

# PROFESSIONAL SERVICES

PATHWAY PROSPECTUS

2024 - 2025



DISCOVER THE **PROFESSIONAL SERVICES** PATHWAY

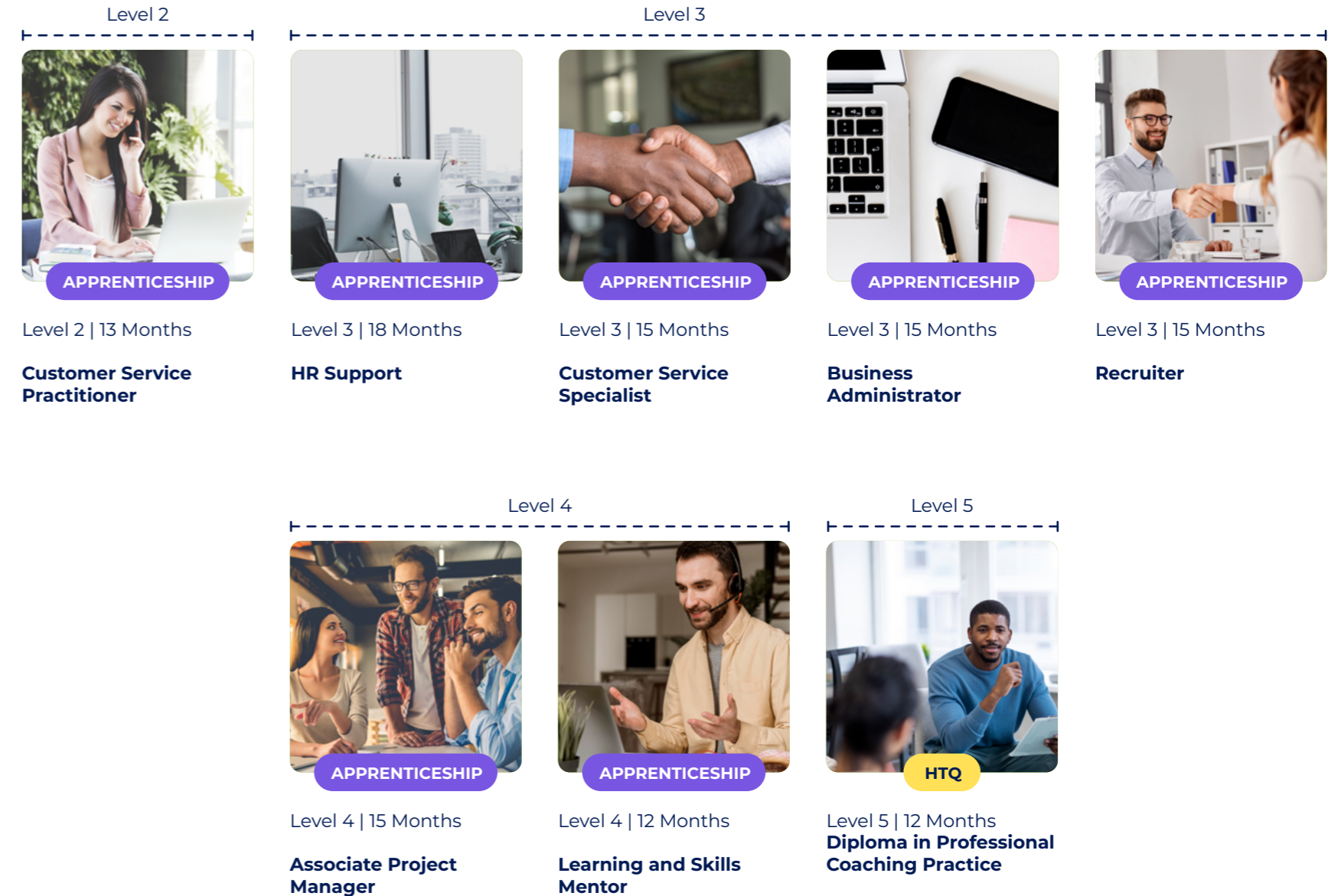
Our Professional Services pathway incorporates qualifications that align with core business areas that are pivotal to the success of organisations across the UK. Discover progression opportunities from level 2 through to level 5 in areas including project management, HR, coaching and administration.



