to care with confidence by being better able to support the adult service user, the multi-disciplinary care team and themselves.

Who is this programme for?

- Employees in the health and social care sector as the programme can be used as additional CPD, developing additional soft (and transversal) skills for existing healthcare staff.
- Ancillary healthcare staff working in non-patient/service-user facing roles who would like a pathway into healthcare.
- Employed people with aspirations to become a formal caregiver looking for a career change

Impact for Employer

- To support those working in formal care to better cope with the challenges, thereby supporting retention of employees in the sector.

Results for Employees

- Gain recognised qualification in transversal skills for caregivers, to support their personal and professional development

Does the programme lead to a qualification?

Level 5 Specific Purpose Certificate in Transversal Skills for Caregivers (Special Purpose Award).

Course Duration and Delivery

Classroom-based (in-person) delivery: 1 day per week x 4 weeks, 6 hours per day.

or

Blended learning delivery option: 3 hours per week x 4 weeks online and 3 hours per week x 4 weeks in the classroom (in-person).

Course Structure:

The programme is comprised of 4 micro-qualifications of 5 FET credits and successful completion of all 4 embedded programmes will lead to the full Level 5 Specific Purpose Certificate in Transversal Skills for Caregivers (20 FET credits).

Participants may also avail of the following individual micro-qualifications if they do not wish to complete the full programme as each micro-qualification can be delivered as a standalone minor award.

Module 1: Communication Skills for Caregivers:

The aim of this module is to develop the knowledge, skill and competence to communicate effectively with the adult service user in the healthcare setting, their family and the multi-disciplinary care team, in line with the role of the formal caregiver.

Module 2: Interpersonal Skills for Caregivers:

The aim of this module is to develop interpersonal skills, knowledge and understanding to interact empathetically and responsively in adult healthcare settings in line with the role of the formal caregiver.

Module 3: Cultural Awareness for Caregivers:

The aim of this module is to develop cultural competence for working in adult care. Learners will be facilitated to develop their knowledge, awareness and competence to work with culturally diverse service users and multi-disciplinary care teams in varied healthcare settings in line with the role of formal caregiver.

Module 4: Self-care for Caregivers:

This aim of this module is to equip learners with the knowledge, skills and competence to enhance their own self-care for their well-being and resilience as formal caregivers. The module addresses common issues and challenges in healthcare that cause stress. It combines practical strategies and reflective practice to help caregivers build resilience

Find Out More:

Contact our Skills to Advance team:

 skillstoadvance@msletb.ie





Implementing Digital Business Solutions

A Skills to Advance Training Initiative for Enterprise

The purpose of this programme is to enable the learner to enhance the digital customer experience and improve efficiencies across business processes using appropriate digital business solutions.

The course is aimed at helping these participants:

- Use digital tools more effectively in their daily work
- Improve how their business communicates with customers and suppliers
- Support digital transformation within their organisation
- Enhance digital aspects of sales, marketing, and other business processes

Who is this programme for?

This course primarily targets employed, and self-employed applicants seeking to develop their digital skills and competencies and apply them within their workplace. Enhanced employee digital skills will facilitate the business in developing a digitised approach to their customer and supplier interactions and communications, as well as sales, marketing, and related business processes.

Impact for Employer

- Strengthen your team's skill set
- Empower a future-focused workforce
- Funded, tailored training

Results for Employees

- Adapt to new technologies
- Master solving problems with smart solutions
- Funded, flexible training

Does the programme lead to a qualification?

Yes, the programme is accredited by Quality and Qualifications Ireland (QQI) at level 5 on the National Framework of Qualifications.

Course Duration and Delivery:

This course commences from the 10th of February 2026 and finishes on the 28th of April. This programme is delivered fully online 3 hours per week from 9:30am to 12:30pm

Content Covered:



Key features of an effective digital customer experience

- Differentiation between customer service and customer experience in a digital business environment
- The benefits to a business of a positive digital customer experience
- The role of key personnel in enhancing the digital customer experience
- Legislative requirements regarding personal data in the digital environment – GDPR, Copyright



Customer types and map the customer journey

- Explaining the customer journey
- Identifying the common customer types and ways to approach them
- Understanding the impact of digital technology on customer behaviour
- Identifying key criteria to develop customer personas and how a business can create an emotional connection with those customers
- Explaining customer experience metrics and their use
- Outlining how customer shopping habits have changed
- Exploring techniques for incorporating customer feedback for continuous improvement



Range of appropriate digital business solutions to enhance your business's digital interactions with customers, suppliers, and other businesses.

- Identifying appropriate business applications for use in interactions with customers, suppliers, and other businesses to enhance:
- Recording and tracking customer interactions using digital tools
- Communications-live chats, emails etc.
- Social media management
- Online selling and customer feedback
- Differentiation between Business to Business and Business to Consumer interactions
- Exploring the advantages and disadvantages of common business applications for customer experience.



Explore how digital applications make business processes more effective and efficient and apply the use of a spreadsheet application as a digital business solution for:

- Procuring, Billing, Ordering, Maintaining accounts. ,tracking orders
- Maintaining customer details
- Explore the advantages and disadvantages of the various business applications.
- Apply the use of a spreadsheet application as a digital solution to improve efficiencies across business processes



Responding to a variety of customer communications through digital applications to enhance customer experience:

- Importance of building strong customer relationships through timely, professional communication
- Types of customer communications: feedback and initial enquiries
- Methods for gathering customer feedback using digital tools
- Techniques for generating interest and converting prospects into customers
- Using customer feedback to identify product or service improvements
- Setting up digital acknowledgements and automated responses
- Using appropriate, audience-focused language across digital platforms
- Explore digital communication etiquette



Develop a digital customer experience strategy for your business

- Develop a clear customer experience vision
- Identify key criteria to develop customer personas and how a business can create an emotional connection with those customers
- Explain customer experience metrics and their use
- Techniques for incorporating customer feedback for continuous improvement



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Social Media for Digital Marketing

A Skills to Advance Training Initiative for Enterprise

The course aims to equip participants with the skills and knowledge to use social media effectively to support a business's digital marketing strategy. Learners will understand key platforms, create engaging content, implement online sales strategies, analyse performance using social media analytics, and use insights to improve marketing outcomes and drive business growth.

Who is this programme for?

This course primarily targets employed, and self-employed applicants seeking to develop their social media skills.

- Small business owners and entrepreneurs looking to promote products or services online.
- Marketing professionals aiming to expand their digital and social media skills.
- Sales and customer engagement staff seeking to improve online customer interactions and conversions.
- Communications or PR employees responsible for brand awareness and content creation.
- Any employees interested in digital marketing who wants practical knowledge of social media strategy, analytics, and tools.

Impact for Employer

- Strengthen your team's skill set
- Empower a future-focused workforce
- Funded, tailored training

Results for Employees

- Adapt to new technologies
- Master solving problems with smart solutions
- Funded, flexible training

Does the programme lead to a qualification?

Yes, the programme is accredited by Quality and Qualifications Ireland (QQI) at level 5 on the National Framework of Qualifications.

Course Duration and Delivery:

This course commences from the 19th of May 2026 and finishes on the 4th of August 2026. This programme is delivered fully online 3 hours per week from 9:30am to 12:30pm



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Autodesk Revit Training

A Skills to Advance Training Initiative for Enterprise

To support the retention and development of key talent across the construction and design industries, MSLETB, in partnership with ENG DOC, has introduced a targeted training programme in Autodesk Revit and BIM Applications.

This course equips participants with essential Revit and BIM skills to ensure accuracy, efficiency, and industry compliance in project delivery. Delivered over 3 full days, the training blends structured learning with hands-on practice, ensuring participants can confidently apply skills in real-world scenarios.

By investing in the professional growth of employees, this programme enables businesses to strengthen digital design capability, improve project workflows, and thrive in an evolving construction environment.

Who is this programme for?

This programme is designed for:

- Professionals in architecture, engineering, and construction seeking to enhance BIM and Revit skills.
- Employees responsible for design, drafting, or project coordination.
- Businesses aiming to improve project accuracy, data management, and collaboration through Autodesk software.

Impact for Employer

- Improved project delivery efficiency through skilled staff using industry-standard software.
- Increased accuracy and quality of design outputs.
- Confidence that employees are trained to international Autodesk standards.

Results for Employees

- A strong foundation in Revit and BIM workflows.
- Practical skills in design, modelling, and data presentation.
- Enhanced professional profile with the opportunity to pursue Autodesk certification.

Does the programme lead to a qualification?

Through our partnership with ENG DOC, an Autodesk Authorised Training & Certification Centre, participants have the opportunity to pursue an official Autodesk Certification, providing a globally recognised qualification that strengthens career prospects.

Content Covered:



Getting Started - Introduction to the Autodesk interface, project setup, and navigation essentials.



The Toolbar - Exploring Revit's main toolbar functions to improve workflow efficiency.



Creating a Project - Step-by-step guidance on initiating and structuring a new project file.



Architectural Modelling - Building core architectural elements, applying modelling tools, and working with design components.



Basic In-Place Families - Introduction to creating and modifying in-place families to support custom project needs



Annotations, Sheets & Printing - Preparing drawings with annotations, setting up sheets, and managing print outputs.



Exporting Data & Presentation - Exporting project data, managing file outputs, and preparing professional presentations.



Practical Applications - Applying all learned concepts in real-world project scenarios to consolidate skills.

Meet the Facilitator:

This programme is delivered on behalf of MSLETB by ENG DOC, an Autodesk Authorised Training & Certification Centre and established BIM practice. ENG DOC's facilitators bring Extensive project experience from active BIM practice.

Course Duration and Delivery

Delivered in person in a classroom setting , 1 full day per week for 4 weeks

Find Out More:

Contact our Skills to Advance team:



skillstoadvance@msletb.ie

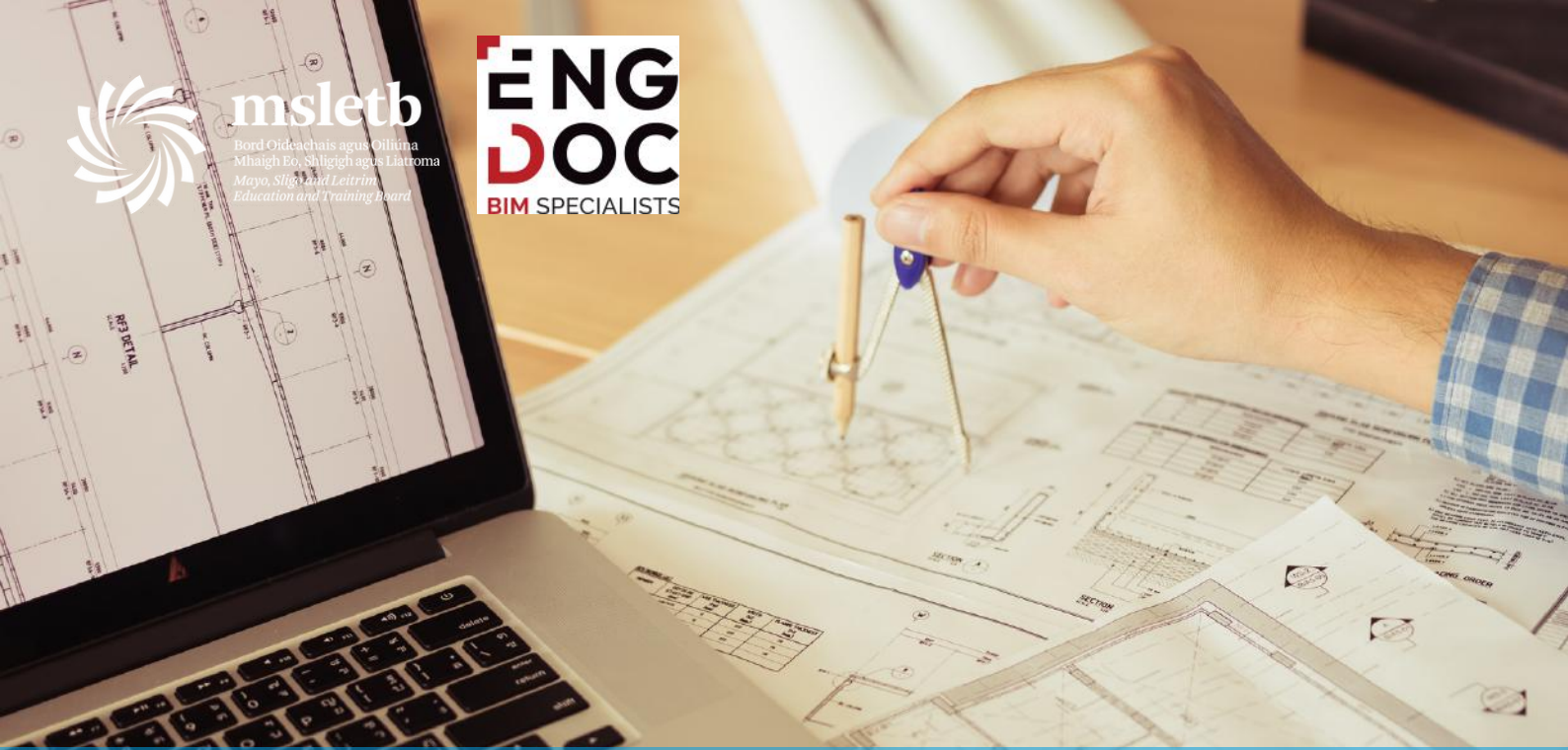


AUTODESK Revit



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Autodesk AutoCAD

A Skills to Advance Training Initiative for Enterprise

MSLETB, in partnership with ENG DOC, is proud to offer this targeted training programme in Autodesk AutoCAD.

