

DSW Resourcing



'Learning solutions for lasting change'

Content

About DSW

DSW delivers more than 10,000 days of interim learning and development support every year to well-known brands and FTSE350 firms.

Widely considered to be Learning and Development specialists, we provide interim L&D talent across a broad range of Trainer, Learning Design and Digital roles, through a talent pool of 900+ Associates.

We cover all aspects and stages of corporate people development, providing experts for one-off placements through to fully outsourced programmes and projects.

All new and existing Associates are quality-assured via a rigorous due diligence process, to verify their credentials and suitability.

We strive for results which exceed client expectations through embracing our tenets of being innovative, inspiring and incisive, underpinned by a business culture of integrity. Our clients include:



Overview Of Roles

Service	Role	Page
Digital	<ul style="list-style-type: none"> E-learning Designers Digital Creatives 	
Project Management	<ul style="list-style-type: none"> Agile / SCRUM Six Sigma / Lean Waterfall PRINCE 2 	
Leadership Development	<ul style="list-style-type: none"> Executive Coaches Programme Designers Trainers / Facilitators 	
Learning & Development	<ul style="list-style-type: none"> Trainers Learning Designers Blended Learning Designers 	
	<ul style="list-style-type: none"> Workshop Facilitators Speakers Actors Coaches Programme Managers 	
Consultants	<ul style="list-style-type: none"> HR Business Transformation 	
	<ul style="list-style-type: none"> Sales Excellence 	

Service	Role	Page
Financial Services Experts	<ul style="list-style-type: none"> Insurance Banking 	
	<ul style="list-style-type: none"> Wealth Management Consumer Credit Pensions Mortgage 	
	<ul style="list-style-type: none"> Regulatory & Compliance 	
Interim Managers	<ul style="list-style-type: none"> HR L&D Talent / Graduate / Early in Career 	
Apprenticeships	<ul style="list-style-type: none"> Coaches Trainers IQAs / IVs Programme Designers 	
Technical Roles	<ul style="list-style-type: none"> Cyber Security Trainer Business Process Analyst 	
	<ul style="list-style-type: none"> User / Project Adoption Manager / Change Lead Lead Trainer MS Office Applications Floorwalker / Deskside Support MS Office Applications 	

Digital

Our digital experts are here to expand the capacity and breadth of skills available to your clients' L&D teams.

Whether it be an expert to work alongside them for a single project, across a programme or just to provide subject matter expertise when they need support.

E-learning Designers

Our Associates are trained in a range of common authoring tools. They create engaging pieces of E-learning to the end client's specifications, following current industry best-practice. They are E-learning experts first and foremost, which means you can be assured of a quality output.

Digital Creatives

Covering all aspects of digital content design and creation, we have a number of award-winning Graphic Designers, Animators, Illustrators, Gamification Experts, Videographers, App Developers, and VR / AR Designers available.



Project Management

Our Associates provide clients with end-to-end project management and support across a number of common methodologies.

From scoping, planning, designing, managing and implementing projects, through to project analysis and reviews, we have Associates available to cover aspects of the project life-cycle.

The talent pool of Project Management Associates ranges from those who are experienced but not qualified in a methodology, to those who are certified experts.

Agile / SCRUM

We have a number of Project Managers who are qualified Agile practitioners or SCRUM Masters, as well as those who are experienced in SCRUM and Agile project management.

Six Sigma / Lean

We have both Lean and Six Sigma qualified Project Managers in our talent pool, from Green Belts through to Master Black Belts and those who have a working knowledge of both Lean and Six Sigma techniques.

Waterfall

Many of our certified Project Managers have experience of Waterfall Project Management techniques and are ready to be deployed into organisations where this is a requirement.

PRINCE2

Within our database we have a number of PRINCE2 qualified Project Managers with experience of working in the public and private sectors.



Leadership Development

We currently provide leadership development support to leaders and managers at all stages in their career.

Our network of talented individuals includes those who have held senior positions within some of the UK's largest organisations, as well as highly-qualified Trainers, Designers and Delivers who can provide support for accredited programmes up to Level 7.

We have no bias towards any one solution, professional body, or type of programme, meaning the end client has access to a diverse range of skills and capabilities.

Executive Coaches

We provide Coaches and Mentors to support leaders in a number of FTSE 350 firms. They have occupied the same 'hot seat', know what it takes to raise performance, develop talent and inspire their clients.

Programme Designers

Our Programme Designers are experienced in leadership and management learning design. They create programmes which can be embedded and validated, and which incorporate specific models, professional qualifications or theories.

Programme Facilitators / Trainers

Our skilled Trainers and Facilitators operate solely in the leadership and management space. They have experience of graduate academy delivery, early-in-career management development and senior management development, delivered both face-to-face and via virtual methods.



Learning & Development

DSW are widely considered to be experts in the Learning and Development space, having resourced some of the UK's largest training programmes and L&D interventions.

All roles within L&D can be covered by our Associates who have national scale and reach, offering flexible cover for multi-site projects.

The breadth and scale of our talent pool allows end clients to access professionals who have a varied range of skills, attributes and capabilities.