# PROFESSIONAL SERVICES PATHWAY

Our professional services pathway has been curated to incorporate qualifications that align with core roles within essential business areas, ranging from customer service and administration through to project management and coaching. This pathway offers qualifications at level 2 up to the level 5, providing career advancement and progression opportunities within each of these essential areas.

Each qualification has been developed to align with occupational standards and industry bodies including the Chartered Management Institute and CIPD.





Linked to our Professional Specialisms Pathway providing career advancement and progression opportunities.

[find out more](#)



APPRENTICESHIP

# CUSTOMER SERVICE PRACTITIONER

The Customer Service Practitioner Level 2 Apprenticeship prepares individuals for a career in customer service. This apprenticeship covers a range of topics, including communication, problem-solving, customer service techniques, product and service knowledge, and teamwork.

Upon completion of the apprenticeship, apprentices will have a solid understanding of customer service and will be able to provide excellent customer service in a variety of settings, including retail, hospitality, and call centres. They will also be equipped with the skills and knowledge to handle customer queries and complaints, resolve problems, and maintain customer relationships.

As a Customer Service Practitioner, they will have a vital role in ensuring that customers receive a high level of service and satisfaction. They will also be able to work effectively as part of a team, communicate professionally and empathetically, and represent their organisation positively to customers. With these skills, they will be able to progress to more senior roles within their organisation or pursue further training in customer service such as moving onto the level 3 apprenticeship.

**Level 2**

**13+ months**  
Approximate on-programme training (does not include EPA period)

**£0 to £175**  
Maximum cost for non-levy employers and micro-businesses

**£3,500**  
Maximum cost/funding for levy employers



**Knowledge**

- Knowing your customers and organisation
- Meeting regulations and legislation
- Systems and resources
- Your role and responsibility
- Customer experience
- Product and service knowledge



**Skills**

- Self-Awareness and your roles and responsibilities
- Interpersonal skills
- Your customers
- Your organisation
- Legislation
- Systems
- The customer experience
- Products and services
- Communication
- Influencing skills
- Personal organisation and professionalism



**Behaviours**

- Developing self
- Being open to feedback
- Team working
- Equality - treating all customers as individuals
- Presentation and dress code
- Professional language

Modules are delivered holistically through-out the programme.

13+ months												16+ months		3+ months
Module 1	Module 2	Module 3	Module 4	Module 5	Module 6	Module 7	Module 8	Module 9	Module 10	Module 11	Module 12	End-Point Assessment		
Apprenticeship Induction	Self Awareness and your roles and responsibilities Interpersonal skills	Your customers	Your organisation	Legislation	Systems	The customer experience	Products and services	Communication	Influencing skills	Personal organisation and professionalism	End-Point Assessment Preparation			





Linked to our Professional Services Pathway providing career advancement and progression opportunities.

[find out more](#)



APPRENTICESHIP

# CUSTOMER SERVICE SPECIALIST

Building on the Level 2 apprenticeship, the Customer Service Specialist Level 3 Apprenticeship prepares individuals for a leading role in customer service. This apprenticeship expands on some of the topics in the level 2 apprenticeship, as well as including customer service strategy, communication, customer experience, product and service knowledge, and complaint resolution.

Upon completion of the apprenticeship, apprentices will possess a deep understanding of customer service and will be able to provide exceptional customer service in a variety of settings, including retail, hospitality, and call centres. They will also be equipped with the skills and knowledge to develop and implement customer service strategies, analyse customer feedback, and lead and motivate a team.

As a Customer Service Specialist, they will play a pivotal role in delivering superior customer service and fostering customer satisfaction. Their professional and empathetic communication style enables them to represent their organisation in a positive light. Equipped with these competencies, they have the potential to ascend to higher positions within their organisation or further their professional development in customer service or management.

 <b>Level 3</b>	 <b>£0 to £200</b> <i>Maximum cost for non-levy employers and micro-businesses</i>
 <b>15+ months</b> <i>Approximate on-programme training (does not include EPA period)</i>	 <b>£4,000</b> <i>Maximum cost/funding for levy employers</i>



Knowledge

- Business knowledge and understanding
- Customer Journey knowledge
- Knowing your customers and their needs/ Customer Insight
- Customer service culture and environment awareness



Skills

- Self Awareness
- Teambuilding and leadership
- Professionalism and presentation
- Communication & interpersonal skills, remaining calm under pressure
- Your organisation
- Customer needs and priorities
- Conflict and complaints
- Change and Improvement
- Business processes, finance and regulation
- Report writing and research



Behaviours

- Developing self
- Ownership/ Responsibility
- Team working
- Equality
- Presentation

Modules are delivered holistically through-out the programme.