This course equips participants with essential AutoCAD skills to ensure accuracy, efficiency, and practical application in design and drafting projects. Delivered over 3 full days, the training balances structured learning with hands-on exercises, allowing participants to apply their skills in real-world scenarios. By investing in the professional growth of employees, this programme helps businesses improve drafting quality, streamline workflows, and enhance overall design efficiency.

Who is this programme for?

This programme is designed for:

- Professionals and trainees in architecture, engineering, and construction who want to enhance CAD skills.
- Employees responsible for technical drawing, drafting, or project documentation.
- Businesses aiming to improve accuracy, organisation, and efficiency in drawing production.

Impact for Employer

- Staff gain practical CAD skills directly applicable to live projects.
- Increased accuracy and consistency in drawings and documentation.
- Confidence that employees are trained to Autodesk-authorized standards.

Results for Employees

- Strong foundation in AutoCAD tools, drawing, and editing techniques.
- Ability to create precise, well-organised drawings for professional projects.
- Enhanced professional profile with the option to pursue Autodesk certification.

Does the programme lead to a qualification?

Through our partnership with ENG DOC, an Autodesk Authorised Training & Certification Centre, participants have the opportunity to pursue official Autodesk Certification, a globally recognised qualification that strengthens professional credibility.

Content Covered:



Getting Started - Introduction to the AutoCAD interface, navigation, and basic settings.



The Toolbar - Exploring AutoCAD's tools and toolbar features to optimise workflow.



Basic Drawing & Editing - Fundamentals of creating, modifying, and managing drawings efficiently



Drawing with Precision - Using grids, snaps, and object tracking to ensure accuracy in drafting.



Drawing Organisation - Techniques for layer management, naming conventions, and project structure.



Annotating - Adding text, labels, and notes to clearly communicate design intent.



Dimensioning - Applying precise measurements and annotations to drawings.



Plotting your Drawings - Preparing drawings for printing, plotting, and presentation.



Practical Applications - Applying all learned concepts in real-world project scenarios to consolidate skills.

Meet the Facilitator

This programme is delivered on behalf of MSLETB by ENG DOC, an Autodesk Authorised Training & Certification Centre and experienced CAD/BIM practice. ENG DOC facilitators provide extensive industry experience in design and drafting projects.

Course Duration and Delivery

Delivered in person, 1 full day per week for 4 weeks

Find Out More:

Contact our Skills to Advance team:



skillstoadvance@msletb.ie



AUTODESK AutoCAD



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Drawing Taster Session - AutoCAD & Revit Introduction

What is the Drawing Taster Session?

A hands-on introduction to AutoCAD 2D drafting and Revit 3D modelling, giving participants practical experience with industry-standard design software.

Perfect for anyone exploring digital drawing, BIM workflows, or considering further professional development.

Who is this programme for?

- Students, trainees, or employees in architecture, engineering, and construction.
- Individuals interested in design, drafting, or 3D modelling.
- Anyone curious about Autodesk software before committing to full training courses.

What will participants learn?

- AutoCAD Basics: Interface navigation, 2D drawing, precision tools, annotation, and dimensioning.
- Revit Basics: Starting projects, creating simple 3D models, understanding parametric design.
- BIM & Workflows: Introduction to real-world BIM applications and project workflows.

Why attend?

- Hands-on experience with industry-standard software.
- Explore career and training opportunities in CAD, Revit, and BIM.
- Direct interaction with experts from ENG DOC.
- Learn about full MSLETB training programmes and funding opportunities.

Find Out More:

Contact our Skills to Advance team:

 skillstoadvance@msletb.ie

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The Digital Skills Standard

ICDL Spreadsheets (Introduction)

A Skills to Advance Training Initiative for Enterprise

The ICDL Workforce programme in Spreadsheets equips participants with the essential skills to efficiently organise, analyse, and interpret data using spreadsheet software. Learners gain practical experience in developing, formatting, and managing spreadsheets, applying formulas and functions, and visualising data through charts and graphs to support informed decision-making in any workplace.

Who is this programme for?

The ICDL Spreadsheet (Introduction) course is aimed at participants looking to build their spreadsheet skills. This programme is suited for beginners or those with limited experience.

Module Content

This skill set covers proficiency in using spreadsheet applications, including working with cells (inserting, selecting, editing, sorting, copying, moving, and deleting), managing rows, columns, and worksheets, and applying formulas and arithmetic functions. It also includes formatting numbers, dates, content, alignment, and borders, as well as creating and editing charts. Additionally, it encompasses preparing outputs by setting up, checking, and printing spreadsheets to enhance productivity.

Impact for Employer

- Enhances employees' ability to organise, analyse, and present data accurately.
- Improves efficiency and supports informed, data-driven decision-making.
- Enables the organisation to leverage data effectively for strategic and operational outcomes.

Results for Employees

- Builds essential digital and computer skills.
- Increases efficiency in everyday workplace tasks.
- Enhances confidence in using technology and software applications.

Course Duration and Delivery:

Delivered online, 2 hours per week over 8 weeks. This course will start on the 12th of May, 2026

Assessment:

The ICDL assessment will be conducted online during the final week. Successful completion is required to secure certification.



ICDL Spreadsheets (Advanced)

A Skills to Advance Training Initiative for Enterprise

This course covers the advanced skills needed to use the versatile features of spreadsheets to produce reports, provide statistical or mathematical analysis, and manage data more effectively and productively.

The value of data-driven decision-making is widely acknowledged across all sectors.

Organisations increasingly require employees who can use spreadsheets not only to store tabular data but also to validate, analyse, and present information effectively.

Who is this programme for?

The ICDL Spreadsheet (Advanced) course is aimed at individuals looking to enhance their spreadsheet skills. The Advanced course is designed for users seeking to deepen their proficiency and apply more complex functions, analysis, and productivity techniques.

Module Content

This skill set encompasses advanced spreadsheet capabilities, including formatting cells and worksheets, using formulas and functions, creating and formatting charts, and performing data analysis with tables, sorting, filtering, and scenarios. It also covers validating and auditing data, enhancing productivity through techniques like naming cells, paste special, linking, embedding, importing, and automation, as well as collaborative editing, reviewing, and maintaining security.

Impact for Employer

- Improves efficiency and accuracy in data management.
- Enhances decision-making through advanced analysis and visualisation.
- Reduces errors and saves time using productivity features and functions.

Results for Employees

- Develops advanced spreadsheet and data analysis skills.
- Increases efficiency and confidence in handling complex tasks.
- Enhances problem-solving and decision-making abilities.

Course Duration and Delivery:

Delivered online, 2 hours per week over 12 weeks. This course will start on the 12th of May, 2026

Assessment:

The ICDL assessment will be conducted online during the final week. Successful completion is required to secure certification.



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Microsoft Power BI

A Skills to Advance Training Initiative for Enterprise

This Skills to Advance programme is designed to teach people how to use Microsoft Power BI, a business analytics tool used to visualize data, create interactive reports, and share insights across an organisation.

Microsoft Power BI helps businesses:

- Visualise data with charts and dashboards
- Build automated reports
- Analyse performance and trends
- Combine data from many sources (Excel, databases, cloud apps)
- Monitor real-time metrics
- Share insights across teams

Who is this programme for?

- New or existing users of Microsoft Power BI, who want to analyse data effectively using Microsoft Power BI Desktop.
- Participants should have a working knowledge of Microsoft gained from the workplace or by prior attendance on an IT course.
- Common groups who attend include:
- Business & Operations Roles such as Project managers, team leaders
- Data & Reporting Roles such as Data analysts and Reporting specialists

Impact for Employer

- Increased productivity
- Better job performance
- More accurate reporting
- Competitive advantage

Results for Employees

- Improved data skills
- Career growth – Power BI skills are in high demand and support roles in analytics, reporting, and management.

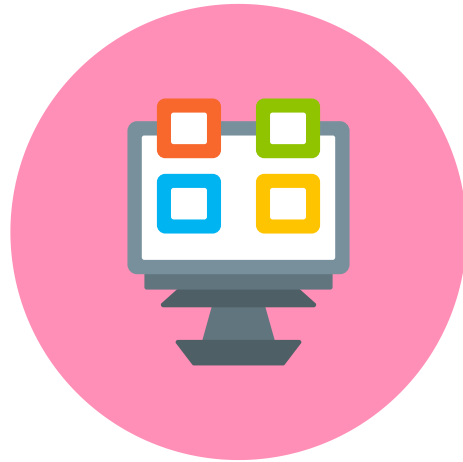
Course Duration and Delivery

2-day programme delivered online on the 14th and 24th of April, 2026.

Topics covered over this 2 day course:

Microsoft Power BI Day 1- Desktop:

1. Creating a visualisation and setting up Slicers to filter Data.
2. The desktop Interface.
3. Getting data from various sources.
4. Interaction between Visualisations.
5. Aggregation.
6. Transforming and correcting data.
7. Creating custom columns and Appending data.
8. Creating visualization by asking questions.
9. Linking tables.
10. Relationship types.
11. Getting data from the web.
12. Visualisations
13. Hierarchies
14. Sort and Filter.



