

## skillscentre:mk Vision

To provide a centre of excellence for retail, and the wider local community with service sector training, supporting businesses and offering people opportunities to improve their skills, knowledge and build confidence, resulting in improved business performance and quality of life for all.

### Aims and Objectives

**As an organisation our aims are to support individuals to make a constructive involvement to their community, for all learners to acquire the information and proficiency they need for success within their workplaces and for firms to meet all development needs. We create opportunities for people to achieve their personal, educational and employment goals.**

- To be a one-stop-shop training facility for all thecentre:mk retailers, retailers in Milton Keynes, Northamptonshire and Bedfordshire.
- To further develop a well structured and comprehensive range of courses and learning opportunities in response to the needs of retailers, NSA, individuals, and our existing client base.
- To continue to work in partnership with NSA to provide the retail sector within the Milton Keynes area with a dedicated training centre, which provides training and development opportunities to match the needs of the individual and of retail employers, and which address current skills gaps and shortages wherever possible.
- To further develop and strengthen links with signposting agencies and broaden networking contacts to assist the development of the skillscentre:mk.
- To promote retail as a career of choice attracting the right people.
- To provide training to retailers to enable them to deliver customer service that is outstanding and a point of difference along with breadth of offer.