15+ months												18+ months	3+ months
Module 1	Module 2	Module 3	Module 4	Module 5	Module 6	Module 7	Module 8	Module 9	Module 10	Module 11	Module 12	End-Point Assessment	
Apprenticeship Induction	Roles and responsibilities and self awareness	Teambuilding and leadership	Professionalism and presentation	Communication & interpersonal skills, remaining calm under pressure	Your organisation	Customer needs and priorities	Conflict and complaints	Change and Improvement	Business processes, finance and regulation	Report writing and research	End-Point Assessment Preparation		



# BUSINESS ADMINISTRATOR

The Business Administrator Level 3 Apprenticeship prepares individuals for a career in business administration. This apprenticeship covers a range of topics, including project management, business communication, financial management, resource management, and customer service.

Upon completion of the apprenticeship, apprentices will have a solid understanding of business administration and will be able to provide effective support to their organisation in a range of areas. They will also be equipped with the skills and knowledge to manage projects, communicate professionally with stakeholders, manage budgets, and provide excellent customer service.

As a Business Administrator, they will have a vital role in ensuring that their organisation runs smoothly and efficiently, and that its objectives are achieved. They will also be able to work effectively as part of a team, communicate professionally and empathetically, and represent their organisation positively to stakeholders. With these skills, they will be able to progress to more senior roles within their organisation or pursue further training in business administration or management.



Level 3



£0 to £250

Maximum cost for non-levy employers and micro-businesses



15+ months

Approximate on-programme training (does not include EPA period)



£5,000

Maximum cost/funding for levy employers



## Knowledge

- The organisation and their role
- Customers and stakeholders
- Relevant industry laws and regulations
- Business fundamentals
- Organisation's policies, processes and procedures
- The impact of external environmental factors



## Skills

- Professionalism and personal presentation
- Your organisation and internal policies and procedures
- External factors affecting business and stakeholders
- Continuous improvement and coaching
- Creating a project
- Assertiveness and confidence building
- Effective Communication and stakeholders
- Your role within your organisation
- Finance
- Records and document production



## Behaviours

- Professionalism
- Integrity, reliability, motivation
- Manages own performance
- Proactivity
- Adaptability
- Responsibility

Modules are delivered holistically through-out the programme.



Module 1	Module 2	Module 3	Module 4	Module 5	Module 6	Module 7	Module 8	Module 9	Module 10	Module 11	Module 12	End-Point Assessment
Apprenticeship Induction	Professionalism and personal presentation	Your organisation and internal policies and procedures	External factors effecting business and stakeholders	Continuous improvement and coaching	Creating a project	Assertiveness and confidence building	Effective Communication and stakeholders	Your role within your organisation	Finance	Records and doument production	End-Point Assessment Preparation	Highfield Awarding Body for Compliance



Linked to our Professional Services Pathway providing career advancement and progression opportunities.

find out more



CIPD



Linked to our Professional Services Pathway providing career advancement and progression opportunities.

find out more



APPRENTICESHIP

# HR SUPPORT

The HR Support Level 3 Apprenticeship prepares individuals for a career in human resources (HR). This apprenticeship covers a range of topics, including employment law, recruitment and selection, employee relations, payroll administration, and HR administration.

Upon completion of the apprenticeship, apprentices will have a solid understanding of HR and will be able to provide effective support to the HR team in a variety of settings, including businesses, government, and non-profit organisations. They will also be equipped with the skills and knowledge to handle employee queries, maintain accurate records, and support the recruitment and selection process.

As an HR Support professional, they will have a vital role in ensuring that the HR function is running smoothly and that employees are supported throughout their employment journey. They will also be able to work effectively as part of a team, communicate professionally and empathetically, and represent their organisation positively to employees. With these skills, they will be able to progress to more senior roles within their organisation or pursue further training in HR or management.



