

# Training and Development

## Course Guide 2022/2023



Durham Employment and Skills is a matrix accredited organisation



Supported by





# Table of contents

<b>Introduction</b> .....	<b>4</b>	<b>Section 3:</b>	
<b>Frequently asked questions</b> .....	<b>5</b>	<b>Accredited courses</b> .....	<b>33</b>
<b>Section 1 - Bespoke training and development workshops</b> .....	<b>6</b>	Assessing Vocational Achievement.....	<b>34</b>
Digital Media for Business.....	<b>7</b>	Leading the Internal Quality Assurance of Assessment Processes and Practice.....	<b>35</b>
Customers with Disabilities.....	<b>8</b>	Advice and Guidance (Level 3 and Level 4).....	<b>36</b>
Customer Service and Sales.....	<b>9</b>	Business and Administration (Level 2 - 4).....	<b>37</b>
Dementia Awareness.....	<b>10</b>	Customer Service (Level 2 - 4).....	<b>38</b>
Service across Cultures.....	<b>11</b>	Team Leading, Management and Leadership (Level 2 - 5).....	<b>39</b>
Positive Man/Positive Woman.....	<b>12</b>	IT User Skills (Level 1 - 2).....	<b>40</b>
Digital Inclusion Programme.....	<b>13</b>	Mentoring (Level 1 - 2).....	<b>41</b>
Communicating Assertively.....	<b>14</b>	Employability Skills (Entry Level - Level 2).....	<b>42</b>
Professional Telephone Techniques.....	<b>15</b>	Functional Skills Mathematics (Entry Level - Level 2).....	<b>43</b>
Presentation Skills.....	<b>16</b>	Functional Skills English (Entry Level - Level 2).....	<b>44</b>
Report Writing.....	<b>17</b>	<b>Section 4: Next steps</b> .....	<b>45</b>
Minute Taking.....	<b>18</b>	<b>Pricing</b> .....	<b>46</b>
Time Management.....	<b>19</b>	<b>Note</b> .....	<b>47</b>
<b>Section 2:</b>		<b>Contact</b> .....	<b>48</b>
<b>Legislative qualifications</b> .....	<b>20</b>		
Health and Safety in a Construction Environment (Level 1).....	<b>21</b>		
Emergency First Aid at Work (Level 3).....	<b>22</b>		
Award in Basic Life Support and the Safe Use of an Automated External Defibrillator (Level 2).....	<b>23</b>		
First Aid at Work (Level 3).....	<b>24</b>		
Paediatric First Aid at Work (Level 3).....	<b>25</b>		
Manual Handling in the Workplace (Level 2).....	<b>26</b>		
Food Safety in Catering (Level 2).....	<b>27</b>		
Health and Safety in the Workplace (Level 2).....	<b>28</b>		
Principles of COSHH (Level 2).....	<b>29</b>		
Conflict Resolution and Personal Safety (Level 2).....	<b>30</b>		
Principles of Risk Assessment (Level 2).....	<b>31</b>		
Equality and Diversity.....	<b>32</b>		

# Introduction

Dear colleague

Thank you for your interest in Durham Employment and Skills training and development.

Durham Employment and Skills have been delivering training and development workshops and courses since 1980. Your training needs are our business.

Our courses cover a wide range of subject areas and are highly regarded by HR, training, recruitment and related professionals.

We provide training and development programmes to national qualification standards, however if you would like something bespoke – just for your team – we are happy to develop this with you.

Training and development can be great for learning new skills and knowledge, but it also provides an opportunity for you to build on your team's strengths.

Our training and development courses can be tailored to your specific needs and if required, our trainer is also able to follow up with consultancy and mentoring to help your team to be successful.

With a wide range of subjects on offer, we are covering a wide range of recruitment, employment, wellbeing and development subject areas. However, if you don't find what you are looking for, please ask as there are many other areas that we can support with your training and development needs.

Employees value training; they see it as a sign that they are valued and that you are investing in them. If you are considering making that investment, Durham Employment and Skills is the ideal partner for you.

**Julie West**  
*Employment and Skills Manager*





# Frequently asked questions

## **Is it more cost effective to run an event in-house or to attend an open training day?**

If you are thinking of booking a training event for five or more people, it may be more cost effective to arrange for one of our experienced trainers to come to you.

## **Can the event be tailored to our needs?**

We are happy to design and tailor bespoke development workshops and events for you to meet your needs. We will expect the trainer to discuss your needs with you to ensure we deliver the content you require.

## **Do we need to provide a venue or can you arrange one?**

If you have your own venue that's great and obviously this can save you money on the costs of room hire for the workshop. However, if not, we do have our own venues that we can utilise if they meet your needs or we can source another suitable venue for you.

## **What does a typical training day look like?**

Many of our bespoke programmes are one day workshops, lasting from 09.30 to 16.30. Most workshops feature a single trainer who will work with your team through a mix of presentations and interactive activities - although the exact mix will vary dependant on the focus of the training. You can also request additional content such as role play, quizzes, etc. to be included.

The vocational accredited programmes of learning are usually arranged to take place over a six to eighteen month period, dependant on the subject and the level of the programme.

## **How many people can attend each workshop?**

Our workshops are open to a maximum of 12 delegates. This gives enough people in the workshop to create a discussion, but not too many that the workshop loses its intimacy and relevance for each delegate. If you have large numbers we recommend that you break the groups down to smaller groups and run the workshops on different days.



