



**Hartlepool Borough Council
Learning and Skills Service
NVQ Course Guide 2021/22**



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Welcome

Welcome to Hartlepool Borough Council's Learning & Skills Service's NVQ Course Guide for 2021/22. This NVQ Course Guide contains a wide range of sector specific, work based qualifications aimed at supporting you to increase your occupational competency and knowledge based theory that will help enhance your personal, social and employability skills. Our NVQs are delivered flexibly to suit your individual needs and you will be supported throughout your time on programme by a dedicated Tutor/Assessor. Alongside our excellent range of full NVQs, we also offer specific modules which complement growth sector areas and which have been designed to upskill individuals to aid their career progression in their chosen field.

Within the Service, we are wholly committed to delivering only outstanding quality provision and you will find a very welcoming and safe learning environment where we offer much more than courses, including an impartial Careers Service, where we will support you to develop your own individual Careers Plan, a Volunteer Hartlepool Brokerage Service, a Pastoral Support Team, health & wellbeing activities and employment focused initiatives. All of our NVQ learners have access to our online learning platform and you will receive excellent ongoing careers guidance to achieve your learning and career goals.

We are extremely proud that Ofsted has rated us as a 'Good' Provider with excellent features identified and we have exceptional achievement rates recorded. In addition, we are the only service of its kind in the country to have secured Investors in Volunteering, Investors in Careers, Matrix Standard, Investors in People (Silver Award).

You will find us to be a very open and listening service and we always welcome feedback from all parties to further strengthen our provision. We very much look forward to you enrolling with us on your chosen course and we wish you the very best in your studies.



NVQ's at Hartlepool Learning & Skills Service

An NVQ is a work-based qualification which recognises the skills and knowledge a person needs to do a job. The learner needs to demonstrate and prove their competency in their chosen role or career path. Learners need to demonstrate that they have the suitable skills, knowledge and understanding to carry out the tasks associated with their job role.

NVQ's are competency based and the candidate produces evidence of what they do in their work situation which becomes the basis of a portfolio that is assessed against the relevant occupational standard. The candidate must demonstrate that their skills are current and prove their competency over a period of time. Evidence can be submitted electronically any time of day and from any location. NVQs are offered as a certificate or a diploma. Certificates recognise learner achievement and the knowledge, understanding and skills demonstrated. Diplomas recognise learner achievement and the knowledge, understanding and skills demonstrated at a highly detailed standard.

What are the benefits of undertaking an NVQ?

- A flexible route to becoming qualified in the workplace
- A practical demonstration of the individual's skills, knowledge and understanding
- Certification to demonstrate you have met a national standard for an occupational role
- Access to recognised qualifications for employees with no other formal education



What can I expect from Hartlepool Learning & Skills Service?

The Four As 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 environment and get the most out of their learning experience.

We are 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 As 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 As 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.

Health & Wellbeing

Hartlepool Learning & Skills Service works in partnership with Hartlepool Borough Council's Public Health and Sports and Recreation Teams.

The aim of this partnership is 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

By enrolling on to an NVQ you will have access to a broad range of provision such as advice on smoking cessation, mental health support, healthy living schemes, exercise classes and student exchange initiatives.

Additional Support

You will have easy access to Functional Skills courses to improve your maths, English and ICT. Additional learner support such as 1:1 classroom support, 1:1 tuition, specific alternative language support and adaptive resources within the classroom are also available.

Funding Guidance and Support

Adult Skills

If you want to study a course at Level 2 or 3 then you may be eligible for funding through the Adult Education Budget managed by Tees Valley Combined Authority and Education & Skills Funding Agency. You would need to meet one of the eligibility criteria below:

- Aged 19+ enrolling on your first Level 2 or Level 3 qualification;
- Aged 19 or over, unemployed and on a state benefit whilst enrolling on a Level 2 qualification, or;
- Aged 19 or over, employed and earning less than £17,457.40 (Annual Gross Salary) whilst enrolling on a Level 2 qualification.

