

Durham  
**LEARN**  
anytime, anywhere

# Learning Guide

Academic Year  
2024 - 2025

Part-time courses  
for adults and  
young people in  
County Durham



# Contents

<a href="#"><u>What do we offer?</u></a>	<a href="#"><u>03</u></a>
<a href="#"><u>About Multiply</u></a>	<a href="#"><u>04</u></a>
<a href="#"><u>Our Functional Skills Maths and English Courses</u></a>	<a href="#"><u>06</u></a>
<a href="#"><u>Our Business and Professional Skills Courses</u></a>	<a href="#"><u>10</u></a>
<a href="#"><u>Our Education Programmes</u></a>	<a href="#"><u>12</u></a>
<a href="#"><u>Our Special Educational Needs and Disabilities (SEND) Courses</u></a>	<a href="#"><u>13</u></a>
<a href="#"><u>County Durham Care Academy</u></a>	<a href="#"><u>17</u></a>
<a href="#"><u>Mini Medics</u></a>	<a href="#"><u>18</u></a>
<a href="#"><u>First Aid Courses</u></a>	<a href="#"><u>18</u></a>
<a href="#"><u>Learning Online</u></a>	<a href="#"><u>19</u></a>
<a href="#"><u>Our Acentis Short Online Qualification Courses</u></a>	<a href="#"><u>23</u></a>
<a href="#"><u>Our English for Speakers of Other Languages (ESOL) Courses</u></a>	<a href="#"><u>24</u></a>
<a href="#"><u>Digital Skills</u></a>	<a href="#"><u>26</u></a>
<a href="#"><u>Ways in Which we Work with you Online</u></a>	<a href="#"><u>27</u></a>
<a href="#"><u>Course Fees and Support</u></a>	<a href="#"><u>28</u></a>
<a href="#"><u>Useful Information</u></a>	<a href="#"><u>29</u></a>
<a href="#"><u>DurhamLearn Partners</u></a>	<a href="#"><u>30</u></a>

# What do we offer?



We have got something for everyone in our huge range of courses - whether you want to boost your job prospects, learn a new skill, help your children more with homework or turn a hobby into something more, we have a course for you.

You can meet new people and make friends with our classroom-based courses, or if you want to fit something in around your busy lifestyle then our online or blended learning courses are perfect for you.

With locations across the county and courses starting throughout the year, there is sure to be something to suit you.

- Courses and activities throughout County Durham and via distance learning
- Information, advice, and guidance to help you choose the right course from an accredited Matrix provider
- Learning programmes that help you find your new career from a GOOD Ofsted graded provider

Find out more here



Alternatively visit

[www.durham.gov.uk/durhamlearncourses](http://www.durham.gov.uk/durhamlearncourses)

or call **03000 266 115**

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## How to apply for courses

You can contact us by telephone to complete your application; our advisers can also talk through your learning options, advise on choosing the right level and arrange to carry out a free initial assessment.



Call us on **03000 266 115**

Phone lines are open:

**9.00am - 5.00pm** Monday to Thursday

**9.00am - 4.30pm** Friday



Or visit:

[www.durham.gov.uk/durhamlearn](http://www.durham.gov.uk/durhamlearn) to complete an online enquiry form or drop us an email: [durhamlearn@durham.gov.uk](mailto:durhamlearn@durham.gov.uk)

We are also on Facebook, please visit [facebook.com/DurhamLearn](https://facebook.com/DurhamLearn)

Call us on 03000 266 115 or email on [durhamlearn@durham.gov.uk](mailto:durhamlearn@durham.gov.uk)

# About Multiply



Multiply launched in Autumn 2022 and will run for 3 years as part of the government's levelling up agenda. If you are aged 19+ the Multiply programme will offer you the chance to boost your confidence in Maths through a wide range of short and fun activities. The programme is run in partnership with local schools, employers, voluntary and community sector organisations, charities, colleges and training providers. We also have a team of Multiply Champions based in the community who we can't wait to introduce you to.

If you've ever had a fear of Maths; feel like you can't do maths; feel like maths gets in the way of being able to take part in activities, education or employment opportunities; if Maths stops you from keeping up with the children or being able to help with homework; or if you struggle to manage your budget – especially as the cost of living rises – this programme is here to help you.

Register your interest now for updates or get more information by emailing [multiply@durham.gov.uk](mailto:multiply@durham.gov.uk)

## Multiply

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### My Multiply Story: Letty

I joined Multiply as I wanted to learn how to look after my money better as I found it hard to stick to a budget. I also wanted to put into practice the cooking that I do in the training kitchen, with my support worker, in my own home. I thought this would hopefully build my confidence.

I struggle with English, math and also have dyscalculia. This means I struggle to use Maths in most aspects of life, particularly with budgeting my money. I also struggle with keeping track of timings when I am cooking.

Doing the course helped me start cooking regular healthy meals, which has been good for my health. I have also felt an increase in confidence cooking at home with the skills that I have gained in the kitchen.

Multiply means that I will be able to cook more independently at home as well as look after my budget for my weekly food shop.

**I learnt new recipes, I learnt how to stretch out the money as well, which is awesome. I would recommend the course to everyone because it's helpful for anyone who finds it hard to stick to a budget.**

View our Multiply course dates here



[www.durham.gov.uk/multiply](http://www.durham.gov.uk/multiply)

# Multiply Courses

Course	Venue	No. of Sessions	No. of Hours	Start Date
Prepare for Care	Various	4	12	Various
Access Admin	Various	4	12	Various
Countdown to Distance Learning	Various	3	9	Various
Get Number Confident for Work	Various	6	12	Various
Money Matters	Various	6	12	Various
Come Bake With Me	Various	1	3	Various
Feed the family	Various	1	3	Various
Get Muddy with Maths (gardening)	Various	6	18	Various
DIY with Maths	Various	6	18	Various

If you would like to find out more follow this [link to our online form](#) or contact us below and one of the team will be in touch.