Level 3



18+ months

Approximate on-programme training (does not include EPA period)



£0 to £225

Maximum cost for non-levy employers and micro-businesses



£4,500

Maximum cost/funding for levy employers



### Knowledge

- Business understanding
- HR legislation and policy
- HR function
- HR systems and processes



### Skills

- Communication and customer service
- Business understanding
- HR legislation and policy
- HR Function
- HR Systems and processes
- Problem-solving
- Teamwork
- Service delivery
- Process improvement
- Managing HR information



### Behaviours

- Honesty and integrity
- Flexibility
- Resilience

Modules are delivered holistically through-out the programme.

21+ months

18+ months

3+ months

Module 1	Module 2	Module 3	Module 4	Module 5	Module 6	Module 7	Module 8	Module 9	Module 10	Module 11	Module 12	End-Point Assessment
Apprenticeship Induction including CPD and professional development	Communication and customer service	Business Understanding	HR legislation and policy	HR Function	HR Systems and processes	Service Delivery	Problem Solving	Teamwork	Process improvement	Managing HR information	End-Point Assessment Preparation	CIPD





# RECRUITER

Building on the foundational skills developed in the Level 2 Recruitment Resourcer Apprenticeship, the Recruiter Level 3 Apprenticeship offers an in-depth and comprehensive training programme that serves as a vital progression route for aspiring recruitment professionals. This apprenticeship equips learners with the necessary skills and knowledge to thrive in a dynamic and competitive recruitment environment.

The apprenticeship covers a wide range of core areas, including candidate sourcing, candidate relationship management, recruitment strategies, client engagement, market analysis, legal and ethical requirements, and the use of digital tools in recruitment. It also focuses on developing an understanding of key recruitment practices, from initial candidate attraction through to the final stages of recruitment, ensuring apprentices gain a holistic understanding of the industry.

Upon completion of the apprenticeship, apprentices will be fully equipped to manage and deliver the entire recruitment process, from identifying client needs and sourcing talent, through to conducting interviews, assessing candidates, and managing the offer and onboarding stages. They will also develop the confidence to build and maintain strong client relationships and will be able to work autonomously while remaining focused on delivering results. As a Recruiter, they will play a pivotal role in helping organisations secure top talent while maintaining a focus on diversity, inclusion, and talent retention strategies.



Level 3



£0 to £350

Maximum cost for non-levy employers and micro-businesses



15+ months

Approximate on-programme training (does not include EPA period)



£7,000

Maximum cost/funding for levy employers



## Knowledge

- Types of stakeholders and stakeholder recruitments
- Types of recruitment organisation
- Recruitment processes and models
- Regulations, legislation and codes of practice
- External influences on the recruitment market
- Methods of assessing the labour market and candidates
- Candidate sourcing technique
- Recruitment campaigns and the use of networking and marketing tools in recruitment activities
- Develop, maintain and improve relationships with stakeholders
- Negotiating and influencing techniques
- Communication
- Ethical and sustainable recruitment strategies
- Principles and policies of equity, diversity and inclusion in the workplace



## Skills

- Convert leads into new candidates, placements, or clients
- Source vacancies in line with stakeholder requirements
- Stakeholder relationships
- Interpret and apply regulation and legislation
- Manage recruitment campaigns
- Process, review and progress candidate applications
- Communicate information
- Place candidates into roles that match their skills and stakeholder requirements
- Challenge poor practice and non-compliance with the recruitment process and escalate where appropriate
- Identify future changes in the sector
- Identify and apply sustainable and greener methods of working
- Identify and maximise opportunities to support the organisation's business strategy
- Manage resources within budget



## Behaviours

- Acts professionally, ethically and with integrity
- Supports an inclusive culture, treating colleagues, candidates, and external stakeholders fairly and with respect
- Takes accountability and ownership of their tasks and workload
- Seeks learning opportunities and continuous professional development
- Works flexibly and adapts to changing circumstances

Modules are delivered holistically through-out the programme.

18+ months												3+ months
15+ months												
Module 1	Module 2	Module 3	Module 4	Module 5	Module 6	Module 7	Module 8	Module 9	Module 10	Module 11	Module 12	End-Point Assessment
Induction and personal development	Recruitment process including the fundamentals of recruitment	The recruitment market	Stakeholder engagement and management	Organisational strategy (including greener methods of working)	Recruitment process: sourcing candidates	Recruitment process: assessing candidates	Recruitment process: supporting candidates and ethical considerations	Recruitment process: sales	Technology and software: social media and AI	Policy, regulations and legislation	End-Point Assessment Preparation	Highfield Awarding Body for Compliance



Linked to our Professional Services Pathway providing career advancement and progression opportunities.

find out more





Linked to our Professional Services Pathway providing career advancement and progression opportunities.

