

# Learning and Skills Service Course Guide 2019/2020



For more information call us on 01429 868616 or visit  
[www.hartlepool.gov.uk/adulteducation](http://www.hartlepool.gov.uk/adulteducation)



# Welcome to the Adult Learning Course Guide 2019/2020

Welcome to Hartlepool Adult Education's 2019/20 Prospectus which contains a wide range of interesting courses that will help enhance your personal, social and employability skills. Adult Education sits within the Council's Learning & Skills Service and we have set very high expectations and are wholly committed to delivering only outstanding quality provision for all of our learners. We have a team of passionate and dedicated staff and volunteers who will support you every step of the way to achieve your learning and career goals.

Within Adult Education, you will find a very welcoming and safe learning environment where we offer much more than courses such as an impartial Careers Service, Volunteer Hartlepool Brokerage Service, Pastoral Support Team, Health & Wellbeing activities and employment focused initiatives. We are extremely proud that as a service, Ofsted have rated us as a Good provider with excellent features identified and we are the only service of its kind in the Country to secure Investors in Volunteering, Investors in Careers, Matrix standard, Investors in People (Silver Award) and Better Health at Work Bronze Award.

We are an open and listening service and we always welcome feedback from all parties that we work with on how we can further strengthen our provision. We very much look forward to you enrolling with us as we start this exciting academic year ahead and I wish you the very best in your studies.

**Patrick Wilson**

**Learning and Skills Manager**

# The Four A's to Outstanding Achievement

Over many years, the service has created a culture that provides a respectful, supportive, friendly and positive environment so that all learners can learn in a safe atmosphere and get the most out of their learning experience.

Adult Education is here to support all of our learners to succeed in their learning and to assist individuals to make informed choices about the next stage of their education, employment, self employment or training.

The service has now adopted the 'Four A's to outstanding achievement' ethos which encourages all learners to focus on their:

- **Attendance**
- **Attitude**
- **Aspiration**
- **Achievement**

By The Learning and Skills Service and learners focusing on the 'Four A's to outstanding achievement', we are confident that we can continue to support all learners to reach their full potential and achieve their long term career goals.

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# Why Choose Us?

- We are rated Good by Ofsted
- We have dedicated staff and volunteers committed to support our learners
- We have very good achievement rates for Adult Skills learners
- We have very good progression rates for our learners
- Pastoral support is available throughout your course to help you achieve
- Flexible learning options available, including Distance Learning, to suit your lifestyle
- We deliver specialist employment focused programmes
- 100% of our learners feel safe
- 100% of learners currently rate the teaching as good or very good
- 100% of learners currently felt that their individual needs had been met
- 100% of learners currently rate our tutors as good or very good

## Where to find us

Hartlepool Adult Education is based on Tower Street, near the centre of town, a short walk from the transport interchange for easy access via bus or rail. Pay and display parking is available nearby.

In addition to the courses held in Tower Street we also offer courses at various locations throughout Hartlepool including Community Hub North, Community Hub South and Community Hub Central and the Peoples Centre.

## Office opening hours

Monday -Thursday: 08.45 -17.00  
Friday: 08.45 16.00



## Contact us for more details

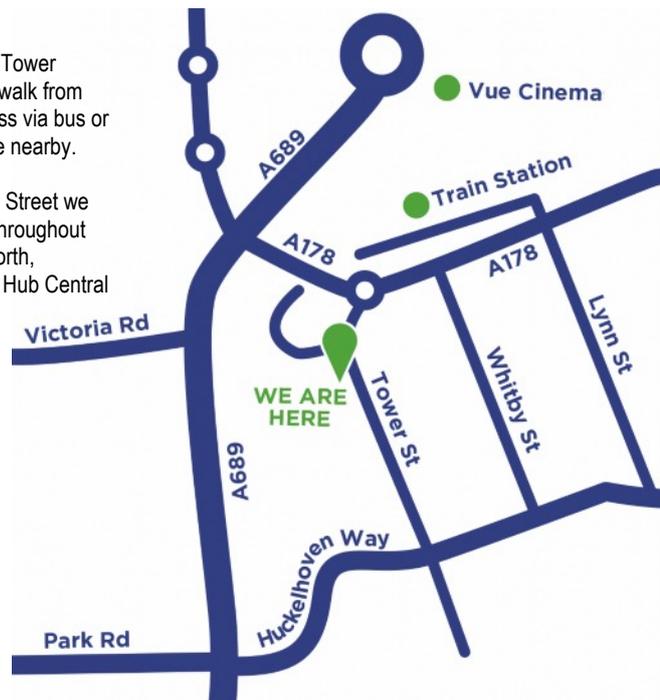
Adult Education, Victoria Buildings, 6 8 Tower Street, Hartlepool, TS24 7HD



01429 868616



[www.hartlepool.gov.uk/adulteducation](http://www.hartlepool.gov.uk/adulteducation)



# Steps to Starting Your Course

## Our courses

We have a wide range of courses starting throughout the year. Please take a look at what we offer on the following pages.

## Will I qualify for reduced fees?

You may be eligible for 100% fee remission or remitted fees. To find out if you are eligible for remitted fees please contact us on 01429 868616.

At the time of enrolment you must supply written evidence to confirm your status.

## Refunds

Refunds are not given unless Hartlepool Adult Education Service has closed the class due to circumstances such as low class numbers and a suitable alternative is not available. Any learner wishing to withdraw from a course and requesting a refund must submit a written request. Each refund request will be considered on an individual basis.

## Exam Fees

Exam fees are included in the cost of the course. However, fees will be charged for any costs the service incurs if a learner fails to attend examinations.