Microsoft Power BI Day 2 – Cloud and DAX Formulas

1. BI service interface.
2. Publish and get data.
3. Refreshing data and the gateway.
4. Power BI service reports.
5. Dashboards.
6. Data insights.
7. Interaction between visualisations.
8. Sharing results.
9. App workspaces.
10. Mobile application.
11. Integration with Microsoft Teams.
12. DAX Formulas:
13. M-Language and DAX
14. Calculations
15. Count, Count Blank and Distinct Count
16. IF, And and OR
17. Text Functions
18. Date and Time functions
19. Lookup in another Table
20. Unmatched between Tables



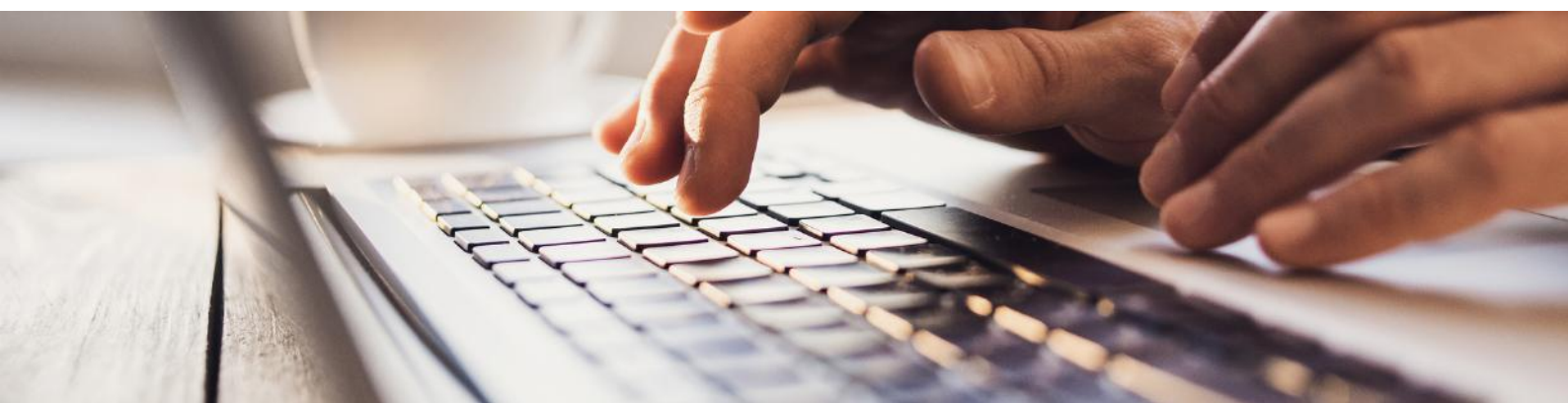
Find Out More:

Contact our Skills to Advance team:

 skillstoadvance@msletb.ie



Power BI



Fundamentals of Immersive Technology

A Skills to Advance Training Initiative for Enterprise

Immersive technologies like VR, AR, and MR are transforming how we interact with digital content. They're now used across many sectors—from entertainment and tourism to design, simulation, and healthcare—creating more engaging and realistic experiences. This hands on QQI Level 5 introduction to VR, AR, and MR course blends short practical sessions with a mini research project. Learners will safely set up, use, and explain immersive technology in work, education, or creative settings.

Who is this programme for?

- The programme is intended for all employees in business and enterprise (large, SMEs and micro businesses) across all sectors of economic activity.
- Employees may be from across all functions and roles, including
- management, supervisory, team leads, technical, and general staff.
- This micro credential is designed for individuals who are employed and have a range of educational backgrounds however there is no specific prerequisite regarding the field of study
- The learners should have a genuine interest in technology, particularly in the field of immersive technology.

Impact for Employer

- Improved productivity and efficiency
- Enhanced creativity and problem-solving, leading to better project outcomes
- Future-proofed workforce

Results for Employees

- Builds essential digital skills in VR, AR, and MR
- Boosts career opportunities
- Enhances confidence with new technologies

Does the programme lead to a qualification?

The micro-qualification is accredited by Quality and Qualifications Ireland (QQI) and leads to a Level 5 qualification on the National Framework of Qualifications (NFQ).

Course Structure:

Module: Fundamentals of Immersive Technology

Introduction to Immersive Technology:

- Definitions of AR, VR, and MR immersive technologies
- Distinctions between AR, VR, and MR experiences.
- Overview of hardware & software systems for AR/VR/MR
- Understand the Audio and Visual media components of Immersive Experiences
- Discussion of peripheral devices and input controllers

2. Applications of Immersive Technology:

- Brief history and evolution of immersive technology
- Exploration of industries utilizing AR, VR, and MR, such as gaming, education, healthcare, and training
- Case studies with examples of successful immersive technology implementations
- Limitations of immersive technology
- Current use cases

3. VR Headset Setup, Use, Safety and Care:

- Setting up VR headsets and navigating their software interfaces
- Configuring and using input devices for accurate, safe movement
- Caring for VR headsets and hygiene around their use
- Understanding the headset settings menu
- Using the universal menu

Course Duration and Delivery:

The programme consists of one module, weighted at 5 FET credits delivered across 4 days. (blended delivery online and MSLETB Immersive Technology Centre Sligo)

Day 1: 2 hours online class

Day 2: 8 hour practical workshop in a face to face training environment (Strandhill, Co Sligo)

Day 3: 2 hours online class

Day 4: 8 hour practical workshop in a face to face training environment (Strandhill, Co Sligo)

Find Out More:

Contact our Skills to Advance team:

 skillstoadvance@msletb.ie





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Podcasting Essentials for Business

A Skills to Advance Training Initiative for Enterprise

Podcasting Essentials for Business is designed to equip learners with the knowledge and practical skills to succeed in the podcasting landscape. Delivered through a blend of live online sessions and in-person classes, the programme integrates theory with hands-on practice in a new, state-of-the-art podcasting booth.

Learners will develop core podcasting skills—covering strategy, production, promotion, equipment, and key legal considerations—while creating and publishing content in a professional studio environment. By completion, participants will be confident in leveraging podcasting as a strategic marketing tool for brand storytelling and authentic audience engagement.

Who is this programme for?

This programme is ideal for business leaders, entrepreneurs, and professionals in marketing, communications, and PR who want to harness podcasting as a powerful tool for brand storytelling and audience engagement. It also suits content creators, educators, coaches, and thought leaders seeking to expand their reach and authority through audio. Whether you are launching a new podcast or integrating it into your wider business strategy, this course provides the skills and confidence to succeed.

Impact for Employer

- Enhance brand visibility and storytelling through high-quality podcasts.
- Build stronger connections with target audiences via engaging, authentic content.
- Gain in-house capability for producing cost-effective, professional-standard media.

Results for Employees

- Acquire practical podcasting and digital marketing skills.
- Gain hands-on experience in a state-of-the-art podcasting booth.
- Enhance career opportunities with in-demand media and communication expertise.

Does the programme lead to a qualification?

Yes, learners that successfully complete the programme will be awarded a QQI Level 5 Certificate in Podcasting Essentials for Business.

Programme facilitated by Brendan Tierney:

Brendan is active in community media, creating The Sligo Show, a weekly livestreamed programme featuring interviews and local arts news. His voluntary work in arts and culture earned him a Cathaoirleach's Award from Sligo County Council in 2021.

Content Covered:



Podcast Marketing & PR - Learners will explore the essentials of publishing and distributing podcasts, including hosting platforms, uploading, and show notes. The module also covers effective promotion through social media, audience engagement, and the fundamentals of PR—developing strategies, pitching to media outlets, and crafting press releases. Legal aspects such as libel, defamation, and GDPR will also be addressed.



Content Planning, Budgeting & Equipment - Learners will develop practical skills in planning podcast content, structuring episodes, and preparing interviews. Learners will gain an understanding of budgeting for equipment, recording environments, and audio quality. The module also examines AI tools, post-production techniques (such as adding intros, outros, and music), equipment comparisons, and advanced software for editing and sound optimisation.



Podcast Development & Production - Learners will progress through the full production cycle—from defining brand goals and target audiences to creating compelling concepts and recording with clarity. They will be introduced to editing software and audio enhancement for professional-quality output. The module concludes with project completion, promotion strategies, and evaluation through peer and facilitator feedback

Course Delivery & Dates

Blended Delivery, in person (Strandhill, Co Sligo) and online.

Class times 11am-1pm each day

Timetable January Intake 2026

Introduction (In Person)	September 1st
Content/Scheduling/Budget (Online)	September 8th
Equipment & Pre Record (Online)	September 15th
Editing/Software/Design (Online)	September 22nd
Record 1 - Scripts/Intro/Outros (In Person)	September 29th
Record 2 - Main Content (In Person)	October 6th
Record & Edit (In Person)	October 13th
Publish (Online)	October 20th
Marketing (Online)	October 27th
Results/ Wrap Up (In Person)	November 3rd



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Big Red Cloud Accounting

A Skills to Advance Training Initiative for Enterprise

In partnership with MSLETB, Big Red Cloud offers a suite of free, practical accounting courses. These courses are designed to upskill individuals and support employers with industry-relevant training.

Who is this programme for?

- Small business owners & entrepreneurs – to manage invoices, expenses, VAT, and finances using Big Red software.
- Bookkeepers & accountants – to learn practical software skills for recording transactions and generating reports.
- Beginners or employees upskilling in finance – to gain hands-on experience with accounting software.

Impact for Employer

- Staff trained in compliance and financial best practices
- Reduced costly accounting errors
- Improved efficiency in financial operations

Results for Employees

- Gain practical, workplace-ready accounting skills
- Boost employability and career prospects
- Progress toward advanced qualifications in finance and administration

Programmes on Offer:



Introduction to Big Red Cloud Accounts – This module covers common transactions, customer & supplier setup, bank reconciliations.



Intermediate Big Red Cloud Accounts – VAT rules, financial statements, stock management, journals, VAT returns.



Advanced Big Red Cloud Accounts – international VAT, RCT, automation, accruals, prepayments, year-end adjustments.

Key Dates and Delivery:

All three programmes commence on the 13th of April 2026 and finish on the 12th of June, 2026. Delivered fully-online.



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Big Red Cloud Payroll

A Skills to Advance Training Initiative for Enterprise

In partnership with MSLETB, Big Red Cloud offers free, practical payroll courses designed to upskill individuals and support employers with industry-relevant payroll training.

Who is this programme for?

- Jobseekers aiming to enter payroll or HR roles
- Career changers wanting payroll expertise
- SME staff requiring up-to-date payroll compliance
- Employers needing trained payroll personnel

Impact for Employer

- Ensures staff are trained in payroll compliance
- Reduces payroll errors and compliance risks
- Enhances efficiency in payroll processing

Results for Employees

- Develop practical payroll skills ready for the workplace
- Increase employability in finance, HR, and administration
- Opportunity for career progression with accredited certification

Programmes on Offer:



Introduction to Big Red Book Payroll – gross pay, payslips, PRSI, USC, Revenue submissions



Intermediate Big Red Book Payroll – Budget 2024/25 reforms, pensions, PRSI updates, enhanced reporting.



Advanced Big Red Book Payroll – pensions, BIK, taxation of couples, terminations, mileage & subsistence.

Key Dates and Delivery:

All three programmes commence on the 13th of April 2026 and finish on the 12th of June, 2026. Delivered fully-online.



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Health Service Skills

A Skills to Advance Training Initiative for Enterprise

The Healthcare Support course is a QQI Level 5 Major Award designed to equip learners with the knowledge, skills, and competence needed to deliver high-quality care across a range of healthcare settings. Graduates are prepared to work both independently and under supervision, making them valuable assets in hospitals, nursing homes, community care, and other healthcare environments.

In addition to strong employment opportunities, this qualification also provides an excellent foundation for progression to further or higher education and training within the healthcare field.

Who is this programme for?

These courses provide the essential knowledge and skills required to work in diverse healthcare settings, including hospitals, nursing homes, and home care.

The QQI Level 5 Major Award in Healthcare Support is the most widely recognised qualification for Healthcare Assistants in Ireland.

Impact for Employer

- Builds skilled, confident teams that drives performance.
- Boosts engagement, loyalty, and retention.
- Strengthens adaptability, service and overall results.

Results for Employees

- Enhances professional capability.
- Supports career advancement.
- Strengthens workplace impact.

Does the programme lead to a qualification?

Achieving your Level 5 Major Award in Healthcare Support is crucial as it plays a fundamental role in maintaining and enhancing the overall well-being of clients in Healthcare.

Modules Covered:



Care Skills: This module will help participants recognise the personal care needs of clients, respond effectively to client's needs and acquire practical skills in the area of client personal care.



Communications: This module will help participants to understand the principles of communication, and to develop skills to convey and interpret communicative messages in writing, orally and visually. You will acquire communication skills necessary for personal and professional development and understand the role of technology in modern communication.



Care Support: This module will help participants to understand the responsibilities and entitlements of the care worker and to promote good practice in the care setting. You will recognise the importance of working effectively within a team and acquire effective communication skills.



Work Practice Module: This module the skills needed to enable you to utilise learning opportunities presented in the work environment, apply work skills to consolidate learning in the vocational area and understand how work is planned and organised at different levels in a specific vocational area.



Care of the Older Person: This module will guide participants to understand and demonstrate good work practices in the provision of care for older people and understand the concept of the ageing process.



Intellectual Disabilities Studies: The module will give the participant the knowledge, skill and competence in the causes, range and effects of intellectual disabilities to develop an awareness of the importance of a social model of support and the role of various professionals in responding to the needs of persons with an intellectual disability.



Palliative Care Module: This module is designed to equip the learner with the knowledge and skills of the palliative care approach to enable them to care for the person diagnosed with a life-limiting illness and, in the last days of a person's life and also his/her family in a dignified and holistic way.



