

# Adult Courses

A guide to funded courses with Activate Learning



## OUR OFFER

Across our regions and beyond Activate Learning offers free training to individual adults and organisations. We aim to meet your needs by delivering high quality training, enabling people to develop their careers.

We access a number of funds including the '*Adult Education Budget*' and the European Social Funded '*Skills Support for the Workforce*' which mean a lot of our delivery is free of charge to adult learners.

This brochure describes the different accredited courses we offer. These are courses which are fully regulated and certified by awarding bodies. If you feel none of these are suitable we may still be able to agree a non-regulated training package specific to your needs. If there is a course not listed in here which you are keen to explore we can also look at our capabilities to deliver it.

In addition to the more technical, industry-based qualifications in this brochure, we can also offer Functional Skills courses in English and Maths. These can be delivered for native and non-native speakers.

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\*Additional point updated on 4<sup>th</sup> June 2020: The funding for these courses applies to furloughed staff just as it would someone in work.

If you are currently 'furloughed' and wish to undertake some study we would be equally happy to hear from you.

## PERSONAL DEVELOPMENT

These programmes can apply to anyone in any organisation, focusing on your own development as a person and a professional. There is a focus on personal skills required inside and outside the workplace with the many challenges we face in today's 24 hour global society.

### Ascentis Level 1 Award in the Importance of Resilience and Grit

#### Course Description

This one-unit qualification introduces learners to what is meant by the terms 'resilience' and 'grit' and how they can be used to support own behaviour and character.

#### Main Content

The 3 learning outcomes for this course are:

1. Understand the importance of resilience
2. Know how to develop resilience
3. Understand the importance of grit

#### Delivery and Assessment

This would typically be delivered face-to-face in a classroom environment. We also have online resources to support the delivery.

Assessment is portfolio-based

#### Time Required

The course requires approx 8 contact hours, so could be delivered over 1 intensive day or 2 half days.



## FOREST SCHOOL

Forest School is a well-recognised brand in the Early Years Education Sector. These courses are delivered by Forest School leaders and give participants a great deal of inspiration to take back to their settings.

### Ascentis Level 1 Award in Forest School Principles

#### Course Description

The Ascentis Level 1 Award in Introduction to Forest School Principles provides learners with an introduction to the Forest School ethos and learning in the outdoors. The aims of the qualification are to:

- gain skills and learning of life in the outdoors
- prepare learners for further study and employment in the outdoors
- gain continuing professional development
- become a Forest School Programme Leader.

#### Main Content

The 5 learning outcomes are:

- Understand the Forest School approach to learning
- Be able to participate in a Forest School experience
- Understand the methods of identification of woodland species
- Understand the impact of Forest School on the woodland environment
- Understand hazards at Forest School.

#### Delivery and Assessment

This course is best delivered through face-to-face contact with an experienced Forest School leader, much of which is in an outdoor, Forest-school based environment.

There is an option for online support on some units.

Assessment is through portfolio completion.

#### Time Required

12 contact hours. This can be achieved through 2 intensive days or a series of shorter sessions, such as an evening per week for 6 weeks. Online support can reduce the contact time required.

## Ascentis Level 2 Award in Forest School Programme Support

### Course Description

The Ascentis Level 2 Award in Forest School Programme Support provides learners with the skills required to support Forest School Leaders when conducting Forest School outdoor programmes and activities. It is designed to meet the needs of teachers, youth workers, students and others in providing preparation for further development and study to becoming a Forest School Leader.

**Aims** The qualifications enable learners to:  
develop an understanding of the principles and ethos of Forest School  
gain skills and learning of life in the outdoors  
prepare learners for further study and employment in the outdoors  
gain continuing professional development  
become a Forest School Programme Leader.

### Main Content

There are 2 units for this course:

- 1) Supporting Learning and Development at a Forest School Programme
- 2) Skills for the Forest School Programme Assistant.

### Delivery and Assessment

The delivery is through face-to-face contact with a Forest School leader, much of which will be in the outdoors, Forest School environment.

Assessment is through the build up of a portfolio throughout the course.

### Time Required

Approx 24 contact hours. This could be delivered over 3-4 days or a series of 2-3 hour long sessions, or a combination of both of these.