## Advanced Learner Loan

If you are aged 19 or over and you're planning to study at Level 3, 4, 5 or 6 you may qualify for an Advanced Learner Loan.

**Please ask for details or visit [www.gov.uk/advanced-learnerloan](http://www.gov.uk/advanced-learnerloan) for more information.**

## How to enrol

For information on how to enrol on our courses please contact a member of our Information, Advice and Guidance Team either in person at Tower Street or on 01429 868616.



**Any courses within this document, marked with a “\*” mean that the course requires an exam to be passed to complete.**

## Need help?

If you have additional learning needs we could provide 1:1 support in the class, large print materials, communication support, an interpreter or specialist equipment.

**Please call us on 01429 868616 to find out more.**

## Term Dates

### Autumn Term

Monday 16th September to Friday 13th December 2019  
Half Term

Monday 28th October to Friday 1st November 2019

### Spring Term

Monday 6th January to Friday 3rd April 2020  
Half Term

Monday 17th February to Friday 21st February 2020  
Easter Break

Monday 6th April to Friday 17th April 2020

### Summer Term

Monday 20th April to Friday 17th July 2020  
Half Term

Monday 25th May to Friday 29th May 2020

**\* Some start and end dates may differ from the above.**

# Careers Service

We have a trained Careers Education, Information, Advice and Guidance (CEIAG) team who will support and assist you when enrolling on your course and throughout your learning experience.

The Learning & Skills Service is wholly committed to supporting all learners to fulfil their aspirational career goals and all learners will have access to an outstanding, impartial Careers Service.

## Through the Careers Service all learners will:

- Be given a named Careers Adviser to offer impartial, ongoing support to help an individual progress into further education, higher education, volunteering and/or employment
- Be offered an opportunity to develop a Personalised Career Plan
- Have access to National Careers Service (NCS) Specialist Advisers
- Have access to Careers Events, Job Fairs and regularly informed of current job vacancies

To boost your chances of securing employment all of our courses fully embed 'careers activity' to provide learners with an insight into industry standards, current and future job occupations across all sectors and the necessary skills, knowledge and attributes required by employers.



# Steps into Employment

Supporting learners to gain skills for employment.

The service's main aim is to provide a wide range of provision to support individuals with personal, social and employability development.

The service has a wide range of employability programmes and initiatives which prepare learners for the world of work and assists individuals into work such as:

## • Essential Employment Skills Courses:

There are a range of non-accredited and accredited employment skills programmes which incorporate:

- Interview Techniques
  - CV Development
  - Online Applications
  - Resilience Training
  - Communication and Presentation Skills
  - Advice on self-employment
- Volunteer Hartlepool which is our flagship initiative providing all learners with a guaranteed high quality work placement
  - Access to Job Clubs with support from qualified staff to effectively job search

## Apprenticeships

For nearly 25 years Hartlepool Adult Education has been a leading provider of Adult Skills and Community Learning programmes within the local area. We also have a proud tradition of successfully managing and delivering apprenticeships that meet employer demands in areas such as business administration, customer services, finance, events management, housing management, leadership and management, health and social care and child and young peoples' workforce development.

## What we will offer all Apprentices

The service has a guaranteed entitlement for all apprentices to support them with their personal, professional, social and employability development. As a minimum, all apprentices will receive a comprehensive training package and support.

**For further information contact us on  
01429 868616**



# Health and Wellbeing of Learners

## Health & Wellbeing

Hartlepool Adult Education works in partnership with the Council's Public Health and Sports Development Teams to empower our learners to:

- Be economically active
- Live healthier lives
- Be more confident
- Be motivated
- Achieve aspirational goals
- Take full advantage of future employment opportunities

This means that all learners enrolling on provision will have access to a much broader range of provision such as advice on smoking cessation, mental health support, healthy living schemes, exercise classes and student exchange initiatives that will support an individual's health and enrich them to succeed in their everyday lives and careers. All learners will have access to our dedicated Health and Wellbeing Handbook.



# Learner Case Study

## Yasmine Church

Yasmine started her business career as a pension's administrator in the Private Sector when she and her family lived in West Sussex. She then took a break from work and became a stay at home mother for a period of time. Following the birth of her second child, Yasmine moved to Hartlepool with the clear aim to secure a Business Role within the Council. Yasmine was successful in doing so and was offered an Apprenticeship contract. She is set to complete her NVQ Level 2 in Business Administration in September 2019. Yasmine hopes to progress on to Level 3 and in the future gain Management Qualifications. Yasmine has become a very valued member of the team and we all wish her luck with her career progression.

"Being an apprentice within the Learning and Skills Service has given me a vast amount of experience in customer service, information systems and event organisation. Working for the service has allowed me to continue my journey to financial stability for my family and a successful business career for myself"

Yasmine



# Volunteer Hartlepool

Becoming a Volunteer can open doors to a wide range of opportunities.

## Want to be involved in your local community?

Volunteer Hartlepool is a key initiative for Adult Education and has significantly expanded over recent years. We are extremely proud to guarantee all interested learners a voluntary placement through Volunteer Hartlepool and this further reinforces our commitment to prepare individuals for the world of work.

Volunteer Hartlepool has many active volunteer opportunities available and has knowledge of over 600 organisations and community groups that currently operate within Hartlepool. There are many opportunities on offer. From customer services, business admin, Information, Advice & Guidance, sports coaching, fundraising and mentoring.

