ACTIVATE LEARNING
ADULT EDUCATION

Education & Skills Funding Agency

European Union
European Social Fund

SKILLS SUPPORT FOR THE WORKFORCE

Free Training for Oxfordshire and Berkshire-based Businesses.

OUR OFFER

Activate Learning offers free training to employers across Oxfordshire and parts of Berkshire through the European Social Funds “Skills for the Workforce” Programme. This project is designed to upskill and develop the local workforce. We aim to meet your training needs by delivering high quality training, enabling employees to develop their careers.

This brochure describes the different accredited courses we offer 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 bespoke 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 availability to deliver it.

Get in touch:

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Activate Learning
City of Oxford College
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To meet conditions for the funding and therefore free course enrolment, candidates must meet the following criteria:

- *19 or over*
- *In employment at an organisation in Oxfordshire or Berkshire*
- *The training must be above and beyond basic training expectations of the organisation (i.e. an upskill opportunity)*

*Additional point updated January 2021: 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.

Course List

Business Operation and Customer Service

Business Administration……page 4
Business Skills and Enterprise……page 5
Bookkeeping……page 7
Customer Service……page 8

Digital Skills

Essential Digital Skills courses……page 9

Education / Forest School

Forest School courses……page 11
Learning Support……page 13

Health and Social Care

First Aid for Mental Health……page 14
General Mental Health……page 15
Healthcare Professions……page 16

Leisure and Hospitality

Award for Personal Licence Holders……page 17
Sport and Fitness-based courses……page 18

Leadership, Management and Teamwork

Leadership……page 20
Team Skills……page 21
Mentoring……page 22

Personal Development

Resilience and Grit……page 23
Employability……page 24

Other

Warehousing and Storage……page 25

Business Operations and Customer Services

These programmes cover many areas of business and office work. They can be run as stand-alone courses or completed together to form a longer programme.

City & Guilds Level 1 Award in Business and Administration

Course Description:

This qualification has been designed to meet the needs of adult learners who are either seeking employment or are already working in first level administrative support roles within any office environment.

Delivery and Assessment:

This can be delivered online, although depending on the units selected it may require face-to-face contact.
It is assessed by producing a portfolio of evidence which will include worksheets, observation forms and workbooks.

Time Required:

This course can be completed in a week if done intensively, or an equivalent amount of time if spread out over a longer period of time.
There is also a Certificate course which takes twice the time but covers more modules.

Main Content:

A number of units can be selected, and they include:

- Working in business and administration
- Using office equipment
- Professional behaviour
- Creating business documents
- Making and receiving calls
- Handling mail
- Collecting and storing information

Business Operations and Customer Services

Ascentis Level 1 Award in Business, Employment and Enterprise

Course Description:

This course is designed to give participants the knowledge and understanding of the basic principles of employment, business and enterprise. This qualification introduces the learner to the importance of entrepreneurial skills within business and encourages them to consider their own role in employment, business and enterprise.

Main Content:

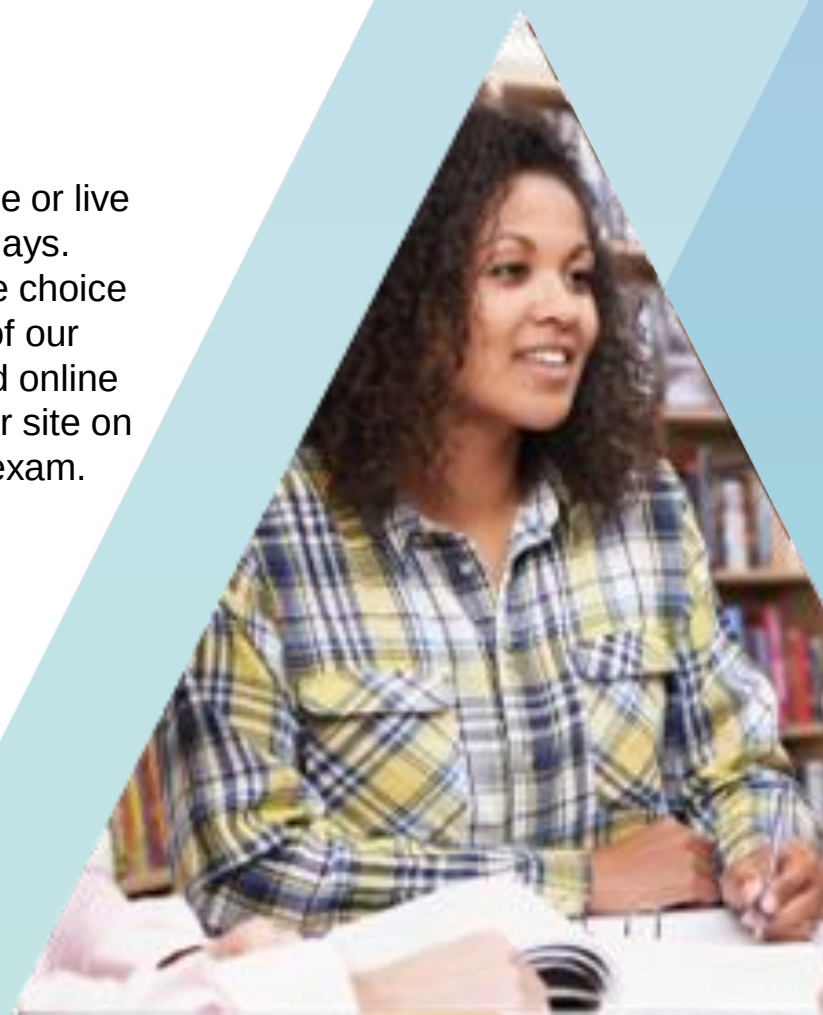
The aims of the qualification are to enable participants:
1. To understand basic concepts in employment, business and enterprise.
2. To understand entrepreneurship and recognise entrepreneurial skills.
3. To understand employment responsibilities and rights.

Delivery and Assessment:

This can be delivered face-to-face or live online, usually for 1-2 intensive days.
It is assessed by a short, multiple choice exam which must be sat at one of our college campuses, so if delivered online participants must still travel to our site on an agreed date to complete the exam.

Time Required:

Typically, 1-2 days delivery face-to-face including assessment, or if delivered online it is 1-2 days live delivery, then completion of the exam.



Business Operations and Customer Services

AAT Level 1 Award in Business Skills

Course Description:

A student completing this qualification will develop an understanding of how different organisations operate across both the public and private sectors. They will learn how to contribute effectively in the workplace by working with others, managing their time, behaving professionally and maintaining security of data. Students will develop the skills to identify jobs that match their skills and abilities and to apply for a job using an application form or CV.

Delivery and Assessment:

This can be delivered intensively over a week, but in most cases would be delivered over a similar amount of contact time spread over several weeks, which can be face-to-face or online.
Assessment is an externally set task which must be sat at one of our college campuses.

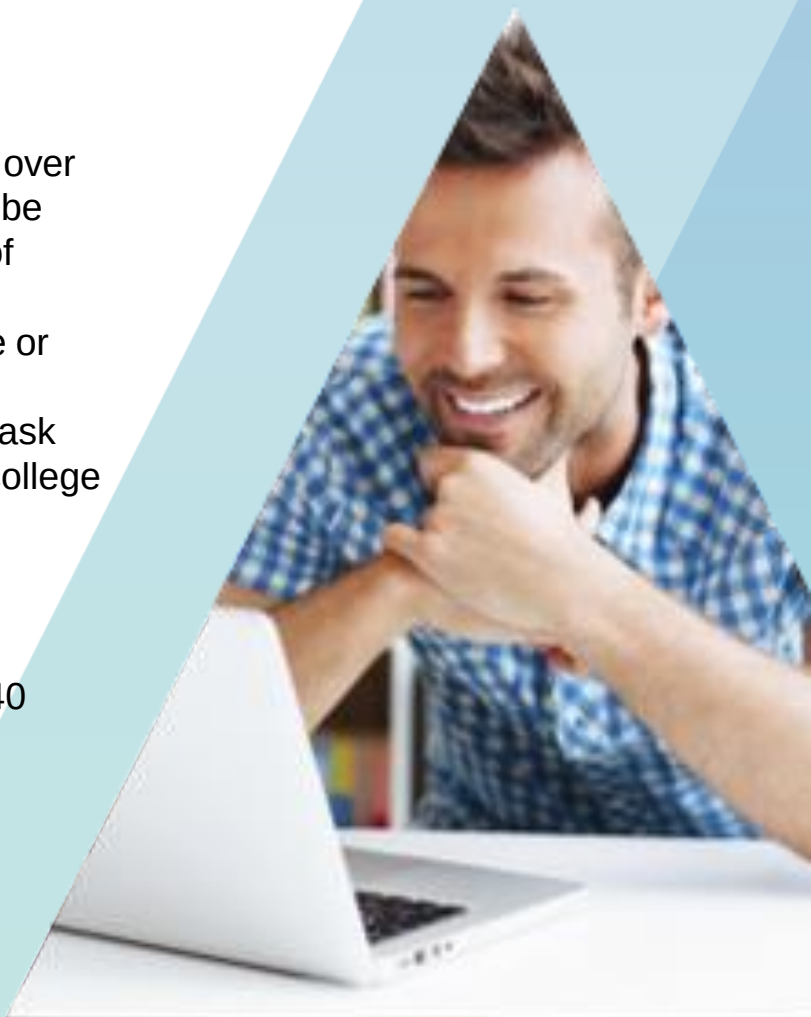
Time Required:

Delivery requires approximately 40 contact hours, with tasks set in-between sessions.

Main Content:

The 3 key outcomes are:

1. Understand how organisations operate
2. Develop skills for the workplace
3. Be able to apply for a job



Business Operations and Customer Services

AAT Level 1 Access Award in Bookkeeping

Course Description:

Completing this qualification will allow you to develop an understanding of the role of the bookkeeper, including the need for confidentiality and accuracy in work.
It may interest those who are self-employed or working in small businesses who wish to do their own bookkeeping. It might also be a useful follow-on from the Business Skills course (on previous page).

Main Content:

You will learn underpinning theory including how to identify assets, liabilities, income and expenses, how to identify profit and loss, and the differences between trading for cash and trading on credit. You will also develop the skills to process customer and supplier transactions, to enter receipts and payments into the cash book and check amounts against the bank statement in preparation for bank reconciliation.

Delivery and Assessment:

Delivery can be online through live sessions but is best done face-to-face.
Typically, it would be done over 3-4 days spread out, with short tasks set between sessions.
It is assessed through an externally set, computer-based assessment.

Time Required:

5 days including assessment, or an equivalent amount of time spread over several weeks.

Business Operations and Customer Services

Highfield Level 1 Award 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:

1) Delivering good customer service
2) Know different communication methods
3) Providing good customer service in line with organisational procedures
4) Dealing with customer queries, problems and complaints

Delivery and Assessment:

This can be delivered and assessed completely online. Online delivery is through live taught sessions, typically over 3 full days either intensively or spread over 2 – 3 weeks.
Whether delivered face-to-face or online, the assessment is through completion of a portfolio.

Time Required:

3 days of contact time plus assessment tasks. Overall, 3-4 days to complete.

DIGITAL SKILLS

Out Digital Skills courses are part of the Government drive to enhance Digital Skills across the UK, and cover the key areas identified as essential for our society. We offer an Entry Level 3 and a Level 1 course to cater for varying levels of ability.

Pearson Entry Level 3 in Essential Digital Skills

Course Description:

The qualification gives learners the opportunity to improve their ability to develop the appropriate level of digital skills, to use digital devices and the internet, and then to apply this knowledge and these skills in common situations.

Main Content:

The 5 key areas are as follows:

1.Using devices and handling Information

2. Creating and editing

3. Communicating

4. Transacting

5. Being safe and responsible Online

Delivery and Assessment:

These are normally delivered face-to-face but can be run remotely using live online sessions if required.

The formal assessment is an online, externally set task and test which will last about 2 hours.

Time Required:

Delivered over 3-4 days, either intensively or spread over 3 – 4 weeks.

DIGITAL SKILLS

Pearson Level 1 in Essential Digital Skills

Course Description:

The qualification takes the participant's ability to a higher level than the Entry 3 course, enabling them to manage and configure devices, and to store and manage information, as well as other more advanced skills.