Call us on **03000 266 115** or email on [durhamlearn@durham.gov.uk](mailto:durhamlearn@durham.gov.uk)

# Our Functional Skills Maths and English Courses

Studying Functional Skills can help you feel more confident in lots of different ways, for example helping you to go on to higher level study; use the skills you learn at work or to get a promotion; or simply to budget your shopping or help your children with their homework.

## Maths

### Want to be a budget buster? A friend to fractions? A measuring magician?

Our Maths Functional Skills courses are designed to help you overcome the everyday problems life and work can throw at you. You will learn all the essential skills you need in:

- Working with numbers - We'll help you look at numbers in different ways to help you find your own way of working with them
- Using measurements - Whether measuring millimetres or rationing your recipes, we'll show you how maths applies to your everyday work and home life
- Using data - Reading from graphs, working out whether you'll win the lottery – you'll find all the information you need to work with statistical information in a variety of settings

## English

Does your Grammar get you down? Spelling and punctuation not your strong point? We understand! Our English Functional Skills courses are designed to help with those areas we all struggle with from time to time. We will help you to master the everyday skills you need in:

- Reading – We'll help you recognise different types of text and what they are used for
- Writing – We'll help you find the correct way to write a variety of different texts from letters to work reports
- SpaG (Spelling, Punctuation & Grammar) – We'll give you loads of tips and tricks to help you get your SPaG right the first time
- Speaking & Listening – If you're always the last one to speak up in meetings, never seem to get your point across properly or are the one who always gets the wrong end of the stick, we will help you build the skills and confidence you need to communicate clearly in any situation

View our Maths and English functional skills course dates here



Alternatively visit [www.durham.gov.uk/durhamlearncourses](http://www.durham.gov.uk/durhamlearncourses) or call **03000 266 115**



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# My Maths and English Functional Skills Story: Gareth

Gareth is a self-motivated person who has embraced learning. He appreciates the value of learning and how it can have a positive impact on his wider life and career goals. He has a passion for history, archiving, museums, and environmental issues and this became his chosen focus for the direction of his change.

## Why did you join DurhamLearn?

I was hoping to improve my Maths and English with the aim of bettering my prospects of securing full-time employment in different jobs that I have previously been employed in, which was construction and warehousing. However, due to ongoing medical issues I was having problems finding work, so I was looking for something new.

I researched some information, feedback and reviews regarding DurhamLearn, and was impressed with the level of support from the tutors. This had a significant influence in my decision to be referred and served as a major motivator to take part in online learning.

## What were your learning and skills needs?

I did not have a formal qualifications in maths. However, I felt that I had good number related job skills but needed to improve in some areas. I also needed some support with exam techniques.

In relation to English when I joined the course I felt I had a good level of reading skills, but I found spelling, punctuation, and grammar quite difficult. I did not have experience of writing longer pieces of text to different audiences.

## What were your barriers to learning/employment?

I had been working in construction and warehousing jobs. However, as I did not have qualifications in English and Maths it was difficult to find more suitable work. Because of my medical problems and not being to work within a job that I was familiar with, I lacked the confidence to change my career.

## Gareth says:

**I am thankful to all my tutors for their encouragement and belief in my abilities. I have genuinely enjoyed my time on the course. I would like to see greater awareness and acknowledgment of the service they provide.**

### What obstacles did you have to overcome?

I felt I lacked the confidence to change my career, but I also felt I had a wide range of interests that would give me the skills needed to change it. But my medical problems and low confidence had stopped me from attending classroom-based learning. I felt more comfortable learning at my own pace, in my safe place at home, and believed this was how I could achieve my goals.

Home learning worked well for me as I did not have the additional stress of learning in unfamiliar venues, or having to struggle to attend classes if I had health problems on the day of the class. The flexibility gave me the control that I felt I needed to feel self-motivated about learning.

### What have your achievements been?

Since September 2022, I have achieved Level 1 and Level 2 Environmental Sustainability through online distance learning. I have also achieved Functional Skills Maths Level 2 and English Level 1 and successfully passed the Speaking and Listening assessment for Level 1 English.

View our maths and English functional skills course dates here



Alternatively visit [www.durham.gov.uk/durhamlearncourses](http://www.durham.gov.uk/durhamlearncourses) or call **03000 266 115**





# My English Functional Skills Story: Anthony

## Course: Entry Level 3 Functional Skills English

Anthony worked hard and was always willing to help his classmates. He had to travel a long way to the class and was always on time.

### Why did you join DurhamLearn?

"I wanted to keep up with English because I thought it would do me some good."

### What were your learning and skills needs?

"When I came to the course, I was good at reading, but I need to be better at sentences, grammar and spelling."

### What were your barriers to learning/employment?

"I do not have a laptop at home, and I struggle to get into my mobile device to use properly because I do not understand it."

### What obstacles did you have to overcome?

"My handwriting, sentences and grammar are not good, and my spelling is bad. My mobility and health problems cause issues getting to class."

### What have your achievements been?

"My sentences and writing are better. I am getting out and about and making new friends in class, improving my social side of life."

### How has this course had a positive impact on your future?

"When I get letters or emails, I can understand them better and I am more confident to reply."

### Anthony says:

"The class at Seaham is a friendly atmosphere in a lovely room. The tutor is very helpful. I have built a good relationship with the tutor, and I wouldn't want to spoil that by going anywhere else."



View our maths and English functional skills course dates here



Alternatively visit [www.durham.gov.uk/durhamlearncourses](http://www.durham.gov.uk/durhamlearncourses) or call **03000 266 115**

# Our Business and Professional Skills Courses

**Recent research has highlighted that hiring an apprentice is a productive and effective way for any organisation to grow talent and develop a motivated, skilled and qualified workforce.**

86% of employers said apprenticeships helped them develop skills relevant to their organisation. 78% of employers said apprenticeships helped them improve productivity and 74% of employers said apprenticeships helped them improve the quality of their product or service.