# **Section 1 - Bespoke training and development workshops**





# Digital Media for Business

## Course aim

This course is tailor-made and specifically designed to support small businesses and retailers to develop their knowledge of the internet, social media and the benefits of getting their business online. From generating traffic to your website to using email marketing and social media, the course will give candidates the confidence, skills and tools to benefit from the rapid growth of 'e-tailing' and ultimately increasing the 'bottom line'.

## Who is it for?

The course is ideal for small business owners and managers, market traders, start-ups, entrepreneurs and sole traders.

## Course objectives

Through this interactive one day workshop, delegates will be supported to gain skills and confidence to maximise the opportunities of being online and develop a clear social media strategy to bring more profit to their business. By the end of the workshop delegates will understand:

- The importance and benefits of online marketing
- Communicating with customers
- Ways to grow their business using online marketing
- The importance of content marketing
- Online visibility and viability
- The use and benefits of SEO

- The purpose of website analytics
- The different social media platforms for business – Facebook, Twitter, etc.
- Google+ and Google for business.

## Method of assessment

Assessment is based upon delegate participation and completion of activities throughout the workshop.

## Additional information

A certificate of attendance will be issued to those successful delegates for their Continuous Professional Development personnel file.



## Customers with Disabilities

### Course Aim

The Customer with Disabilities Awareness Workshop has been designed to increase knowledge and sensitivity towards those disabled customers to feel welcome and comfortable in a retail environment.

### Who is it for?

This course is ideal for participants working and managing front line customer service roles.



### Course objectives

Delegates attending the session will be able to:

- Demonstrate an understanding of the importance of excellent customer service skills for our disabled customers.
- Describe appropriate language when referring to disabled customers.
- Demonstrate how to communicate effectively with disabled customers.
- Be more aware of your own feelings, misconceptions and biases when serving disabled customers.

### Method of Assessment

Assessment is based upon delegate participation and completion of activities throughout the workshop.

### Additional Information

A certificate of attendance will be issued to delegates for their Continuous Professional Development.



## Customer Service and Sales

### Course aim

Customer Service and Sales is about transforming frontline staff into effective sales professionals who not only listen to the customers' needs but maximise on those needs whilst still giving great service.

### Who is it for?

This course is ideal for participants working and managing front line customer service roles.

### Course objectives

Delegates attending the session will be able to:

- Review the sales cycle and how you can influence your customers purchasing decisions
- Discuss the value of knowing your products/services and the needs of your customers
- Understand the impact of 'moments of truth'
- Explain the benefits of selling beyond the basics
- No matter what part of the service industry you represent, understanding you have a role to sell your products and services is critical to providing excellent customer service.

### Method of Assessment

Assessment is based upon delegate participation and completion of activities throughout the workshop.

### Additional information

A certificate of attendance will be issued to delegates for their Continuous Professional Development.



# Dementia Awareness

## Course aim

Dementia is not just an issue for families and health services. Many people with dementia continue to avail of local services and will come into contact with front line staff on a regular basis. This training will support managers and staff to support current customers and attract new customers to remain active in their own communities for as long as possible.



## Who is it for?

This course is ideal for participants working and managing front line customer service roles.

## Course objectives

Delegates attending the session will be able to:

- Recognise when a customer may have dementia
- Identify the challenges a person with dementia may encounter in retail/hospitality situations
- Consider a range of options for supporting the person when faced with these challenges
- Identify ways of improving the environment to become more dementia friendly.

## Method of Assessment

Assessment is based upon delegate participation and completion of activities throughout the workshop.

## Additional information

A certificate of attendance will be issued to delegates for their Continuous Professional Development.

## Service across Cultures

### Course aim

The Service Across Cultures Workshop will increase knowledge and understanding about customers from other cultures and to provide excellent customer service to them.

### Who is it for?

This course is ideal for participants working and managing front line customer service roles.

### Course objectives

Delegates attending the session will be able to:

- Demonstrate an improved awareness about own feelings, misconceptions and biases when serving people from different nationalities and cultures
- Use improved communication skills with people from different nationalities or cultures
- Recognise the role and responsibility we all have to improve our cultural understanding on an ongoing basis.

### Method of Assessment

Assessment is based upon delegate participation and completion of activities throughout the workshop.

### Additional information

A certificate of attendance will be issued to delegates for their Continuous Professional Development.



# Positive Man/Positive Woman

## Course aim

The Positive Man/Positive Woman courses are designed to improve self-esteem and confidence to develop a positive mindset and to improve life choices.

## Who is it for?

These courses are applicable for anyone who is looking to develop their confidence, combat stress and improve their skills.



## Course objectives

Learners may complete some of the following, depending on requirements:

- Self-esteem, confidence building and stress management
- Increasing personal effectiveness
- Recognise conflict strategies
- Build on existing communication skills
- Money management
- On completion of these courses, learners should be able to:
  - Recognise skills, qualities and information needed for work and areas of personal development
  - Understand the symptoms and causes of stress, how to relax and use coping strategies.
  - Understand how to manage personal finance and know how to seek help for money problems.
  - Develop communication skills needed to maintain positive relationships.

## Method of Assessment

Assessment is based upon learner participation and completion of activities throughout the course.

## Additional information

A certificate of attendance will be issued to all learners on completion of the course.



# Digital Inclusion Programme

## Course aim

The Digital Inclusion Programme will support learners in developing skills and knowledge to enable them to access ICT services. The course is designed to give an overview of different software applications available when using a computer.