Main Content:

Just like the Entry 3 course, the 5 key areas are as follows, but at a slightly more advanced level:

1.Using devices and handling Information

2. Creating and editing

3. Communicating

4. Transacting

5. Being safe and responsible online

Delivery and Assessment:

These are normally delivered face-to-face but can be run remotely using live online sessions if required.

The formal assessment is an online, externally set task and test which will last about. 2 hours.

Time Required:

Delivered over 3-4 days, either intensively or spread over 3 – 4 weeks.

EDUCATION

Forest School is a well-recognised brand in the Early Years Education Sector. These 2 pages focus on our courses which 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 Schools on the woodland environment
- Understand hazards at a 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 which can be achieved through 2 intensive days or a series of shorter sessions, such as an evening per week for 6 weeks.

Additional remote work will be set to support the main delivery.

EDUCATION

Ascentis Level 2 Award on 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.

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.

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.

Time Required:

Approx 24 contact hours can be achieved through 4 intensive days or a series of shorter sessions, such as an evening per week for 8 weeks.

Additional remote work will be set to support the main delivery.

EDUCATION

Ascentis Level 2 Award in Learning Support

Course Description:

This course introduces participants to key information required to work in learning support for different ages. These areas include awareness of learning difficulties and how to prepare and support learners from different backgrounds.

It could suit someone already working in a learning support setting who wants to enhance their knowledge, or someone looking to move into work in the sector.

Main Content:

The aims of the qualification are to enable participants:

1. To understand how to support other people to learn
2. To recognise a range of challenging issues that may affect people's ability to learn
3. To identify ways in which you can help others to overcome these issues

Delivery and Assessment:

Delivery can be done through face-to-face lessons or through live online taught sessions, whether being completed intensively or not.

Participants are assessed by completing a portfolio of evidence.

Due to the delivery and assessment requirements, this course can be done completely online, with no face-to-face requirement.

Time Required:

Could be delivered intensively over 6-7 days, or through doing 2-3 hours delivery per week for several weeks, with additional tasks set each week.

HEALTH AND SOCIAL CARE

Our health and social care-based courses cover the very topical Mental Health as well as the Award for Healthcare Professions which is aimed more at people currently in, or looking for a career in, the Healthcare sector.

FAA Level 3 Award in Supervising First Aid for Mental Health

Course Description:

This course can be delivered face-to-face or online 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.

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:

This can be delivered face-to-face or completely online.

If done face-to-face it is over 2 intensive days with a paper test at the end.

Learners choosing the distance learning option will have home study set and will attend a series of webinars. These webinars are generally arranged as five 1-hour sessions over three weeks. Assessment is online 1-1 with the course tutor

Time Required:

12 hours in total.
If done face-to-face this is split over 2 days (typically 9am – 4pm), or if online 6 contact hours with additional remote tasks.

**There is a shorter alternative to this course which is delivered in half the time but covers less depth of knowledge. This is the "Level 2 Award in First Aid for Mental Health".*

HEALTH AND SOCIAL CARE

Ascentis Level 1 Award in Mental Health and Well-being

Course Description:

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

Delivery and Assessment:

This can be delivered over a series of short sessions over 2 – 3 weeks, but delivery would usually be completed in 1 intensive day. This can be face-to-face or live online.
Assessment is then through an online, multiple choice test taken at one of our campuses.

Time Required:

1 day delivery or equivalent time spread over 2 – 3 weeks, plus the assessment. This is done on campus and takes up to an hour.

Main Content:

The 4 main outcomes are:

1. To understand what is meant by the terms Mental Health and Wellbeing
2. To understand different mental health conditions and treatment
3. To know how to find support for mental health conditions
4. To know how to look after your own mental health and wellbeing

HEALTH AND SOCIAL CARE

Ascentis Level 2 Award in Healthcare Professions

Course Description:

The Ascentis Level 2 in Health and Social Care Professions is designed to help learners make an informed choice about a career in Health and Social Care. They cover a wide range of modules linked to the sector. Achievement of these qualifications could act as progression towards programmes of study at Level 2 or Level 3 such as an Apprenticeship programme or the Access to HE Diploma.

Main Content:

The 3 key aims are:

1. To promote the skills required for learner self-confidence and further study
2. To encourage learners to consider a career in Health and Social Care
3. To reward the achievement of learners for the skills that they have developed.

