

ROUTES TO WORK TRAINING OFFER



Routes To Work
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Training Offer for 2026-2027

Our promise to you

At Routes to Work, we are committed to delivering exceptional service to every learner. Our dedicated training team takes the time to understand everyone's needs, allowing us to tailor our training packages to best support their learning journey.

Training Offer

We offer a variety of soft skills courses, including personal development, employability, and industry-specific routeways. Our programmes also provide learners with the opportunity to gain recognised qualifications, helping them enhance their CVs and improve their competitiveness in the job market.

Accredited Courses

We deliver a range of accredited courses that are nationally recognised and meet quality assurance requirements. Our awarding bodies include Qualifications Scotland (QS) (formerly SQA), REHIS, and World Host.

Short Workshops

These workshops help learners build confidence, enhance their employability skills & improve overall self esteem and well being. The goal of these workshops is to further support their journey into employment.

Industry Specific Routeways

We deliver a range of sector specific routeways such as Care, Retail, SIA, Admin, Hospitality and many more. These can also be tailored to an employers needs. We work specifically with employers who have vacancies in order to upskill learners with qualifications required for the role.



Follow us on:



REHIS Level 5

The Royal
Environmental
Health Institute
of Scotland



REHIS CSCS Course (Routeway For Labourers' Green Card) Accredited at SCQF Level 5 with 1 credit

Stage 1 learners will work towards achievement of REHIS Elementary Health & Safety certificate.

Stage 2 learners, upon successful completion of stage 1, we can arrange a CITB test. CSCS practice sessions can be provided to prepare learners for their test.

Learners are required to complete 2 Stages of the course and pass both tests in order to obtain their CSCS card.



REHIS Safe Manual Handling

This course is intended as an introduction to manual handling activities for those starting work, returning to work or who need specific training in manual handling. This course can also be a suitable qualification for refresher training.

People gaining this qualification will understand that manual handling must be carried out correctly and recognise its importance in ensuring a safer working environment.

REHIS Level 5

The Royal
Environmental
Health Institute
of Scotland



REHIS Elementary Health & Safety Accredited at SCQF Level 5 with 1 credit

This course can be tailored for construction or can be beneficial for any industry. Subjects covered:

- Health & Safety Legislation
- Accidents and Ill-health
- Slips & Trips, Health & Safety Law, Risk Assessment
- Hazardous Substances
- Personal Protective Equipment (PPE)
- Workplace Health, Safety & Welfare
- Vehicles at Work, Electricity
- Fire, First Aid, Plant
- Machinery & Equipment
- Electricity at Work
- Occupational Health
- Manual Handling
- Working at Heights



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REHIS Elementary Food Hygiene Accredited at SCQF Level 5 with 1 credit

Learners will work towards achievement of REHIS Elementary Food Hygiene certificate and learn how to apply safe food management and hygiene in the workplace.

This course is suitable for the Hospitality, Care, Retail, and other sectors where food handling is required. The course syllabus covers:

- An introduction to food hygiene, bacteria, and their characteristics
- The incidence of food poisoning and its prevention
- Personal hygiene and working habits of the food handler
- The working environment
- Common food pests and their control
- Cleaning practices
- HACCP
- Food legislation



REHIS Elementary Infection and Prevention Control course Accredited at SCQF Level 5 with 1 credit

This course gives an understanding of the importance of personal vigilance and high standards of care in breaking the chain of infection. This course is suitable for care related industries. The course syllabus covers:

- The prevention of occupational exposure to infection
- Management of blood and body fluid spillages
- Safe disposal of waste, safe handling
- Transport and processing of linen
- Environmental control
- Staff/Visitor/Learners compliance with set organisational policies
- The law regarding public health and control of infection
- The role of the relevant regulatory and advisory agencies.

REHIS Level 5

The Royal
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of Scotland



REHIS Food and Health course Accredited at SCQF Level 5 with 1 credit

This course aims to provide participants with the knowledge and understanding of the importance of nutrition and health for personal wellbeing and how to look at support to eat well. The course syllabus covers:

- An introduction to Food and Health
- Discover Healthy food and Nutrients
- Energy and Energy Balance
- Influences on food intake
- Eating for health – food and wellbeing.