## Who is it for?

The course is ideal for anyone who would like more information to be able to use Word Processing, how to access the Internet and setting up and using an email account.

## Course objectives

The Word Processing unit will cover:

- Using tables to present information; Editing text and graphics; Layout options
- The Internet unit will cover: Search techniques; Using filters; Internet favourites; Using Google services

The Email unit will cover:

- The structure of an Email; Email Tools; Sending and receiving attachments; Archiving emails; Setting up a contact list/address book.

## Method of Assessment

Assessment is based upon learner participation and completion of activities throughout the course.

## Additional information

A certificate of attendance will be issued to all learners on completion of the course.



# Communicating Assertively

## Course aim

The aim of this one day workshop is to assist delegates to develop their communication skills and the ability to use communication to influence others. Delegates will gain knowledge of how to communicate assertively in any situation and how to overcome barriers to effective communication.

## Who is it for?

This course is suitable for any person who is required to communicate with others in their work role and who must use this ability in order to lead, influence, manage or negotiate with others.

## Course objectives

By the end of this workshop delegates will be able to:

- Identify and select different methods and models of communication
- Recognise barriers to effective communication and explain how these can be overcome
- Demonstrate how to read and use body language when dealing with others
- Demonstrate the effective use of questioning and active listening skills
- Use feedback and evaluation in order to identify ways of improving communication.

## Method of assessment

The workshop enables delegates to apply a range of methodologies and techniques in order to help them to communicate assertively and effectively. These will assist delegates to improve their effectiveness as a communicator regardless of the environment in which they work. The workshop is delivered through a range of learning approaches which require active learner participation.

## Additional information

A certificate of attendance will be issued to delegates upon completion of the training for their Continuous Professional Development personnel file.



# Professional Telephone Techniques

## Course aim

First impressions count. The aim of this one day workshop is for delegates to develop a professional telephone manner and is designed for people who have to handle situations using the telephone, as part of their role, in a professional and courteous manner. It will enable delegates to acquire the skills to break down communication barriers and respond to the needs of the caller in an engaging manner.

## Who is it for?

For anyone who uses the telephone to deal with internal or external customers as part of their role within the organisation.

## Course objectives

By the end of this workshop delegates will be able to:

- Recognise the impact of voice and tone
- Use listening skills and questioning techniques
- Increase confidence to deal with calls competently
- Deliver messages promptly and accurately.

## Method of assessment

This workshop enables delegates to apply a range of techniques in order to help them to communicate in a professional manner effectively. The strategies covered will assist those attending to improve their efficiency as a communicator regardless of the environment in which they work. The workshop is delivered through a range of learning approaches which require active learner participation.

## Additional information

A certificate of attendance will be issued to those successful delegates for their Continuous Professional Development personnel file.



# Presentation Skills

## Course aim

This one day workshop provides guidance, ideas, tips and techniques on how to deliver exciting, powerful and creative presentations.

## Who is it for?

This course is suitable to anyone who wants to improve their presentation skills. The course looks at traditional styles of presenting as well as key aspects of TED talks.



## Course objectives

By the end of the workshop delegates will be able to:

- Identifying different types of presentations and their purpose
- Know aspects of TED talks
- Learn how PowerPoint can add authority and expertise to your presentations
- Discover the mistakes to avoid
- How to use illustrations, transitions and visual teasers for major themes and key points
- Deal with nerves
- Handle questions.

## Method of assessment

Delegates will be expected to present during the workshop and this will form part of the assessment together with participation in all activities.

## Additional information

A certificate of attendance will be issued to those successful delegates for their Continuous Professional Development personnel file.



# Report Writing

## Course aim

The purpose of this half day workshop is to enable delegates to plan, organise and present information as a formal report and provides an introduction to report writing techniques and protocols, along with a briefing in the style and format of reports required by their employer.

## Who is it for?

The workshop is suitable for delegates of varying levels of experience who are required to prepare written reports as part of their work role and provides a generic approach to report writing and is therefore appropriate for those working in any area of business.

## Course objectives

By the end of the workshop delegates will be able to:

- Understand the elements and features of a formal report
- Set objectives and plan the writing of a report
- Structure, organise and format a written report
- Compile the main sections of the report (executive summary, content, conclusions and recommendations)
- Check grammar and punctuation
- Proof read and edit a completed report.\*

## Method of assessment

The course combines a half-day of classroom based training (4 hours) with an assessment exercise\* to be completed by delegates following the initial training session. Following the classroom based session delegates will be required to submit a practice report based upon a case study. Comprehensive feedback and advice will be provided following the exercise.

## Additional information

A certificate of attendance will be issued to those successful delegates for their Continuous Professional Development personnel file.



# Minute Taking

## Course aim

The purpose of this workshop is to introduce delegates to the function and practice of minute taking. The workshop provides guidance on how to take accurate minutes and how to present them professionally.

## Who is it for?

The workshop is suitable for delegates of varying levels of experience who are required to attend meetings and prepare minutes of meetings in their work and provides a generic approach to minute taking, therefore appropriate for those working in any area of business.

## Course objectives

This workshop will increase the confidence of delegates and help them to acquire the skills needed to take minutes of meetings efficiently and effectively.

By the end of the workshop delegates will be able to:

- Understand the structure of meetings and how that structure is reflected in minutes
- Appreciate and apply the key personal skills needed by minute takers

- Take notes of a meeting effectively and efficiently
- Write up meeting minutes in a professional style, structure and layout
- Select and clearly identify action points when writing minutes
- Understand the importance of correct (business) English when presenting minutes.