If you are unsure then contact a member of our Enrolment Team on 01429 868616 or adult.education@hartlepool.gov.uk.

Advanced Learner Loan

If you're over 19 and want to study a Level 3 to 6 qualification, which includes NVQ's and other vocational qualifications, you can apply for an Advanced Learner Loan to cover the costs of the course fees. Please note that loan eligibility does not depend on your income and repaying your Advanced Learner Loan does not begin until you earn £28,800 and your repayments will be taken out of your salary at the same time as tax and National Insurance.

Further information can be found at <https://www.gov.uk/advanced-learner-loan>. Enquire today and you will receive support to apply by a member of staff from the Learning & Skills Service.

National Skills Fund

The National Skills Fund will help adults to train and gain the valuable skills they need to improve their job prospects. If you are aged 19 or over and have lived in the UK for 3 years or more, you may be eligible to start Level 3 courses * fully funded, if you have not achieved a full Level 3 previously.

Careers Service

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

Through the Careers Service you will:

- Be given a named careers advisor to offer impartial, ongoing support to help you progress into further education, higher education or sustained employment
- Be offered an opportunity to develop a personalised career plan
- Have access to National Careers Service specialist advisors
- Have access to careers events and job fairs and be regularly informed of current job vacancies to ensure you sustain your momentum after your NVQ.



All our programmes fully embed 'career activity' to provide you with an insight into industry standards, current and future job occupations across all sectors and the necessary knowledge, skills and behaviour required by employers.



Refer Online: www.hartlepool.gov.uk/careersservice

Phone our careers Hotline: 01429 401831

Monday to Friday 10am – 4pm



Quals Direct

Quals Direct is our e-portfolio platform. This is where you will access resources, submit your work, receive feedback from your tutor and track your progress. It is also accessible by our Internal Quality Assurance team and your employer.

At the start of your NVQ you will receive login details and your tutor will show you how to use the system. You can upload evidence electronically, including audio, image, text and video with ease.

The platform allows you to:

- Upload your work
- Receive feedback
- Access resources
- Track your progress
- Manage your training calendar

Case Study

In 2021 Dawn Pendlington enrolled with Hartlepool Learning & Skills Service to study a L3 in Assessing Vocational Achievement.



Dawn worked exceptionally hard during lockdown to achieve her qualification. She volunteered her time to assess learners' skills and understanding of the workplace environment.

Dawn has now achieved her L3 Assessing Vocational Achievement and has secured employment with Hartlepool Learning & Skills Service as a qualified Assessor.



NVQ Course Information 21/22

Health and Social Care

NCFE CACHE Level 2 Diploma in Care

This qualification will support learners to develop the knowledge and skills required to work in a range of clinical healthcare support settings and in adult care environments.

It covers a wide range of areas including dementia awareness, mental health and well-being, supporting individuals with their physical and emotional care, daily living needs and healthcare procedures.

Cost - **£2225**

Duration: **12 Months**

Progression Opportunities:

Level 3 Diploma in Adult Social Care Qualifications in specialist health pathways or to related health Apprenticeships.

Employment Opportunities:

Health Care Support Assistant, Care Assistant, Domiciliary Care Worker

NCFE CACHE Level 3 Diploma in Adult Care*

This qualification develops the knowledge and skills needed when working in a lead adult care worker role in care settings. It covers a wide range of areas including supporting individuals with their physical and emotional care, daily living needs and health and social care procedures. This qualification also aligns to the Apprenticeship Standard for Lead Adult Care Worker.

Cost - **£2882**

Duration: **12 Months**

Progression Opportunities:

Level 4 Diploma in Adult Care

Level 5 Diploma in Leadership and Management for Adult Care.

Learners may also progress onto qualifications for management or lead practitioner roles in adult care, or to specialist qualifications reflecting the context in which they work.

Employment Opportunities:

Senior Health Care Support Profession, Lead Care Assistant, Domiciliary Care Worker

NCFE CACHE Level 4 Diploma in Care

This qualification will support learners to develop specialist knowledge and skills in their area of responsibility and enable learners to promote a value-based culture within their setting.