[find out more](#)



APPRENTICESHIP

# ASSOCIATE PROJECT MANAGER

The Associate Project Manager Level 4 Apprenticeship prepares individuals for a career in project management. This apprenticeship covers a range of topics, including project planning, risk management, budgeting, stakeholder engagement, and leadership.

Upon completion of the apprenticeship, apprentices will have a deep understanding of project management and will be able to manage projects effectively in a variety of settings, including construction, IT, marketing, and finance. They will also be equipped with the skills and knowledge to develop project plans, manage budgets, monitor risks, and communicate effectively with stakeholders.

As an Associate Project Manager, they will have a crucial role in ensuring that projects are delivered on time, within budget, and to the satisfaction of clients and stakeholders. They will also be able to lead and motivate teams, adapt to changing circumstances, and implement best practices in project management. With these skills, they will be able to progress to more senior roles within their organisation or pursue further training in project management.

**Level 4**

**£0 to £350**  
*Maximum cost for non-levy employers and micro-businesses*

**15+ months**  
*Approximate on-programme training (does not include EPA period)*

**£7,000**  
*Maximum cost/funding for levy employers*



**Knowledge**

- Project governance
- Project stakeholder management
- Project communication
- Project leadership
- Consolidated planning
- Budgeting and cost control
- Business case and benefits management
- Project scope
- Project risk and issue management
- Contract management and procurement



**Skills**

- Project Structure & Governance
- Communication and team leading
- Project planning
- Project Scheduling
- Resource management
- Project Quality Management
- Procurement and risk



**Behaviours**

- Integrity, ethics, compliance and professionalism
- Collaboration and team work
- Effective and appropriate communication
- Drive for results
- Leadership

*Modules are delivered holistically through-out the program.*



Module 1	Module 2	Module 3	Module 4	Module 5	Module 6	Module 7
Apprenticeship Induction + World of Projects	Business requirements and objectives in relation to projects	Project management tools	Stakeholder management	Managing information	Regulation and legislation	Research analysis and evaluation

**End-Point Assessment**







CIPD



Linked to our Professional Services Pathway providing career advancement and progression opportunities.

find out more



APPRENTICESHIP

# LEARNING AND SKILLS MENTOR

The Learning and Skills Mentor Level 4 Apprenticeship is designed for those passionate about fostering growth and development in others. This apprenticeship covers an array of pertinent topics such as mentoring methodologies, effective communication techniques, understanding learner needs, and creating conducive environments for growth.

On successful completion of this apprenticeship, apprentices will have an enriched understanding of the art and science of mentoring. They will be proficient in guiding learners in diverse settings, adeptly addressing individual needs, and ensuring their mentees attain their maximum potential.

As a Learning and Skills Mentor, they will be at the heart of individual growth stories, leveraging their expertise to shape, guide, and inspire learners. With the industry-oriented curriculum of this apprenticeship, they will be well-prepared to move into more specialised roles or delve into the broader realms of learning and development or coaching through the apprenticeship progression routes we offer, continually expanding their horizons and making impactful contributions to the world of education and personal development.



Level 4



£0 to £250

Maximum cost for non-levy employers and micro-businesses



12+ months

Approximate on-programme training (does not include EPA period)



£5,000

Maximum cost/funding for levy employers



## Knowledge

- The roles and responsibilities of a mentor, understanding the organisational and professional boundaries, legal and ethical requirements, including safeguarding
- How to plan for mentoring sessions and review and revise action plans
- Mentoring theory and models, including maintaining good practice and protocols within the mentoring relationship
- Organisational and legal requirements for recording, storing and sharing personal information
- Strategies to assess starting points of the mentee, including potential barriers to development
- Methods of communication to maintain the mentoring relationship and review progress towards agreed outcomes
- Questioning and listening techniques to other professional service
- Opportunities for continuing professional development