## Method of assessment

Delegates are asked to participate in a number of short activities in order to build knowledge and skills. There is no formal assessment although delegates are asked to complete simple written tasks.

## Additional information

A certificate of attendance will be issued to those successful delegates for their Continuous Professional Development personnel file.



# Time Management

## Course aim

This one day workshop supports delegates to accomplish important priorities without ignoring other people's demands. Learn how to overcome interruptions and distractions that can sabotage your work and your time.

## Who is it for?

This workshop is for anyone who is struggling to manage their time effectively in a busy working environment.

## Course objectives

By the end of the workshop delegates will be able to:

- Know what to do first when everything is important
- Reduce disruptive demands on your time
- Use innovative prioritising techniques that assure you will get everything done on time
- Handle difficult people who lower morale and bring work to a halt
- How to have fewer meetings and make them shorter, but more productive
- Get everyone to do their part when it is needed
- Gain practical time management techniques that will save you hours every week.

## Method of assessment

The workshop enables delegates to apply a range of techniques in order to help them to manage their time more effectively. The course is delivered through a range of learning approaches which require active learner participation.

## Additional information

A certificate of attendance will be issued to delegates upon completion of the training for their Continuous Professional Development personnel file.





## **Section 2 - Legislative qualifications**





# Health and Safety in a Construction Environment (Level 1)

## Course aim

This Award in Health and Safety in a Construction Environment qualification is for learners wishing to apply for the Construction Skills Certification Scheme Green Card. The CSCS Green Card is intended for those working in labouring occupations only. Achievement of this award will demonstrate the applicant's understanding of key issues affecting safe working practices on UK construction sites.

## Who is it for?

This qualification is for learners wishing to qualify for the CSCS UK Ltd Green Card to access construction sites in the UK as a no-skilled worker.

## Course objectives

The course enables the learner to understand the general health and safety risks in a construction environment.

- Know the principles of risk assessment for maintaining and improving health and safety at work.
- Know the importance of safe manual handling in the workplace
- Know the importance of working safely at height in the workplace
- Know risks to health within a construction environment
- Know the importance of working around plant and equipment safely.

## Method of assessment

Candidates must successfully complete one online multiple choice test for the mandatory unit.

## Additional information

City & Guilds do not set any entry requirements for this qualification. However, we ensure that candidates have the potential and opportunity to gain the qualification successfully.



## Emergency First Aid at Work (Level 3)

### Course aim

This one-day course will help you meet regulatory requirements if your risk assessment indicates that first aid training covering emergency protocols only is sufficient for your workplace. The Level 3 Award in Emergency First Aid at Work may be more suitable for lower-risk work environments, such as offices and shops and/or organisations with fewer than 100 employees.

### Who is it for?

This course is ideal for those who want to receive training in emergency first aid and is especially suited for nominated first aiders in small, low risk working environments.

### Course objectives

The Level 3 Award in Emergency First Aid at Work comprises Unit 1 of the Level 3 Award in First Aid at Work. It covers the roles and responsibilities of a first aider such as;

- Assessing an incident
- Unconscious casualties
- Cardiopulmonary resuscitation (CRR)
- Choking
- External bleeding and shock
- Minor injuries.

### Method of assessment

The assessment is conducted by trainers on the day. Learners will undertake two stages of assessment, where they will complete a test paper and demonstrate their competence in certain first-aid procedures.

### Additional information

For regulatory purposes, successfully completing the Level 3 Award in Emergency First Aid at work will enable the candidate to act as a first aider in the workplace. Requalification is mandatory every three years for this qualification, although the HSE strongly recommends a refresher session is attended annually through this 3 year period. Please contact us for information regarding refresher training.



## Award in Basic Life Support and the Safe Use of an Automated External Defibrillator (Level 2)

### Course aim

Completion of the training programme for the Level 2 Award in Basic Life Support and use of an AED will provide attendees with the essential knowledge and skills to be able to recognise when someone has suffered cardiac arrest. They will learn how to respond quickly, calmly and confidently when using an AED. This course is five hours in duration.

### Who is it for?

This course will cover the basics of CRR and ensure delegates are able to safely use an AED. This will help to ensure that first aiders are keeping their skills and knowledge up-to-date.

### Course objectives

The Level 2 Award in Basic Life Support and Safe use of an Automated External Defibrillator will enable delegates to:

- How to manage an unresponsive casualty who is breathing normally
- How to manage an unresponsive casualty who is not breathing normally
- How to safely use an automated external defibrillator.

### Method of assessment

Assessment is by means of a short question paper at the end of the day, supported by practical activities during which learners must demonstrate their skills.

### Additional information

Those requiring a broader knowledge of first aid should attend either the Emergency First Aid at Work (1 Day) or the First Aid at Work course (3 Days), depending upon the requirements of their employer.



## First Aid at Work (Level 3)

### Course aim

Completion of this 3 day course will enable delegates to develop the confidence, understanding and practical ability necessary to deal with a range of situations where first aid is required.

### Who is it for?

This three-day course will provide you with the practical skills and knowledge required by those responsible for providing First Aid in the workplace.

### Course objectives

The Level 3 Award in First Aid at Work will enable delegates to;

- Understand the roles and responsibilities of a first aider
- Respond to emergencies and manage casualties
- Deal with a wide variety of workplace accidents and injuries
- Recognise the presence of major illness and provide appropriate first aid.

