



Solutions for Business

Developing potential in your people



Introduction

With a wealth of experienced professional staff Yeovil College is dedicated to helping you achieve your business goals and objectives through a range of carefully selected training programmes that can be tailored to meet business needs. This brochure will guide you through the range of training courses on offer.



We offer a free training needs analysis for your business, including help and support in designing development programmes to meet your company objectives and advice on how to gain funding.

We also work closely with our clients to establish their exact needs and requirements ensuring that the correct training is delivered. Our courses can be held at any time or place to suit the needs of your organisation.

If you do not see the training you require here, or are looking to develop particular skills, please contact us ... we may be able to help. For further information please call 01935 845392.

For your convenience, we also have training centres in Ilminster and Shaftesbury. See our website www.yeovil.ac.uk for further details and courses available.

Jayne Lewis

Vice Principal Participation, Development & University Centre Yeovil.



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Who we are

Yeovil College provides high-quality, work-based and professional training courses to help employers and employees fulfil their potential and work effectively whether in the public, private or voluntary sector.

With expertise in a wide range of areas, we offer scheduled, customised and work-based courses. In an increasingly competitive business environment, a skilled and responsive work force is a necessity in today's market. Our approach to training aims to deliver exactly what you as a customer needs. Whatever your training requirement, we can deliver flexible courses including general, stand-alone and bespoke courses at a time and place to suit your company requirements.

The service you receive includes:

Deliver of training that is:

- Demand-led
- Flexible
- High Quality
- Tailored to business needs

Training opportunities such as:

- Apprenticeships
- Professional qualifications
- Short courses
- Train to Gain

Choice of location:

- In the workplace
- On the college campus

Flexibility in terms of:

- Location
- Timing
- Course length
- Type of provision

A team of Business Skills Advisors who offer:

- Training Need Analysis
- Negotiated training courses
- Advice on training subsidies.

For further information call Yeovil College Training on: **01935 845392**

Employer Charter

Yeovil College promises employers:

- An accurate and detailed response to requests for information regarding the College, services available or courses within 24 hours of the initial request.
- Confidential and impartial support from trained staff to help with the diagnosis of business needs and recommendations for action to meet those needs.
- Experienced, qualified and helpful staff delivering high quality, relevant training in a safe environment using appropriate learning resources.
- A commitment to achieving and maintaining accreditation for your employees against national standards set by the Guidance Council.
- Prompt and regular information on employee's progress and examination results as well as information on any problems arising with attendance, discipline or progress.
- To uphold our commitment to equal opportunities for all.
- In the event that the College is unable to offer you the support you require, you will be given information on alternative providers.
- Commitment to regularly ask for feedback on all aspects of the service we provide and to use this information to make improvements.
- Access to regular published information to reassure you that Yeovil College is providing a high quality learning experience.

For a more detailed version of
the Employer Charter call: **01935 845392**

Or visit our website www.yeovil.ac.uk or email: training@yeovil.ac.uk

Train to Gain ~ a Service to Employers

Train to Gain is offering even more funding and support as you train your employees for business success.

Full funding for:

- Skills for Life at all levels
- First full Level 2 qualification (equivalent to 5 GCSEs)
- First full Level 3 qualification (equivalent to 2 A Levels) for 19 - 25 year olds
- Some first full Level 4 qualifications for 19 - 25 year olds who do not already have a Level 3 qualification
- Some funding for people who already have a qualification at Level 2 and 3 and would like to take an additional qualification.

Help for smaller businesses now available!

Small and medium sized businesses are now able to access additional help to train their staff to get them through these challenging times. The measures, available since the start of January 2009, include free and part-funded bite-size training courses in areas that make quick returns to a business. The bite-sized units at Level 2 & 3 include: Business Improvement Techniques; Business systems/processes; Team-working/communications; Finance and credit; Risk management; Marketing and sales; Customer service; New product design; Cash flow and profit management; IT users/IT support.

By using the expertise of Yeovil College's Business Training Unit, businesses can obtain the right skills and therefore the more appropriate training. Train to Gain will help you get the best value for money from your investment in training.

We offer:

- A free skills analysis that assesses your current and future training needs.
- Recommendations on the most suitable training courses, customised to meet your individual company and employee requirements.
- Help you get the best value for money from your investment in training, including helping you choose the best way to pay for your training.
- Qualifications that are offered at a time and place to suit your employee and your business.

For further information please contact Adrian Bromfield or Shaun Hindle on **01935 845392**



For further information call Yeovil College Training on: **01935 845392**

Apprenticeships... "Make Things Happen"

Apprenticeships can make your organisation more effective, competent, productive and competitive by addressing your skills gap directly. They are designed to help young employees and future employees reach a high level of competency and performance.

All apprentices are required to be employed; either an existing member of staff or a new recruit is eligible. There are different levels of apprenticeships that allow young people to study at the right level - NVQ Level 2 or NVQ Level 3 (Advanced Apprenticeships). They also include Key Skills and in most cases, a Technical Certificate. The NVQ is assessed in the workplace and the Technical Certificate and Key Skills are normally delivered and assessed in College - usually by attending up to one day a week.