## Skills

- Conduct mentoring sessions according to agreed plans
- Implement established mentoring tools and techniques to help the mentee work towards agreed outcomes
- Maintain records of mentoring practice, complying with quality, confidentiality and data protection requirements
- Assess and review progress and achievement of agreed outcomes and revise action plans as appropriate
- Inform, advise and guide the mentee to support development toward agreed outcomes
- Apply theories and models of evaluation and reflection to support mentee development
- Monitor and reflect on own mentoring practice, including feedback from supervision, to develop self



## Behaviours

- Demonstrate and promote sustainable practices with mentee
- Work to ethical and legal standards within professional boundaries
- Be resilient and adaptable when dealing with challenge and change, maintaining focus and self-control
- Demonstrate and encourage mutual respect, displaying a deep understanding of equality and diversity, with and between learners, colleagues and appropriate agencies
- Committed to improving their own professional practice in relation to mentoring

Modules are delivered holistically through-out the programme.

23+ months

12+ months

5+ months

Module 1	Module 2	Module 3	Module 4	Module 5	Module 6	Module 7	Module 8	Module 9	Module 10	Module 11	Module 12	End-Point Assessment
Apprenticeship Induction	Reflective & Evaluation Practice (K12)	Personal Development (K14)	Communication (K7, K8)	Initial Assessment of the mentee (K6)	Mentoring theory (K4)	Starting the mentoring relationship (K2, K3)	Giving effective feedback (K9)	Sustainable mentoring practice part 1 (K5, K10, K11, K13, K15, K16)	Sustainable mentoring practice part 2 (K5, K10, K11, K13, K15, K16)	EPA preparation (observation)	EPA preparation (Professional Discussion)	CIPD





Linked to our Leadership and Sustainability Pathway and to our Professional Services Pathway providing career advancement and progression opportunities.

[find out more](#)



HTQ

# DIPLOMA IN PROFESSIONAL COACHING PRACTICE

The Level 5 Diploma in Professional Coaching Practice is designed to equip individuals with advanced coaching skills and methodologies. This comprehensive diploma covers various aspects of coaching, including advanced communication techniques, ethical practice, client assessment, and goal setting. Students will learn to facilitate transformative change, enhance performance, and achieve personal and professional goals for your clients.

Upon completing the diploma, Students will have a profound understanding of the theoretical and practical aspects of professional coaching. They will be prepared to engage clients effectively, using tailored coaching plans and evidence-based strategies. Graduates will also possess the capability to navigate complex client situations with sensitivity and professionalism. As a professional coach, they will play a critical role in supporting clients' growth and development. You will be equipped to work in various settings, including private practice, corporate environments, and wellness centres. With this qualification and skill, graduates are well-positioned to advance your career in the coaching field or expand their expertise into specialised areas of coaching.

**Level 5**

**£3,000**  
*Funding, Finance & Scholarships available*

**Up to 12 months**  
*Flexible delivery to meet your needs*

Your training partner



Module 1	Module 2	Module 3	Module 4
Understanding the processes for contracting, delivering and managing coaching	Explore strategies of stakeholder relationships. Communicating with impact	Apply their understanding of models, tools to develop a strategy to respond to coach expectations	Practical activities including the preparation for delivery of coaching and participation of coaching supervision
Principles of professional Coaching	The Role of the Professional Coach	Strategies for delivering Professional Coaching	Professional Coaching Practice

## DELIVERY METHODS

**Approx: 7h contact time per week.**  
*(lectures, seminars, discussions and directed activities)*

**LMS platform, BUD, to gain knowledge at your own pace, alongside your scheduled lectures.**

**Independent learning**  
*(reading journal articles, books, working on projects and coursework via BUD system)*

**24/7 access to resources & on-demand recorded sessions**

**Tutor 1-2-1 sessions & on-demand tutor support**

## FUNDING METHODS

**Adult Learner Loans**

**Employer Funded**

**GLP Training Scholarship**

**Funding and personal monthly finance options**



# SKILLS BOOTCAMPS

## ACCELERATE SKILLS DEVELOPMENT WITH BOOTCAMPS

Skills Bootcamps provide swift and effective skills intervention, precisely addressing areas where your organisation or learning and development team identifies the need to enhance employee capabilities or integrate new skills and talent into your workforce. These courses are highly flexible and can be delivered in various methods to suit the unique needs of your workforce, including fully remote delivery, classroom-based instruction, and practical hands-on training, depending on the subject matter.