## All learners interested in becoming a volunteer will receive:

- Access to a dedicated and impartial Information, Advice & Guidance Officer
- Support to develop an Individual Career Plan
- Access to an Introduction to Volunteering Programme and access to an accredited volunteer course
- Support to identify a suitable work placement
- Access to a brokerage service whereby individuals will be supported into a high quality voluntary placement
- Assistance to complete CV's and access to job clubs
- Assistance to progress onto further learning to improve job prospects



For further information visit  
[www.volunteerhartlepool.org.uk](http://www.volunteerhartlepool.org.uk)  
Tel: 01429 857074

# Digital Skills Courses

The digital world has become important in almost every area of life; from searching for jobs, or keeping in touch with friends and family.

## Award in Digital Skills Computer Basics

Designed for the total beginner, you will learn how to use a PC correctly. You will also learn some basic word processing skills, how to search for information on the internet as well as set up and use an email account.

## Beginners Computers

Designed for the total beginner, you will learn how to use a PC correctly. You will also learn some basic word processing skills, how to search for information on the internet as well as set up and use an email Account.

## Functional Skills (Entry Level)

An ideal qualification for learners wishing to develop practical, transferable skills in ICT in order to work confidently, effectively and independently in life? These qualifications will develop your ICT skills to ensure you are confident and capable in choosing and using a range of ICT systems, tools and software packages, such as the Internet, Word and Excel to meet your needs. It is suitable for a wide range of individuals and is fundamental to the successful completion of various wider qualifications and frameworks, such as Foundation Learning.

## Functional ICT Level 1 & 2

These qualifications are suitable for learners who wish to be recognised for their achievement of a wide range of practical ICT skills for use in everyday life, e.g. word, internet/email and basic spreadsheets, database and PowerPoint.

These courses will help you develop your knowledge and skills in a range of software applications that most employers desire. These can include using spreadsheets with advanced formulae e.g. IF function and filtering information.

## ECDL Level 1 & 2\*

Existing experience and knowledge will be developed to improve understanding of Microsoft office applications including Word, PowerPoint and Excel Spreadsheets. Progressing to build on your existing experience and knowledge to gain a level 2 qualification and become more proficient in the use of Microsoft applications.

## Online Basics–Improving Everyday Internet Skills

The internet is a giant library of information. Knowing how to access this information is useful for practical everyday tasks. Learn how to use the internet to keep in touch with friends and family, read the news, follow your hobbies, and watch your favourite TV programmes using a computer and handling information to explore the basics of accessing parts of computers and accessing information.

## Computer Basics

Creating and editing and developing the use of Microsoft Office programs and using editing tools to format and enhance documents.

## Communication–Social Networking

In this course you will learn about different social networks. You will learn how to connect with people and share things online, what a social network can offer and what a social network looks like. This course will also show you how to stay in control of your information and stay safe. Create, edit and use contacts when sending and receiving online communications, comprising text and other digital content to individual and multiple recipients; initiate and participate in a video call. Identify the types of digital activities that leave a 'digital footprint' and understand the implication.

## Staying Safe Online

This course will cover how to pay bills safely online and also how you can switch your utility services such as gas and electric to get you the best deal being safe and responsible online, protecting privacy, protecting data and digital wellbeing.

## Introduction to Photoshop

Have you ever wanted to design your own digital artwork or images but not sure how? This course is an inspiring way for you to enter the world of image manipulation and digital graphic design.



# Business and Administration Courses

Enrol on a business administration course to help with employability and work Skills.

## Introduction to Customer Service

Ever thought about looking into a new career in Customer Service? This short and friendly 2 hour session will introduce you to studying in this area to find a new career that suits you, and is an insight into the Distance Learning Customer Service course.

## Level 1 AAT Access Award in Bookkeeping & Software\*

You will create accounts, process accounting information and read reports while understanding the benefits and risks of using accounting software. From this course you will gain an understanding about the role of a bookkeeper by developing skills in double and single entry. This course introduces essential accounting skills and principles such as the double entry system, trial balances and credit control.

## Level 2 AAT Foundation Certificate in Bookkeeping and Software\*

Develop further use of manual bookkeeping skills and software skills to the next level. You will be able to set up your accounting software to produce reports. This will cover Bookkeeping transactions, control accounts, journals & costings.

## Introduction to Event Planning

During this course you will learn how to:

- Describe the duties, roles and responsibilities of an Event Planner
- Identify types of employment available as an Event Planner (self employed, employed, full time, part time, contract, etc.)
- Explore organisations who employ Event Planners
- Explain the advantages and disadvantages of promotional methods
- Prepare a quote for an Event
- Demonstrate the ability to carry out research in order to plan a successful event
- Plan a basic event (e.g. Christmas Party)

## Level 2 Certificate in Event Planning

The objectives of this qualification are to:

- Provide an overview of the skills required for successful event planning and organisation
- Develop skills to evaluate an event
- Allow learners to explore market research and investigate marketing methods and resources
- Enable learners to identify the personnel needs at an event
- Provide an overview of the role of communication

## Level 3 Advanced certificate in bookkeeping\*

The advanced certificate builds on the foundation qualifications, covering preparation of financial statements for small to medium businesses. The qualification also introduces the need to understand and apply VAT legislation requirements and how to report on VAT.

Contact us on 01429 868616 or at [www.hartlepool.gov.uk/adulteducation](http://www.hartlepool.gov.uk/adulteducation)



# Business Administration NVQ Courses

NVQ Courses are held regularly throughout the year.

Call 01429 868616 to arrange an appointment. Price on request.

## NVQ Certificate in Business and Administration Level 2\*

Designed for those already working or volunteering in a Business Administration role. You will build an ePortfolio of evidence based on activities carried out in the workplace.