Within DurhamLearn (part of Durham County Council) an employer survey in January 2023 indicated that 96% of employers felt that their apprentice is acquiring the knowledge, skills and behaviours required to support the business objectives and needs. Whilst 100% of employers felt that their apprentice is having a positive effect within the business and adding quality to the team.

Apprenticeships are an exciting option for both apprentice and employer, allowing apprentices to combine work and study by mixing on-the-job training with classroom learning. They will be employed to do a real job while studying for a formal qualification. By the end of the apprenticeship, they will have gained the knowledge, skills and behaviour needed to either succeed in their chosen career or progression. What they will learn depends on the role that they are training for. However, apprentices in every role follow an approved study programme, which means they'll gain a nationally recognised qualification at the end of their apprenticeship. Depending on the needs of the apprentice, these qualifications could contain the following:

- Functional Skills level 1 or level 2 – GCSE Level qualification in Maths and English
- Mandatory Diploma level 2 – level 6

Apprenticeships are available to people of all ages! This makes them a great option for anyone looking to change their career, upskill or re-enter a job role after taking some time out. The opportunities are endless!

Apprenticeships can be used to upskill current employees too. During your Apprenticeship, you'll learn new skills that will help you perform your current role more effectively. Research indicates that apprentices boost productivity by an average of £214 per week, this has led to more and more employers choosing to grow their business through apprenticeships. Employers have also said that former apprentices are 15% more employable.

Apprenticeships are now available in over 1500 occupations across 170 industries, ranging from Nuclear Engineering to Clock Making.

View our Business and Professional Skills course dates here



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# Business and Professional Skills - Information for Employers



## Frequently Asked Questions

**How will an apprenticeship impact on my business?**

It's no secret that there is a huge skills shortage in some industries, investing in employee training will improve worker retention rates, enhance customer satisfaction and generate creativity for new product ideas. Apprenticeships are cost-effective way to invest in building a quality workforce.

**Do many businesses take the apprenticeship route?**

**YES!**

Over 130,000 businesses across the UK currently offer Apprenticeships training, with over 20% of employers hiring more Apprentices to help them through the tough economic climate.

**If I don't spend my Levy money, will I lose it?**

**Do apprenticeships need a contract of employment?**

**YES! All Apprentices are employed and will have a contract of employment**

# Our Education Programmes

Education can be very rewarding. Many teachers say the best aspect of their job is seeing a child overcome a struggle and understand something challenging. Working in education is also helping to pioneer the future – you'll inspire younger generations who'll continue making the world a better place.

## My Education Story: Lucy Course: Supporting Teaching & Learning in Schools

### Why did you join DurhamLearn?

"The flexibility of the course allowed me to work towards my dream job, whilst being able to work part time and gain experience within my placement school. The endless support from the tutor made the entire course enjoyable and I felt supported throughout."

### What have your achievements been?

"I have gained a teaching assistant position at my placement school."

### How has this course had a positive impact on your future?

"It has allowed me to gain valuable experience and valuable training which has enabled me to become a primary school teaching assistant. Since completing this course, I am now able to consider completing a HLTA or PGCE in the future."

### Lucy says:

“I have thoroughly enjoyed my time studying with DurhamLearn and would encourage others to go down this route. The tutors are highly experienced and supportive which allows you to build confidence and gain further skills. The format of the learning is easy to use and works around your additional commitments. Thank you for allowing me to achieve my dream job.”

### What obstacles did you have to overcome?

"Lack of confidence and experience within school.

Meeting deadlines due to part time work."

### What were your learning and skills needs?

"To gain experience in a classroom.

To build confidence when following behaviour policy within the classroom.

Gaining one-to-one experience with children with Special Educational Needs (SEN) and learn support strategies.

To learn and be aware of all policies and procedures within my placement school."

View our Education Provision course dates here



Alternatively visit [www.durham.gov.uk/durhamlearncourses](http://www.durham.gov.uk/durhamlearncourses) or call **03000 266 115**

# Our Special Educational Needs and Disabilities (SEND) Programmes

DurhamLearn's SEND programmes are employment driven initiatives, intended for learners who are focused on gaining work in a paid or voluntary capacity. The programmes can be used as 'stepping stones' to grow and develop the employability skills that young people may not have been able to gain and master in larger provider settings.

Groups are small and delivery is in community buildings. The curriculum is highly personalised to address the specific needs of learners who are only small steps away from progressing into supported employment, volunteering or onto a traineeship/ apprenticeship.

**We offer the following programmes:**

## Future Focus

Learners are supported and encouraged to make realistic choices about their future employment and living preferences, as they prepare for adulthood following the key themes of employment, independent living, good health, community inclusion and relationships.

We introduce our young people to the world of work encouraging them to gain volunteer experience and learn more about their skills and areas for development. We offer a variety of enrichment activities to improve communication skills and build learner confidence.

Future Focus is a full-time study programme available to young people ideally 18 to 24 years and working at minimum Entry Level 2 English and Maths.

View our Education Provision course dates here



Alternatively visit [www.durham.gov.uk/durhamlearncourses](http://www.durham.gov.uk/durhamlearncourses) or call **03000 266 115**



Call us on **03000 266 115** or email on [durhamlearn@durham.gov.uk](mailto:durhamlearn@durham.gov.uk)

# My Future Focus Story: Ethan

Ethan is an inspirational learner. He has an excellent work ethic and has demonstrated that he is a thoughtful, kind, compassionate and a mature young man who shows responsibility towards his employers at Pets at Home as well as supporting his peers in the classroom.

## Why did you join DurhamLearn?

I joined for three reasons. Firstly, to build my confidence and employability skills while gaining work experience working with small animals.