## LEISURE AND HOSPITALITY COURSES

### Highfield Level 2 Award for Personal Licence Holders

#### Course Description

The qualification is designed for those learners working in a role that involves the retail sale of alcohol. It is a prerequisite for anyone who wishes to hold a personal licence; Anyone wishing to sell or authorise the sale of alcohol by retail on licensed premises must hold a personal licence.

#### Main Content

Learners gaining this qualification will understand the main requirements of the Licensing Act 2003, the importance of promoting the licensing objectives and the legal responsibilities of a personal licence holder.

#### Delivery and Assessment

The course is delivered face-to-face in a classroom setting. Assessment is through a multiple choice exam taken on the day of the course.

#### Time Required

7-8 contact hours, usually delivered in one day.



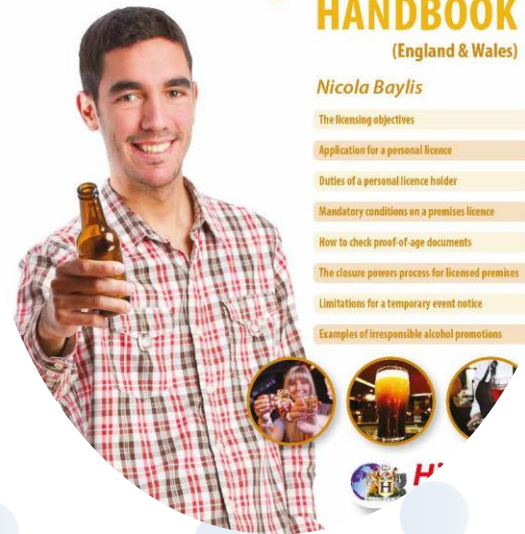
*Award for Personal Licence Holders (APLH)*

## Licensing Course HANDBOOK

(England & Wales)

*Nicola Baylis*

The licensing objectives	7
Application for a personal licence	20
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## LEADERSHIP, MANAGEMENT & TEAMWORK

In any team environment, leadership and effective teamwork are critical to the success of an organisation. These courses are aimed at new or experienced team leaders and managers looking to develop their skills. We can also provide a course aimed specifically at team members, developing their ability to work well as a team.

### ILM Level 2 Award/Certificate in Leadership and Team Skills

#### Course Description

These qualifications are ideal for practising team leaders, helping them become more effective and confident in their role. They also support new or aspiring team leaders – helping them make the transition from working in a team to leading a team.

The Award is a short version of the course which can be delivered in 1-2 days intensively. The certificate requires significantly more commitment but covers a much wider range of topics.

#### Main Content

Both courses have core unit requirements which include the units “Developing yourself as a team leader”, “Developing the Work Team” and “Leading your Work Team”.

There are a series of further units including “Solving Problems and Making Decisions”, “Understanding Leadership” and “Undertaking Coaching in the Workplace”.

The Award will only require 2 core units to be undertaken, whereas the certificate has a range of additional optional units.

#### Delivery and Assessment

Delivery is face-to-face with a small portfolio of evidence collated on the day.

#### Time Required

Award = Approx 15 contact hours, typically delivered over 2 full days

Certificate = Approx 50 contact hours, typically delivered over an extended period of time such as a series of half-day sessions.



## ILM Level 2 Certificate in Team Leading

### Course Description

This qualification is designed for new and aspiring team leaders. It gives an in-depth introduction to the role and responsibilities of a team leader.

The qualification consists of three mandatory units covering the core skills needed to lead a team. Candidates learn how to plan, allocate and monitor work; plus gain the necessary tools and techniques to develop as a leader and get the most from their team. Learners will then complete the Certificate with optional units which cover everything from communication skills to business improvement techniques.

### Main Content

There are 3 core units: “Developing yourself as a team leader”, “Improving Performance of the Work Team” and “Planning and Monitoring Work”.

Then there are a series of optional units including “Developing your work team”, “Leading your work team”, Workplace Communication” and “Solving Problems and Making Decisions”.

### Delivery and Assessment

This is delivered through face-to-face, classroom-based learning alongside tasks which will be taken back to the workplace. Assessment is through portfolio completion.

### Time Required

Approx 30 hours contact time in the classroom plus additional tasks to take back to the workplace.





## ILM Level 2 Award in Effective Mentoring Skills

### Course Description

This qualification is for those who wish to develop their knowledge and skills in order to understand and undertake effective mentoring in a range of different situations within their organisation, the voluntary sector or community groups.