## NVQ Certificate in Business and Administration Level 3\*

This course is for people working in an administrative role at a supervisory level. You will be assessed carrying out real workplace activities and build up an ePortfolio of evidence to prove competence.

## NVQ Certificate in Business and Administration Level 4\*

This course is for people working in an administrative role where they are responsible for system change and who work with a high level of autonomy. You will be assessed carrying out real workplace activities and build up an ePortfolio of evidence to prove competence.

## Level 6 Diploma in Career Guidance and Development\*

This course provides a high quality and nationally recognised qualification for learners working directly with clients providing Careers Education, Information, Advice and Guidance (CEIAG). In order to achieve this qualification, you will produce an ePortfolio of evidence on a range of units including career guidance theory and using Labour Market Information with clients.

## NVQ Certificate in Customer Service Level 2\*

This course will increase your awareness and knowledge skills of customer service. You must be working or volunteering in a customer facing role to acquire the evidence to build an ePortfolio.

## NVQ Diploma in Customer Service Level 3\*

A qualification for those who work in a customer facing role without direct supervision. Your competence in the role will be assessed by building an ePortfolio of evidence based upon activities carried out within your existing role.

## Level 3 Diploma in the Principles of Leadership and Management \*

This qualification aims to give team leaders and potential first line managers the foundation for their formal development in this role. The qualification does this by developing basic team leadership skills and assisting participants in gaining the basic knowledge required at this level.

## NVQ Management Level 5\*

This qualification is suitable for aspiring senior managers, heads of department and directors. Building on knowledge and skills to progress within your role in management.



# Teaching, Learning and Assessment Courses

Comprehensive courses that will offer a starting point or increase opportunity for people either new to, or currently working within the education sector.

## Certificate in Education and Training Level 4\*

This Level 4 qualification replaces the Certificate in Teaching in the Lifelong Learning Sector (CTLTS) and is the most relevant qualification for trainee teachers in a post-16 context. You will develop practical teaching skills in preparation to work in a wide range of contexts.

## Level 3 Award Internal Quality Assurance

The Level 3 Training Assessment Quality Assurance course designed for those who are relatively new to assessing and would like to develop their knowledge and understanding of the basic principles and practices. The course is applicable to the majority of sectors, whether you work with employers, in further education, in adult continued learn or in the third sector, this course will provide you with a recognised qualification opening up the door to further progression routes.

## Mentoring\*

The role and responsibilities of a mentor in practice are multifaceted. This course prepares you for this challenging and immensely rewarding role by giving you the knowledge, understanding and skills necessary to be a competent mentor.



## Level 3 Award Education and Training

This course provides an introduction for those new to teaching and training or for those who wish to teach in the lifelong learning sector such as further education, adult and community education, work based learning and the voluntary sector, provided they are qualified /experienced in the subject they wish to teach. Students will achieve a basic minimum standard for entering the lifelong learning sector of the teaching profession.

## Introduction to Support Teaching and Learning\*

This course is designed to give you an introduction to Supporting Learning in the classroom. An ideal way to explore your next steps into employment or training.

# Teaching, Learning and Assessment NVQ Courses

NVQ Courses are held regularly throughout the year.

Call 01429 868616 to arrange an appointment. Price on request.

## NVQ Children and Young People's Workforce Level 2\*

This course is designed for students who are wanting to work in the child care sector in a supervised role. Anyone wishing to embark on a career in child care will benefit and it provides a starting point to the formal qualifications required.

## NVQ Diploma in Residential Childcare Level 3\*

This qualification is designed to build the knowledge and skills needed when working with children and young people from birth to 19 years who are in residential care. It covers a diverse range of job roles and occupational areas.

## NVQ Supporting Teaching and Learning Level 2

The Level 2 Certificate is applicable to learning support staff whose responsibilities at work are supervised. This course is for those who are employed or work as a volunteer for a minimum of two days a week in a school for three terms. It is suitable for those who wish to gain a recognised qualification and/or progress in the workplace.

## NVQ Supporting Teaching and Learning in Schools Level 3

This course is designed for support staff whose role requires competence across a range of responsibilities.

The frameworks provide training for the roles of teaching, classroom and learning support assistant, special needs assistant and behaviour support assistant/coordinator.

## NVQ Certificate in Information, Advice and Guidance Level 3\*

This course is designed to increase your awareness, skills and knowledge within an Advice and Guidance role. You must be employed or a volunteer working in an Advice and Guidance role. You will be assessed in the workplace using a range of methods, whilst building an ePortfolio of evidence.

## NVQ Diploma in Information, Advice and Guidance Level 4\*

This course is for learners who undertake activities at Level 4 working directly with clients, disseminating information, advice and guidance and formal advocacy. Learners will be experienced in their job role. In order to achieve this qualification you will produce an ePortfolio of evidence which will include personal statements, case histories, assessor observation, written and oral answers and witness testimony.

## Certificate in Assessing Vocational Achievement\*

This qualification is intended for those who assess occupational competencies, vocational skills and knowledge in an individual's work environment.



# English Courses

You need reading, writing and communication skills to apply for most jobs or courses.

We offer a range of flexible English courses to enhance your skills.

## Practical English\*

An informative programme to improve English skills that are used in everyday situations.



## Functional English (Entry Level)\*

This course will develop the practical skills in English to help get the most from life, learning and work, ensuring that learners have good communication skills in reading, writing, speaking and listening. Entry Level Functional Skills qualifications are designed to focus on problem solving and using these skills effectively in real situations.