Safety & Health Module: The objective of the QQI Safety & Health at Work module is to guide the learner to obtain a comprehensive understanding of the concepts of Health & Safety, become familiar with the core Health & Safety Legislation and promote safe working practices. Learners will also understand the importance of hazard identification and the importance of risk assessment and the appropriate control measures.



Find Out More:

Contact our Skills to Advance team:

skillstoadvance@msletb.ie



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English for Healthcare Support

A Skills to Advance Training Initiative for Enterprise

This programme aims to equip learners with the appropriate English language skills needed to deliver professional healthcare support in a range of settings. Participating learners may already be working in a supporting role in a healthcare setting (such as a hospital, nursing home) and possess significant skill and experience in the sector, while struggling with the technical English language requirements of their roles. On completion of the module, these learners will be enabled to function at a higher level of language fluency across speaking, listening, reading and writing in their workplace.

Who is this programme for?

- Migrant workers who may already be working in a supporting role in a healthcare setting (such as a hospital, nursing home) but are struggling with the technical language requirements of their roles
- It is expected that learners enrolling on this programme will meet the following criteria:
- An ESOL certificate at NFQ Level 4, or language proficiency equivalent to ESOL Level 4
- A recognised qualification in a healthcare-related area or be working in a healthcare-related role.

Impact for Employer

- Improved Communication
- Enhanced professional image
- Staff Development and Retention

Results for Employees

- Enhanced Communication Skills
- Greater Confidence
- Expanded Opportunities

Course Duration and Delivery

The programme is comprised of 1 micro-qualifications of 5 FET credits and successful completion will lead to the full Level 5 Specific Purpose Certificate in English for Healthcare Support (5 FET credits).

Pending Validation April 2026

Course Structure:

Learners will develop their:

- **Oral Communication Skills:** Enhance clarity, confidence, and effectiveness in speaking and presenting.
- **Writing Skills:** Improve structure, clarity, and professionalism in written communication.
- **Listening Skills:** Strengthen active listening, comprehension, and response in professional contexts.
- **Reading Skills:** Build critical reading, analysis, and understanding of complex information.

Course Duration and Delivery

This 13-week programme is designed for delivery as a part-time course, with 32.5 hours delivered in a face-to-face environment.

Blended delivery options available

Course Dates:

Email skillstoadvance@msletb.ie.

Find Out More:

Contact our Skills to Advance team:

 skillstoadvance@msletb.ie





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English for Manufacturing

A Skills to Advance Training Initiative for Enterprise

This programme aims to facilitate learners to develop the specific English language skills needed to work effectively in professional manufacturing/engineering operations. Participating learners may already be working in a manufacturing operations role (such as a factory) and possess significant skill and experience in the sector, while struggling with the technical English language requirements of their roles. Learners who complete the module will be enabled to function at a higher level of language fluency across speaking, listening, reading and writing in their workplace.

Who is this programme for?

- Migrant workers who may already be working in a manufacturing/engineering role but are struggling with the technical language requirements of their role.
- It is expected that learners enrolling on this programme will meet the following criteria:
- An ESOL certificate at NFQ Level 4, or language proficiency equivalent to ESOL Level 4
- A recognised qualification in a manufacturing-related area or be working in a manufacturing role

Impact for Employer

- Improved Communication
- Enhanced professional image
- Staff Development and Retention

Results for Employees

- Enhanced Communication Skills
- Greater Confidence
- Expanded Opportunities

Course Duration and Delivery

The programme is comprised of 1 micro-qualifications of 5 FET credits and successful completion will lead to the full Level 5 Specific Purpose Certificate in English for Manufacturing (5 FET credits).

Pending Validation April 2026

Course Structure:

Learners will develop their:

- **Oral Communication Skills:** Enhance clarity, confidence, and effectiveness in speaking and presenting.
- **Writing Skills:** Improve structure, clarity, and professionalism in written communication.
- **Listening Skills:** Strengthen active listening, comprehension, and response in professional contexts.
- **Reading Skills:** Build critical reading, analysis, and understanding of complex information.

Course Duration and Delivery

This 13-week programme is designed for delivery as a part-time course, with 32.5 hours delivered in a face-to-face environment.

Blended delivery options available

Course Dates:

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Find Out More:

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LEAN

Lean Six Sigma (Green Belt)

A Skills to Advance Training Initiative for Enterprise

The IASSC Green Belt Lean Six Sigma Body of Knowledge is an assembly of a comprehensive set of topics and subject matters that are intended to be representations of the universally and commonly accepted, minimum competencies and core proficiencies requisite of Lean Six Sigma Green Belts.

This well-established IASSC Standard is diversely recognized as a relevant and practical version of the knowledge expectations of Lean Six Sigma Green Belt. It consists of the primary sections of Define, Measure, Analyze, Improve and Control, which are each broken down into sub-categories consisting of individual subject matter topics.

Who is this programme for?

This programme is designed for professionals proficient in the core elements of Lean Six Sigma methodology who lead improvement projects or participate as team members on more complex initiatives, often in a part-time capacity. It is ideal for individuals managing small to medium-sized process improvement projects and acting as change agents to challenge the status quo.

Impact for Employer

- Drives process improvement and operational efficiency across the organisation.
- Equips employees to lead and support effective change initiatives.
- Enhances overall quality, productivity, and competitive advantage.

Results for Employees

- Gain advanced skills in Lean Six Sigma methodology.
- Lead and contribute effectively to process improvement projects.
- Strengthen problem-solving and decision-making skills.

Does the programme lead to a qualification?

Yes, completing a Lean Six Sigma Green Belt course can lead to a QQI award, typically a Level 6 Specific Purpose Certificate in Lean Six Sigma Green Belt.

Modules Covered:



Define Phase: Participants will learn to set project goals and understand customer needs. Covers Six Sigma basics, process definition, CTQs, COPQ, Pareto analysis, project selection, Lean principles, 7 wastes, and 5S.



Measure Phase: Participants will learn to map and quantify current processes. This will include process mapping (SIPOC, FMEA), basic statistics, measurement system analysis (accuracy, precision, Gage R&R), and process capability studies (Cp, Cpk).



Analyze Phase: Participants will learn to identify root causes of problems. This will involve variation and distribution analysis, inferential statistics, and hypothesis testing for both normal and non-normal data.



Improve Phase: Participants will develop and validate solutions. They will use regression analysis (simple and multiple), correlation, model validation, and data transformation to optimise performance.



Control Phase: Participants will learn to sustain gains and prevent regression. Applies Lean controls (5S, Kanban, Poka-Yoke), statistical process control (SPC charts), and control/response plans with cost-benefit evaluation.

Course Duration and Delivery

5 full days, can be delivered online or in person. By the end of Day 5, participants understand the full DMAIC cycle, can apply Lean Six Sigma tools, and are ready to support or lead process improvement projects.



Find Out More:

Contact our Skills to Advance team:
skillstoadvance@msletb.ie





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Introduction to Artificial Intelligence

A Skills to Advance Training Initiative for Enterprise

This micro-qualification is designed to equip participants with foundational knowledge, skills and competencies in the rapidly evolving area of AI.

Participants will gain an understanding of AI concepts, practical applications and ethical considerations, and have opportunities to enhance their problem-solving abilities

Who is this programme for?

- Software developers wanting AI fundamentals
- Data analysts/scientists strengthening foundational knowledge
- Product managers who need to understand how AI features are built
- Business leaders preparing for AI-driven strategy and digital transformation
- Educators integrating AI into teaching
- Researchers using AI methods
- People moving into tech, machine learning, or data science
- Professionals from marketing, finance, healthcare, manufacturing, etc., looking to understand how AI impacts their area.

Impact for Employer

- Strengthen your team's skill set
- Empower a future-focused workforce
- Funded, tailored training

Results for Employees

- Adapt to the fast-changing world of AI
- Master solving problems with smart solutions
- Highly subsidised, flexible training

Does the programme lead to a qualification?

Yes, the programme is accredited by Quality and Qualifications Ireland (QQI) at level 4 on the National Framework of Qualifications.

Course Duration:

Classroom Learning – 30 hours (delivered fully online)

Independent Learning – 20 hours

Assessment:

Formative tasks and activities throughout the programme including a community or workplace-based project.

Start Date:

13th of April - 29th of April. Email skillstoadvance@msletb.ie to register.

Course Structure:



Unit 1: Introduction to AI

- History and evolution of AI: Explore the milestones from early AI research to modern advancements.
- Key concepts and terminology: Discuss foundational terms like data, algorithms, and machine learning.
- Current trends and future directions: Discuss the latest developments and potential future breakthroughs in AI, including generative AI tools such as ChatGPT and Copilot.



Unit 2: Data Literacy

- Explore data trends on topics of interest, such as music, social media, health, etc.
- Identify the processes of data collection and simple analysis.
- Learn the basics of collecting, processing and analysing data.
- Become familiar with simple data visualisation tools (e.g. tables and graphs).
- Examine the basic structure of a table in a spreadsheet.
- Explore the relationship between data and algorithms in the use of technology.



Unit 3: Demystifying Algorithms:

- Algorithms definitions and applications: Learn what algorithms are and what they do and explore the concept of algorithms as a set of instructions used to modify an input and create an output.
- Explore the fundamental parts of an algorithm (input, process, output).
- Explore the process of training machine-learning algorithms (supervised and unsupervised learning) and how data can be used to make predictions.



Unit 4: Real-World AI:

- Compare the differences and similarities between human and computer perception.
- Applications of AI: Explore real-world applications like GenAI, chatbots, translation, computer vision and information retrieval using prompting Frameworks.
- Human agency: Explore how AI can benefit humans.
- Social implications: Reflect on how AI is changing jobs (even outside of STEM).



Unit 5: AI Ethics & Society:

- Ethical considerations in AI: Discuss ethical terms such as 'bias', 'fairness', and 'representation' in relation to AI.
- Reflect on human rights and ethical issues in technology/AI use.
- Explore algorithmic bias.
- Art or Algorithm: Explore positions on ownership of art generated or enhanced by AI (e.g. using DALL-E).
- Impact of AI on Society: Analyse and discuss how AI affects employment, education and academic research, privacy, and social interactions.
- Misinformation: Explore how misinformation spreads and reflect on the social consequences of deepfakes.



Unit 6: AI in Practice

- Case studies and real-world applications: Examine successful AI implementations in various industries.
- Hands-on tasks: Engage in practical tasks to apply AI concepts.
- Collaboration and teamwork: Learn the importance of working in teams to solve AI problems.
- Presentation and communication skills: Develop the ability to effectively communicate AI concepts and findings



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Enhancing Productivity with AI

A Skills to Advance Training Initiative for Enterprise

This programme will demystify Generative AI (GenAI) and empower participants to confidently begin integrating tools and technologies into their professional environments. The programme seeks to bridge the gap between the theoretical knowledge of AI and its practical application, enabling participants to critically consider how to harness the potential of GenAI.

Who is this programme for?

- Working professionals across all sectors who want to use AI to work faster, smarter, and more creatively, for tasks such as writing, research, analysis, planning, and automating routine work.
- Managers and team Leaders responsible for improving team productivity, selecting or approving AI tools, guiding responsible AI adoption in their departments, optimising workflows with automation
- Non-Technical professionals entering AI for the first time that need guidance on what tools to use and how to use them.
- Entrepreneurs and small business owners looking to scale operations with limited resources
- Educators and trainers wanting to increase efficiency in academic and admin tasks

Impact for Employer

- Strengthen your team's skill set
- Empower a future-focused workforce
- Funded, tailored training

Results for Employees

- Adapt to the fast-changing world of AI
- Master solving problems with smart solutions
- Highly subsidised, flexible training

Does the programme lead to a qualification?

Yes, the programme is accredited by Quality and Qualifications Ireland (QQI) at level 5 on the National Framework of Qualifications.