### Main Content

There are 2 units to this qualification; “Understanding Mentoring” and “Developing Mentoring Skills”.

### Delivery and Assessment

This would be delivered through classroom-based learning sessions, alongside mentoring tasks within your job role.

### Time Required

2 days contact time in the classroom plus additional tasks in the learners own time.



## ILM Level 2 Award/Certificate in Effective Team Member Skills

### Course Description

These qualifications are ideal for individuals who have just joined a new organisation or team. They are also suitable for learners in line for promotion to team leader – helping to provide the skills and knowledge necessary for the challenge.

### Main Content

The Award consists of one mandatory unit; “Developing yourself as a team member”

The Certificate consists of the same unit, plus an additional longer unit entitled “Developing effective team member skills”.

### Delivery and Assessment

Although there will be an element of classroom, theory based work to reflect on your teamwork skills and complete your portfolio, we will make the course as practical as possible to involve engaging teamwork tasks.

### Time Required

Award = Approx 15 contact hours, typically delivered over 2 days.

Certificate = Approx 50 contact hours, typically delivered over an extended period of time.



## HEALTHCARE AND MENTAL HEALTH

The healthcare industry continues to be a source of great career opportunities. Our First Aid for Mental Health courses are amongst our most popular due to their relevance in today's world, and they qualify candidates as recognized 'Mental Health First Aiders' in the workplace. Our other similar courses give a great insight into physical and mental health, but without the official badge.



### Nuco Level 2 Award in First Aid for Mental Health

#### Course Description

This course is delivered in 1 day and enables you to be recognised as a Mental Health First Aider in the Workplace. Like regular first aid, once you are certified it is valid for 3 years from completion. This level 2 Award is also the same as day 1 of the Level 3 course below.

#### Main Content

The course builds general awareness of what mental health is and how to identify common issues such as stress, anxiety, depression, psychosis and eating disorders. There is a focus on managing stress and on substance abuse, as well as how to advise effectively on Mental Health issues and produce an action plan.

#### Delivery and Assessment

Face-to-face delivery is compulsory. Our teaching team are bound by delivery requirements set by the awarding body, Nuco, but will ensure that the day is as engaging as possible. Assessment is completed on the day through a short test.

#### Time Required

1 day (typically 9am – 4.30pm but can be split over different dates).

### Nuco Level 3 Award in Supervising First Aid for Mental Health

#### Course Description

The first day is the same as doing the Level 2 course above, and the second day goes into greater depth on specific conditions such as PTSD, anxiety etc.

#### Main Content

As stated, day 1 of this course will cover everything in the level 2 course. Day 2 then covers more detail on these topics and a wider range of specific disorders including bipolar, schizophrenia, PTSD, suicide and personality disorders, and the therapy available for such conditions.

#### Delivery and Assessment

Face-to-face delivery is compulsory. Our teaching team are bound by delivery requirements set by the awarding body, Nuco, but will ensure that the day is as engaging as possible. Assessment is completed at the end of each day through a short test.

#### Time Required

2 days (typically 9am – 4.30pm each day and 2 consecutive days but can be flexible).

## Ascentis Level 2 Certificate in Mental Health Awareness

### Course Description

This course does not give candidates the “First Aid for Mental Health” badge, but gives a large awareness of different conditions and how to help people suffering from them.

### Main Content

This course covers general mental health awareness, plus 9 specified disorders; stress, anxiety, depression, phobias, post-natal depression, bipolar, schizophrenia, dementia and eating disorders.

### Delivery and Assessment

Delivered through classroom delivery with additional tasks.

Assessment is through production of a portfolio.

### Time Required

Approx 60 contact hours.

## Ascentis Level 2 Award in Mental Health & Well Being

### Course Description

These courses focuses on general mental health and well-being, and common external influences on it. It gives a short option whereas the certificate in Mental Health Awareness is a longer-term course.

### Main Content

The 4 key outcomes explore types of mental health, the impact of drugs, alcohol and social media, looking after physical and mental health, and support for mental health.

### Delivery and Assessment

Delivered through classroom delivery with additional tasks.

Assessment is through production of a portfolio.

### Time Required

Approx 15 contact hours, commonly delivered over 2 intensive days.