I also wanted to develop travel training skills using local bus services and to build "Preparation for Adulthood" skills using money in everyday life, budgeting, cooking and shopping skills.

Finally, I wanted to find part-time paid employment working with small animals.

## What was your learning and skills needs?

I joined Future Focus North with a Functional Skills Entry Level Three in maths and English. I completed a NOCN Level One Award SETPD, which is a vocational qualification on the study programme. This helped me to develop skills in Customer Service, Health and Safety in the workplace and job seeking.

## What were your barriers to learning/employment?

I am profoundly deaf and supported by a BSL interpreter in the classroom and the workplace. I can lip read but I need an interpreter to help me fully participate in the classroom discussions and to complete academic targets. When on work experience at Pets at Home the interpreter supported me during the workplace induction as well as identifying additional reasonable adjustments to complete my work-based targets.

View our Education Provision course dates here



## What obstacles did you have to overcome?

As I am deaf, the BSL interpreter supported my understanding of verbal instructions and conversations between staff, customer enquiries and the manager in the workplace. In the classroom, the interpreter helped me to fully engage in tasks and activities. They also assisted me when travel training.

## What have his achievements been?

I achieved NOCN Level One Skills for Employment, Training and Personal Development (SETPD).

## How has this course had a positive impact on your future?

I started my Future Focus North study programme in September 2022. Following on from this I secured my part time job at Pets at Home which has developed my overall confidence and job skills. I feel I have built a new skill set covering:

- Teamwork
- Communication
- Reliability
- Time keeping
- Travelling on public transport
- Organisation and planning
- Using my initiative

Alternatively visit [www.durham.gov.uk/durhamlearncourses](http://www.durham.gov.uk/durhamlearncourses) or call **03000 266 115**

## Supported Internship

Our Supported Internship main aim is to assist learners into sustainable, paid employment or volunteering. All Interns take part in work placements, whilst also engaging in English and maths studies at levels appropriate to them alongside any beneficial, vocationally relevant qualification that may help them to gain their desired employment.

Programmes are individual to the learner and are designed with them, informed by thorough vocational profiling and job matching activities with a tutor, supported employment officer and job coach(es) who ensure that Interns are fully supported to make their first steps into a workplace, and then step back as confidence and proficiency in their role grows.

DurhamLearn's Supported Internships are available to young people with a current Education Health and Care Plan (EHCP), ideally 18 to 24 years and achieved a minimum Entry Level 2 Maths and English (or equivalent).

The Supported Internship will include a work experience placement of one to three days and will take place on Tuesday, Wednesday and Friday.

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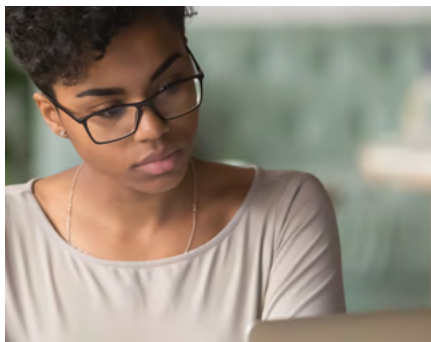
## Get Into 16+ Programme

Our Get Into 16+ Programme will equip you with the confidence, mindset, and skills you need to succeed and move forward.

Whether you are considering moving into an apprenticeship or getting a job, the programme is designed to help you to achieve your goals.

From help with application forms to interview techniques, as well as providing specific qualifications, employability skills, and careers advice and guidance, DurhamLearn will support you every step of the way. The programme is available to anyone who has achieved a minimum of Entry Level 2 in Maths and English (or equivalent), or working at Entry 3 maths/English, but can have also achieved up to a maximum Level 3 qualification.

The Get Into 16+ Programme will include a work experience placement of one to three days and will take place on Tuesday, Wednesday and Friday.



View our Education Provision course dates here



Alternatively visit [www.durham.gov.uk/durhamlearncourses](http://www.durham.gov.uk/durhamlearncourses) or call **03000 266 115**

# My SEND Story: Max

## Programme: Supported Internship

The progress Max has made on the Supported Internship programme is exceptional. His confidence has grown both with his academic studies and within his work placement. The offer of an apprenticeship interview is a result of this.

### Why did you join DurhamLearn?

"I joined Future Focus South before transferring onto a Supported Internship. My aim is to gain an apprenticeship or paid work."

### What was his learning and skills needs?

"I am required to achieve Level 2 English to apply for an apprenticeship. I am also required to have support with independent travel, communication, and confidence."

### What were his barriers to learning/employment?

"One of my barriers was my lack of confidence and work-related experience. I also did not have an appropriate English qualification."

### What obstacles did he have to overcome?

"I have overcome some travel obstacles and now travel independently by taxi to and from my workplace. I had no work ready skills, so I had to develop these whilst on my placement."

### What have your achievements been?

"I have achieved my reading and writing part of the Functional Skills. I have completed all tasks within the given time scale.

I am continuing with successful placements at Crook library, Scope, and Crook Civic Centre I have had two offers of interview for apprentice positions within Durham County Council."

### How has this course had a positive impact on your future?

"I have been offered two interviews for an apprenticeship. Without the programme this would have been only a dream."



View our Education Provision course dates here



Alternatively visit [www.durham.gov.uk/durhamlearncourses](http://www.durham.gov.uk/durhamlearncourses) or call **03000 266 115**

Call us on **03000 266 115** or email on [durhamlearn@durham.gov.uk](mailto:durhamlearn@durham.gov.uk)



County Durham Care Academy is here to support the development of a well-led, skilled and valued social care workforce in County Durham. We offer a range of courses from entry level right through to senior leadership and management qualifications. You can learn more via the following webpage: [www.durham.gov.uk/careacademy](http://www.durham.gov.uk/careacademy) or on Facebook: [www.facebook.com/CareAcademyDurham](https://www.facebook.com/CareAcademyDurham)

## My Care Academy Story: Anthony

Anthony has been a fantastic learner. He has shown a great amount of courage and determination by undertaking this programme after 2 years out of work. When combined with the amount of distance he travelled each week to attend, this is a great achievement. It has been a wonderful to work with him and watch him progress.