Course Duration:

Classroom Learning – 24 hours (blended delivery options)

Assessment:

The assessment consists of a 100% project designed to develop practical applications of GenAI tools. The project integrates practical, analytical, and reflective elements

Start Date:

Email skillstoadvance@msletb.ie

Course Structure:



Unit 1: Fundamentals of Generative AI in Business

- Understanding GenAI Basics
- Overview of Large Language Models (LLMs)
- Avoiding common pitfalls
- Exploring future trends in GenAI



Unit 2: Using GenAI Tools Ethically

- Using GenAI tools in business
- Creating content with GenAI
- Identifying ethical uses of GenAI
- Avoiding misuse of GenAI



Unit 3: Prompt Crafting; Mastering the Art of Effective GenAI Communication

- An overview of prompt crafting
- Developing clear and specific prompts
- Avoiding common mistakes
- Maximising GenAI outputs



Unit 4: Evaluating GenAI Solutions; Integrating and assessing GenAI for business impact

- Identifying workplace use cases for GenAI
- Improving productivity and performance
- Embedding GenAI in business practices
- Implementing a balanced approach





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NZEB & Retrofit Training

A Skills to Advance Training Initiative for Enterprise

Discover the future of sustainable construction at our NZEB & Retrofit Centre of Excellence in Collooney, Sligo. Nearly Zero Energy Building (NZEB) refers to buildings that are highly energy-efficient, with very low energy demand, some of which is met through renewable sources. NZEB standards are now a legal requirement for all new buildings in Ireland. Our state-of-the-art facility delivers top-tier training in Nearly Zero Energy Building (NZEB) and retrofit practices. Our courses provide the essential skills and certifications needed for today's low-carbon, energy-efficient construction sector.

Whether you're upskilling as a professional or entering the industry, our expert-led programmes blend hands-on training with the latest technologies and standards. Retrofit involves upgrading existing buildings to improve their energy performance—this can include measures like insulation, window replacement, and renewable heating systems. Our NZEB Centre offers accessible, high-quality education that supports both career growth and national sustainability goals.

Who is this programme for?

- Working in construction or retrofit at any level
- An apprentice in construction or retrofit
- Interested in starting a career in construction or retrofit
- Employed and looking to build new skills

Impact for Employer

- Improved Operational Efficiency

Results for Employees

- Increased Confidence and Competence

Course Structure:

- There are 2 separate programmes available:

Programme 1: NZEB Fundamental Awareness

- This introductory course is designed to give learners a solid understanding of the core principles and practices behind Nearly Zero Energy Buildings (NZEB). It is ideal for anyone looking to build their knowledge of energy-efficient construction and sustainable building design.

What you will learn:

- NZEB Principles: Key elements of Building Regulations, including Part L (energy efficiency) and Part F (ventilation).
- Building Physics: How heat and ventilation losses occur, understanding U-values, and the

Course Structure:

- causes of condensation and mould.
- **Building Fabric:** Best practices for insulation, preventing thermal bridging, managing air tightness, and selecting energy-efficient windows and doors.
- **Building Services:** Energy-efficient systems for heating, hot water, ventilation, lighting, and the role of smart technologies.
- **Renewable Energy:** Introduction to solar PV systems, smart meters, and renewable energy requirements.
- **Communication & User Awareness:** The importance of clear communication during construction and providing useful information to building occupants.

Does the programme lead to a qualification?

This programme is certified by City & Guilds Assured, CIF Recognised, 7 CIRI CPD Points.

Course Duration and Delivery

This programme will run over 1 full day in person in Collooney, Sligo

Programme 2: Thermal Insulation Installation

This hands-on course is designed to give learners the knowledge, skills, and confidence to select and safely install a wide range of insulation and draught-proofing systems in construction settings. Whether you're new to the field or looking to enhance your expertise, this course will equip you with practical techniques aligned with current energy efficiency standards.

What you will learn:

- Understand the properties of various insulation and draught-proofing materials, both natural and synthetic.
- Read and interpret industry-standard symbols, terminology, and measurements.
- Get familiar with current energy conservation laws and your responsibilities on site.
- Learn how heat is lost in homes—and how insulation helps prevent it.
- Explore design strategies to boost energy efficiency, including insulation types, construction methods, and green technologies.
- Safely install insulation in walls, floors, and attics, and apply draught-proofing to doors, windows, and service points.
- Gain practical skills in cutting, shaping, and securing insulation materials.
- Consider the environmental impact of insulation materials and how to handle waste responsibly.
- Calculate insulation performance values and understand how to maintain insulation systems over time.
- Recognise common health and safety hazards and learn how to minimise risks during installation.

Does the programme lead to a qualification?

This programme is certified by City & Guilds Assured, CIF Recognised, 7 CIRI CPD Points.

Course Duration and Delivery

This programme will run over 1 full day in Collooney, Sligo.

How do I register

Email skillstoadvance@msletb.ie



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B2B Business Growth & Brand Traction

A Skills to Advance Training Initiative for Enterprise

Designed to equip professionals with the frameworks to drive business growth, enhance brand visibility, and generate commercial traction using practical marketing, sales, and AI strategies. This course provides practical, actionable frameworks—not just theory—ensuring you can immediately apply what you learn. Each session is purpose-built to drive measurable commercial growth, giving you clear tools, strategies, and steps that translate directly into improved performance and real business results.

Who is this programme for?

- Business Owners Seeking Growth Frameworks
- Marketing Professionals Building Brand
- Sales and Business Development Teams
- Engineers Transitioning to Commercial Role

Impact for Employer

- Stronger commercial performance
- Faster implementation of business improvements
- Better retention and motivation

Results for Employees

- Practical, usable skills
- Up-to-date industry insights
- Stronger contribution to your organisation
- Professional networking

Course Covered:

- Understand how to align Marketing, Brand & Business Growth
- Build Credibility & Visibility Online
- Leverage AI for Content & Targeting
- Develop a 90-Day Commercial Impact Plan
- Build Stronger Customer Engagement Frameworks

Course Duration and Delivery:

- Hybrid delivery over 4 weeks (1 session per week)
- 9.30am-4pm

Course Dates:

Email skillstoadvance@msletb.ie



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Fundamentals of Digital Manufacturing

A Skills to Advance Training Initiative for Enterprise

This programme is designed to provide clear, actionable insights into Digital Transformation, focusing on how each layer of the Digital Stack—including SCADA, MES, ERP, UNS, and AI—can be leveraged to strengthen your organisation’s performance. You’ll learn how these systems connect, how data flows across them, and how to optimise each layer to drive efficiency, improve decision-making, and enhance productivity.

By understanding the practical role of each technology, you’ll be equipped to identify gaps, implement smarter digital solutions, and unlock new opportunities for automation and innovation. Ultimately, the course empowers you to use digital tools strategically, giving your business a stronger competitive advantage in an increasingly data-driven market.

Who is this programme for?

- Engineers, Technicians and Production Professionals
- Lean and OpEx Professionals
- Quality and Maintenance Managers

Impact for Employer

- Stronger digital capability across the team
- Faster and more successful digital transformation
- Improved operational efficiency

Results for Employees

- Stronger digital understanding
- Ability to drive transformation in your organisation

Content Covered:

- Understand the Core Technologies Driving Digital Transformation
- Access to the Digital Manufacturing Handbook
- Identify Opportunities for Digital Adoption in the Workplace
- Develop a Digital Impact Plan
- Discover Innovation Funding & Supports in Ireland

Course Duration and Delivery:

- Hybrid delivery over 4 weeks (1 session per week)
- 9.30am-4pm

Course Dates:

Email skillstoadvance@msletb.ie

JAI Skills4Retail

A Skills to Advance Training Initiative for Enterprise

Europe's retail sector, employing 9% of the EU workforce, faces a growing skills gap that has worsened since the pandemic. This upskilling programme drives growth and sustainability in retail and wholesale by addressing market and industry needs. It bridges the digital skills gap and equips the EU workforce for a dynamic, sustainable future. Launched in August 2023 by Junior Achievement Ireland, Skills4Retail is led by a consortium of 30 partners across 9 EU countries, bringing together top education institutions, industry leaders, and innovative service providers to deliver a comprehensive training initiative that meets the evolving digital demands of the sector.

Who is this programme for?

This programme is designed for a diverse range of participants, from front-line employees to senior managers, ensuring that everyone in the retail and wholesale ecosystem can benefit. Front-line staff gain practical skills to enhance customer interactions and daily operations, while supervisors and managers develop strategic insights to drive efficiency, lead teams, and implement digital and sustainable initiatives.

Impact for Employer

- Employees gain up-to-date digital, sustainability, and customer experience skills, improving overall operational performance.
- Future-Proofing the Business

Results for Employees

- Career progression
- Skills Development, Gain practical, up-to-date skills in digital tools, customer experience, supply chain management, and sustainability.

Does the programme lead to a qualification?

A practical, industry-aligned qualification to support career progression in retail

Course Duration:

Classroom Learning – 30 hours (delivered fully online)

Independent Learning – 20 hours

Assessment:

Formative tasks and activities throughout the programme including a community or workplace-based project.

Course Structure:



Retail Customer Experience:

Showcase the architecture, coordination, and delivery of an exceptional retail customer experience

Upon completing this module, learners will be able to:

- Capture customer expectations
- Identify factors driving satisfaction, dissatisfaction, and uncertainty
- Create and use customer persona profiles
- Manage multiple retail communication channels
- Apply customer journey mapping
- Use customer analytics for insights
- Measure customer experience performance
- Design improved retail customer experiences



AI for Retail:

Equip learners to design, run, and assess AI-enhanced retail experiences by linking customer insights, profiling, omnichannel coordination, journey mapping, and experience analytics.

- Explain the role of AI in retail
- Identify customer insight sources using AI tools
- Create AI-driven customer profiles
- Design and run AI-enhanced omnichannel strategies
- Use AI to improve customer journey mapping
- Apply AI for behaviour analytics and prediction
- Measure customer experience with AI tools
- Develop and test AI-driven retail experiences to boost engagement and satisfaction



Digital Marketing:

Demonstrate a comprehensive understanding of how digital marketing channels are architected, coordinated, and leveraged to design, manage, and deliver consistent and personalised customer experiences across the digital landscape.

- Understand the role of social media in business promotion
- Identify major social platforms and their advantages
- Recognise key content marketing types and uses
- Set up basic email marketing campaigns
- Understand digital marketing channel characteristics
- Grasp fundamental search engine concepts
- Compare social media platforms
- Evaluate online marketing campaigns



Ecommerce:

Demonstrate an understanding of how businesses can be promoted through online media.

- Explain e-commerce concepts and types
- Evaluate e-commerce business models
- Design and set up a basic e-commerce platform
- Create digital marketing strategies for e-commerce
- Apply secure payment systems

Course Structure:

- Analyse and optimise logistics and fulfilment
- Use analytics to improve the e-commerce customer experience
- Integrate e-commerce into multichannel retail
- Address key legal and ethical issues in e-commerce



Introduction to Sustainability:

On completion, learners will understand the environmental impact of retail operations and apply basic sustainability skills to support

- Analyse the environmental impacts of retail operations and their links to climate change
- Recommend practical sustainability solutions and assess risks, opportunities, and compliance with national, EU, and global standards
- Conduct basic environmental assessments and propose improvements for retail workplaces
- Review successful sustainability initiatives to identify key lessons and best practices



Supply Chain Management:

Equip participants to design, manage, and optimise retail supply chains, improving efficiency, meeting customer needs, supporting sustainability, and driving transformation using data and technology.

- Develop a Comprehensive Understanding of Supply Chains
- Analyse and Improve Supply Chain Performance
- Apply Data Analysis Tools for Logistical Decision-Making
- Develop and Implement Efficiency Plans
- Implement Change Management and Improve Processes

Register for the next intake:

Contact our Skills to Advance team:

skillstoadvance@msletb.ie



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Essential Skills for Independent Retail

A Skills to Advance Training Initiative for Enterprise

Essential retail training is vital for independent retail stores because it equips staff with the skills needed to deliver fast, efficient, and customer-focused service. In a highly competitive retail environment, well-trained employees can improve store operations, enhance the customer experience, and increase sales. By strengthening product knowledge, communication skills, and daily operational practices, retail staff become more confident, capable, and consistent—helping stores run smoothly and maintain high standards.

Who is this programme for?