REHIS Scottish Certificate for Personal Licence Holders (SCPLH) **Accredited at SCQF Level 6 with 1 credit**

To undertake this course, learners must be 18 years old, or older, with proof of ID. This course is for anyone who is considering careers in licensed premises. The Licensing (Scotland) Act states that anyone who authorises the sale of alcohol to the public must hold a personal licence. The course syllabus covers:

- The roles, responsibilities and functions of licensing authorities within the framework of the licensing objectives
- The role and legal responsibilities of the personal licence holder, and the penalties relating to failure to comply with the law
- The content and purpose of operating schedules
- Unauthorised and temporary licensable activities
- Rights of entry to licensed premises
- Police powers in regard to suspension and closure of licensed premises
- The specific prohibitions for the sale of alcohol
- The strengths of alcoholic drinks, and the effects of alcohol on the human body
- The protection of children from harm
- The responsible retail sale of alcohol



On successful completion, learners will receive a REHIS SCPLH certificate. They will then apply to the appropriate Local Authority to be authorised as a Personal Licence Holder.



REHIS Emergency First Aid at Work Accredited at SCQF Level 6 with 1 credit

This course is ideal for anyone in the workplace who wishes to become a First Aider or anyone wishing to undertake a comprehensive one-day First Aid course.

The course syllabus covers:

- Health and Safety (First Aid) Regulations
- Managing an incident
- The priorities of First Aid
- Treatment of the unconscious casualty resuscitation (CPR)
- Shock
- Bleeding
- Common workplace injuries
- Using a defibrillator (Defib)



For some learners, classroom training is not an option. It is for that reason, REHIS have courses available by e-learning which can be worked through on almost any device – all you need is an internet connection.

The e-learning courses are available by contacting a REHIS Approved Training Centre who can arrange your licences, support material, and give ongoing tutor support throughout your learning journey.



Available Courses:

- Introduction to Food Hygiene
- Elementary Food Hygiene

Food Hygiene

The course is designed to provide all food handlers with knowledge and understanding of the current food safety practices and legislation. The pack includes access to the online course, the Food Hygiene Handbook, and a Question of Food Hygiene for Scotland workbook.



This is an online course where applicants work their way through 10 modules.

The course syllabus covers:

- Bacteria
- Food poisoning
- Cross contamination
- Personal hygiene
- Food storage
- Legislation



WorldHost The Principles of Customer Service



WorldHost customer service training is an interactive, engaging experience covering real live situations.

This course is aimed at any front-line staff who come into contact with and have regular interactions with customers.

The course syllabus covers:

- Identifying customer needs and managing expectations
- The importance of making a great first impression
- Applying customer service within your role and sector
- Communication skills to improve your customer interactions
- Leaving a lasting impression
- Planning for professional development

World Host Dealing with Conflict



This workshop is aimed at any staff who come into contact with and have regular contact with customers.

This course covers:

- What conflict means
- How we respond to conflict
- Recognising signs of anger
- Ways of managing and resolving conflict
- Appropriate words and actions for conflict situations
- Skills for conflict resolution
- Key phrases for conflict situations



Qualifications Scotland Mental Health & Wellbeing Award

The award aims to reduce stigma surrounding mental health, arm people with healthy coping strategies and promote knowledge of the impact of mental health on behavior. Understanding Mental Health Issues, Influences on Mental Health and Wellbeing, Coping Strategies and Building Resilience.



Qualifications Scotland Employability Award

This award is an introduction to the world of work and provides learners with employability skills. Learners will need to complete all units to achieve the award.

Units Include:

- Preparing for Employment
- First Steps
- Building Your Employability Skills
- Responsibilities of Employment or Dealing with Work Situations.

Units can be delivered individually or as a complete award.