### Method of assessment

The assessment includes 2 test papers and observation of practical activities.

### Additional information

The qualification is valid for three years and can be renewed by attendance at a two day renewal/refresher course. In addition, annual refresher half-day courses can also be arranged in order that first aiders can ensure retention of their skills and knowledge. Please contact us for details of refresher training.





## Paediatric First Aid at Work (Level 3)

### Course Overview

The Early Years Foundation Stage (EYFS) Statutory Framework requires all early years providers in England to have at least one person who has a current and full paediatric first aid certificate on the premises and available at all times when children are present. Providers should also take into account the number of children, staff and layout of the premises and increase their paediatric first aid provision accordingly to ensure that a paediatric first aider is available to respond to emergencies quickly.

### Who is it for?

This 2 day course has been specifically designed to meet the criteria set by the Department for Education's EYFS Framework and is ideal for: Those who have gained a level 2 and/or level 3 childcare qualification and have entered into an early years setting and wish to be included in the staff to child ratios to comply with EYFS requirements; Registered childminders and assistants who are required to hold a current and full paediatric first aid certificate in order to comply with the EYFS requirements; Anyone who has a non-professional involvement with infants and children, such as parents, grandparents and want to learn key paediatric first aid skills.

### Course objectives

The Level 3 Award in Paediatric First Aid at Work will enable successful candidates to:

- Understand the roles and responsibilities of a paediatric first aider
- To be able to assess an emergency situation
- To deal with an unresponsive infant or child
- To be able to administer safe and effective treatment when dealing with a range of paediatric first aid situations.

### Method of Assessment

The Assessment includes 2 test papers and observation of practical activities.

### Additional Information

The qualification is valid for three years and can be renewed by attendance at a 2-day renewal/refresher course. In addition, annual refresher courses can also be arranged in order that first aiders can ensure retention of their skills and knowledge. Please contact us for details of refresher training.

## Manual Handling in the Workplace (Level 2)

### Course aim

This one day course aims to provide employees with the knowledge and understanding necessary to ensure their own safety, and the safety of others, when carrying out manual handling activities in the workplace.

### Who is it for?

The course covers the generic principles of manual handling and is suitable for those working in any type of work environment where manual handling activities are carried out.



### Course objectives

The course will ensure that successful learners have;

- An appreciation of the hazards and risks associated with manual handling,
- The potential impact of failing to adopt safe manual handling practices and techniques,
- An understanding of the legal responsibilities of both employers and employees with regard to safe manual handling,
- The ability to identify and assess manual handling risks,
- The ability to apply plan and control safe manual handling activities,
- The ability to apply safe manual handling practices and techniques.

### Method of assessment

Candidates are assessed by a short written test to be completed in one hour under examination conditions. A certificate of attendance and assessment will be issued to those successful candidates.

### Additional information

Virtually all employees, regardless of their role or the environment in which they work, are required to undertake manual handling operations. This short course will equip attendees with the knowledge and understanding they require, and will ensure that they are able to plan and carry out manual handling activities safely.

## Food Safety in Catering (Level 2)

### Course aim

Everyone who works with food has a special responsibility for safeguarding the health of consumers to ensure the food they serve or sell is safe to eat. This qualification underlines the importance of food safety and provides candidates with an understanding of how to identify and control food safety hazards.

### Who is it for?

Anyone working in a catering setting where food is prepared, cooked and handles. It is relevant to all catering operations, for example, pubs, hotels, restaurants, fast-food outlets, hospitals, care and nursing homes, schools and prisons.

### Course objectives

The Level 2 Award in Food Safety in Catering comprises of one mandatory unit which includes:

- Understand how individuals can take personal responsibility for food safety
- Understand the importance of keeping him/herself clean and hygienic
- Understand the importance of keeping work areas clean and hygienic
- Understand the importance of keeping food safe.

### Method of assessment

Assessment is via completion of a multiple choice question paper on the day of the course.

### Additional Information

The course will equip delegates with the knowledge and understanding they require to ensure they can work in a catering environment and safeguard the health of consumers.



## Health and Safety in the Workplace (Level 2)

### Course aim

This course is designed to ensure that all employees are aware of their own safety and the safety of customers, contractors and the public. This qualification can be tailored to business and individual needs to make the learning experience relevant and fit for purpose.

### Who is it for?

For anyone in a work environment.

### Course objectives

By the end of this course learners will:

- Know the principles of health and safety and accident prevention
- Be able to contribute to any health and safety management system
- Recognise the importance of risk assessment as a technique for accident and ill health prevention
- Know the responsibilities placed on employers and employees
- Recognise the hazard, risk and main causes of harm to workers (manual handling, hazardous substances, exposure to noise and vibration)
- Know the importance of following systems, procedures and rules
- Be able to take individual action which can reduce risks to health and safety
- Know how workplace equipment and task design affect health and safety.

### Method of assessment

Candidates undertaking Level 2 are assessed by a multiple choice test to be completed in one hour under examination conditions at the end of day one.

### Additional information

This qualification will ensure that staff understand their responsibilities in terms of the management of health and safety in the workplace. It is ideal for supervisors and managers and it is strongly recommended that delegates refresh every 3 years.