- Retail Assistants looking to build core customer service and operational skills
- Cashiers and Sales Floor Staff who handle transactions and daily store tasks
- New Employees needing foundational retail knowledge and confidence
- Supervisors or Team Leaders wanting to strengthen staff management and store standards
- Store Managers aiming to improve team performance and customer experience

Impact for Employer

- Improved Operational Efficiency
- Reduced Risk and Stronger Compliance
- Increased Profitability

Results for Employees

- Increased Confidence and Competence
- Enhanced Career Progression Opportunities
- Better Work Efficiency

Content Covered



GDPR / CCTV: This module ensures staff understand their legal responsibilities under GDPR and the appropriate use of CCTV in an Irish retail environment.



Effective Interviewing Skills for Retail: This module equips supervisors or managers with the skills to interview and select strong retail candidates.



Staff Appraisals & Performance Management: This module teaches leaders how to set expectations, monitor performance, and give constructive feedback.

Content Covered:



Handling Customer Complaints: This module builds confidence in turning difficult customer interactions into positive outcomes.



Stocktaking: This module ensures staff understand accurate stock counting and the importance of shrinkage control.



Waste Management: This module covers proper waste segregation, reduction, recycling, and environmental compliance.



Managing Rosters for Efficiency and Cost-Effectiveness: This module will assist managers build rotas that balance customer service with labour cost control.



Cash Control, Security & Internal Theft: This module will show participants how to protect the store's finances by teaching robust cash-handling and security procedures.



Forecourt, Car Wash, DSA, Waste Water, Licences, Spillages, Drive-Offs: This *optional module will outline how participants can ensure compliance, safety, and efficiency on the forecourt and related service areas.

Find Out More:

Contact our Skills to Advance team:



skillstoadvance@msletb.ie





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English for Customer Service

A Skills to Advance Training Initiative for Enterprise

The aim of this programme is to support learners to communicate effectively in a way that ensures delivery of professional customer service in a range of roles in the services sector. Participating learners may already be working in a supporting role in a customer service setting (such as a hotel or restaurant) and possess significant skill and experience in the sector, while struggling with the technical English language requirements of their roles.

Who is this programme for?

- Migrant workers who may already be working in a customer support role but are struggling with the technical language requirements of their roles; and workers who may currently occupy lower-skilled
- roles but possess skills and qualifications from their home countries.
- It is expected that learners enrolling on this programme will meet the following criteria:
- An ESOL certificate at NFQ Level 4, or language proficiency equivalent to ESOL Level 4
- A recognised qualification in a customer service related area or be working in a customer service-related role.

Impact for Employer

- Improved Communication
- Enhanced professional image
- Staff Development and Retention

Results for Employees

- Enhanced Communication Skills
- Greater Confidence
- Expanded Opportunities:

Does the programme lead to a qualification?

The programme is comprised of 1 micro-qualifications of 5 FET credits and successful completion will lead to the full Level 5 Specific Purpose Certificate in English for Customer Service (5 FET credits).

Pending Validation April 2026

Course Structure:

Learners will develop their:

- **Oral Communication Skills:** Enhance clarity, confidence, and effectiveness in speaking and presenting.
- **Writing Skills:** Improve structure, clarity, and professionalism in written communication.
- **Listening Skills:** Strengthen active listening, comprehension, and response in professional contexts.
- **Reading Skills:** Build critical reading, analysis, and understanding of complex information.

Course Duration and Delivery

This 13-week programme is designed for delivery as a part-time course, with 32.5 hours delivered in a face-to-face environment.

Blended delivery options available

Course Dates:

Email skillstoadvance@msletb.ie.

Find Out More:

Contact our Skills to Advance team:

 skillstoadvance@msletb.ie





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Barista Training

A Skills to Advance Training Initiative for Enterprise

Barista Training: Learn coffee preparation, espresso extraction, milk frothing, and latte art, along with equipment use, hygiene, and customer service skills.

Develop professional barista skills, improve service quality, boost efficiency and confidence, this course aims to open career opportunities in cafés and hospitality.

Who is this programme for?

This course is designed for:

- Aspiring baristas looking to start a career in coffee and hospitality.
- Current café or restaurant staff wanting to improve coffee-making skills.
- Small business owners running cafés or coffee shops.
- Hospitality staff seeking to enhance customer service and beverage preparation expertise.

Impact for Employer

- Improved service quality: Staff can prepare high-quality coffee consistently.
- Enhanced brand reputation: Skilled staff help build a professional image for the café or business.

Results for Employees

- Gain professional coffee-making skills
- Increased confidence, and career opportunities in cafés and hospitality

Courses Available

Barista License to Work Course:

3-day intensive practical course for those seeking a career in coffee, covering everything from advanced brewing techniques to customer service, making it a complete job-ready program.

During the course, you will have considerable amount of practical time on the espresso machines, practicing your new barista skills to perfection. You will also learn trade secrets on grinder calibration, customer service, and café workflow systems.

The Licence To Work is a globally certified course. The certificate is only approved once each student successfully passes the exams at the end of the final classroom day. This certification will help you get a job anywhere in the world!

Courses Available:

Barista Essentials Course:

1 Day practical course crafted to teach you the espresso routine and milk texturing techniques, both staples of being a fantastic barista.

Does the programme lead to a qualification?

The Licence To Work is a globally certified course.

Course Dates & Location:

3 day course in Sligo Training Centre, Manorhamilton Road, Ballytivnan, Co. Sligo.

30th/31st of March and 1st of April inclusive.

Find Out More:

Contact our Skills to Advance team:

 skillstoadvance@msletb.ie





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Certificate in Professional Irish

A Skills to Advance Training Initiative for Enterprise

The Certificate in Professional Irish aims to equip participants with the confidence and language skills required to communicate through Irish in both workplace and social settings. The course enables participants to deliver a higher standard of customer service in Irish, supporting their organisations in meeting their obligations under the Official Languages Act 2003.

Who is this programme for?

The Certificate in Professional Irish is a part-time programme designed for employees who interact regularly with the public and may be required to provide services through Irish. Participants have the opportunity to develop specialised language skills relevant to their professional roles while also gaining a recognised qualification.

Impact for Employer

- Supports compliance with the Official Languages Act 2003.
- Improves customer service through confident use of Irish.
- Enhances the organisation's professional image.

Results for Employee

- Gain confidence using Irish in professional and social settings.
- Develop specialised, work-related language skills.
- Earn a recognised qualification to enhance career prospects.

Does the programme lead to a qualification?

The Certificate in Professional Irish is available at Levels 2, 3, 4, 5, and 6 on the National Framework of Qualifications (NFQ), providing a recognised credential at each level.

Course Structure:

Learners attend live online class, usually once a week. In addition to this, an account is created for them on ranganna.com, Gaelchultúr's e-learning website, and they have the opportunity to do interactive exercises on that site and receive instant feedback. They can also use this resource to revise what they have covered in class and to prepare for upcoming classes.

Material:

Both general everyday language and work related language are taught in the course. Participants learn phrases and terminology relating to the workplace and they are also taught how to deal with customers through Irish on the phone and face to face.

Teaching Approach:

The Certificate in Professional Irish teachers use a modern learner-centred approach. Pair work and group work, role play activities and language games feature prominently, giving students an opportunity to practise what they've been taught. While some grammar is taught during the course, it is made accessible and precedence is given to interactive, consciousness-raising exercises. Only grammar that helps students communicate more effectively is taught and complicated terminology is avoided.

Assessment:

Participants undertake continuous assessment tasks throughout the course. These assessments are worth 55% of the overall marks. Participants also undertake an oral exam at the end of the programme which will account for the remaining 45%.

Online Delivery:

The Certificate in Professional Irish will be run entirely online ; a live online class one day per week and online study between the classes.

Levels Offered:

Levels 3, 4, 5, and 6 on the National Framework of Qualifications (NFQ) are offered. Learners are assessed prior to the course commencing to ensure they are placed at the level that matches their language ability, for the optimum learning experience.

2026 Course Dates

March & September intakes

Email skillstoadvance@msletb.ie to register



Find Out More:

Contact our Skills to Advance team:

skillstoadvance@msletb.ie



Reception Frontline Office skills

A Skills to Advance Training Initiative for Enterprise

The aim of this programme is to develop the knowledge, skills, and competencies required to perform effectively in a reception and front-line office role. The programme aims to equip learners with the ability to communicate professionally with clients, visitors, and colleagues while delivering a high standard of customer service in a busy office environment. Participants will build confidence in managing reception duties, handling telephone and face-to-face enquiries, and providing efficient administrative support. The course will also strengthen organisational, communication, and problem-solving skills, enabling learners to contribute positively to the smooth and professional operation of a modern workplace.

Who is this programme for?

This programme is suitable for employees working in reception, customer-facing, or administrative roles who wish to enhance their ability to manage front-line office duties, communicate professionally, and provide effective administrative support.

Impact for Employer

- More professional customer interactions and more efficient front-line office administration.

Results for Employee

- Improved confidence and skills in communication, customer service, and front-line office duties.

Does the programme lead to a qualification?

Yes, the programme is accredited by Quality and Qualifications Ireland (QQI) at level 5 on the National Framework of Qualifications.

Course Duration:

11 Weeks.

Location:

Mayo College Westport Campus, Newport Road, Westport, F28TP82

Content Covered:

- Overview of reception and front-line office responsibilities
- Managing telephone, email, and in-person communications
- Delivering professional customer service and welcoming visitors
- Maintaining and organising office records and documentation
- Operating office equipment and using basic office technology
- Applying professional etiquette and communication in the workplace
- Providing efficient administrative support in a business environment

Start Date:

26/03/2026

Finish Date:

10/06/2026

To register:

Contact nightclasses@mayocollege.ie





Documentary Photography

A Skills to Advance Training Initiative for Enterprise

The programme equips learners with the skills to create documentary photographs and develop them into coherent photographic essays, demonstrating technical control, narrative intent, and professional practice.

Learners will understand documentary genres, communicate meaning through images, combine text and visuals, and produce strong narrative sequences. They will develop technical skills in exposure, planning, and editing, build professional relationships, respond to briefs, meet deadlines, and critically evaluate work from aesthetic, conceptual, and ethical perspectives.

Who is this programme for?

- Journalism, media, or communications professionals interested in documentary storytelling
- Community or arts practitioners who use photography to document people, places, or events
- Early-career photographers building a portfolio

Impact for Employer

- Increased employee confidence and creativity when producing visual content for the organisation.
- Funded, tailored training

Results for Employee

- Improved practical photography skills
- Built confidence in capturing authentic moments

Does the programme lead to a qualification?

Yes, the programme is accredited by Quality and Qualifications Ireland (QQI) at level 5 on the National Framework of Qualifications.

Course Duration:

Classroom Learning – 32 hours 4 x Saturdays

Content Covered:

- Understand and apply the key principles of documentary photography
- Explore different genres within documentary photography
- Communicate real-life situations effectively through single images
- Create coherent visual narratives by combining photographs into documentary photo essays
- Interpret and respond to photographic briefs
- Develop analytical thinking and visual storytelling skills
- Use correct camera exposure settings and techniques
- Build professional and respectful working relationships with photographic subjects
- Plan and research documentary projects effectively
- Sequence and edit photographic work to a high standard
- Manage time effectively and meet project deadlines
- Critically evaluate their own work and the work of other photographers
- Consider aesthetic, conceptual, and ethical aspects of documentary photography

Start Date:

02/05/2026

Location:

Mayo College Westport Campus, Newport Road, Westport, F28TP82

To register:

Contact nightclasses@mayocollege.ie





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Certificate in Quality Assurance Essentials for Pharmaceutical Manufacturing

A Skills to Advance Training Initiative for Enterprise

This programme is designed to equip participants with the essential knowledge and skills required to excel in quality assurance within the manufacturing industry. Consisting of two specialised modules. This programme delves into critical aspects of manufacturing operations and quality assurance standards.

Who is this programme for?

This programme is specifically designed for learners seeking a qualification that will enable them to either progress within their current employment or take up employment in a manufacturing operations industry.

Impact for Employer

- Enhanced knowledge of regulatory compliance and quality control amongst your staff
- Funded, tailored training

Results for Employee

- Career progression
- Funded, flexible training

Does the programme lead to a qualification?