This qualification can act as a progression route from the Level 3 Diploma in Adult Care qualification to the Level 5 Diploma in Leadership and Management for Adult Care qualification.

Cost: **£2882**

Duration: **18 months**

Progression Opportunities:

Level 5 Diploma in Leadership and Management for Adult Care

Employment Opportunities:

The qualification will enable learners to progress into employment in settings such as residential or nursing homes, domiciliary care, day centres, an individual's own home or some clinical healthcare settings. Learners can progress into a number of lead practitioner job roles within the adult care sector.



Teaching and Learning Support

NCFE CACHE Level 2 Certificate in Supporting Teaching and Learning

The Level 2 Certificate in Supporting Teaching and Learning has been designed to provide learners with an understanding of the knowledge and skills needed when working directly with children and young people in school or college environments. It covers a wide range of areas including children and young people's development, supporting children and young people's positive behaviour and communication and professional relationships.

It's aimed at learners working in roles that support pupils' learning in primary, secondary or special schools, as well as colleges.

Cost - **£1265**

Duration: **12 Months**

Progression Opportunities:

Level 3 Supporting Teaching and Learning qualifications group.

Employment Opportunities;

Teaching Support Assistant

NCFE CACHE Level 3 Diploma in Specialist Support in Teaching and Learning in Schools

This qualification provides an in-depth understanding of the knowledge and skills required when working directly with children or young people in primary, secondary or special schools.

It covers all aspects of Specialist Support including planning, delivering and reviewing assessment strategies to support learning alongside the teacher, bilingual and special needs support and personal development and reflective practice.

Cost - **£2225**

Duration: **12 Months**

Progression Opportunities:

Level 4 Certificate in Education and Training

Employment Opportunities:

SEN Specialist Support Assistant, Teaching Support Assistant



Teaching Development

City & Guilds Level 3 Certificate in Assessing Vocational Achievement*

This qualification is for learners aged 19 and above. The qualification is intended for those who assess both occupational competence in the work environment and vocational skills, knowledge and understanding in environments other than the workplace (for example a workshop, classroom or other training environment).

Cost - **£811**
 Duration: **12 Months**
 Progression Opportunities:
Level 4 Award in Internal Quality Assurance of Assessment Processes and Practice
Level 4 Certificate in Leading the Internal Quality Assurance of Assessment Processes and Practice

Employment Opportunities:
Assessor of specialised areas of teaching



NCFE Level 4 Award in the Internal Quality Assurance of Assessment Processes and Practice

This qualification is intended for those who maintain the quality of assessment from within an organisation or assessment centre. The qualification will ensure learners are aware of how to maintain the quality of assessment from within an organisation or assessment centre.

Cost - **£504**
 Duration: **12 Months**
 Progression Opportunities:
L3 or L4 Information, Advice and Guidance and L3 Management



NCFE Level 4 Certificate in Leading the Internal Quality Assurance of Assessment Processes and Practice

This qualification is suitable for learners aged 19 and above. It's intended for those who lead a team of internal quality assurance staff and maintain the quality of assessment from within an organisation or assessment centre.

Cost: £811
 Duration: **12 Months**
 Progression Opportunities:
Level 4 Certificate in Education
Employment

Opportunities;
Internal Quality Assurance, OTLA quality assurance
 Employment Opportunities:
Internal Quality Assurance, OTLA quality assurance

Information, Advice and Guidance

TQUK L4 Diploma in Advice and Guidance

This qualification recognises the skills and competences of candidates in the workplace. The qualification is for experienced practitioners who work directly with clients, disseminating information, advice, guidance and formal advocacy. Candidates might also have some managerial or training responsibilities. Candidates at this level are expected to have a more dynamic relationship with other organisations.