Qualifications Scotland Digital Skills PDA

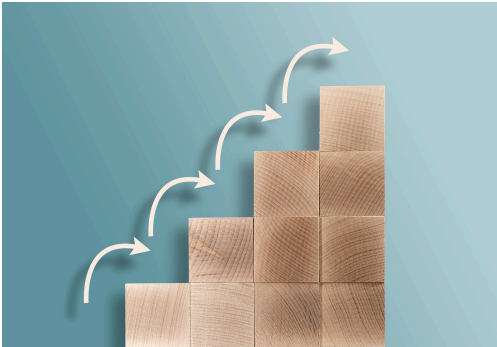
This course is designed to deliver foundation skills in using digital devices, such as computers, tablets, and smartphones, to access information and communication services. It aims to build confidence in the use of digital devices and to help learners to fully participate in the networked society.

The course will offer 3 OS Units at Level 3, Computer Basics, Digital Skills, Computer Applications, (with an aim to complete an additional 2 optional Units) at Level 4, Internet Safety & Social Media Literacy.

Pacific Institute



Steps to Excellence



The Steps to Excellence programme is designed for mature learners. It allows learners to develop their confidence, self esteem and self-efficacy using tried and trusted techniques. The course provides knowledge and tools to enable learners to thrive in all dimensions of life. It will help learners identify their own limiting beliefs and give them techniques in how to breakdown any barriers that is preventing them from moving forward in life.

Across all RTW programmes, we work with learners who are further removed from the labour market and are facing many barriers in their lives. The steps programme is an effective early intervention which will help learners grow their mindset so they can break down the barriers that are having a negative impact on their lives and their employment opportunities.

PX2 – Pacific Institute



This course is aimed primarily at 14-19- year-olds to help them gain the critical thinking skills required to make the best career and life choices at a crucial time in their development.

A life changing experience promoting improved communication and relationships. PX2 is a springboard to successful futures giving young people the tools they need to achieve their potential.

Stepping Up - A Routeway for School Leavers



This routeway is aimed at young people who are about to leave school or have recently left.

The Stepping Up course is designed to develop employability skills and support personal development, helping learners explore their future career paths with greater self-awareness and confidence.

Course Highlights include:

- **Sector Awareness:** Insight into various industries and job roles.
- **Transferrable Skills:** Development of adaptable skills relevant to any workplace.
- **Team Building Exercises:** Enhancing collaboration, communication, and trust.
- **Employer Expectations:** Understanding what employers look for in potential employees.
- **CV Workshops:** Guidance on creating a professional and impactful CV.
- **Interview Techniques & Cover Letters:** Practical training on succeeding in interviews and writing effective cover letters.
- **Knowledge, Skills, and Attitude:** Learners explore how these key attributes contribute to workplace success.
- **Personal Development:** Activities aimed at building self-esteem, goal setting, motivation, and decision-making skills to support lifelong growth.
- **Drug and Alcohol Awareness:** Workshops designed specifically for teenagers, offering education on the risks, consequences, and ways to make informed, positive choices.

An employer will visit during the routeway to provide a real-world perspective, offer industry insights, and allow learners to explore a sector they are interested in.

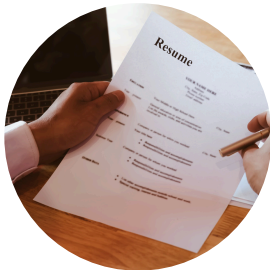
This routeway includes two accredited qualifications, enhancing learners' employability and overall readiness for the world of work.



Follow us on:



Short Workshops



Employer Expectations

This course ensures learners gain the knowledge to understand what employers look for in the workplace. It covers key skills like communication, teamwork, time management, and being adaptable. They will also learn about professional behaviour, workplace manners, and how to match their actions with company values.



Interview Techniques

The Interview Techniques course is designed to help learners prepare effectively for job interviews. The course covers the different types of interviews (such as face-to-face, telephone & virtual), common interview questions, and how to give confident, clear, and professional answers. Learners will explore how to research a company, understand job descriptions, and present their strengths, skills, and experience in the best possible way. The course also includes tips on body language, dressing appropriately, and following up after an interview. Through mock interviews, role-playing, and feedback sessions, learners will gain the confidence and skills needed to perform well in real interview situations and will be prepared to make a strong first impression and succeed in a range of interview formats.