## Functional English Level 1 & Level 2\*

Learners will develop the practical skills in English to help get the most from life, learning and work, ensuring that learners have good communication skills in reading, writing, speaking and listening. Working on Functional Skills helps to develop and secure the broader range of aptitudes and behaviours that will enable learners to make a positive contribution to the communities in which they live and work.

## GCSE English Language\*

This course provides an excellent opportunity to enhance your reading, writing and spoken language skills and gain a good grade in English at GCSE level. You will develop your understanding of how texts are written and how language is used to generate meaning and you will also study a range of texts.

## English Stepping Stones at all levels

This course will develop skills in spelling, grammar, punctuation, reading, writing, speaking and listening, and presentation skills. This course will help break down English into small steps to help rebuild confidence and understanding within English. On successful completion of each unit you will receive a qualification and can progress to Functional Skills English.

# Maths Courses

You need Maths skills to apply for most jobs or to study. We offer a range of flexible Maths classes.

## Maths Stepping Stones at all levels

Course includes sessions on numbers, decimals, percentages, fractions, ratio, data handling, probability and measure. This course will help break down maths into small steps to help rebuild confidence and understanding within Maths. On successful completion of the course you will receive a qualification and can progress to functional skills Maths.

## Practical Arithmetic\*

An informative programme to improve Maths skills that are used in everyday situations.

## Step into GCSE Maths/GCSE Maths\*-Achieve a Higher Grade

This course will help you improve and develop a sound technique in a number of areas of Maths to achieve a GCSE at Foundation level grade 4/5. You will cover number, algebra, geometry & data handling from the GCSE syllabus. You should already have a GCSE grade below grade 5 or be competent at level 2 functional skills to attend this course.

## Money Management

This course gives you practical guidance on compiling a budget and using it to make good decisions about your spending.

## Functional Maths (Entry Level)\*

Functional Maths aims to promote the mathematical thinking, problem solving and transferrable skills that are useful in everyday life and work. Entry Level Functional Skills qualifications are designed to focus on problem solving and using these skills effectively in real situations.

## Functional Maths Level 1 & Level 2\*

Functional Maths aims to promote the mathematical thinking, problem solving and transferrable skills that are useful in everyday life and work. The key areas will focus on representing, analysing and interpreting mathematical information and will support learners to progress in learning, life and employment. On completion of the level 2 you can move on to the GCSE Maths.



# ESOL Courses

ESOL Skills for Life courses are for anyone in the UK whose first language is not English. There are 5 levels available: Entry 1, Entry 2, Entry 3, Level 1 and Level 2. You will complete an assessment and have time to speak with a tutor to make sure you enrol on the level which best suits your needs. ESOL Skills for Life courses cover 3 subjects. These are Speaking and Listening, Reading and Writing.

## Introduction to ESOL

This course is for adults whose first language is not English, who have no English skills. It focuses on vocabulary for everyday situations, common phrases and topics like shopping, the home, money, time, travel and school.

## Award in ESOL (Speaking and Listening) Entry Level\*

ESOL Skills for Life is for anyone living in the UK whose first language is not English. There are varied levels available, to meet the needs of people whose English is at different levels.

## Award in ESOL (Reading) Entry Level\*

ESOL Skills for Life is for anyone living in the UK whose first language is not English. There are varied levels available, to meet the needs of people whose English is at different levels.

## ESOL (Writing) Entry Level\*

These courses are designed for adults who live and work or study in the United Kingdom. They are aimed at candidates who have little literacy knowledge or experience of English.

## Award in ESOL (Speaking & Listening) Level 1 & Level 2\*

ESOL Skills for Life is for anyone living in the UK whose first language is not English. There are varied levels available, to meet the needs of people whose English is at different levels.

## Award in ESOL (Reading) Level 1 & Level 2\*

ESOL Skills for Life is for anyone living in the UK whose first language is not English. There are varied levels available, to meet the needs of people whose English is at different levels.

## Award in ESOL (Writing) Level 1 & Level 2\*

ESOL Skills for Life is for anyone living in the UK whose first language is not English. There are varied levels available, to meet the needs of people whose English is at different levels.

## Maths for ESOL Learners\*

This course is for ESOL learners. It aims to raise awareness of the challenges and differences that learners might meet whilst developing numeracy skills. It will support learners in their study of mathematics, whilst improving their English skills.

## ICT for ESOL Learners\*

This course is for ESOL learners, it aims to raise awareness of the challenges and differences that learners might meet whilst developing ICT skills. It will support learners in their study of ICT, whilst improving their English skills.



# Family Learning Courses

## Family Learning and Supporting Your Child's Development

Our courses help parents, grandparents, guardians and carers feel more confident about supporting their children. They offer the opportunity to share, enjoy and learn with your children. The courses available include English, English for Speakers of other languages (ESOL), Maths, Craft Skills, Creative Writing, Family First Aid, Keeping up with the Children and Story Sacks.

We run a range of Family Learning seasonal workshops throughout the year, including workshops around Diwali, Halloween, Christmas, Chinese New Year and Easter. Contact us for more information about our Family Learning offer.

Childhood is such an important time to nurture a child's skills and help them develop into healthy, happy adults, and it's a precious time for parents, carers and guardians. Our courses are designed to help you enjoy this special time and help your child learn to:

- Develop her/his knowledge and skills through different activities
- Enjoy learning
- Learn social skills
- Explore his/her imagination and creativity

### Helping Your Child Learn

This course is designed for parents, carers and guardians to develop your skills to support your child's learning through different activities including play, craft and everyday situations. This course is for adults only.