Cost - **£2225**
 Duration: **12 Months**
 Progression Opportunities:
Level 6 Diploma in Career Guidance and Advice

Employment Opportunities:
Lead Careers Advisor, Housing Benefit Officer, Job Coach



OCR L4 Diploma in Career Information and Advice and L6 Diploma in Career Guidance and Advice

This qualification is for those working in the career development sector. The qualification will provide accredited professional development opportunities and encourage progression in the sector. The qualification will observe information and advice sessions to support future prospect decisions.

L4 Cost - **£2225**
 Duration: **12 Months**
 Progression Opportunities:
Level 6 Diploma in Career Guidance and Advice

Employment Opportunities:
Careers Advisor, YEI Advisor, Job Coach

L6 Cost - **£2573**
 Duration: **18 Months**
 Progression Opportunities:
Level 3 Diploma in Management
Level 5 Diploma in Management and Leadership

Employment Opportunities:
Lead Careers Advisor, YEI Advisor, Job Coach

Early Years and Childcare

NCFE CACHE Level 2 Diploma for the Early Years Practitioner

The aim of this qualification is to provide learners with the knowledge and understanding of babies and young children from birth to 7 years of age with applied knowledge in the early years, 0-5 years. This qualification is ideal for learners looking to work with children between birth and 5 years, and gain knowledge of working with children up to 7 years.

Cost - **£2225**

Duration: **12 Months**

Progression Opportunities:

This qualification allows progression on to the Level 3 Early Years Educator qualifications and other relevant Level 3 qualifications relating to early years and child care.

Employment Opportunities:

Learners may work in a variety of roles such as, nursery practitioner, classroom assistant and a pre-school practitioner.



NCFE CACHE Level 3 Diploma for the Early Years Workforce*

An extremely popular qualification, this diploma prepares learners working or training within the childcare sector to become Early Years Educators, enabling them to work with and care for children from birth to five years of age. Anyone wishing to become an Early Years Educator must complete this course, as this level 3 qualification allows you to fully engage in a childcare role.

Cost - **£2882**

Duration: **12 Months**

Progression Opportunities:

Level 5 Diploma in Leadership and Management for Residential Childcare.

Employment Opportunities:

Learners may work in a variety of roles such as, nursery practitioner, classroom assistant and a pre-school practitioner.

TQUK Level 3 Residential Childcare*

This qualification will develop the knowledge and skills needed when working with children and young people in a residential childcare setting, including an understanding of child and young person development. The qualification enables the learner to gain essential skills and knowledge to support children and young people in residential childcare settings, including: wellbeing and resilience, positive relationships and attachments, health and safety, sexual exploitation, communication, positive behaviour and positive outcomes.

Cost - **£2882**

Duration: **12 Months**

Progression Opportunities:

Level 5 Diploma in Leadership and Management for Residential Childcare

Employment Opportunities:

Residential Care Worker, Youth Support Officer, Childcare Assistant



Leadership, Management and Team Leading

NCFE Level 2 Diploma in Team Leading

This qualification is suitable for learners aged 16 and above. This is a cross sector qualification aimed at current and prospective team leaders. This qualification covers the skills and knowledge needed to be a successful team leader, covering competencies applicable to a wide range of contexts.

Cost **£1987**

Duration: **12 Months**

Progression Opportunities:

Level 3 Customer Service

Level 3 Business Administration

Employment Opportunities: **Team Leader position within a sector based employment**

NCFE Level 3 Certificate in Principles of Management*

This qualification is suitable for learners aged 16 and above. Learners will have the underpinning knowledge required to work in management roles across a range of business settings. Learners will have knowledge of management and leadership performance, covering areas such as implementation of information systems and how to develop professional networks. This qualification is suitable for use within a Study Programme.

Cost - **£1265**

Duration: **12 Months**

Progression Opportunities:

L3 Diploma in Management

Employment Opportunities:

This qualification will give learners the knowledge of advancing into a managerial or team leader position

NCFE Level 3 Diploma in Management

This qualification aims to provide learners with the knowledge and skills they need to operate as a successful manager. It will also allow learners to develop skills, such as communication, presentation skills and project management, in a range of areas relevant to managerial roles.