### TALK TO US ABOUT DEVELOPING SKILLS BOOTCAMPS FOR YOUR ORGANISATION

We specialise in creating bespoke bootcamps designed to maximise the impact for your teams. Our tailored programmes ensure that your employees gain the relevant skills and knowledge needed to drive your organisation forward. Whether you require upskilling in specific areas or wish to onboard new talents with specialised training, we are here to help.



**Tailored Learning:** Our courses are developed in collaboration with employers and industry bodies to ensure they match industry needs, combining expert tuition with outstanding e-learning content and practical experiences.

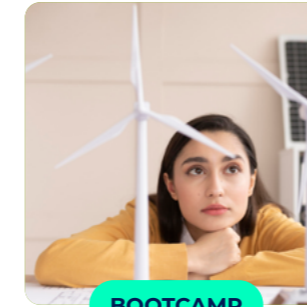
**Provide a New Service:** For self-employed individuals, Skills Bootcamps can provide you with the knowledge and expertise to offer a new service and grow your business.

**Eligibility Criteria:** The bootcamps are open to adults aged 19 or over, who are either employed with their employer's support, self-employed, recently unemployed, or returning to work after a break. A reliable internet connection and suitable computing equipment are also part of the requirements.

**For Businesses:** Businesses seeking to upskill their workforce can benefit from these programmes by developing a skilled and loyal team, ready to meet the challenges of a rapidly evolving labour market.

**Financial Flexibility:** Skills Bootcamps are at no cost to the student but do have different employer funding requirements dependent on the size of the employer.

## SKILLS BOOTCAMPS EXAMPLES

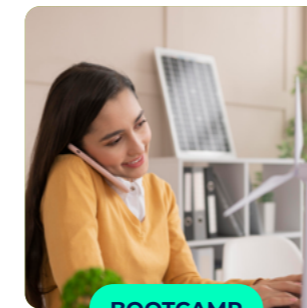


BOOTCAMP

Level 2 | 12 Weeks

### Introduction to Retrofit Green Skills

The Introduction to Retrofit Green Skills Bootcamp is a comprehensive 12-week programme designed to equip participants with the essential skills and knowledge needed to excel in the growing field of sustainable building retrofitting. This Level 2 course is meticulously structured to ensure students not only understand the theory behind retrofitting but also gain practical, hands-on experience.



BOOTCAMP

Level 3 | 12 Weeks

### Advanced Retrofit Green Skills

The Advanced Retrofit Green Skills Bootcamp is an intensive 12-week Level 3 course designed for those looking to deepen their expertise in the field of sustainable retrofitting. The curriculum is built on a foundation of advanced techniques and expands into the intricate details of installation and sustainability impact. Participants will complete the course with a robust understanding of advanced retrofit principles, prepared to lead in the industry.

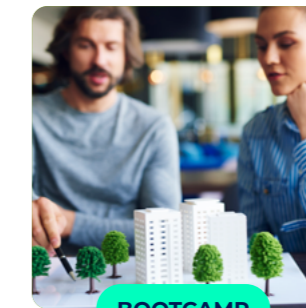


BOOTCAMP

Level 3 | 12 Weeks

### Lean Manufacturing and Six Sigma

The Lean Manufacturing & Six Sigma Skills Bootcamp is a dynamic 12-week, Level 3 course focused on equipping learners with the methodologies and tools necessary for excellence in manufacturing processes. This programme is designed to help participants master the art of improving efficiency, ensuring product quality, and eliminating waste in manufacturing operations. Graduates of this Bootcamp will be well-versed in the principles of Lean and Six Sigma, ready to implement these practices effectively in their workplace.