Throughout apprenticeships a Training Co-ordinator will be able to support and guide you and your employee. They will work with you to help you decide which apprenticeship is right for your employee, explain the way in which the apprenticeship works and what funding is available. The Training Co-ordinator will also carry out regular 12-weekly reviews of progress with yourself and your apprentice.

Apprenticeships are available in the following occupational areas:

- | | |
|------------------------------|---------------------------------------|
| • Accountancy (AAT) | • Digital Printing |
| • Business Administration | • Electrical Installation |
| • Carpentry & Joinery (Site) | • Performing Manufacturing Operations |
| • Child Care | • Hairdressing |
| • Customer Service | • Hospitality & Catering |
| • Digital Artwork | • IT Practitioner |
| • Management | • Engineering |
| • Plumbing | • Print |
| • Security & Alarm Systems | • Warehousing |

For further information, please contact the Apprenticeship Team on: **01935 845392**



Or visit our website www.yeovil.ac.uk or email: training@yeovil.ac.uk

What is an NVQ?

NVQs or National Vocational Qualifications are work-related, competence-based qualifications. They reflect the skills and knowledge needed to do a job effectively, and show that a candidate is competent in the area of work the NVQ represents.

NVQs are based on national occupational standards. These standards are statements of performance that describe what competent people in a particular occupation are expected to be able to do. They cover all the main aspects of an occupation, including current best practice, the ability to adapt to future requirements and the knowledge and understanding that underpin competent performance.

NVQs - the 5 levels

Level 1: Competence which involves the application of knowledge and skills on the performance of a wide range of varied work activities, most of which may be routine and predictable.

Level 2: Competence which involves the application of knowledge and skills on the performance of a wide range of varied work activities, performed in a variety of contexts. Some of the activities are complex or non-routine, and there is some individual responsibility or autonomy. Collaboration with others, perhaps through membership of a work group or team may often be a requirement.

Level 3: Competence which involves the application of knowledge and skills of the performance of a wide range of varied work activities, performed in a variety of contexts, most of which are complex and non-routine. There is considerable responsibility and autonomy, and control or guidance of others is often required.

Level 4: Competence which involves the application of knowledge and skills in a broad range of complex, technical or professional work activities performed in a wide variety of contexts and with a substantial degree of personal responsibility and autonomy. Responsibility for the work of others and the allocation of resources is often present.

Level 5: Competence which involves the application of skills and a significant range of fundamental principles across a wide range and often unpredictable variety of contexts. Very substantial personal autonomy and often significant responsibility for the work of others and for the allocation of substantial resources feature strongly, as do personal accountabilities for analysis and diagnosis, design and planning, execution and evaluation.

Foundation Degrees

A Foundation degree is a modern, higher education (university-level) qualification designed to equip students with the skills and knowledge employers are looking for now and in the future. It is a flexible and accessible vocational qualification, valued by students and employers alike.

Foundation degrees are the first stage of a degree that is closely linked to a specific work-related area. Students combine academic study with workplace experience and can top up to a full degree with a further year of study at a university or at the University Centre Yeovil.

As an employer taking on a Foundation degree graduate means choosing someone prepared for the world of work, able to apply their skills immediately in your business. Foundation degrees may also be studied part-time and offer relevant, valuable professional learning and development opportunities for your current employees, extending their skills and your responsiveness.

Fees are met by employers or jointly by employers and employees. Financial support is available on a means-tested basis for part-time students.

The **University Centre Yeovil (UCY)** is a partnership between **Bournemouth University, University of Gloucester, University of the West of England (UWE)** and **Yeovil College**.

The UCY adds significantly to our ability to provide **university-level** courses in Yeovil. In particular, we have added a wide range of healthcare programmes taught by Bournemouth University staff at UCY.

Our aim is to provide people with the chance to achieve their full **potential** and gain a **work-related** university qualification. Most of the courses allow students to retain significant levels of **employment** whilst studying. This not only helps to reduce student debt, but it also provides the opportunity to link theory with practice.

For further information, please contact the
University Centre Yeovil on: **01935 845454** or visit
www.ucy.ac.uk or **www.dfes.gov.uk**



Or visit our website **www.yeovil.ac.uk** or email: **training@yeovil.ac.uk**

Skills for Life

- Do you want FREE training that will help your employees get the basic skills they need?
- Do you want to improve your employees' Maths and English skills to help increase efficiency and productivity?

Poor literacy and numeracy of your employees could cost your business money (Source: DfES research - Firms with 51 – 100 employees)

As an employer, it is in your interest to invest in the development of your workforce.

Addressing literacy, language and numeracy skills needs amongst your workforce not only improves their confidence and performance it's also good business practice that can yield far reaching results.