I joined the sector work-based academy programme through a partnership between Durham Care Academy and DurhamLearn. This is a six-week intensive programme for those wishing to pursue a career in the care sector. The programme consists of 15 care standards to achieve the care certificate including interview skills, employer and guest speaker talks. The programme ends with a guaranteed interview with a local employer upon successful completion.

I had been out of work for some time due to personal circumstances and also found myself caring for a relative. I enjoyed doing this and my friends suggested that I would be well suited to this as a profession. I was travelling on the bus one day when I saw an advert for the Care Academy. I saw this as a sign to follow up on this idea, noted the contact details and then got in touch.

I had never worked in the care sector, so the required skills were new to me. Because I had also been out of work for some time this affected my confidence along with health issues and family circumstances. But I knew if I could get through the programme, I would be ready to go back into work.

The programme was held at the Louisa Centre in Stanley which was a two-hour bus ride each way to and from my house. Despite this I had 100% attendance and was always on time.

I successfully completed all 15 standards of the care certificate. My confidence grew as the weeks went on and helped by what I had learned from the interview skills training I went on to be successful in my interview to become a care worker. I have now secured full time employment.

I am looking forward to the future in my new job. It means more prospects, better income, and good development opportunities within the care sector.

View our Care Academy course dates here



Alternatively visit [www.durham.gov.uk/durhamlearncourses](http://www.durham.gov.uk/durhamlearncourses) or call **03000 266 115**

# Mini Medics



DurhamLearn are pleased to offer FREE mini medics training for schools across Durham.

These sessions are for PARENTS AND PUPILS to attend and learn together!

Any school within County Durham can access this funding. Please get in touch to book or receive further information.

Please use the following link or scan the QR code to access the form:

[forms.office.com/e/AAD4RheFhd](https://forms.office.com/e/AAD4RheFhd)



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## First Aid Courses

Our First Aid course is perfect for parents-to-be, parents and grandparents. The course teaches you the first aid basics like dealing with choking, seizures and burns to help keep children in your family safe.

Having more people in the community trained in First Aid CPR AED is more important than ever. So, if you want to learn the skills that could save a life sign up for one of our courses below.

We also offer First Aid training for community groups. So, if you are a community group and would like a face to face session arranged please call us on **03000 266 115** or email [durhamlearn@durham.gov.uk](mailto:durhamlearn@durham.gov.uk) or contact us on [facebook.com/DurhamLearn](https://www.facebook.com/DurhamLearn)



View our First Aid course dates here



Alternatively visit [www.durham.gov.uk/durhamlearncourses](http://www.durham.gov.uk/durhamlearncourses) or call **03000 266 115**

Call us on **03000 266 115** or email on [durhamlearn@durham.gov.uk](mailto:durhamlearn@durham.gov.uk)

## Learning Online

Want to boost your skills without having to take time off work? We offer a range of free\* courses from Entry Level to Level 3 on a distanced learning basis in skills relevant to health, care, education, environment, business, and several other sectors.

For more information and to enrol onto these courses, please go to:

[countydurhamadultlearningandskillsservice.theskillsnetwork.com](https://www.countydurhamadultlearningandskillsservice.theskillsnetwork.com)

### Sustainability – new this year

#### Sustainability Short introduction courses/CPD (Entry Level):

- Principles of Sustainable Communities
- Principles of Sustainable Development
- Principles of Sustainable Energy Management
- Principles of Sustainable Transport
- Principles of Waste Management
- Social Responsibility of Business in Relation to Sustainability
- Sustainability in Business Administration and Digital
- Sustainability in the Beauty and Personal Care Sector
- Sustainability in the Construction Sector
- Sustainability in the Health Care Sector
- Sustainability in the Hospitality and Catering Sector

### Sustainability – new this year

#### Digital Short introduction courses/CPD (Entry Level):

- Digital Marketing Review
- Digital Marketing for Business
- Email as a Promotional Tool for Business
- Search Engine Optimisation for Business
- Social Media for Business

### Health and Social Care

#### Health and Social Care Short introduction courses/CPD (Entry Level):

- Alcohol Awareness
- Dementia Awareness
- Safeguarding Adults and Children
- Principles of Safeguarding
- Sexual Health Awareness
- Awareness of Substance Misuse
- Understanding Anxiety
- Understanding Depression
- Understanding Eating Disorders
- Mental Health Awareness
- Mental Capacity Act
- Understanding Stress
- Understanding the Safe handling of Medication
- Prevention of Control and Infection

#### Health and Social Care Level 1:

- Award in Awareness of Substance Misuse
- Award in Mental Health Awareness
- Award in Alcohol Awareness
- Award in Sexual Health Awareness

Find out more here



Alternatively visit [www.durham.gov.uk/durhamlearncourses](https://www.durham.gov.uk/durhamlearncourses) or call **03000 266 115**

## Health and Social Care Level 2:

- Certificate in Caring for the Elderly
- Certificate in Counselling Skills
- Certificate in Cleaning Knowledge and Skills
- Certificate in Principles of Care Planning
- Certificate in Understanding Common Childhood Illnesses
- Certificate in Preparing to Work in Adult Social Care
- Certificate in Understanding Behaviour That Challenges
- Certificate in Understanding Autism
- Certificate in Awareness of Mental Health Problems
- Certificate in Fall Prevention Awareness
- Certificate in Principles of Dementia Care
- Certificate in Principles of Working with Individuals with Learning Difficulties
- Certificate in Principles of the Prevention and Control of Infection in Health Care Settings
- Certificate in Understanding Children's and Young People's Mental Health
- Certificate in Principles of End-of-Life Care
- Certificate in Understanding the Care and Management of Diabetes
- Certificate in Common Health Conditions
- Certificate in Understanding Dignity and Safeguarding in Adult Social Care
- Certificate in the Safe Handling of Medication in Health and Social Care
- Certificate in Self Harm and Suicide Awareness and Prevention
- Certificate in Special Educational Needs and Disabilities
- Certificate in Allergy Awareness – Working in Health and Social Care
- Certificate in Allergy Awareness – Working in the Service Sector
- Certificate in Improving Service User Experience in Health and Social Care
- Care Certificate