## Ascentis Level 2 Certificate / Extended Certificate / Diploma in Healthcare Professions

### Course Description

This course is aimed at professionals who are serious about a career in the health care industry.

### Main Content

The focus is on the skills required for self-confidence and further study as well as career development in health and social care.

There are optional units to be selected on specific aspects of health care such as children's development, dementia, sensory loss etc. Alternative units focus on specific skills such as spreadsheet software and other IT skills.

### Delivery and Assessment

This would be expected to be delivered over a long period of time, alongside the working hours of people in industry, as opposed to intensively. For example, 2 hours per week contact time plus additional set tasks, for several months.

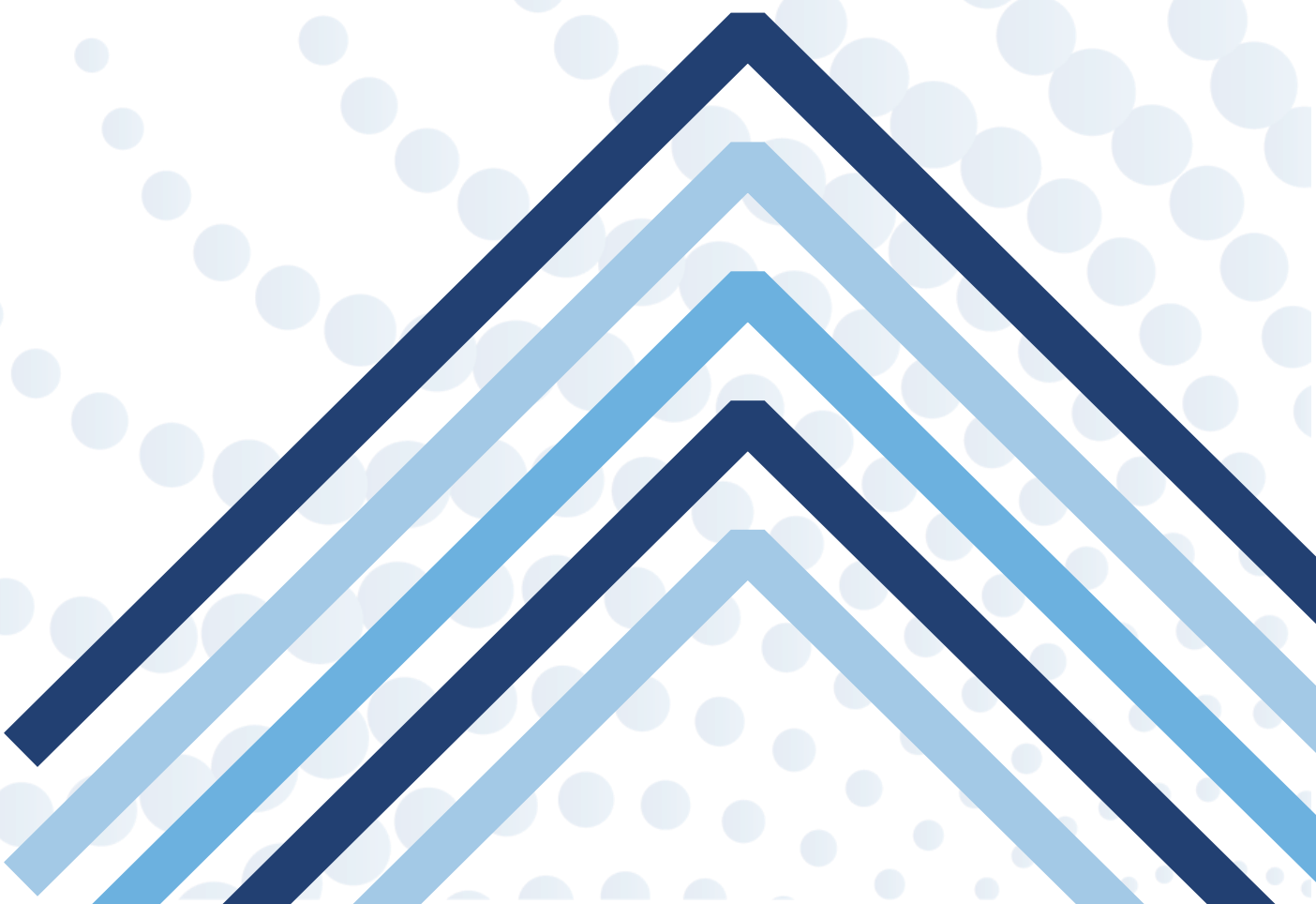
### Time Required

Approximate contact hours required, with additional set tasks:

Certificate = 40 contact hours

Extended Certificate = 80 hours

Diploma = 120 hours



## DIGITAL SKILLS

As digital skills become more important to succeed in jobs in any sector, our IT courses can build skills in a range of programmes at different levels.

