

Adult Learning & Skills Service

Flexible learning...
designed to fit
around you

Learning Guide

Summer Term 2021



Learning is for everyone in County Durham



Are you new to learning?

Do you want to change your direction in life?

Are you thinking about changing your job?

Do you want to start a new career?

Do you want to learn so that you can help your family with their learning?

We have a range of courses starting soon.

Get in touch today and start your journey.

During the Covid 19 pandemic, we are offering classroom based courses whilst ensuring the health and safety of our learners in line with current government guidance.

We are also offering a range of distance learning courses.

Call us on **03000 266 115** or email on **alss@durham.gov.uk**

Our maths and English courses are a great way to build confidence, improve skills and get a nationally recognised qualification if you wish. Whatever your level, our experienced tutors will help you choose the best course to help you achieve your goals. You will work at your own pace, focussing on the skills you feel are most important to help you meet your personal and professional needs.

English: Improve your reading skills, practise basic spelling, punctuation and grammar, boost your spoken communication and learn how to write effectively for different purposes.

Maths: Learn and practise skills like calculating, measuring, and working with fractions, decimals and percentages confidently. Learn how to apply your skills to maths in everyday situations.

Whether you want to simply boost your confidence, do a short coursework-based qualification, work towards a Functional Skills exam, or do all three - we have the course for you.

We can deliver maths and English by distance learning and classroom sessions whilst maintaining the safety of our learners in line with current government guidance.

Distance Learning - you will have access to weekly online tutorial sessions with your tutor and an online learning programme that is tailored to meet your learning needs. You will need access to a computer/laptop and the internet to complete these online distance learning programmes. Exams will be carried out face to face following government advice and safety measures.

Classroom - we are able to offer classroom based learning courses following government guidance and safety measures through our sub-contracted providers. Courses will be available at venues across County Durham. Please call or email us on the contacts below for more information.

Contact us today for further information and to discuss your options.

We offer short, fun and interactive learning sessions that will support you to improve your employability, communication skills and confidence. Our courses range from learning how to search for jobs on the internet and complete online job applications through to how to use digital platforms, the internet and mobile devices, word processing, databases, spreadsheets, data management and IT security.

We can deliver ICT by distance learning, blended learning and classroom sessions whilst maintaining the safety of our learners in line with current government guidance.

Distance Learning - you will have access to weekly online tutorial sessions with your tutor and an online learning programme that is tailored to meet your learning needs. You will need access to a computer/laptop and the internet to complete these online distance learning programmes.

Level 2 Principles for Digital Skills - This qualification is aimed at those wanting to develop their digital skills in relation to the management of information and digital safety, security and communication.

Level 2 Certificate in IT User Skills - This course is ideal for those who work with IT in their current job and for those who are familiar with using a computer and the Microsoft Office Suite (Word, Excel and PowerPoint).

Classroom - we are able to offer our classroom based learning courses whilst following government advice and safety measures. Please see classroom courses below.

| Venue | Course Title | Day | Time | Start Date | No. of Weeks |
|-------------------------------------|--|-----------|---------------|------------|--------------|
| Online Live Classes | Certificate in Principles for Digital Skills | Monday | 13:00 - 15:30 | 12/04/2021 | 15 |
| The Sjovoll Centre, Durham, DH1 5BZ | Essential Digital Skills Level 1 | Tuesday | 09:30 - 12:00 | 13/04/2021 | 12 |
| The Sjovoll Centre, Durham, DH1 5BZ | Essential Digital Skills Entry Level | Wednesday | 09.30-12.00 | 14/04/2021 | 12 |
| Online Live Classes | Essential Digital Skills Level 1 | Wednesday | 09.30-12.00 | 14/04/2021 | 12 |
| Seaham Learning Centre, SR7 7JE | Essential Digital Skills | Thursday | 09.30-12.00 | 15/04/2021 | 12 |
| The Sjovoll Centre, Durham, DH1 5BZ | Get Ready to Learn Online | Thursday | 17.00-20.00 | 15/04/2021 | 3 |

Get Ready to Learn Online

Learn how to:-

- Use your smart phone, tablet, laptop or PC to access online learning.
- Use different learning platforms to access and participate in your course.
- Download/upload learning tasks.
- Save and organise your work.
- Stay safe online.

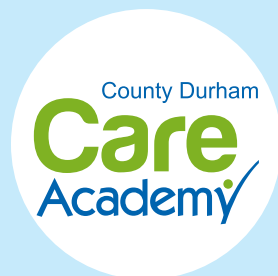
Courses will run every 3 weeks so please ring us for future start dates.