Trainers

We have many accomplished Trainers with experience gained across a variety of sectors. They have been assessed to ensure they deliver an engaging learning experience via both face-to-face and virtual delivery.

Learning Designers

Highly experienced and previously deployed across a number of large projects, our Designers follow best practice to ensure learning outcomes are met and programmes can be sustained and embedded.



Learning & Development

Blended Learning Designers

Our Blended Learning Designers help clients understand which elements of traditional learning programmes can be digitally transformed, then design effective interventions which use both digital and traditional techniques.

Workshop Facilitators

Within our talent pool we have a number of dynamic Facilitators with experience across a range of sectors, including Financial Services and the Public Sector. They are skilled in encouraging delegates to participate and enabling them to further develop their learning.

Speakers

Our inspirational Speakers have held high-profile roles and enhance learning programmes, academies and careers events by sharing insights, tips and advice.

Actors

We have a number of Actors with proven capability in bringing client case studies and videos to life. They are experienced in working within a corporate environment as part of a larger L&D project.



Learning & Development

Coaches

Our Coaches provide one-to-one support and bring out the best in delegates, by helping to remove barriers to learning and provide additional stretch and challenge to complement their on-programme experience. They do this through both virtual and face-to-face delivery methods.

Programme Managers / Project Lead

We provide senior learning professionals with experience of managing countless learning programmes from concept to completion. They have worked with some of the UK's largest and most prestigious organisations to deliver and assess the impact of client's interventions.

Learning Content Developers / Writers

Skilled in taking lengthy traditional pieces of learning to create easily digestible content, our Content Writers and Developers know how to produce compelling copy which meets key learning outcomes and is audience appropriate. They have worked with many large brands and know how important it is to make sure that your, brand, values and tone of voice are embedded in the content they produce.



Consultants

Business is changing at a quicker pace than ever before. We provide subject matter experts who combine a strong academic background with experience of developing pragmatic solutions which deliver tangible results.

Our Consultants have a wealth of experience and knowledge of best practice, which helps accelerate the pace of change.

The calibre of our Associate base includes senior HR Directors, Sales Directors, and Business Transformation experts.

HR

Our Consultants are able to advise large organisations on the creation of engaging onboarding experiences, recruitment, succession planning, staff benefits and retention and strategic upskilling of staff. We have former senior HR Managers and Directors available within our talent pool who have experience of helping to scope, implement and transform organisations with thousands of employees.



Consultants

Business Transformation

With no bias towards any one tool or intervention, our Consultants have access to a range of diagnostic tools and approaches to help understand, analyse and plan to implement changes which address cultural, behavioural or digital challenges in clients' organisations. Many have experience of working on sensitive projects, at scale, with some of the UK's biggest brands.

Sales Excellence

DSW's Associates have been deployed to help public sector organisations, banks and retailers understand how they can achieve better customer satisfaction levels, increase sales and build meaningful client relationships. Among our Consultants we have former Sales Directors and Commercial Managers, who have been responsible for transforming the performance of contact centres and networks of Client Relationship Managers.

Learning & Development Consultant

Our L&D consultants have significant experience of creating, implementing, managing and delivering learning interventions in large, matrix organisations. They are skilled in building robust stakeholder relationships, continuously identifying training and development needs, and presenting recommendations to board level. Within our talent pool we have former L&D Directors, Heads of Learning and Senior Learning Managers of FTSE100 companies.



Financial Services Experts

Keeping on top of regulatory change and sector-specific requirements in the Financial Services sector is a full-time job.

Our Subject Matter Experts are immersed in the regulatory and legislative world, leading the way across some of the sector's largest compliance and regulatory programmes.

They are able to help organisations understand areas of weakness, what must be done to address this and design compliant learning programmes.

They are also qualified in the delivery of a number of professional qualifications to support CPD and personal development.

Insurance

As a preferred partner of the Chartered Insurance Institute (CII), our SMEs have an inside track on the regulatory and compliance challenges currently facing the sector. They deliver CII training and revision sessions at scale, in order to improve compliance and promote professional conduct. Within our Associate pool we have a number of CII qualified experts.



Financial Services Experts

Banking

Our Associates help Banking clients with all forms of learning projects – from regulatory and cultural change to technical skills development. Working across Retail, Commercial and Private Banking firms and Building Societies, they have delivered some of the industry's most complex and challenging regulatory programmes. A number of our Associates hold LIBF, CISI or CBI qualifications.

Wealth Management

Our Associates have trained many wealth advisers, be they part of a bank, network, wealth management firm or working as independent Financial Advisers. Highly regarded for their understanding of the regulated advice process, end clients throughout the UK and Europe have benefited from our SMEs' understanding of regulatory and compliance matters, training and development. Most hold relevant CII or CISI qualifications.

Consumer Credit

Our Associates work with lending organisations of all sizes, providing regulated, technical and skills training across multiple roles from call centres and customer support, through to advisers, collections, recovery and debt management. Previous projects include: responsible lending; treating customers fairly; claims handling.