### Story Sacks

This course is designed to enable parents, carers and guardians to explore how the use of books and props can help make reading fun. This course is for adults wanting to learn how they can support their children to develop reading skills and realise the fun of reading. This course is for adults only.



# Distance Learning Courses

After an initial taught session, this course will be delivered through flexible, distance learning with tutor support.

## Dignity and Safeguarding in Adult Health and Social Care Level 2 Certificate

This programme strives to equip learners with an in depth understanding of how to understand dignity and safeguarding in adult social care. This is the ideal programme for individuals who work or are intending to work with vulnerable adults in the health and social care sectors, in a range of settings, such as hospitals, hospices, domiciliary care, or nursing homes.

## Learning Disabilities Level 2 Certificate

This is a level 2 qualification suitable for learners working with, or intending to work with, individuals with learning disabilities. This can be in a variety of areas, including a range of community settings, domiciliary care, schools, day provision, care or nursing homes, hospitals, hospices, or other settings in which people are being cared for.

## Common Health Conditions Level 2 \*

Healthcare workers need to have a good understanding of a wide range of illnesses and health conditions. Each individual they support will be different and each will have their own set of health issues and concerns.

## Nutrition and Health Certificate Level 2

This qualification is ideal for learners who are interested in improving their understanding of nutrition and healthy eating. You must successfully complete all five mandatory units to be awarded the NCFE level 2 Certificate in Nutrition and Health.

## Understanding Autism Level 2 Certificate

This course is ideal for learners who want to develop awareness and understanding of autism and know how to support individuals with the condition. This qualification is ideal for learners who support individuals with autism in a variety of settings, including health, social care, entertainment, leisure, nursing, education, training and the public sector.

## Equality and Diversity Level 2\*

The aim of this qualification is to give learners an introduction to the issues around stereotyping, prejudice and discrimination to identify the basic rights that all people should enjoy and the shared values people have, and to examine the responsibility each person and organisation has in ensuring that barriers to participation in society are removed.

## Dementia Care Level 2 Certificate

This course is ideal for care workers and any other health professional, this course will provide the essential knowledge needed to offer the very best professional approach to caring for people with dementia. This programme of learning gives the learner the opportunity to gain a qualification appropriate to the learning outcomes.

## Understanding Working in Mental Health Level 2 Certificate

This distance learning programme has been written for everyone who is involved in the care sector and aims to give all staff, supervisors and managers the essential knowledge needed to offer the very best professional approach to understanding working in mental health.

## Information, Advice and Guidance Level 2 Certificate

This qualification aims to develop the learner's knowledge and understanding of the key principles of information, advice or guidance and applying these within their own context. The objectives of this qualification are to prepare learners for further training and to support a role where learners may give initial information, advice or guidance to others.

# Distance Learning Courses

After an initial taught session, this course will be delivered through flexible, distance learning with tutor support.

## Understand Customer Service Level 2\*

This course will help you to develop your customer service knowledge, enhance day to day interactions with customers and boost your CV. You will learn about the delivery of excellent customer service, improve your communication skills and develop the knowledge and principles that underpin good customer care. The skills you gain will be transferable and applicable in a range of industries and sectors.

## End of life Care Certificate Level 2\*

This course is aimed at those whose careers involve caring for people at the end of their life. It is suitable for people working in a variety of settings, including hospitals, hospices, day provision, care or nursing homes and domiciliary care. It is also suitable for people who are already working in other care settings and are considering working in end of life care. The course is divided into five units, each covering a different aspect of caring for those at the end of their lives.

## Understanding Counselling Level 2\*

This course is for anyone interested in developing listening skills, gaining an understanding of the counselling process and developing personal insights and self-awareness.

## CACHE Level 2 Certificate in Preparing to Work in Adult Social Care\*

Our Certificate in Preparing to Work in Adult Social Care course has been designed and created to provide students with a more in depth knowledge of this subject area. This course is ideal for individuals who are looking to work in a care setting or are new to this area of work. The learning materials aim to provide students with all the necessary understanding needed to provide a high standard of care.

## Understanding the Safe Handling of Medication in Health and Social Care\*

The programme of study is designed to complement your practical work, as it will help you to underpin your practice with theoretical knowledge. It will also give you the opportunity to look at parts of the job you may not currently be involved with.

## Infection Control in Health Care Settings Certificate Level 2

The Certificate in the Principles of the Prevention and Control of Infection in Health Care Settings has been written for everyone who is involved in any work associated with the prevention and control of infection. The qualification aims to give everyone the knowledge and skills they need to contribute to the prevention and control of infection.

## Understand Business Administration Level 2\*

This programme is ideal for those wishing to understand the principles of business administration, either to pursue a career in business administration or to gain more knowledge about administrative responsibilities and services in existing job roles.

## Distance Learning /Understanding Data Protection\*

Data protection compliance is an essential legal requirement for all organisations. Since the General Data Protection Regulation (GDPR) came into force in May 2018, it is more vital than ever that anyone who works with personal data understands the laws and acts in compliance. Failure to process personal or sensitive data securely and lawfully can lead to severe penalties.

## Level 2 Distance Learning/Stewarding Events\*

This qualification aims to provide you with an introduction to the role of steward at spectator events. You will develop knowledge and understanding of the key concepts which underpin spectator control, monitoring crowds, controlling spectator movement, communication, teamwork and health and safety.

# Access to Higher Learning Courses

Our pre-access courses help to create well-prepared and committed learners and will help grow your Access to HE provision. Our Level 2 qualifications are ideal for learners who need to be eased gently back into education and are not yet ready for the Level 3 course, or those who are interested in an Access to HE subject but are unsure of what is involved.