**\*Please note that the Ascentis qualifications below expire in August 2020 and will be replaced by new 'digital skills' courses.**



### Ascentis Level 1 Award / Certificate in IT User Skills

#### Course Description

Both the Award and the Certificate include a mandatory unit on general IT skills, followed by a series of units which cover different key programmes including Excel and Word.

#### Main Content

Core unit: Improving Productivity Using IT  
Optional units: Spreadsheet Software, Word Processing Software, Publishing Software, Presentation Software, IT User Fundamentals.

#### Delivery and Assessment

Delivery is face-to-face with computers required. We can provide the required resources at our college campus if you are unable to do so on your premises.

#### Time Required

Certificate = Approx 40 contact hours with additional work set  
Award = Approx 20 contact hours with additional tasks set.

### Ascentis Level 2 Award / Certificate in IT User Skills

#### Course Description

Both the Award and the Certificate include a mandatory unit on general IT skills, followed by a series of units which cover different key programmes including Excel and Word.

#### Main Content

Core unit: Improving Productivity Using IT  
Optional units: Spreadsheet Software, Word Processing Software, Publishing Software, Presentation Software, IT User Fundamentals.

#### Delivery and Assessment

Delivery is face-to-face with computers required. We can provide the required resources at our college campus if you are unable to do so on your premises.

#### Time Required

Certificate = Approx 50 contact hours with additional work set  
Award = Approx 30 contact hours with additional tasks set.



## Ascentis Level 2 Unit Specialising in Spreadsheet Software

### Course Description

Due to popular demand we offer a course focusing specifically on Excel Spreadsheets. Candidates are certified with 'unit accreditation' and develop skills solely for using spreadsheets.

### Main Content

Averages, pivot tables, conditional formatting, "If" statements, Dropboxes.

### Delivery and Assessment

Delivery is face-to-face with computers required. We can provide the required resources at our college campus if you are unable to do so on your premises.

### Time Required

Approx 15 hours contact time required. This would tend to be done over 2-3 days, but can be delivered in shorter sessions over a longer period of time if required.



## Ascentis Level 3 Unit Specialising in Spreadsheet Software

### Course Description

Delivery of more complex actions than level 2. Again candidates are certified with 'unit accreditation' and develop skills solely for using spreadsheets.

### Main Content

Setting and applying filters, macros, H-look ups, V-look ups, other advanced skills and techniques.

### Delivery and Assessment

Delivery is face-to-face with computers required. We can provide the required resources at our college campus if you are unable to do so on your premises.

### Time Required

Approx 25 hours contact time required. This would tend to be done over 3 days, but can be delivered in shorter sessions over a longer period of required.



## CUSTOMER SERVICE & GENERAL BUSINESS OPERATIONS

For any organisation to be successful its staff must function effectively and it must be able to meet the needs and expectations of its customers. These courses offer a great opportunity for staff to develop their customer service skills.

### Highfield Level 1 Award / Certificate in Customer Service

#### Course Description

The objective of this qualification is to prepare learners for employment and to support learners who deal, or intend to deal, with customers on a daily basis as part of their job role. It is applicable to a variety of work environments and covers topics such as dealing with customer requests, communication skills and make telephone calls to customers.

#### Main Content

Key units include the following: Understand working in a customer service environment, Communication in customer service, Principles of personal performance and development, Principles of working in a business environment, Work with others in a business environment.

#### Delivery and Assessment

Taught classroom-based sessions with engaging tasks.  
Portfolio-based assessment.

#### Time Required

Award = 1 day direct contact time  
Certificate – Approx 70 contact hours contact time, including classroom sessions and tutorials, plus additional set tasks.