## Health and Social Care Level 2:

Please contact us for more details as these level 3 courses incur a fee. Advanced Learner Loans may be available:

- Diploma in Lead Adult Care
- Certificate in Understanding Autism
- Certificate in Understanding Mental Health
- Certificate in Principles of End-of-Life Care
- Certificate in Understanding the Principles of Dementia Care

## Health and Social Care – coming soon

- Level 2 Certificate in Understanding Domestic Abuse
- Level 2 Certificate in Understanding Cancer Support
- Level 2 Certificate in Understanding Personal Care Needs
- Level 2 Certificate in Understanding Mental Health in the Early Years
- Level 2 Certificate in Understanding Mental Health First Aid and Mental Health Advocacy in the Workplace
- Level 2 Certificate in Understanding Technology Enabled Care
- Level 2 Certificate in LGBT Inclusion in the Workplace
- Level 2 Certificate in Understanding Adverse Childhood Experiences
- Level 2 Introduction to Neuroscience in Early Years

## Wellbeing

### Wellbeing Short introduction courses/CPD (Entry Level):

- Food Safety Awareness
- Personal Money Management
- The Importance of Online Safety

## Business

### Business Short introduction courses/CPD (Entry Level):

- Understanding Equality and Diversity
- Principles of Internet Safety
- Rights and Responsibilities
- Performance Management
- Organising and Delegating
- Conflict Management
- Discipline in the Workplace
- Induction Essentials
- Induction of New Staff
- Leading and Motivating a Team
- Planning and Allocating Work
- Prepare and Deliver Excellent Customer Service
- Solving Problems and Decision Making
- Stress Management
- Understanding Leadership
- General Data Protection Regulations

### Business Level 2:

- Certificate in Equality and Diversity
- Certificate in Principles of Business Administration
- Certificate in Principles of Customer Service
- Certificate in Principles of Team Leading
- Certificate in Lean Organisation Management Techniques

### Business Level 3:

Please contact us for more details as these level 3 courses incur a fee. Advanced Learner Loans may be available:

- Certificate in Principles of Customer Service
- Certificate in Principles of Leadership and Management

## Personal Development and Employability

### Personal Development and Employability Short introduction courses/CPD (Entry Level):

- Inequality and Race
- Understanding Food Hygiene and Safety

### Personal Development and Employability Level 2

- Certificate in Information, Advice and Guidance

## Personal Development and Employability

### Health and Fitness Short introduction courses/CPD (Entry Level):

- Principles of Weight Management
- Principles of Healthy Eating
- Principles of Exercise and Fitness

### Health and Fitness Level 2:

- Certificate in Understanding Nutrition and Health

## Health and Safety

### Health and Safety Short introduction courses/CPD (Entry Level):

- First Aid – Role of the First Aider
- First Aid – Common Illnesses
- First Aid – Choking, Seizures and Chest Pain
- First Aid – Head Injuries and Allergic Reactions
- Fire Safety Principles
- COSHH Risk Assessment
- Health and Safety in the Work Place
- Manual Handling Safety at Work

## Childcare and Education

### Childcare and Education Short introduction courses/CPD (Entry Level):

- Gender Identity in Children and Young People
- Understanding Bullying and Discrimination in Children and Young People

### Childcare and Education Level 2:

- Supporting Teaching and Learning in Schools
- Certificate in Awareness of Bullying in Children and Young People
- Certificate in Introducing Caring for Children and Young People
- Certificate in Allergy Awareness – Working with Children

### Childcare and Education Level 3:

Please contact us for more details as these level 3 courses incur a fee. Advanced Learner Loans may be available:

- Supporting Teaching and Learning in Schools
- Award in Education and Training

## Prevent and British Values

### Prevent and British Values Short introduction courses/CPD (Entry Level):

- Consent Matters
- Prevent Duty
- The Importance of British Values

### Prevent and British Values Level 2:

- Certificate in Living in a Fair and Diverse Society
- Certificate in Safeguarding, Prevent and British Values

\* Subject to funding eligibility



Find out more here



Alternatively visit [www.durham.gov.uk/durhamlearncourses](http://www.durham.gov.uk/durhamlearncourses) or call 03000 266 115

# Our Ascentis Short Online Qualification Courses

DurhamLearn offers short courses, with online content and tutor support, which give you a useful recognised qualification.

The courses consist of a series of units, which you can complete online at your own pace with support from a course tutor.

If digital skills aren't your strong point, we'll help you to get online and support you all the way. English, Maths and Digital Skills learners will be offered at least one of these qualifications to enhance their overall programme and help with employment prospects, but anyone can apply at any time.

You will complete a mock exam at the end of the course, then we will arrange a local venue for you to sit the live exam which will lead to you gaining the full qualification certificate.