## Pre-access Courses

These pre-access courses are designed so you can brush up on your subject skills in readiness for starting higher level courses. These courses offer a nationally recognised Level 2 qualification. Choose from a range of subjects to suit your higher learning goals, including:

- Level 2 Award in Business and Law
- Level 2 Award in Health Professions
- Level 2 Award in Humanities
- Level 2 Award in Social Care
- Level 2 Certificate in Business and Law
- Level 2 Certificate in Health Professions
- Level 2 Certificate in Social Care
- Level 2 Certificate in Social Science

We also offer a wide range of Level 2 Distance Learning courses. See pages 20 & 21 for more details.

To develop your general skills in English (16), Maths (17) and ICT (11) take a look at our short Bite Size courses to brush up on specific topics to suit your needs.

## Access to GCSE English\*

An overview of what's involved in an English GCSE programme. This course offers excellent preparation for the full GCSE English programme.

## Access to GCSE Maths

This short, non accredited course is designed to help you prepare to apply for a GCSE course if you have not studied Maths for some time but feel generally confident about your Maths skills. The course will provide an introduction to the GCSE syllabus and an opportunity to brush up on your numeracy skills.

# Health & Social Care Courses

Do you want to gain new skills or develop your existing workplace skills?

## Level 1 Health and Social Care

This qualification will develop the knowledge and awareness of the types of provision in the Health, Social Care and Children's and Young People's sectors. It includes the roles played by workers, from principles and values through to health and safety and working with others. On completion learners will receive a Level 1 Certificate in Health and social

## Level 2 Health and Social Care

This qualification develops the knowledge and skills needed when working with adults in health and social care environments. It covers a wide range of areas including supporting individuals with their physical and emotional care, daily living needs and health care procedures.

During this course you will study the following units:

- Understanding the range of service provision and roles within health and social care
- Understand the principles and values in health and social care
- Awareness of protection and safeguarding
- Introduction to communication in health and social care
- Problem Solving
- Time management skills
- Working in a team

## Level 3 Health and Social Care

The NVQ Level 3 is the equivalent of an A Level qualification, and is designed for those who already work in the care sector with a small amount of responsibility, sometimes working without supervision. The programme is recognised internationally and sets the standard for those working in health and social care. Learners can also apply for the 19+ Advanced Learning Loan.

Upon completion of this qualification, students are awarded a Level 3 Award in Health and Social Care. This qualification is suitable for a range of different career paths in settings such as:

- Residential care homes
- Nursing homes
- Day centres
- Health centres
- Supported accommodation
- Respite care

## Level 2 Certificate in Understanding Safeguarding and Prevent

The purpose of this qualification is to increase the learner's knowledge and awareness of the Prevent Duty and Safeguarding, including online safety. By completing the qualification, learners will develop knowledge of safeguarding in an environment where they have a duty of care.

## Level 2 Certificate in Counselling Skills

This qualification aims to introduce learners to the use of counselling skills in everyday life and work, and some of the approaches that underpin the use of these skills. This qualification gives learners the opportunity to investigate the knowledge and skills needed to use counselling skills and engage in a helping interaction appropriately. This qualification does not qualify learners to practice as a counsellor.



# Wellbeing

Accredited courses to demonstrate your skills in the workplace or in other practical situations.

## Paediatric First Aid Level 3

This basic paediatric first aid course will teach you simple life-saving techniques and give you the opportunity to practice the skills as you learn, so you will feel more confident should you need to use them in real life. Bumps and falls are inevitable when little ones start to walk and thankfully most are not serious, but it's important to know what to do if you are in an emergency first aid situation.

## Award in Food Safety in Catering Level 2

Upon successful completion of this one day course you will receive a Level 2 Award in Food Safety in Catering.

## Helping Skills\*

This qualification is designed for anyone who uses, or would like to use helping skills either at work or in a personal capacity. You may then wish to progress towards further qualifications - such as health and social care, children's care, learning and development, voluntary and community work.

## Infant/Baby First Aid Essentials

Nobody likes to think of their child being in an emergency situation, but learning first aid will give you the confidence to be able to help should you need to. This course has been designed with parents in mind, to guide you through exactly what you need to know. It covers a range of childhood emergency situations.

## Happy, Healthy You

This course will help you to reconsider your lifestyle, especially to the possibility of change and make a personal plan to reduce stress in your life. You will gain a Level 1 Certificate in Wellbeing.

## Confident You

This course will focus on building your confidence and self esteem, creating a more positive outlook and helping you to make positive plans for the future.

## Personal Development

Our personal development course offers you the chance to discover your abilities and potential. Learn about self control and increasing self-esteem; make small changes that will have a huge benefit in your life.

## Family First Aid

You never know when something could happen to someone in your family, so learning now will prepare you to deal with an emergency situation should it arise.

## First Aid Essentials

The purpose of this course is to give you a practical guide on how to handle an incident that may require first aid. The course is not intended to teach you how to be a first aider, but it is designed to give you the confidence to know what to do when someone urgently needs your help.

## Know Your Town

On this course you will learn more about Hartlepool, from the history, traditions and customs to the layout and employment.

# Volunteering

Courses to enhance your skills and prepare you for volunteering.

**Adult Education is wholly committed to supporting learners to enhance their personal, social and employability skills and offers the following courses to enable learners to take full advantage of high quality volunteering opportunities.**

## Volunteering in your Community Level 1 Certificate

Learners on this course will achieve a NCFE Level 1 Certificate in Volunteering. The qualification consists of 2 separate units – Unit 1 Explore volunteering and the ways to become a volunteer and Unit 2 Personal standards and requirements for working in a volunteering role.