## Principles of COSHH (Level 2)

### Course aim

This one day course aims to prepare employees to contribute to the safer use of hazardous substances, in co-operation with their managers and supervisors. It is of benefit anyone working with hazardous substances in a workplace and the programme focuses on the information employees need to know regarding substance hazards and their control.

### Who is it for?

This course is designed for those responsible for the Control of Substances Hazardous to Health (COSHH) at work, as well as employees who use hazardous substances in manufacturing, cleaning, healthcare, transport, utilities and offices.

### Course objectives

The Principles of COSHH provides an introduction to the control of substances hazardous to health and the associated regulations. It outlines how substances can be identified and controlled to prevent harm being caused, in addition to helping the attendee;

- Identify the hazards associated with those substances
- Identify the risks and controls available to deal with the substances
- Identify what to expect from a COSHH assessment.

### Method of assessment

Candidates are assessed by an examination paper consisting of 30 multiple choice questions to be completed in one hour under examination conditions.

### Additional information

Although not essential it is recommended that candidates have previously taken the Level 2 Award in Health and Safety in the Workplace, or equivalent, prior to attending the Principles of COSHH.



## Conflict Resolution and Personal Safety (Level 2)

### Course aim

This one day course provides a basic awareness of key safety issues and the role everyone should play in keeping themselves and others free from harm at work.

### Who is it for?

This course is appropriate for all employees in the public and private sector whose work brings them into contact with others; including colleagues, customers, members of the public, patients or clients.

### Course objectives

Work-related violence is on the rise and employers have a duty of care to provide a safe place of work. This is not easy in environments where the potential for conflict and aggression is high. By the end of the course delegates will:

- Understand the terminology used in conflict resolution
- Know the laws that apply to businesses and their employees
- Understand the concepts of a safe working environment and how the risk of conflict can be assessed
- Recognise potential confrontational situations and diffuse conflicts before they escalate to serious violence
- Appreciate the importance of personal safety.

### Method of assessment

The assessment is by means of a short question paper completed on the day.

### Additional information

There are no prerequisites for entry onto the Level 2 Award in Conflict Resolution and Personal Safety, as the required knowledge and understanding are covered throughout the course.



## Principles of Risk Assessment (Level 2)

### Course aim

This qualification aims to provide all employees the capacity to contribute to the risk assessment process, and to provide them with an undertaking to always to protect their own health and safety and that of others.

### Who is it for?

Anyone in a work environment would benefit from attending this course, as it raises awareness of the concept of risk assessment.

### Course objectives

The course will ensure that successful candidates have;

- Ability to contribute both to the maintenance of a safe work environment and to the process of formal risk assessment, including the legal requirements
- Understand the principles of risk assessment including;
  - hazards, risks and control measures
  - the five steps of risk assessment
  - the hierarchy of control
  - risk assessment review and record keeping.

### Method of assessment

Level 2 candidates are assessed by an examination paper consisting of multiple choice questions to be completed in one hour under examination conditions.

### Additional information

Although not all employees will be expected to undertake risk assessments themselves, they may be asked to contribute to the process and will be expected to act always to protect their own health and safety and that of others. This Level 2 provides learners with a useful and practical insight into how the risk assessment process can act upon, and be influenced, by them.



# Equality and Diversity

## Course aim

Understanding and respecting differences is an important aspect of an individual's employment responsibilities. The half-day workshop will help individuals to recognise the impact of bullying, stereotyping, prejudice and discrimination, as well promote and encourage positive attitudes and behaviour.

## Who is it for?

This workshop is suitable for employees in any workplace or environment. The aim is to ensure that employees understand the concepts and principles that underpin good practice with regard to equality, diversity and inclusion. The workshop goes beyond a simple introduction to legislation and requires learners to think about how these concepts and principles can be applied in the context of their own work role.



## Course objectives

This interactive training requires attendees to:

- Explore the concepts and principles of equality, diversity and inclusion
- Understand associated legislation
- Develop awareness of the cultural and social differences that are relevant in their workplace
- Identify ways in which equality legislation applies in the context of their work role
- Understand negative attitudes towards equality, diversity and inclusion
- Identify barriers to equality, diversity and inclusion and explore ways in which these can be tackled.

## Method of assessment

A certificate of attendance will be issued to delegates upon completion of the training for their Continuous Professional Development personnel file.

## Additional information

A certificate of attendance will be issued to participants upon completion of the training for their Continuous Professional Development personnel file.

The course can be extended so that delegates can develop a workbook of evidence in order to achieve a Level 2 qualification in "Equality and Diversity for the Workplace."



## Section 3 - Accredited courses



QUALSAFE AWARDS

REGISTERED CENTRE

Centre No.: 0906568

**City &  
Guilds**

**APPROVED  
CENTRE**

**ncfe.**



# Assessing Vocational Achievement

## Course aim

The Level 3 Assessing Vocational Achievement is needed by those required to carry out the assessment of the occupational knowledge and skills of learners working towards vocational qualifications.

## Who is it for?

This course is beneficial for Trainee Assessors who have experience of the structure and content of vocational qualifications.

## Course objectives

Trainee Assessors are required to work with candidates in order to develop a portfolio of evidence. A series of short face to face tutorial and assessment sessions are used to support the trainee and assess achievement. This will include observation of assessment practice. The programme enables trainees to complete the three units making up the certificate. These are:

- Unit 01: Understanding the principles and practices of assessment
- Unit 02: Assessing occupational competence in the work environment
- Unit 03: Assessing vocational skills, knowledge and understanding.