Yes, the programme is accredited by Quality and Qualifications Ireland (QQI) Level 5 Special Purpose Certificate in Quality Assurance Essentials for BioPharma Manufacturing (30 FET)

Course Duration and Delivery:

This part time programme runs over 6 months.

The programme is delivered in a blended format. Lectures are delivered online during the week, with a number of in-person lectures taking place on various Saturdays throughout the programme.

Content Covered:



Cleanroom Operations & Plant Utilities/Facilities (15 FET)

Facilities & Utilities Management

- Efficient facility and utility management
- Maintaining a controlled environment.

Building Management: – Management of cleanroom buildings

- Air pressure differentials, HVAC systems, and cleanroom construction materials

Total Productive Maintenance

- The benefits of TPM
- Minimising unplanned downtime and operating at peak performance

Introduction to Environmental Health & Safety Management:

- Hazard identification, risk assessment, and mitigation strategies
- The importance of safety measures

Introduction to Regulations:

- The regulatory framework
- Regulatory agencies, guidelines, and standards relevant to different industries
- Legal and compliance



Essentials of Quality Assurance (15 FET)

Quality Management Systems (QMS):

- The history and evolution of QMS
- Regulations
- Key concepts
- GMP and compliance

Documentation:

- GDP - practical current guidelines
- Technical writing
- Data integrity
- Case studies

Health & Safety – Regulations

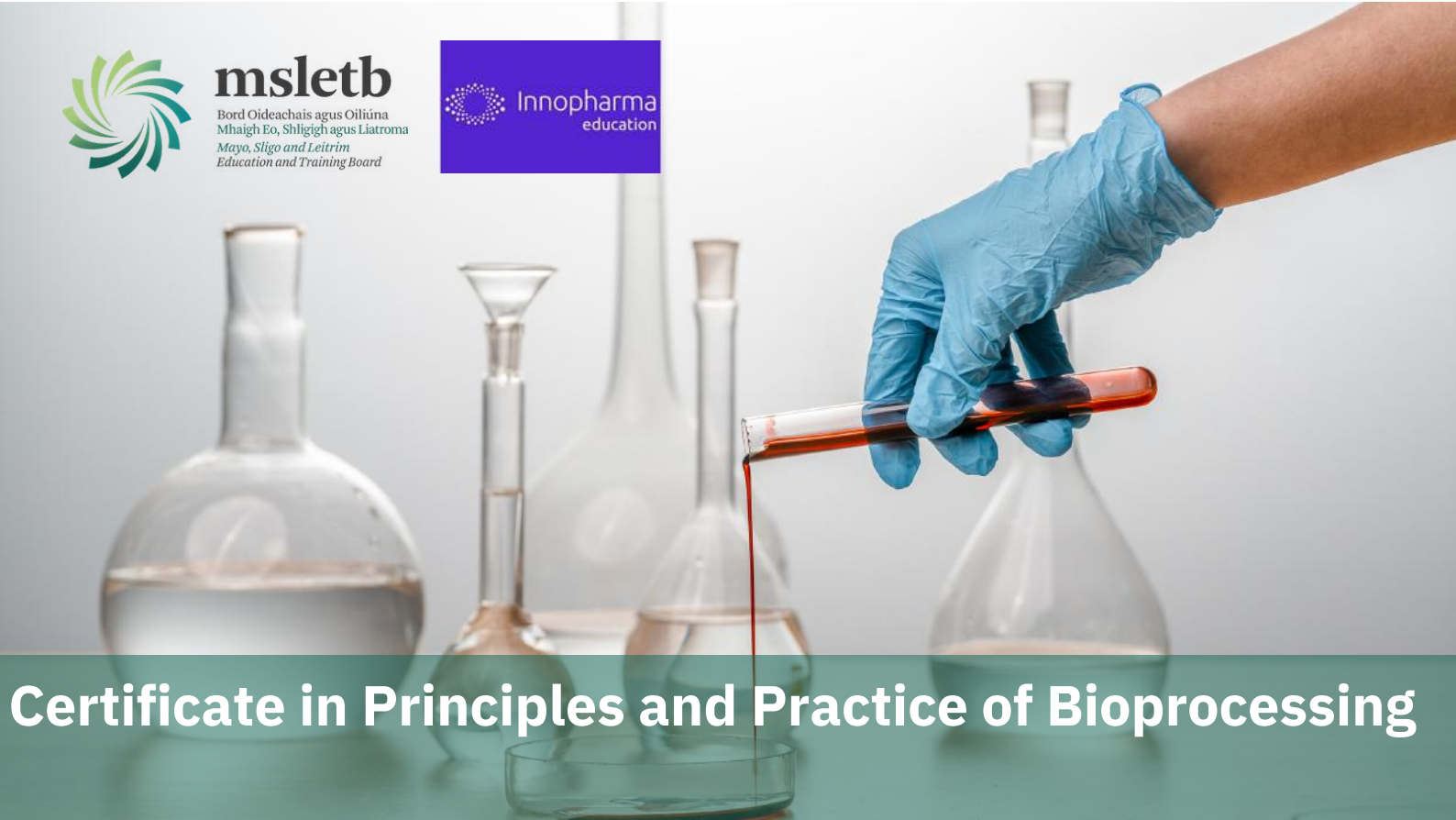
- Hazards and risks
- Risk assessment and management
- Personal protective equipment (PPE)

Find Out More:

Contact our Skills to Advance team:

skillstoadvance@msletb.ie





Certificate in Principles and Practice of Bioprocessing

A Skills to Advance Training Initiative for Enterprise

The Certificate in Principles and Practice of Bioprocessing is specifically designed for learners seeking a qualification that will enable them to either progress within their current employment or take up employment in the biopharmaceutical industry. Learners will gain in-depth knowledge of upstream and downstream processing, cell biology, genetic modification processes, and cell culture processes. Learners will also study product purification, including equipment design and operation, chromatography, filtration. They will learn how to demonstrate aseptic techniques and contamination prevention measures to all tasks relating to upstream and downstream bioprocessing. The programme will also introduce students to regulatory requirements, quality standards and emerging trends in bioprocessing.

Who is this programme for?

Learners seeking a qualification that will enable them to either progress within their current employment or take up employment in the biopharmaceutical industry.

Impact for Employer

- Funded, tailored training

Results for Employee

- Career progression
- Funded, flexible training

Does the programme lead to a qualification?

Yes, the programme is accredited by Quality and Qualifications Ireland (QQI) Level 5 Special Purpose Certificate in Quality Assurance Essentials for BioPharma Manufacturing (30 FET)

Course Duration and Delivery:

This part time programme runs over 6 months.

The programme is delivered in a blended format. Lectures are delivered online during the week, with a number of in-person lectures taking place on various Saturdays throughout the programme.

Content Covered:



Principles and Practice of Bioprocessing (10 FET)

Bioprocessing Overview:

- The process of using living cells
- Biopharmaceutical vs pharmaceutical products
- Therapeutic purpose of proteins
- Genetic engineering
- Bacterial cells and mammalian cells

Upstream processing:

- Cell banks, cell lines and cell culture
- The basic principles of bioreactor design and operation
- The essential factors affecting cell growth, cell viability and product formation in bioprocesses
- The lifecycle of cell growth pattern
- Bioreactors vs single use technology

Downstream processing:

- **Harvesting the biological product**
- **Protein purification**
- **Types of chromatography**
- **Formulation of bioproduct**

Aseptic techniques and prevention of contamination:

- The sources and prevention of contamination
- Clean-In-Place (CIP) and Steam- In-Place (SIP) systems
- Procedures for sanitisation and sterilising of cleanrooms
- Autoclaves

Regulatory Requirements:

- Good Manufacturing Practice
- Good Documentation Practice

Start Date:


Email skillstoadvance@msletb.ie

Find Out More:

Contact our Skills to Advance team:

skillstoadvance@msletb.ie





Certificate in Best Practices of Chemical Processing

A Skills to Advance Training Initiative for Enterprise

The Certificate in Best Practices of Chemical Processing is specifically designed for learners seeking a qualification that will enable them to either progress within their current employment or take up employment in the chemical processing industry. The course will introduce learners to different types of manufacturing (Batch vs Continuous) in the pharmaceutical industry, equipping them with knowledge of the analytical techniques used to ensure quality of the pharmaceutical product and the regulatory requirements in the manufacture of medicinal products.

Who is this programme for?

- Learners who wish to gain an understanding of the key unit processes and operations involved in the synthesis of pharmaceutical products including charging, mixing, reactions, centrifuging,
- filtration, drying, milling and bulk container/drum filling.
- Learners who wish to enhance their knowledge of a range of chemical principles such as organic and inorganic synthesis, stoichiometry, exothermic and endothermic reactions and heat capacity.

Impact for Employer

- Funded, tailored training

Results for Employee

- Career progression
- Funded, flexible training

Does the programme lead to a qualification?

Yes, the programme is accredited by Quality and Qualifications Ireland (QQI) Level 5 Special Purpose Certificate in Quality Assurance Essentials for BioPharma Manufacturing (30 FET)

Course Duration and Delivery:

This part-time programme runs over 3 months. The programme is delivered in a blended format. Lectures are delivered online in the evenings, with a number of in-person lectures taking place on Saturdays throughout the programme.

Content Covered:



Best Practices of Chemical Processing (10 FET)

Chemical Principles and Applications:

- Periodic table of elements
- Chemical kinetics
- pH scale and commonly used acids and bases
- Chemical principles of stoichiometry, the mole concept and balancing equations
- Chemical functional groups on organic molecules

Active Pharmaceutical Ingredient manufacturing process:

- Chemical synthesis and the concept of catalysis
- Separation processes and techniques
- Drying processes and techniques
- Raw material storage, handling, and safety concerns
- Drum filling and packaging considerations for bulk API products

Batch vs Continuous API Manufacturing:

- Principles, advantages and limitations
- Continuous flow reactors
- Key differences in process design, operation, and control
- Optimising batch and continuous manufacturing

Quality Control:

- Analytical techniques including spectroscopy and chromatography
- Regulatory requirements and Good Manufacturing Practice (GMP)

Start Date:

Email skillstoadvance@msletb.ie



Find Out More:

Contact our Skills to Advance team:

skillstoadvance@msletb.ie





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Environmental Sustainability in the Workplace

A Skills to Advance Training Initiative for Enterprise

To boost your awareness of sustainable practices, a new Environmental Sustainability in the Workplace micro-qualification programme has been developed as part of the Skills to Advance initiative. This micro-qualification will help you to develop an awareness of the key sustainability issues affecting your work environment and enable you to implement lasting changes. The programme will help you to develop an awareness of the impacts of environmental change and the key sustainable practices that can be implemented by an individual and a business.

Who is this programme for?

- The programme is designed for all employees who would benefit from an awareness of sustainability practices in the workplace..

Impact for Employer

- Funded, tailored training
- Green practices will assist in meeting environmental requirements and regulations

Results for Employee

- Develop green skills for your career
- Future-proof your job
- Access funded flexible training

Does the programme lead to a qualification?

The micro-qualification is accredited by Quality and Qualifications Ireland (QQI) and leads to a Level 5 qualification on the National Framework of Qualifications (NFQ).

Course Duration and Delivery:

This part-time programme is delivered over 25 hours in a flexible manner to suit operational requirements of participating companies and their workforce. Typically delivered online.

Content Covered:

Environmental Sustainability in the Workplace covers the following:

1. Climate change, environmental pressures and global initiatives
2. Energy and water management and conservation
3. Sustainable food and food waste prevention
4. Circular economy; waste and resource management and greening the supply chain
5. Environmental management and green awareness for employees
6. Greening communities and greening your lifestyle
7. Generating a personal action plan (assignment) and a workplace environment report (project)

To register:

Email skillstoadvance@msletb.ie



Find Out More:

Contact our Skills to Advance team:

skillstoadvance@msletb.ie





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Lean Practice for Sustainable Business

A Skills to Advance Training Initiative for Enterprise

Lean is a way of creating value with fewer resources and less waste. Adopting Lean principles in your business can make savings and enhancements to productivity through waste elimination. Companies of all sizes and sectors should consider the environmental impact and cost savings of adopting sustainable lean initiatives. A new Lean Practice for Sustainable Business programme is available as part of the Skills to Advance initiative. This programme will assist businesses to adopt lean practices and tools for sustainable business to increase performance and competitiveness.