## Volunteering in your Community Level 2 Certificate

This qualification aims to provide learners with skills in volunteering that will be useful in any sector.

**The qualification consist of three units:**

- Unit 1 Volunteering and voluntary organisations
- Unit 2 Working as a volunteer within a chosen organisation
- Unit 3 Finding out about volunteering and becoming a volunteer

Learners will achieve an NCFE L2 Certificate in Volunteering.

## Introduction to Volunteering

This is a four week non accredited course to help you explore volunteering opportunities and what volunteering entails.

**For further information visit  
[www.volunteerhartlepool.org.uk](http://www.volunteerhartlepool.org.uk)  
Tel: 01429 857080**



## Waverley (Big Lottery Funded Project)

In June 2015, the Council secured £400,000 of Big Lottery Reaching Communities Funding to support the development of the Promoting Change, Transforming Lives Project.

The project is based at Waverley Terrace Allotment and provides unemployed adults with access to personal, social and employability initiatives to help individuals with lifeskills, raise their aspirations and prevent social isolation.

The project will provide work experience and placements and high quality training for individuals to develop relevant employability skills to assist them to progress into sustained employment. The site will be used as a pathway for individuals to build their confidence and when they are ready for progressing into mainstream employment, they will be supported by Employment Link Workers who will help individuals to identify their chosen career options and link them to local employers.

# Tees Valley Routes to Work

Tees Valley Routes to Work is a pilot project funded via Department for Work and Pensions (DWP) and Tees Valley Combined Authority (TVCA).

## Over the age of 30?

## Long term unemployed or with barriers to Employment? Looking to find a job?

If you're over the age of 30 and your personal circumstances make it difficult to find a job then Routes to Work can help. We can provide a range of support depending on your individual needs. We can assist you to overcome any barriers and support you back into, or nearer to the workplace.

We know that looking for a job can be difficult, that's why we provide access to one to one tailored support from your dedicated key worker. Your key worker will work with you to put together a plan, get you the right skills and training and offer support in finding the right job for you.

By participating in Routes to Work project you will have access to our job club where you will be able to carry out your job search in a supportive and friendly environment.

To find out if Routes to Work can help you please contact 01429 284482 or email [routestowork@hartlepool.gov.uk](mailto:routestowork@hartlepool.gov.uk)



**Philip was new to the area and required specialised support to find a job. He completed a 'Routeway' into employment, from doing this he has secured employment with Hartlepool Borough Council.**

# Youth Employment Initiative

## Tees Valley Pathways & Routeways

# Our Offer to Employers

The Tees Valley Pathways & Routeways Programmes will support young people aged 15 to 29 years old across the Tees Valley who are unemployed and/or not in education, employment or training through:

- A range of innovative and interesting activities and courses
- Programmes using sport, culture and creative arts
- Activities to improve confidence and build employability skills
- A dedicated advisor who will provide you with 1:1 help
- Support to pay for items such as travel expenses
- Routeways with employers into growth sectors

**If you would like to be involved,**  
phone 01429 857080 or  
email [YEI@hartlepool.gov.uk](mailto:YEI@hartlepool.gov.uk)



Pictured working in the Billingham Subway Store.

Hartlepool Adult Education aims to promote personal and professional growth by providing bespoke, high-quality learning and educational opportunities that respond to the whole community and meet the demands of employers. We act as a one-stop-shop for employers, coordinating all of your training needs.

We work closely with key partners, such as Jobcentre Plus and National Careers Service, to ensure that employers receive a holistic support package that can include advice on:

- Workforce Development for all Employees within a Company
- Recruitment of Staff
- Work Trials, Work Experience, Volunteering and Internships
- Development of Pre-Employability Programmes
- Apprenticeship Opportunities
- In-Work Support for new Employees
- Impartial Careers Education, Information, Advice & Guidance
- Development of Tailored Learning Programmes



The Youth Employment Initiative is part funded by the European Social Fund as part of the 2014-2020 European Structural and Investment Funds Growth Programme in England



## Steps to starting your ideal course. You can apply NOW:

Phone on 01429 868616

In person at Adult Education Office, Victoria Buildings, 6-8 Tower Street, Hartlepool, TS24 7HD. Monday to Thursday 08.45 to 17.00 or Friday 08.45 to 16.00

Online at [www.hartlepool.gov.uk/adulteducation](http://www.hartlepool.gov.uk/adulteducation) Courses start throughout the year. If you can't find what you are looking for in this brochure, please contact us

## Enrol Now!

### Providing access to a range of services

Adult Education has a dedicated careers service that ensures all learners have access to impartial Information, Advice and Guidance (IAG)

Prior to enrolling you will receive CEIAG or IAG from one of our specialist advisors. This will help you choose the right course to meet your aspirations and support you to complete an individual career plan.

**Some courses (marked with \*) require a skills check prior to enrolment.**

**Adult Education, Victoria Buildings, 6 8 Tower Street, Hartlepool, TS24 7HD**



**01429 868616**



**[www.hartlepool.gov.uk/  
adulteducation](http://www.hartlepool.gov.uk/adulteducation)**



**HartlepoolAdultEducation**

All data will be processed in accordance with General Data Protection Regulations (GDPR) and the Data Protection Act 2018. It will only be shared with our relevant funding providers for statistical and research purposes.



The Youth Employment Initiative is part funded by the European Social Fund as part of the 2014 2020 European Structural and Investment Funds Growth Programme in England.



**Education & Skills  
Funding Agency**



**TEES VALLEY MAYOR**