Trainee Assessors must have access to a minimum of two learners in order that they can generate and present evidence of having applied their assessment skills. The duration of the programme is between 3 to 6 months, depending upon the specific needs of trainees.



## Method of assessment

Assessment is based on completion of a portfolio of evidence assessed against the Awarding Body standards and criteria.

## Additional information

The certificate covers both the assessment of learners in a work environment, as well as the assessment of learners in a classroom or training environment.

# Leading the Internal Quality Assurance of Assessment Processes and Practice

## Course aim

The Level 4 Leading Internal Quality Assurance is required by those who lead the internal moderation function to develop knowledge and understanding to support Assessors.

## Who is it for?

The course is beneficial for those who lead a team of internal quality assurance staff.

## Course objectives

A series of short face to face tutorials and assessment sessions are used to support the learner. Learners are required to complete 3 units to achieve the Certificate at Level 4:

- Unit 1: Understanding the principles and practices of internally assuring the quality of assessment
- Unit 2: Internally assure the quality of assessment
- Unit 3: Plan, allocate and monitor in own area of responsibility.

Learners will be assessed for knowledge and understanding of principles and practices that underpin the internal quality assurance of assessment. Observation of performance, examining work products and professional discussion will be used to assess learners' ability to assure the quality of assessment within a learning environment.

## Method of assessment

Assessment is based on completion of a portfolio of evidence assessed against the Awarding Body standards and criteria.

## Additional information

Direct evidence of this type may be supplemented, where necessary, by discussion, reflective account or witness testimony.





## Advice and Guidance (Level 3 and Level 4)

### Course aim

This qualification aims to develop knowledge and understanding of providing advice and guidance to customers.

### Who is it for?

This qualification is for those working in all advice and guidance settings.

### Course objectives

This qualification covers communication and interactions to support clients in preparing and completing their chosen actions; the knowledge required to work with legislative and procedural frameworks; working with other services through negotiation, liaison and referral; understanding and promoting careers education guidance within organisations and enabling clients learning through group work, demonstration and instruction.

### Method of assessment

Assessment is based on completion of a portfolio of evidence assessed against the Awarding Body standards and criteria.

### Additional information

Direct evidence of this type may be supplemented, where necessary, by discussion, reflective account or witness testimony.



## Business and Administration (Level 2 - 4)

### Course aim

This is a cross sector qualification aimed at current and prospective business administrators. This qualification covers the skills and knowledge needed to be a successful business administrator, and covers competencies applicable to a wide range of contexts. The qualification will provide learners with the knowledge and skills they need to operate as a successful business administrator.

### Who is it for?

This qualification is designed for learners who are working, or would like to work, in a business administration role within any sector or industry. It's ideal for those who are new to the role or who've been working at that level for a short period of time.

### Course objectives

The objectives of this qualification are to help learners to:

- Develop the skills and qualities valued in employees by employers
- Understand and work on their strengths and weaknesses as a business administrator
- Allow learners to develop skills in a range of areas relevant to business administration roles, such as communication, presentation skills and providing administrative support.

### Method of assessment

To achieve the Business Administration qualification, learners must successfully demonstrate their achievement of all learning outcomes and assessment criteria of the units.

### Additional information

There are no specific recommended prior learning requirements for this qualification. However, learners may find it helpful if they have already achieved a Level 2 qualification.



## Customer Service (Level 2 - 4)

### Course aim

This qualification gives learners the opportunity to develop the skills and knowledge needed to deliver customer service in a range of industries and contexts. Learners will understand what drives customer behaviour and what creates customer retention. Learners are also given the opportunity to explore excellence within customer service, dealing with more challenging scenarios such as complaints and stakeholder engagement.

### Who is it for?

This qualification is designed for individuals currently working in a customer service role.

### Course objectives

The objective of this qualification is to accredit and develop learners' skills and knowledge so that they can operate in a wide range of customer service environments.

### Method of assessment

Assessment is based on completion of a portfolio of evidence assessed against the Awarding Body standards and criteria.

### Additional information

There are no specific recommended prior learning requirements for this qualification. However, learners may find it helpful if they have already achieved a Level 2 qualification.





## Team Leading, Management and Leadership (Level 2 - 5)

### Course aim

This qualification aims to provide learners with the knowledge and skills they need to operate as a successful manager; confirm competence of those already fulfilling a managerial role; allow learners to develop skills in a range of areas relevant to managerial roles, such as communication, presentation skills and project management.

### Who is it for?

These qualifications are designed for learners who are working, or would like to work, in a managerial role within any sector or industry. It is ideal for those who are new to the managerial role or who have been working at that level for some time.

### Course objectives

The objectives of this qualification are to help learners to:

- Develop the skills and qualities needed to operate as a successful manager
- Understand and work on their strengths and weaknesses as a manager
- Cover topics such as business processes, strategic change and risk management.

### Method of assessment

Assessment is based on completion of a portfolio of evidence assessed against the Awarding Body standards and criteria.

### Additional information

There are no specific recommended prior learning requirements for this qualification. However, learners may find it helpful if they have already achieved a Level 2 qualification.



## IT User Skills (Level 1 - 2)

### Course aim

This qualification aims to develop learners knowledge, understanding and skills in utilising a range of software applications.

### Who is it for?

This qualification is suitable for learners using IT systems in a wide range of job roles.