Confidence Building

The Confidence Building course is designed to help learners develop greater self-esteem, improve their self-image, and feel more confident in everyday life and professional situations. This course focuses on understanding personal strengths, overcoming self-doubt, and learning practical techniques to boost confidence and develop a positive mindset.

Learners will explore topics such as positive thinking, assertive communication, body language, goal setting, and handling setbacks. Through group discussions, self-reflection, and practical exercises, learners will build the skills needed to express themselves more clearly, make decisions with confidence, and face challenges with a positive attitude. They will gain the skills and mindset to believe in themselves, interact more confidently with others, and take on new opportunities with self-assurance.



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Short Workshops



Let's Budget

The Let's Budget course is designed to help learners understand how to manage their money more effectively. It covers the basics of personal budgeting, including how to track income and expenses, set financial goals, and make informed spending decisions. Learners will learn how to create a simple budget, understand the difference between needs and wants, and explore tips for saving money and avoiding debt. The course also includes real-life budgeting scenarios and tools such as budgeting apps and worksheets. Through practical exercises and discussions, learners will build the confidence to take control of their finances and make smarter money choices.



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Industry Specific Routeways



Warehouse

The Warehouse Routeway course is designed to prepare learners for entry-level roles in the warehousing and logistics sector. It provides the essential skills, knowledge, and understanding needed to work safely and effectively in a warehouse environment.

Learners will explore key topics such as health and safety, manual handling, stock control, order picking, goods in/out, and the use of basic warehouse equipment. The course also covers core employability skills like teamwork, timekeeping, communication, and following instructions. Learners will also receive a forklift qualification.



Retail

The Retail course is designed to prepare learners for entry-level roles in the retail sector. It provides a solid foundation in the key skills and knowledge needed to work effectively in a retail environment, whether in supermarkets or high street stores.

Learners will explore important topics such as customer service, stock handling, product display, point-of-sale systems, and health and safety in the workplace. The course also focuses on developing core employability skills, including communication, teamwork, time management, and personal presentation.

Through practical activities, role-playing, and real-world scenarios, learners will gain confidence in dealing with customers, working as part of a team, and understanding the day-to-day operations of a retail business. Learners will also achieve a WorldHost Customer Service and Dealing with Conflict qualification.



Care

The Care course is designed to prepare learners for roles in the health and social care sector. It provides essential knowledge and practical skills to support people in a variety of care settings, such as residential homes, day centres, or community care.

Learners will explore key topics including person-centred care, communication, safeguarding, health and safety, and promoting independence. The course also covers important values like empathy, respect, and confidentiality. Learners will achieve a REHIS food hygiene, food hygiene and a moving & handling of people certificate.



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Industry Specific Routeways



Self Employment

The Self-Employment Routeway course is designed for learners who are interested in starting their own business or becoming self-employed. This course provides the knowledge, tools, and confidence needed to turn a business idea into a realistic plan.

Learners will explore the key steps to self-employment, including business planning, understanding legal and financial responsibilities, marketing, managing money, and building a customer base. The course also covers practical topics such as registering a business, keeping records, and identifying support available for start-ups.

Through interactive sessions, real-life case studies, and practical exercises, learners will gain a clear understanding of what it takes to succeed in self-employment.



Contact Centre

The Contact Centre Routeway is designed to prepare learners for entry-level roles in the contact centre and customer service industry. The course focuses on developing the key skills, knowledge, and confidence needed to work effectively in a fast-paced, customer-focused environment.

Learners will explore the roles and responsibilities within a contact centre, including handling inbound and outbound calls, using telephone and digital communication systems, managing customer queries, and delivering excellent customer service. The course also covers essential employability skills such as teamwork, timekeeping, communication, problem-solving, and resilience.

Practical activities, role-playing, and industry-relevant scenarios help learners gain hands-on experience and build confidence when dealing with a variety of customer interactions.