You access the course materials online using a Moodle site provided by Ascentis. To learn more about these courses, use the following link:

[durhamlearn.instructure.com/courses/374](https://durhamlearn.instructure.com/courses/374)

Choose from the following:

- Ascentis Entry 3 Award in Equality and Diversity
- Ascentis Entry 3 Award in Internet Safety for IT Users
- Ascentis Entry 3 Award in Introduction to British Values
- Ascentis Level 1 Award in Awareness of Social Media and Online Safety
- Ascentis Level 1 Award in Citizenship
- Ascentis Level 1 Award in Environmental Sustainability
- Ascentis Level 2 Award in Environmental Sustainability
- Ascentis Level 1 Award in Equality and Diversity
- Ascentis Level 2 Award in Food Safety in Catering
- Ascentis Level 1 Award in Health and Safety
- Ascentis Level 1 Award in Healthy Living
- Ascentis Level 2 Award in Healthy Living
- Ascentis Level 1 Award in Internet Safety for IT Users
- Ascentis Level 1 Award in Managing Personal Finance
- Ascentis Level 1 Award in Mental Health and Well-Being
- Ascentis Level 1 Award in Personal Health and Well-Being
- Ascentis Level 1 Award in Preventing Plastic Pollution
- Ascentis Level 1 Award in Understanding Employment, Business and Enterprise

To enrol onto these courses, please call us on **03000 266 115** or email [durhamlearn@durham.gov.uk](mailto:durhamlearn@durham.gov.uk) or contact us on [facebook.com/DurhamLearn](https://www.facebook.com/DurhamLearn)

Find out more here



Alternatively visit [www.durham.gov.uk/durhamlearncourses](https://www.durham.gov.uk/durhamlearncourses) or call **03000 266 115**

Call us on **03000 266 115** or email on [durhamlearn@durham.gov.uk](mailto:durhamlearn@durham.gov.uk)

# Our English for Speakers of Other Languages (ESOL) Courses

If English isn't your first language, our courses will help you to develop your communication skills in everyday situations. Of course, you'll learn how to read, write, and speak clearly in English, but it's more than just English: you will have the opportunity to work with people from many different countries, and share your story and culture. Most of all, you'll make new friends and boost your confidence to live well in your local community.

We offer qualifications at every level from Pre-Entry (Beginner) to Level 2 (Advanced), and every ESOL learner will be invited to join one of our informal 'ESOL Allsorts' sessions. ESOL Allsorts is where you can make friends, relax and enjoy learning English while doing other activities such as crafting, arts, sports, cooking or visiting different areas of County Durham.

## My ESOL Story: Bohdana

Bohdana has made massive progress since she started the course. She is very motivated, studies hard and is an inspiration to other learners. She always helps members of the group with difficult language, and the fact that she has been able to find a job and is feeling happier about her English makes her a very positive and important member of the group. She is a super student, and I am very proud of her as a tutor!

### Why did you join DurhamLearn?

"I was worried about my English level because I only knew two or three words in English. I felt stressed because I couldn't understand people, and it made me feel nervous in public and when I had to go out"

### What were your learning and skills needs?

"I needed to learn how to speak in English, how to understand local people, how to function independently on my own. I needed to improve my vocabulary, my listening and speaking skills, and my understanding of English grammar."

### What were your barriers to learning/employment?

"I couldn't get a job or study because I didn't know enough English. This also affected my confidence, because I was scared to speak to people in English and needed to use a translator for everything. All aspects of my life were harder because of a lack of English."

### What have your achievements been?

"I have become much more confident, and now I enjoy speaking English and taking part in lessons with my groupmates. I can help and support my groupmates, and this makes me feel proud. Also, I have found a job and now work part-time at a local care home. I am much more independent and integrated into the local community."

View our English for Speakers of Other Languages (ESOL) course dates here



Alternatively visit [www.durham.gov.uk/durhamlearncourses](http://www.durham.gov.uk/durhamlearncourses) or call **03000 266 115**



### Why did you join DurhamLearn?

"I had to overcome my fear of making mistakes and sounding silly, and I had to overcome the difficulties of using English in everyday situations. I needed to expand my vocabulary and increase my knowledge of how English worked so I could use it in practical situations."

### How has this course had a positive impact on your future?

"I have been able to find a job and interact with people in my daily life. I hope to keep studying and learning and, in the future, to find a better job. This course has allowed me to start that journey and I am very motivated to continue it."

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## Supporting Community Integration

### Our Community Interpreting Courses

Do you speak English and another language? If you are thinking of a career in interpreting or want to support people with language problems in your local community, then contact us for a free initial assessment and further information.

### Volunteering to Support English Language Teaching and Learning

Have you completed your studies in ESOL? Do you want to support people from other countries to integrate into your local community? Our 'Volunteering to Support English Language' qualification is available at Level 1 and has been developed for volunteers who want to support ESOL learning. There are no specific entry requirements, but you must demonstrate competence in your use of English. You will build a portfolio of evidence, including real time supporting in an ESOL classroom. After this course, you can progress onto the Level 2 award in Volunteering to Support ESOL, or move on to a qualification in Supporting Teaching and Learning in Schools (see page 12). We can even help you get into teaching ESOL as a career!

### Ukrainian for Hosts & Volunteers!

Have you sponsored a Ukrainian refugee? Are you considering becoming a sponsor but are worried about communicating effectively with your guests? You may also be a local volunteer supporting victims of the Ukrainian invasion.

If you would like to build your communication skills and learn a little conversational Ukrainian, then our online evening course is for you. Don't delay, contact us now to book your place.

View our English for Speakers of Other Languages (ESOL) course dates here



Alternatively visit [www.durham.gov.uk/durhamlearncourses](http://www.durham.gov.uk/durhamlearncourses) or call **03000 266 115**

# Digital Skills

Whether you're a complete beginner or wanting to enhance your digital skills at work, we've got the right course for you!

We understand how scary the digital world can seem, but we'll take you from the very basics, through the essential skills needed to live in the 21st Century, and give you the most up to date skills you'll need to improve your career prospects with one of our digital skills courses.