BOOTCAMP

Level 3 | 12 Weeks

### Construction Project Management

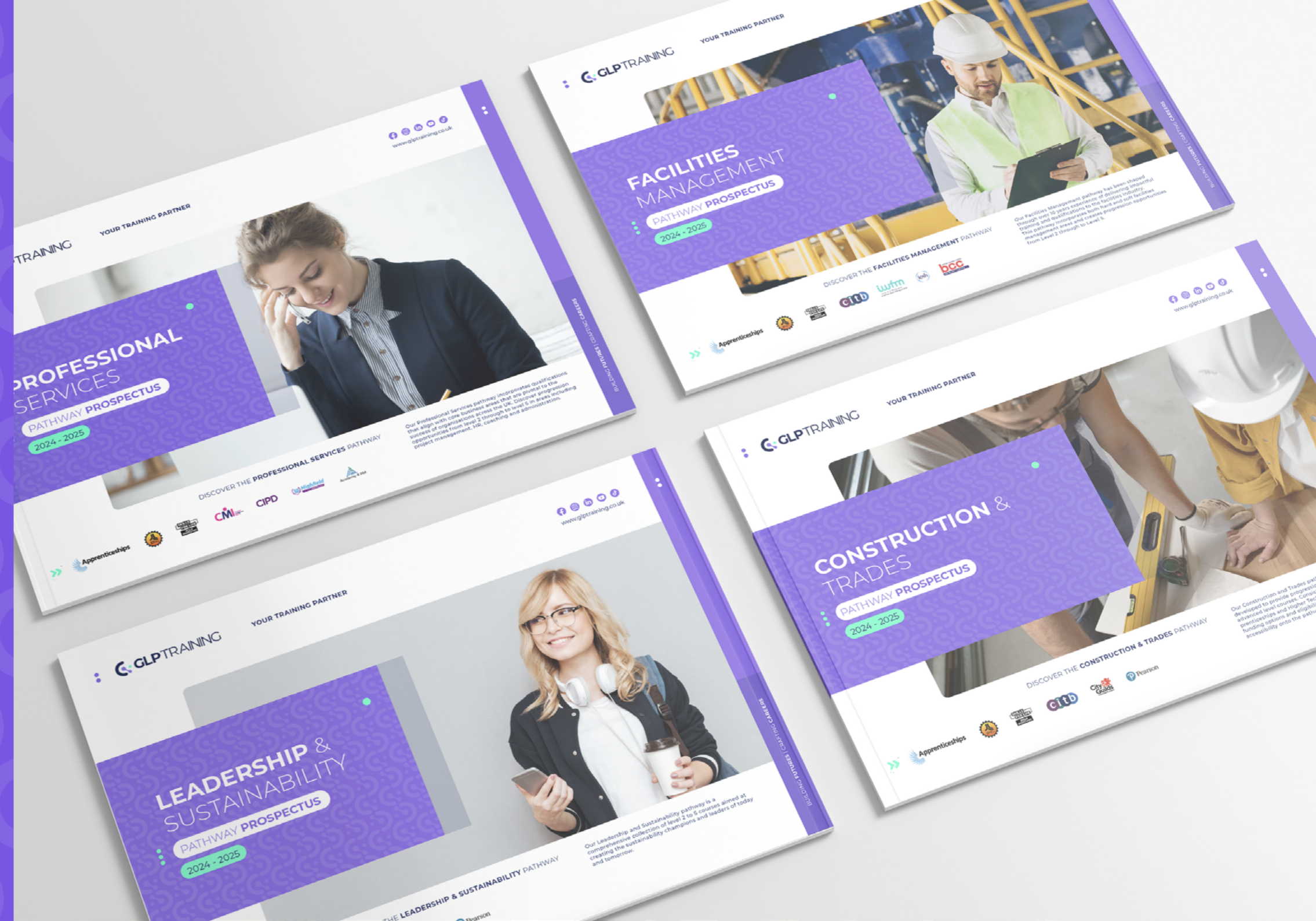
The Construction Project Management Skills Bootcamp is a 12-week Level 3 programme designed to provide a solid foundation in the fundamentals of construction project management. This course offers a blend of theoretical learning and practical application, culminating in an optional qualification exam. Students will engage with key aspects of project management tailored specifically for the construction industry, setting the stage for effective leadership and execution of construction projects.

# WHO WE WORK WITH

Anchored by our ethos as an employer-led provider, our mission is to offer unparalleled, industry-relevant apprenticeship programmes to a diverse spectrum of organisations.

**GLP Training** is the preferred training partner for a broad array of companies, ranging from small local businesses to enterprising start-ups and established multinational corporations, spanning the length and breadth of the UK.

With GLP Training, organisations are not just opting for an apprenticeship provider; they're choosing a partner committed to their long-term growth and success, empowering their workforce, and ultimately driving their business forward.





# GLP TRAINING

building futures | crafting careers



[info@glptraining.co.uk](mailto:info@glptraining.co.uk)



01905 670884



Barbourne Road, Worcester, WR1 1RS

[www.glptraining.co.uk](http://www.glptraining.co.uk)