Call us on **03000 266 115** or email on **alss@durham.gov.uk**

If you, or someone you know or work with are considering a career in social care, County Durham Care Academy can help.

With over 30 courses available, the Care Academy offers flexible training, support and opportunities.

To find out more about County Durham Care Academy or book onto a course, visit durham.gov.uk/careacademy or telephone **03000 260 222**.



Personal Assistant Induction Training

This course will be delivered via a virtual classroom and you will need access to a computer/laptop and internet access.

| Venue | Course Title | Day | Time | Start Date | No. of Weeks |
|---------------|---------------------------------------|---------|-------------|------------|--------------|
| Online Course | Personal Assistant Induction Training | Tuesday | 09.00-16.00 | 20/04/2021 | 3 |
| Online Course | Personal Assistant Induction Training | Tuesday | 09.00-16.00 | 27/04/2021 | 3 |
| Online Course | Personal Assistant Induction Training | Tuesday | 09.00-16.00 | 25/05/2021 | 3 |
| Online Course | Personal Assistant Induction Training | Tuesday | 09.00-16.00 | 15/06/2021 | 3 |
| Online Course | Personal Assistant Induction Training | Tuesday | 09.00-16.00 | 22/06/2021 | 3 |
| Online Course | Personal Assistant Induction Training | Tuesday | 09.00-16.00 | 15/07/2021 | 3 |

Sector Based Work Academy

This course will be delivered via a virtual classroom and you will need access to a computer/laptop and internet access.

| Venue | Course Title | Day | Time | Start Date | No. of Weeks |
|---------------|---------------------------|---------------------|-------------|------------|--------------|
| Online Course | Sector Based Work Academy | Tuesday & Wednesday | 09.00-16.00 | 20/04/2021 | 6 |
| Online Course | Sector Based Work Academy | Tuesday & Wednesday | 09.00-16.00 | 08/06/2021 | 6 |

Please check our website at www.durham.gov.uk/adultlearning for updates, or call us/email us on the contacts below for more information.

Call us on **03000 266 115** or email on alss@durham.gov.uk

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 distance learning basis in skills relevant to the health care and education sectors.

Short Introduction Courses (Entry Level)

- Alcohol Awareness
- Dementia Awareness
- Safeguarding Adults and Children
- Sexual Health Awareness
- Awareness of Substance Misuse
- Understanding Anxiety
- Understanding Depression
- Understanding Eating Disorders
- Understanding Stress
- Mental Health Awareness
- Mental Capacity Act
- Understanding the Safe Handling of Medication
- Food Safety Awareness
- Understanding Equality and Diversity
- Prevent for Learners
- Prevent for Professionals
- Principles of Weight Management
- 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
- Manual Handling Safety at Work
- COSHH Risk Assessment
- DSE Risk Assessment
- Health and Safety in the Workplace
- Principles of Healthy Eating

Level 1

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



Call us on **03000 266 115** or email on **alss@durham.gov.uk**

Level 2

- Diploma in Care
- Certificate in Living in a Fair and Diverse Society
- Certificate in Safeguarding, Prevent and British Values
- Certificate in Caring for the Elderly
- Certificate in Counselling Skills
- Certificate in Awareness of Bullying in Children and Young People
- Certificate in Cleaning Knowledge and Skills
- Certificate in Allergy Awareness
- Certificate in Customer Service for Health and Social Care Settings
- Certificate in the Principles of Care Planning
- Certificate in Understanding Common Childhood Illnesses
- Certificate in Preparing to Work in Adult Social Care
- Certificate in Introducing Caring for Children and Young People
- Certificate in Understanding Behaviour That Challenges
- Certificate in Understanding Autism
- Certificate in Awareness of Mental Health Problems
- Certificate in Equality and Diversity
- Certificate in Fall Prevention Awareness
- Certificate in Principles of Dementia Care
- Certificate in the Principles of Working with Individuals with Learning Disabilities
- Certificate in the Principles of the Prevention and Control of Infection in Healthcare Settings
- Certificate in Understanding Children's and Young People's Mental Health
- Certificate in the 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 Understanding Nutrition and Health
- Certificate in the Safe Handling of Medication in Health and Social Care
- Certificate in Information, Advice and Guidance

Level 3

Please contact us for more details as these Level 3 courses incur a fee. Advanced Learner Loans are available.