Delivery and Assessment:

This course is aimed at people working in a healthcare setting already, so delivery would therefore be in short sessions spread over an extended period of time, for example 2 hours per week for several weeks / months, with tasks set to be completed in own time.
Participants produce a portfolio over the duration of their course.

Time Required:

There are 3 options available:
The Certificate requires approx. 50 contact hours.
The Extended Certificate and Diploma require approx. 100 and 150 contact hours respectively, so would be delivered more intensively, for example a full day per week.

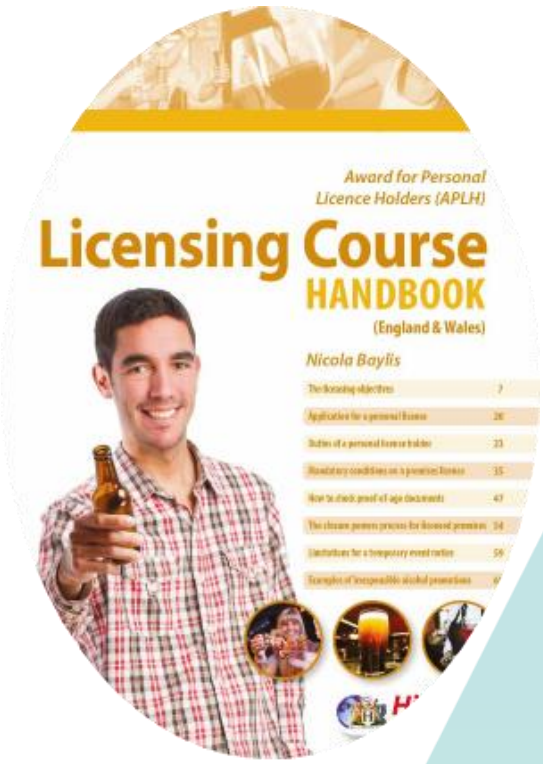
LEISURE AND HOSPITAILITY

This section covers the Personal Licence Holders course for people in hospitality, and then our sport and fitness-based courses. We will also soon be offering a food hygiene course – please ask for more details on this.

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.

LEISURE AND HOSPITAILITY

BTEC Level 1 Award in Sport and Active Leisure

Course Description:

The offer acts as a stepping-stone opportunity to the Level 2 Fitness Instructing on the next page.
We explore 2 key concepts of fitness at a relatively basic level.

Delivery and Assessment:

Delivered through face-to-face or online sessions.
Assessed through workbooks which participants complete as they work through the course.

Main Content:

When we deliver this at Activate Learning alongside our Level 2 Fitness Instructing, we focus on the following 2 modules:

1. Job opportunities in Sport and Active Leisure
2. Anatomy and Physiology

These modules give a solid basis to build on when undertaking the higher-level Fitness course.

Time Required:

1 – 2 days of contact time

LEISURE AND HOSPITAILITY

VTCT Level 2 Certificate in Fitness Instructing

Course Description:

This is the recognised qualification required to become a qualified fitness instructor and work in the industry.

It covers a range of topics through theory and practical sessions, delivered by industry experts.

It can lead on to the Level 3 Diploma in Personal Training.

Delivery and Assessment:

This course requires a commitment to participate actively in both practical and theory sessions run at one of our campuses.

Some online delivery can be incorporated which reduces this, but it still needs a great deal of commitment.

The assessment includes completion of a series of logbooks, a practical observation and 2 multiple-choice exams.

Main Content:

There are several modules on this course, all of which must be completed successfully:

1. Anatomy and physiology for exercise and health
2. Health, safety and welfare in a fitness environment
3. Principles of exercise, fitness and health
4. Planning gym-based exercise
5. Instructing gym-based exercise
6. Customer service and client support in health and fitness
7. Leading group-based activities in a gym-based environment

Time Required:

Usually delivered over 2 intensive weeks, including assessment.

Sometimes online delivery can reduce this time slightly.

LEADERSHIP, MANAGEMENT AND TEAMWORK

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 full days intensively, or an equivalent amount of time. 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 “Planning and Monitoring Work”.
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:

This can be delivered completely remotely through a blend of live taught sessions and set tasks, or through face-to-face sessions, also with tasks set between them.
Sessions tend to be once per week over 6 weeks.
Assessment is through completion of a task for each unit, which again can be supported face-to-face or done completely remotely.