Industry Specific Routeways



Hospitality

The Hospitality course is designed to prepare learners for entry-level roles in the hospitality industry, including hotels, restaurants, cafes, and events. It covers the essential skills and knowledge needed to provide excellent customer service and contribute to smooth day-to-day operations.

Learners will explore topics such as customer care, food and beverage service, health and safety, teamwork, and communication. The course also focuses on developing practical skills like handling bookings, managing guest requests, and maintaining a clean and welcoming environment. Learners will achieve a REHIS food hygiene and first aid certificate. They will also gain a certificate in WorldHost Customer Service & Dealing with conflict



Administration

The Administration course is designed to prepare learners for entry-level roles in office and administrative environments. It covers the key skills and knowledge needed to support the smooth running of an organisation.

Learners will explore important topics such as office procedures, record keeping, using office software (like word & excel), effective communication, and time management. The course also covers customer service skills and basic data protection principles. Learners will achieve a WorldHost qualification in customer service.



SIA

The Security course is designed to prepare learners for entry-level roles in the security industry. It provides essential knowledge and practical skills needed to maintain safety and protect people, property, and information.

Learners will explore key topics such as health and safety, conflict management, patrolling, access control, emergency procedures, and legal responsibilities. The course also covers effective communication and customer service skills in a security context. Learners will achieve an SIA qualification.



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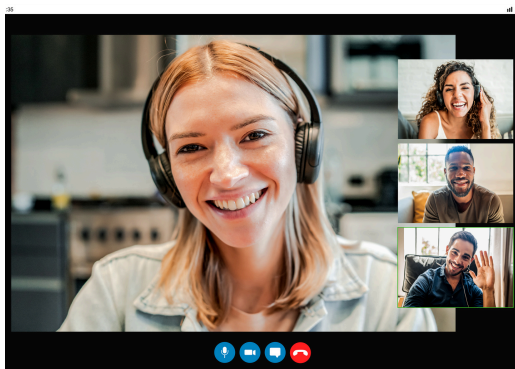


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routes to work

Virtually Unstoppable



Routes to Work Ltd (RTW) are offering a virtual personal development programme to help young people participate in training. Learners will be able to join an environment they feel safe in, for example, their own home, delivered via Zoom.

This fun, interactive and engaging programme will allow learners to build on their positive attitudes, habits and expectations, using effective thinking skills to help them realise their own potential. Our aspiration is that learners will gain confidence, motivation and improve their self-esteem. Undertaking this programme will help learners grow as they build solid foundations and consider their next steps. At the end of the 6 weeks, RTW aim to support learners in establishing their onward journey be it employment, training, or further education opportunities.



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Training Team Training Offer



Qualifications Scotland Accredited Courses



Qualifications Scotland

We offer a range of nationally accredited qualifications, including:

- Employability Award
- Mental Health & Wellbeing Award
- National Progression Award in Digital Literacy

Learn My Way

Our Digital Learn My Way course is designed for beginners. You'll learn about using a mouse, keyboard, email accounts, office programmes, using internet search engines for finding a job, managing money, public services and improving health online.



CSCS Qualifications for Construction

The Royal
Environmental
Health Institute
of Scotland



REHIS Accredited Courses

The REHIS Elementary Food Hygiene course provides an introduction to food safety and hygiene, with trainer-led tuition and practical guidance. It prepares you for roles in Hospitality, Care, Retail, and other sectors involving food handling.

External Digital Training

Depending on what your goals are, we'll work together to identify any courses and qualifications you may need to upskill. We can help you access a range of training providers and courses from our training framework.



REHIS Food Hygiene and Health Safety Courses

CSCS Qualifications

Are you looking to gain or renew your Construction Skills Certification Scheme (CSCS) Qualifications, including:

- REHIS Elementary Health & Safety Certificate

These courses will give you the qualifications you need to get a CSCS card and prepare to work on a construction site.

Access to Digital Equipment

With our partner organisations, we can help you get access to the digital tech and tools you need to upskill, apply for jobs and connect with other.



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Training Team Offer

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Training Team



Amanda Jack

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Lesley Harnes

Trainer



Lorraine Lindsay

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