### Highfield Level 2 Award in Customer Service

#### Course Description

The objective of this qualification is to support learners working or preparing to work in a customer service role or where using a telephone is a part of their role. It is suitable for all industries where customer service is a requirement. The qualification covers the principles of customer service including how to meet customers' expectations, the importance of appropriate behaviour and communication techniques as well as ways to deal with problem customers

#### Main Content

This is a short course simply focusing on the key principles of customer service

#### Delivery and Assessment

This would be delivered during one intensive day in the classroom, with a multiple-choice 30 question exam test at the end.

#### Time Required

1 day of direct contact time.

## Highfield Level 2 Certificate in Customer Service

### Course Description

The objective of this qualification is to prepare learners for employment and to support learners who deal, or intend to deal, with customers on a daily basis as part of their job role. It is applicable to a variety of work environments and covers topics such as dealing with customer requests, communication skills and make telephone calls to customers.

### Main Content

Key units include the following:  
Understand working in a customer service environment, Communication in customer service, Principles of personal performance and development, Principles of working in a business environment, Work with others in a business environment.

### Delivery and Assessment

The course would include direct contact time in the classroom alongside tutorials and additional tasks to be completed in learners own time.  
Portfolio-based assessment

### Time Required

Approx 50 contact hours.

## City & Guilds Level 2 Diploma in Customer Service

### Course Description

This is a long-term course which includes many units, covering all key principles of customer service

### Main Content

Communication, Delivering Customer Service, Telephone calls, Dealing with Incidents, Resolving problems

### Delivery and Assessment

Delivery includes taught sessions, tutorials and additional tasks.  
Assessment is portfolio-based.

### Time Required

This is delivered through regular support sessions over several weeks / months, and would tend to incorporate 'in work' tasks. There would be approx 80 hours of contact time.



## City & Guilds Level 2 Diploma in Business Administration

### Course Description

This course is aimed at people serious about a career in business administration, and likely already working in such a role. It requires a long-term commitment and covers all the key areas of the job from processing payroll to professional documents.

### Main Content

A wide range of short units including the following: Customer service, taking notes, producing minutes, handling mail, producing key documents, stationary info and supplies, organising travel and accommodation, and employee rights and responsibilities.

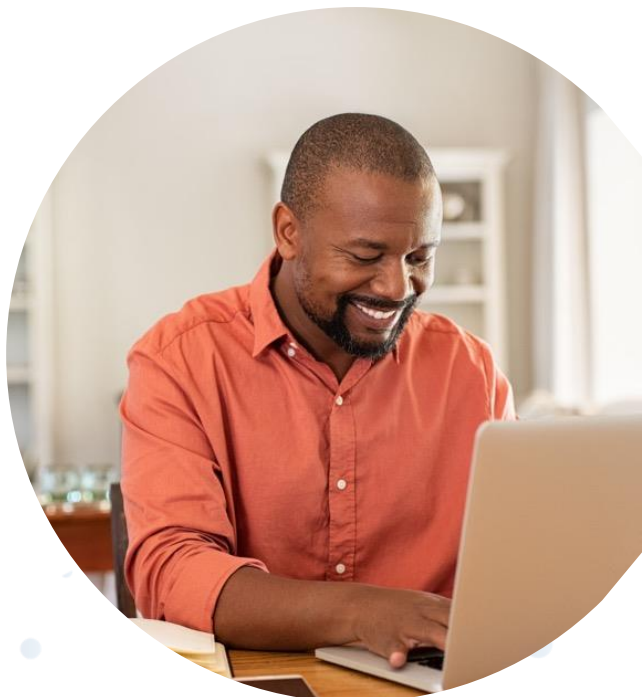
### Delivery and Assessment

Delivery includes taught sessions, tutorials and additional tasks.

Assessment is portfolio-based.

### Time Required

This is delivered through regular support sessions over several weeks / months, and would tend to incorporate 'in work' tasks. There would be approximately 80 hours of contact time.



## ILM Level 2 Certificate in Enterprise

### Course Description

This course is aimed at anyone looking to start up their own business, covering the implications of working for yourself, and the personal and practical challenges of launching a new business.

### Main Content

The 5 mandatory units cover the skills and abilities to run a business, the legal requirements, promoting and selling, finance and developing a business idea. Additional optional units cover further aspects such as writing a business plan and business research.

### Delivery and Assessment

This is delivered through face-to-face delivery and set tasks. Assessment is through completion of a portfolio.

### Time Required

Approx 60 contact hours required, plus additional tasks.