Time Required:

Award = Approx 15 contact hours, typically delivered over 6 weeks, with tasks set between sessions.
Certificate = Approx 50 contact hours, typically delivered over an extended period of time such as a series of half-day sessions.

LEADERSHIP, MANAGEMENT AND TEAMWORK

ILM Level 2 Award 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.

LEADERSHIP, MANAGEMENT AND TEAMWORK

Ascentis Level 1 Award in Mentoring

Course Description:

This qualification has been designed to provide the skills needed to become an effective mentor. The qualification will allow learners to try out their own mentoring skills, learning the boundaries of the mentoring role and the benefits that mentoring can bring to other people and the community.

Main Content:

The main areas of study are:

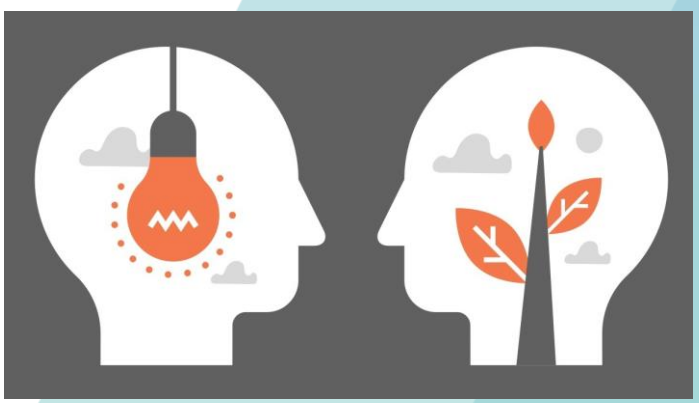
1. Mentoring practice: the skills required to be an effective mentor
2. Introduction to mentoring: what is meant by mentoring and respecting individuals
3. Mentoring skills: understanding different techniques, boundaries and referral processes.

Delivery and Assessment:

Delivered through face-to-face or live online sessions, typically for full days.
Tasks will be set between days.
Assessment is through the build-up of a portfolio, which is assessed upon completion of the course.
Due to the above, the course can be delivered completely remotely.

Time Required:

3 – 4 days for delivery and completion of portfolios, usually spread over 3 -4 weeks, for example 1 day per week for 4 weeks.



PERSONAL DEVELOPMENT

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 our 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 can be delivered and assessed completely online. Online delivery is through live taught sessions, typically over 3 full days either intensively or spread over 2 – 3 weeks.
Whether delivered face-to-face or online, the assessment is through completion of a portfolio which includes a number of set tasks.

Time Required:

3 – 4 days plus tasks set between sessions.

PERSONAL DEVELOPMENT

Ascentis Level 1 Award in Skills for Employment

Course Description:

This course would suit people seeking employment, particularly those who might be slightly out-of-date with their application skills and knowledge.

It ensures that participants complete the course with the skills to search and apply for jobs effectively, and with the relevant documents such as a CV and application letter ready.

Delivery and Assessment:

This tends to be delivered face-to-face but can do done completely online through live taught sessions.

The formal assessment is through production of a portfolio which includes a completed CV, feedback from a mock interview and other relevant tasks.

It can therefore be completed totally online if necessary.

Main Content:

Participants cover the following:

1. Job searching
2. Job applications
3. CV writing
4. Interview skills

Time Required:

Typically delivered over 3 – 4 intensive days, including assessment.

OTHER

City & Guilds Level 2 Certificate in Warehousing and Storage

Course Description:

This course is aimed at people seeking work in a warehouse environment, or people new to working in warehousing.
It covers the basic principles of warehousing and storage such as order processing, safety issues, customer requirements and stock control.

Main Content:

A number of modules are covered which include the following:

- Receiving and storing goods
- Processing and dispatching goods
- Customer Service
- Health, Safety, Security and Legislation
- Teamwork

Delivery and Assessment:

This is delivered over an intensive week, Monday to Friday. This can be done face-to-face but is usually run online through live, taught sessions. Participants then have to attend an online exam at one of our campuses upon completion of the course.

Time Required:

5 days intensive delivery. The assessment may fall within those 5 days or immediately after.

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Get in touch:

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