Financial Services Experts

Pensions

The SME talent pool contains well-qualified individuals who work with a number of leading organisations to train advisers, paraplanners, support staff and call centre teams on everything from products, sales and regulation, through to pensions qualifications and professional development.

Mortgage

At the forefront of mortgage training for a number of years, our experts have supported clients in developing learning to address regulatory and compliance challenges including: the Mortgage Market Review, the Mortgage Credit Directive, and conduct risk programmes.

Regulatory & Compliance

As leading compliance and regulatory experts, our Associates work with a number of organisations who are subject to FCA regulations to meet regulatory and compliance challenges. Many have held roles as Compliance Directors, Managers and Heads of and have a wealth of experience and sector insight.



Interim Managers

DSW's Associate Managers represent a safe pair of hands to call upon when key roles require interim expertise.

Accomplished in the areas of HR, L&D and Talent Management, they have experience of holding senior interim positions and offer the benefit of cross-sector insight.

Many hold CIPD qualifications and continually update their knowledge of industry best-practice.

HR

Senior professionals who have many years' interim management and HR experience, with suitable qualifications and skills to deliver all aspects of HR management.

L&D

Previous Directors, Heads of and Managers who have an intimate understanding of L&D functions. Having led at a senior level, they offer many transferable skills and represent a safe pair of hands when interim expertise is required.

Talent / Graduate / Early in Career

Experts in developing talent, our Associates are accomplished managers who have spent many years operating in interim roles.



Apprenticeships

We provide Coaches, Tutors, Learning Designers and Trainers with specific skills or work history to enhance on-programme Apprenticeship delivery.

With a background in Training Consultancy and Programme Design, we have more than 850 talented Associates who are experts in creating a learning experience which is enjoyable and memorable.

Within our pool we also have a further 200 Apprenticeship Assessors who are immersed in the delivery of the new Standards and are passionate about Apprenticeships.

Coaches

Our Associate Coaches are not only familiar with the Standard specific on-programme delivery requirements of their chosen Standard, but also have IAG qualifications and experience, in addition to relevant teaching and learning qualifications.

Trainers

Within our talent pool we have the capability and capacity to deliver almost any professional training programme. Where these are embedded within the Standard, our Associates have delivered accredited training in conjunction with many professional associations such as CMI, ILM, CII, CISI and LIBF.



Apprenticeships

IQAs / IVs

We require all Associates who work within our Apprenticeship business to hold a relevant Apprenticeship assessment qualification. Within this quality-assured pool of 200 Assessors we have a number of individuals who currently work across major awarding bodies and training providers to quality assure / verify Apprenticeship provision.

Programme Designers

Our Programme Designers can create and advise on how to approach to all aspects of Apprenticeship programme design, from writing schemes of work through to embedding digital learning tools. They are experts in both programme design and Apprenticeship delivery.



Technical Roles

Technical expertise is often difficult to find, expensive to hire and tricky to assess - which is why we have a talent pool of quality-assured Subject Matter Experts our clients can call upon when needed.

We help organisations in need of skilled practitioners and accredited experts to deliver transformational change.

This may be due to a large software roll out, business process reengineering, a cultural change, or a potential threat to an organisation's security which requires a new approach to cyber and cloud protocols.

Cyber Security Trainer

Our Trainers and Coaches are immersed in the world of ethical hacking, cyber forensics and cloud security. They deliver both off-the-shelf courses and bespoke training, designed with large, complex organisations in mind. They are also able to carry out penetration testing, cyber security audits and consultancy, to advise organisations of areas of risk.

Business Process Analyst

Our Associate talent pool contains a number of Business Process Analysts who are skilled in the art of defining new business processes, process reengineering and the analysis and improvement of existing process to ensure the efficiency and effectiveness of business operations. Many of our Business Process Analysts have Lean and Six Sigma experience and are able to apply these principles should you require this.



Technical Roles

User / Project Adoption Manager / Change Lead

Working within large organisations to ensure the success of transformational software or change projects at scale, our Adoption and Change Lead Associates are excellent project and stakeholder managers, working with the end client to deliver their vision. They support and engage teams and senior leaders in adopting new software, processes or behaviours.

Lead Trainer MS Office Applications

Experts in Microsoft Office applications, including Office 365, our Associate Trainers have the right skills and knowledge to help train users in the best-use / practice principles from beginner level through to advanced. Where security clearance is required for sensitive projects, we have a number of Lead Trainers who possess this.

Floorwalker / Deskside Support MS Office Applications

Our Floorwalker and Deskside Support Associates support organisations in the practical implementation of Microsoft Office Applications and Office 365 migration. They provide pragmatic, user-friendly advice to get the most from software roll-outs and ensure they are implemented by troubleshooting at an individual level.



Other Services

We believe that in leadership, it's behaviour that counts. With this in mind we have a suite of solutions which provide you with the tools, methods and professional qualifications to develop leadership excellence.

Consultancy is where our business began. We cover a range of project specific needs across all aspects of L&D and HR.

DSW Apprenticeships represents one of the fastest growing Awarding Organisations in the UK. We specialise in providing fair, accurate, robust End Point Assessment across a growing list of Standards.



Contact



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