Who is this programme for?

The programme primarily targets those who are seeking to develop their Lean and sustainability skills and competencies and apply them within their workplace.

Impact for Employer

- Develop new skills in your team Apply lean thinking and tools to create continuous improvement actions in your workplace
- Access highly subsidised flexible training

Results for Employee

- Increase your awareness in relation to the global and national Climate Change
- Learn about the barriers, opportunities and benefits of embedding Lean sustainability practices

Does the programme lead to a qualification?

The micro-qualification is accredited by Quality and Qualifications Ireland (QQI) and leads to a Level 5 qualification on the National Framework of Qualifications (NFQ).

Course Duration and Delivery:

This part-time programme is delivered over 25 hours in a flexible manner to suit operational requirements of participating companies and their workforce. Typically delivered online.

Content Covered:

Lean Practice for Sustainable Business consists of two micro-qualifications which can be taken together as part of an overall Special Purpose Award or as independent awards:

1. **Lean Principles for Sustainable Business:** This micro-qualification provides you with the skills, methods and techniques to identify both the environmental wastes within an organisation and the opportunities to reduce environmental wastes through a work based project.
2. **Lean Tools for Sustainable Business:** This micro-qualification provides you with the Lean methods and techniques that will enable you to identify your organisation's current use of resources, materials and processes and develop practical solutions to address existing sustainability challenges.

Programme Dates:

Email skillstoadvance@msletb.ie

Find Out More:

Contact our Skills to Advance team:

skillstoadvance@msletb.ie





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Resource Efficiency for Sustainability

A Skills to Advance Training Initiative for Enterprise

Today, organisations need to develop specific solutions for their businesses that will have an impact on climate change and other environmental issues. Implementing resource efficient practices in the workplace will allow you and your workforce to identify waste, reduce its impact, reduce your workplace's carbon footprint and ultimately reduce costs for your business. A new Resource Efficiency for Sustainability micro-qualification has been developed as part of the Skills to Advance initiative. This micro qualification will help you to apply the skills learned to identify and carry out resource efficiency improvements for your business/workplace.

Who is this programme for?

The programme is designed for all employees who want to acquire the knowledge and skills to support resource efficiency improvements in their workplace and reduce costs.

Impact for Employer

- Green your business by having employees who can identify and reduce waste which will lead to cost savings, and profitability

Results for Employee

- Develop skills in resource efficient practices
- Future-proof your job

Does the programme lead to a qualification?

The micro-qualification is accredited by Quality and Qualifications Ireland (QQI) and leads to a Level 5 qualification on the National Framework of Qualifications (NFQ).

Course Duration and Delivery:

This part-time programme is delivered over 25 hours in a flexible manner to suit operational requirements of participating companies and their workforce. Typically delivered online.

Content Covered:

Resource Efficiency for Sustainability covers the following:

1. Introduction to resource efficiency and relevant frameworks such as ESG goals.
2. Energy management, energy efficiency and renewable energy.
3. Carbon management and carbon foot printing.
4. Water efficiency and conservation.
5. Materials and resource efficiency.
6. Resource efficiency examples and supports.
7. Generating a resource efficiency action plan.

To register:

Email skillstoadvance@msletb.ie

Find Out More:

Contact our Skills to Advance team:

skillstoadvance@msletb.ie





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The Circular Economy in the Workplace

A Skills to Advance Training Initiative for Enterprise

Developing a circular economy in your business means reducing waste, using resources more efficiently, and saving money while lowering environmental impact. The Circular Economy in the Workplace Micro-Qualification equips employees with the skills to make these improvements. By completing the programme, staff will understand key circular economy principles, relevant legislation, and methods for measuring resource use. Using tools like eco-design and life-cycle costing, your business can improve its processes and move toward a more sustainable, circular model.

Who is this programme for?

All employees who want to acquire the knowledge and skill to assist in the introduction of circular economy improvements to their workplace.

Impact for Employer

- Develop new skills in your team
- Circular economy improvement actions in your workplace

Results for Employee

- Develop essential skills in circularity in the workplace
- Future-proof your job

Does the programme lead to a qualification?

The micro-qualification is accredited by Quality and Qualifications Ireland (QQI) and leads to a Level 6 qualification on the National Framework of Qualifications (NFQ).

Course Duration and Delivery:

This part-time programme is delivered over 25 hours in a flexible manner to suit operational requirements of participating companies and their workforce. Typically delivered online.

Content Covered:

Resource Efficiency for Sustainability covers the following:

The Circular Economy in the Workplace covers the following:

1. The Circular Economy context; identifying and measuring your workplace impact
2. Exploring circular strategies and techniques and their impacts in the workplace
3. Methods to help identify circular opportunities
4. Developing a circular economy business case

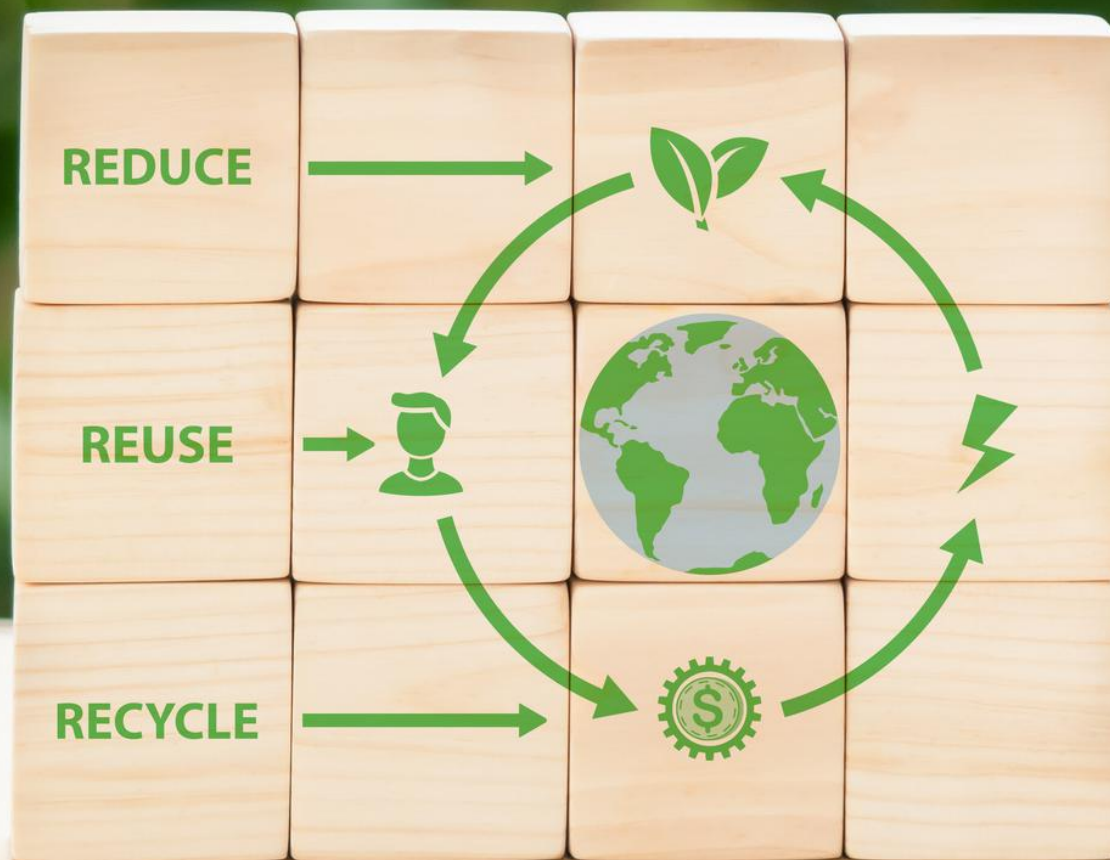
To register:

Email skillstoadvance@msletb.ie

Find Out More:

Contact our Skills to Advance team:

skillstoadvance@msletb.ie



Eco-friendly



Biodegradable

RECYCLE

BIODEGRADABLE

Sustainable Supply Chain Procurement

A Skills to Advance Training Initiative for Enterprise

A new Sustainable Supply Chain Procurement micro-qualification is available as part of the Skills to Advance initiative. This micro-qualification will introduce employees to the role played by sustainability in procurement and demonstrate how this can be applied in practice within their organisations. Sustainable supply chain procurement is a way for a business to establish its sustainability credentials with consumers and other external partners

Who is this programme for?

The programme is particularly well suited towards those involved in purchasing and/or procurement, contract management and those who require upskilling in these areas. It would also suit those who are interested in joining their organisation's 'green team'

Impact for Employer

- Develop new skills in your team
- Introduce sustainable procurement practices that can reduce the organisation's environmental impact

Results for Employee

- Develop new skills in sustainable procurement and supply chains, in the context of current sustainability frameworks including the Environment, Social and Governance Goals (ESG)

Does the programme lead to a qualification?

This micro-qualification is accredited by Quality and Qualifications Ireland (QQI) and leads to a Level 5 award on the National Framework of Qualifications (NFQ).

Course Duration and Delivery:

This part-time programme is delivered over 25 hours in a flexible manner to suit operational requirements of participating companies and their workforce. Typically delivered online.

Content Covered:

As a result of this Sustainable Supply Chain Procurement programme, employees will learn about:

1. The main concepts of sustainable procurement and supply chains
2. Irish policy requirements particularly relating to Green Public Procurement and the Circular Economy
3. The risks and opportunities that current environmental and social factors pose to procurement and supply chains
4. Potential opportunities for positive environmental and social impacts through sustainable procurement and supply chains
5. Key governance practices required to implement sustainable procurement and supply chain management within an organisation.
6. How to develop a sustainable procurement plan suitable for their workplace

To register:

Email skillstoadvance@msletb.ie

Find Out More:

Contact our Skills to Advance team:

skillstoadvance@msletb.ie





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Crisis Communications in a Digital Age

A Skills to Advance Training Initiative for Enterprise

In today's fast-moving digital environment, organisations must be prepared to respond quickly, clearly, and confidently to emerging crises.

This eight-week programme provides participants with the practical skills and strategic understanding required to manage crisis communications effectively across digital and traditional media platforms. The focus is on real-world application – from identifying potential crises to implementing structured response plans and managing communications in real time.

Who is this programme for?

- Senior leaders and decision-makers responsible for crisis response
- Communications professionals
- Members of crisis management teams
- Supervisors and team leaders guiding staff during challenging situations
- Technical and operational staff involved in information sharing

Impact for Employer

- Improved crisis preparedness
- Clear, consistent messaging across all levels
- Reduced disruption and faster recovery

Results for Employee

- Greater confidence under pressure
- Clear understanding of roles and responsibilities
- Stronger digital communication skills

Does the programme lead to a qualification?

This programme leads to a QQI Level 6 Specific Purpose Certificate in Crisis Communications in a Digital Age, accredited by Quality and Qualifications Ireland (QQI).

Content Covered:



The Digital Age and Crisis Communications

- Understanding mainstream and digital media landscapes
- Managing the 24/7 news cycle
- Selecting appropriate digital channels
- The impact of emerging technologies



Identifying a Crisis

- Recognising and defining a crisis
- Assessing severity and risk
- Using the Crisis Probability Matrix
- Learning from case studies



Preparing Your Organisation

- Establishing an online crisis response team
- Protecting and managing reputation
- The PAR cycle (Preparation, Action, Reaction)
- The 15-step action plan and preparing for challenging questions



Crisis Communications Planning

- Internal preparedness and standard operating procedures
- Crisis communication tactics and essential tools



Managing a Crisis in Real Time

- Activating the crisis action plan
- Creating digital content under pressure
- Preparing spokespersons for online and offline engagement
- Social listening and managing online negativity
- Reporting and evaluating the crisis response

Assessment:

Participants will complete a project-based assessment in which they develop a comprehensive Crisis Communications Plan tailored to their own organisation

Start Date:

April 2026

Delivery: 8 weeks/ 2 hours per week/ Delivered online

To register:

Email skillstoadvance@msletb.ie

Find Out More:

Contact our Skills to Advance team:

skillstoadvance@msletb.ie