We offer 3 levels, with a variety of activities to help you build your skills at your own pace:

## Beginner

Learn all the basics such as using a laptop or smartphone, understanding technical language, or staying safe in the digital world

## Entry Level

Using different software and devices to find, enter, edit and store information online; taking and using digital images and videos, solving simple technical issues, and how to seek advice safely

## Level 1

Using various applications like Word, PowerPoint and Excel; capturing and editing digital images; using graphs and charts to produce digital data, working with financial and statistical information, how to access support to solve common technical problems

**... and much, much more!.**

**Classes are available locally - get in touch for more details.**

Find out  
more here



Alternatively visit

[www.durham.gov.uk/durhamlearncourses](http://www.durham.gov.uk/durhamlearncourses)

or call **03000 266 115**

## Ways in Which we Work with you Online

At DurhamLearn, we aim to provide courses that are both accessible and flexible. Our BKSb, The Skills Network (Equal), Smart Assessor and other websites can help us to:

- Offer a combination of online learning and face-to-face learning done in the classroom. You will use BKSb and other online applications to access your course resources including tasks, assignments, etc. Your course tutor will monitor your progress, provide ongoing support and feedback, and offer online one-to-one support at various points throughout the course. You will also be required to attend the planned classroom sessions.
- Offer remote learning – these courses are completed online at your own pace. You use The Skills Network, Moodle, or other online applications to access your course materials including assessments, discussions, etc. The course tutor will support you throughout your whole programme with ongoing tutorials and 1-1 individualised support, allowing a more bespoke programme to group-based learning. Some distance learning courses may have an exam at the end of the course that is completed at a physical venue.
- Offer classroom learning – BKSb and other online applications can be used to store the resources that you access in the classroom. The course tutor may set your homework tasks for you to complete using online applications. Also, if you miss a classroom session, the course tutor can use an online application to set you tasks to help you catch up. Our web-based platforms, such as BKSb, can also help tailor your learning to suit your level and ability, offering a bespoke programme to meet your individual needs.
- Organise online portfolios – sites such as Smart Assessor are used with our apprenticeship delivery to submit portfolio evidence for marking and verifying.

Your course tutor will inform you which website you will use to access your course materials.



## Course Fees and Support

There are no fees for the following courses:

- Maths and English,
- Information technology - up to Level 1,
- Community learning.

Learners may be required to pay a fee for courses not listed above. The full fee is payable if a learner is under 60 and does not qualify for a concession. Learners who are over 60 on the first day of the course will qualify for a 25% reduction in fees.

Courses will also be free if learners meet one of the criteria below:

- Aged 19 to 23 years and studying a first full level 2 qualification
- Aged 19 to 23 years old and do not already have a full level 2 qualification and need to study an entry-level or level 1 qualification in order to progress to level 2

Your course may be fully funded if you are unemployed, in receipt of certain benefits, or earn less than £25,000 gross annual salary. Please contact us for further details.

There is no Education Skills Funding Agency funding available for learners aged 19 and over undertaking a non-apprenticeship learning aim at Level 3 or above, delivered by our service. Learners must either take out a 19+ Advanced Learning Loan or fund the course privately.

For more information, call us on **03000 266 115** or email on [durhamlearn@durham.gov.uk](mailto:durhamlearn@durham.gov.uk)

### Support

#### Supporting your learning

If you need support to complete your learning programme, we can help with things such as:

- Travel costs
- Childcare costs
- English and Maths support
- Specialist equipment
- Learning support

#### Individual Learning Plans

As part of your course, we will help you to develop an Individual Learning Plan. Your tutor will discuss your previous learning experience and identify what you want to get out of the course, as well as any additional support you may need.

## Useful information

### Money

#### Fees and charges

We can help towards the cost of tuition, exam fees, travel, books, materials and childcare. If you are unemployed and in receipt of certain benefits and actively looking for employment, your course or exam fees may be subsidised. Your fee makes a contribution to the cost of the programme. No fees will be charged to learners undertaking English and maths courses.

#### Advanced Learner Loans

If you are aged 19 or over and interested in studying at level 3 or above you may not need to pay course fees. Contact us for further information regarding an Advanced Learner Loan.

#### Spreading the cost of payments

You can pay in instalments for many of our courses. Ask your tutor for more information.

#### Refunds

A full refund of course fees will be made if a class does not start or closes due to insufficient enrolments.

#### Course changes and cancellations

Courses may be cancelled or changed if enrolments are too low, or for other reasons. Course details and venues may be changed if necessary.

### Equality and diversity

We value and recognise the social and cultural diversity of County Durham and seek to ensure that all learners and staff are protected from harassment, bullying and discrimination. We aim to provide conditions that encourage everyone to actively participate and enjoy learning. If you feel that is not the case or want to discuss this further, please call us on **03000 266 115**

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

#### Staying safe while you learn

We are committed to safeguarding all learners. We will:

- take action when abuse is suspected
- increase awareness of the Prevent agenda
- support all learners so they can lead safe lives
- work together to prevent mistreatment of all learners

If you would like to speak to someone or have any concerns, please telephone and ask to speak to our designated person on 03000 266 115 or email [durhamlearnsafeguarding@durham.gov.uk](mailto:durhamlearnsafeguarding@durham.gov.uk) or email [durhamlearn@durham.gov.uk](mailto:durhamlearn@durham.gov.uk)

#### Fundamental British Values

DurhamLearn promote Fundamental British Values – “We will promote Fundamental British Values to all our learners as part of their learning experience. Tutors are encouraged and supported to use every opportunity to make sure that learners respect and reinforce shared Fundamental British Values whilst creating space for open debate. British values are defined as “democracy, the rule of law, individual liberty and mutual respect and tolerance for those with different faiths and beliefs”.

## DurhamLearn Partners



We work with a number of partners who deliver on behalf of DurhamLearn across County Durham. Have a look on our website at some examples of the courses they offer and if you have any questions, please don't hesitate to contact them for further information.

Find out  
more here



Alternatively visit  
[www.durham.gov.uk/durhamlearncourses](http://www.durham.gov.uk/durhamlearncourses)  
or call **03000 266 115**



Call us on **03000 266 115** or email on [durhamlearn@durham.gov.uk](mailto:durhamlearn@durham.gov.uk)