- Certificate in Understanding Autism
- Certificate in Understanding Mental Health
- Certificate in the Principles of End of Life Care
- Certificate in Understanding the Principles of Dementia Care
- Certificate in Supporting Teaching and Learning in Schools

For more details or to book a course, please call the Development and Engagement Team on **03000 266 115** or email **CYPSSALSSdistancelearning@durham.gov.uk**

* Subject to eligibility

If English isn't your first language, our courses will help you to develop your communication skills for everyday situations. You will have the opportunity to work with students from many different countries. You'll make new friends, boost your confidence, learn how to read, write and speak clearly in English.

We are able to offer classroom based courses whilst maintaining the safety of our learners in line with current government guidance. You will also be invited to join our weekly on-line conversation class to put your skills into practice.

You will be asked to complete a short assessment which will help us to place you on the right course. You will be asked to provide photo ID, proof of residence status in the UK/EU and any previous ESOL certificates you have. This helps to make the enrolment process easier.

A fee may apply subject to eligibility.

Please contact us for more details on ESOL courses.

Community Interpreting

This course is for those who would like to become a Community Interpreter to support people with different languages within their communities.

Please contact us for more details on Community Interpreting courses coming in September 2021.



We run a series of courses aimed at broadening the skills and experiences of learners with Special Educational Needs and Disabilities, with a view to improving their prospects and helping them gain employment.

Future Focus Life and Work Skills Programme - Learners with a range of abilities, including those with significant speech, language and communication difficulties will learn to express their opinions, and make realistic choices as they prepare for adulthood, whilst following the key themes of employment, independent living, health and community inclusion. Time in real community settings helps learners close the 'gap' between their aspirations and the skills, knowledge and experience that they already possess.

Supported Internships - A chance to develop skills and experience in an employment environment, with the offer of tailored support. This course aims to help young people move into sustainable, paid employment. Running across a full academic year, learners will take part in a personalised study programme during their time with the employer, with the option to gain relevant qualifications including English and maths. No formal qualifications are required.

Supported Internships are available for young people with an Education Health and Care Plan up to academic age 25.

Traineeships - Designed for those young people who want to work, but who need some extra help and support, we offer the training and work experience they need to develop their life and work skills, particularly their English, maths and ICT skills. This programme, which can be up to twelve months, is aimed at young people who have some qualifications below Level 3 (A Level) and who have a limited experience of work, but are likely to be ready to start paid work by the end of the programme. Traineeships are available to all young people aged 16 to 24.



Celebrating Success

Every year we take part in the Festival of Learning and hold an awards ceremony for our learners, tutors and partners.

One of the awards is Outstanding Apprentice of the Year which this year went to Emma Glenister.



Emma Glenister, 20 from Bishop Auckland started her learning journey last year after finishing her A Levels and has continued to grow in confidence since. Emma said; *“After leaving school I had been working in a pub but really wanted to try an office job as I wasn’t keen on going to university.”*

Emma started on the Level 3 Business and Administration course last February, which is 20% off the job training. Emma explained how she managed to juggle her time while working and studying. Emma said; *“At the start I was worried how I would manage to fit in the time, as it is 20% off the job and managing the tests can be a challenge, but once I started it became easier and I had support from the tutors.”*

The apprenticeship has helped Emma to grow in confidence and given her the opportunity to think about her future and what she would really like to do.

Emma added *“I feel like as a person I have grown a lot, I’ve learnt new skills that have helped build my working relations and confidence. Without the course I don’t think I could have done as well in my job. I have found it bolstering to do the two together.”*

Emma is hoping to continue her studies and mentions that the course has given her the confidence to try other avenues. Emma said *“The course has given me the confidence to think about university. I would like to study Business Management, and this is definitely something I will look into.”*

Adult Learning & Skills Service

Course Fees

We do not charge for the following courses:

- Maths and English courses
- Information Technology classes
- 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 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 £17,004.00 gross annual salary. Please call 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.

Call us on **03000 266 115** or email on **alss@durham.gov.uk**

Adult Learning & Skills Service

What's on offer?

- 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

How to apply

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/adultlearning to complete an online enquiry form.

By email: alss@durham.gov.uk

Once we receive your application, a member of our team will contact you to discuss your learning requirements.

Call us on **03000 266 115** or email on **alss@durham.gov.uk**

Useful information

Money

Fees and charges

We can offer assistance 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.



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.

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.



Additional information

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 **aiss@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

CYPSSALSSSafeguarding@durham.gov.uk

Your future is created by what you do today!

Are you?

- ✓ 16-24 years old
- ✓ A County Durham resident
- ✓ Not in education, employment or training

If so, see how DurhamWorks can work for you!

“

They are good at helping people with what they need to do to get the first foot in the door to employment.

-Thomas

”



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



Braille,



Audio,



Large print.

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

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www.durham.gov.uk/adultlearning