### Course objectives

The qualification will allow learners to apply knowledge, understanding and skills to a level recognised by employers, thus proving competency in their job role. It covers:

- Improving Productivity using IT
- Word Processing Software
- Spreadsheet Software
- Using the Internet.

### Method of assessment

This competence based qualification is made up of mandatory and optional units and candidates produce a portfolio of evidence to meet the learning outcomes and criteria.

### Additional information

This competence based qualification is made up of mandatory and optional units however learners might find it useful if they have already completed qualifications in a relevant area at Level 2.



## Mentoring (Level 1 - 2)

### Course aim

This qualification allows learners to gain a deeper understanding of the role of a mentor and develop the skills needed to become an effective mentor.

### Who is it for?

This qualification is ideal for anyone already working in a mentoring role or would like to develop their knowledge of this area prior to commencing employment.

### Course objectives

The aim of the qualification is to help learners to:

- Gain insight into the role and practice of mentorship
- Be clear about mentor/mentee relationships
- Ensure they follow good practice
- Develop the specific skills and understanding they will require in order to mentor
- Reflect on their own learning and work performance
- Understand the benefits of mentoring
- Understand legal and ethical mentoring requirements.

### Method of assessment

Assessment is based on completion of a portfolio of evidence assessed against the Awarding Body standards and criteria.

### Additional information

There are no specific recommended prior learning requirements for this qualification; however learners may find it useful if they have already achieved a Level 1 qualification.





## Employability Skills (Entry Level - Level 2)

### Course aims and objectives

These qualifications aim to develop and enhance skills required for the working environment by:

- Developing learners' confidence for employment and motivation
- Improving communication skills and personal effectiveness
- Providing a basis for further study
- Highlighting where learning opportunities for Functional Skills qualifications may be found.

### Who is it for?

These qualifications are designed for a wide variety of learners, including:

- Those in employment
- Those who are long-term unemployed
- Individuals in employment looking for a career change
- Individuals facing redundancy.

### Method of assessment

Assessment is based on completion of a portfolio of evidence assessed against the Awarding Body standards and criteria.

### Additional information

There are no specific recommended prior learning requirements for these qualifications. However, learners may find it helpful if they have already achieved an Entry Level or Level 1 qualification.



## Functional Skills Mathematics (Entry Level - Level 2)

### Course aim

This qualification enables learners to apply numeracy and practical mathematical skills in both their personal and professional lives. Functional Skills equips learners with the fundamental applied skills needed to succeed in all aspects of life, work and other learning.

### Who is it for?

This qualification is intended for anyone wishing to develop their Mathematics skills and is intended to support learners as they seek to improve their numeracy skills.

### Course objectives

The course will cover fundamental applied skills in maths with a particular focus on problem-solving and being able to apply these skills effectively in real situations by applying their knowledge and understanding.

### Method of assessment

All assessment is externally set and marked by the Awarding Body.

### Additional information

There are no specific recommended prior learning requirements for this qualification.



## Functional Skills English (Entry Level - Level 2)

### Course aim

This qualification enables learners to apply the skills of reading, writing, speaking and listening in both their personal and professional lives. Functional Skills equips learners with the fundamental applied skills needed to succeed in all aspects of life, work and learning.

### Who is it for?

This qualification is designed for a wide range of learners who want to develop their English skills.

### Course objectives

The course will cover fundamental applied skills in English with a focus to apply these and knowledge and understanding to everyday life.

### Method of assessment

Speaking and Listening and Reading and Writing are externally set and marked by the Awarding Body.

### Additional information

There are no specific recommended prior learning requirements for these qualifications.





## Section 4 - Next steps





# Pricing

Please call us for a quotation:

03000 266 644

or email: [DES@durham.gov.uk](mailto:DES@durham.gov.uk)

## We will need the following information:

- Which course/s are you interested in?
- How many people you would like to attend?
- Where you would like the workshop to take place?
- Do you have your own venue or would you like us to research a venue?
- Do you want the course content as set out in this prospectus or do you need additional tailoring to fit your requirements?
- Do you have a budget for the training?
- What is your timescale for the training?

## Contact us

To discuss your needs to request a written quotation or book a date, please call:

Tel: **03000 266 644**

Post: **Council Offices  
Green Lane  
Spennymoor  
DL16 6JQ**

Email: [DES@durham.gov.uk](mailto:DES@durham.gov.uk)

Call Julie West to discuss your in-house training needs including pricing and costs, dates and venue details:

Tel: **03000 266 644**

Email: [DES@durham.gov.uk](mailto:DES@durham.gov.uk)

Notes:

Please ask us if you would like this document summarised in another language or format.



Braille



Audio

AAA

Large print

العربية Arabic	(中文(繁體字)) Chinese	اردو Urdu
polski Polish	ਪੰਜਾਬੀ Punjabi	Español Spanish
বাংলা Bengali	हिन्दी Hindi	Deutsch German
Français French	Türkçe Turkish	Melayu Malay

[DES@durham.gov.uk](mailto:DES@durham.gov.uk)

03000 266 644

**Contact:** Julie West  
Employment and Skills Manager  
Regeneration, Economy and Growth  
Durham County Council

Tel: 03000 266 644

Mobile: 07920 701588



**Web:** [www.durham.gov.uk/des](http://www.durham.gov.uk/des)



**Follow us on Twitter:** [@DurhamCountyCouncil](https://twitter.com/DurhamCountyCouncil)



**Like us at:** [Facebook.com/Durhamcouncil](https://www.facebook.com/Durhamcouncil)