Cost - **£2573**

Duration: **12 Months**

Progression Opportunities:

Level 5 Diploma in Management and Leadership

Employment Opportunities: **Managerial position within a sector based employment**

NCFE Level 4 Diploma in Management

This qualification is suitable for team leaders and managers across a wide variety of sectors. The qualification will assess learners' knowledge and occupational competency within the working environment.

Cost - **£2573**

Duration: **12 Months**

Progression Opportunities:

Level 5 Diploma in Management and Leadership

Employment Opportunities: **This qualification will allow managers to progress within their role in the organisation**

NCFE Level 5 Diploma in Principles of Management and Leadership

The qualification has been designed for team leaders and junior managers across a wide range of roles within both the public and private sectors. The qualification allows learners to apply their knowledge to the national standard required by employers.

Cost - **£1265**

Duration: **18 Months**

Progression Opportunities:

L5 Diploma in Leadership & Management

Employment Opportunities: **This qualification will allow managers to progress within their role in the organisation**

NCFE Level 5 Diploma in Management and Leadership

This qualification is suitable for learners aged 18 and above. It is a cross-sector qualification, which means that this NVQ will be taken by people working in a management and leadership role, and those with personal responsibility and autonomy in their roles across a wide variety of areas.

Cost - **£1265**

Duration: **18 Months**

Progression Opportunities:

**Level 7 in Leadership and Management
Masters in Management**

Employment Opportunities: **Managerial position within a sector based employment**

Business Administration

NCFE Level 2, 3 and 4 Business Administration

This qualification aims to provide learners with the knowledge and skills they need to operate as a successful business administrator. It also allows learners to develop skills in a range of areas relevant to business administration roles. Level 2 will suit you if you are working in or want to work in a business support role. You're interested in learning how to carry out every day administrative tasks. Level 3 is ideal if you're fairly new to administration or have worked in an administrative role for some time. You'd like to prepare to move into a leadership role by learning how to effectively supervise others and contribute to wider departmental or organisational change.

L2 Cost – **£1987**
 L3 Cost – **£2225**
 L4 Cost – **£2573**
 Duration: **12 Months**

Progression Opportunities:
Level 3 Diploma in Management
Level 3 in Customer Service

Employment Opportunities:
Level 3 Diploma in Management, Level 3 in Customer Service, L4 Diploma in Management

Employment Opportunities:
Office Admin Assistant, Banking officer
Housing officer, Tax and Credits,
Senior Support Assistant, Lead Role in Administrative Duties

NCFE Level 3 Certificate in Principles of Business Administration

This qualification provides learners with the essential knowledge of how to carry out administrative tasks such as managing information, planning meetings and delivering presentations. Learners will understand how to create bespoke documents, gain knowledge of communication systems and learn how to contribute to wider departmental or organisational change.

Cost – **£1265**
 Duration: **12 Months**
 Progression Opportunities:
L3 or L4 Diploma in Business Administration

Employment Opportunities: **Business Administrative Reception Role**

NCFE Level 2 and 3 Diploma in Customer Service

This qualification is suitable for learners aged 16 and above. This qualification is designed for those working in a customer service related role, or those who would like to develop knowledge needed to deliver customer service in a range of industries and contexts.

L2 Cost: **£1987**

L3 Cost: **£2573**

Duration: **12 Months**

Progression Opportunities:

Level 3 Diploma in Management Level 3 in Business Administration Level 4 in Business Administration

Employment Opportunities: **Support Assistant in Customer Facing Roles and Lead Support Assistant in Customer Facing Roles**

NCFE Level 3 Certificate in Principles of Customer Service

This qualification provides learners with the knowledge required, by employers, to work in a range of different environments in a customer service role. Learners will have knowledge of principles and practices of effective customer service, including customer retention, resolving customer complaints and problems as well as understanding how customer service delivery affects customer expectations.

Cost: **£1265**

Duration: **12 months**

Progression Opportunities: **L3 or L4 Diploma in Customer Service**

Employment Opportunities: **Customer service facing roles.**





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