Support and training in basic skills can boost employee confidence and access to other training and progression opportunities within the workplace. A confident, flexible and skilled workforce is responsive to change - leading to effectiveness and efficiency.

The Skills for Life training for businesses helps to improve basic skills in the workplace.

What we do:

- Offer free literacy and numeracy skills checks
- Offer free training for your employees
- Train at the workplace or college
- Tailor our courses to suit your business
- Provide experienced tutors at a time to suit you
- Help students to achieve nationally recognised qualifications up to Level 2 in Maths and English



ESOL (English for Speakers of Other Languages)

Fees payable for ESOL courses

Courses in the workplace are dependent on numbers of students. We also run courses in the college throughout the year. Cambridge ESOL exams are recognised by employers, professional organisations and official bodies throughout the world. They provide evidence of English language ability and show that the holder of a particular certificate has the skills they need to use English in a wide range of everyday situations.

For further information about Skills for Life and ESOL courses, please call Yeovil College on **01935 845419** or email: **SFL@yeovil.ac.uk**



UNIVERSITY of CAMBRIDGE
ESOL Examinations

Authorised Centre for Skills for Life



We're having a FEAST!

Yeovil College has been successful in becoming a member of the School FEAST (Food Excellence And Skills Training) network, part of a national £220m scheme to revolutionise school meals over the next three years. Yeovil College is the lead partner for the South of England in a partnership with Somerset College of Arts & Technology.

The new School FEAST network will bring together training providers across England who will offer a wide range of training and support to all those involved in improving school meals, including school cooks, kitchen assistants, lunchtime supervisors, teachers, bursars and employers.

As part of the scheme Yeovil College will design and run a school feast mobile unit, which will visit primary and secondary schools across south Somerset and north and west Dorset. The unit contains a fully fitted kitchen, classroom area and full IT facilities.

Courses available include:

- Level 2 Award in Providing a Healthier School Meals Service
- Level 2 Award in Food Safety in Catering
- National Certificate for Personal Licence Holders (BII)
- NVQs
- Bespoke courses



Please contact Veeda Crichton on: **01935 845392** for further information.

The FEAST mobile unit is also available for commercial hire for further details and terms & conditions please call Veeda on: **01935 845392**



For further information call Yeovil College Training on: **01935 845392**

Business Training Needs Analysis

Providing the best possible training for your staff can have an immediate impact on the services to your customers, the attitude and outlook of your staff, and prepare you fully for whatever the future may hold.

Whether it's training them how to use a new piece of software, complete a form, give good customer service or write a professional letter, training is an essential part of every organisation's management. Investing in your people makes good business sense. To ensure the best possible returns for your organisation, training and development activities, like any investment, have to be targeted, planned and managed.

This is the purpose of a Business Training Needs Analysis (BTNA).

We can offer you a **FREE** Business Training Needs Analysis including advice on training and development for your employees. Our experienced Business Skills Advisors (BSAs) will work with you to identify your training needs and offer quality assured, cost effective solutions.

Can you say YES to any of the following?

- Do you want to get ahead in Business?
- Do you know what training you require?
- Do you have any idea of what you may require but not sure how to go about it?

Would you like us to visit your company and carry out a **FREE** Business Training Needs Analysis (BTNA)?

Then we can help you!

BOOK NOW

Contact us on: **01935 845392**

Or complete the **FREEPOST** card in the centre pages of this publication and return to us.



Or visit our website www.yeovil.ac.uk or email: training@yeovil.ac.uk

Art & Design

This section covers the following subjects:

- Packaging Design and Graphic Design

PACKAGING DESIGN

Foundation degree in Sustainable Graphics & Packaging (Part-time)

This Foundation degree course has been developed to provide sound basic training in the design profession. The course will develop skills in packaging technology and graphic design. The course is about learning a range of design skills and their application. A variety of computer programmes are used as a design tool. This course is studied one day per week over four years.

Foundation degree in Computer Aided Design (Graphic/Packaging)

This course encourages creativity and innovation combined with practical, technical considerations to meet the considerable demands of a challenging, highly competitive market and new innovative production methods within industry. It allows students to better understand the interdisciplinary nature of graphic design and will better prepare students for a career in industry. It can be studied part-time over four years or two years full-time.

BA (Hons) Sustainable Graphics & Packaging (Top-up)

This course is a one-year BA (Hons) top-up in Sustainable Graphics & Packaging at the University Centre Yeovil (UCY), validated by Bournemouth University. It is suitable for applicants who have successfully completed a two year Foundation degree in Graphic Design, Packaging, or another art and design related course, such as Multimedia, Digital Media Design or Illustration.



Business, Professional & Management

This section covers the following subjects:

- Accounting
- Administration & Customer Service
- Business, Management & Leadership
- HR, Training & Development
- Legal Studies
- Marketing
- Purchasing & Supply

ACCOUNTING

The Association of Accounting Technicians (AAT) is a recognised professional accounting qualification and is suitable for those working in an accounting environment who wish to gain a formal qualification in this sector. The AAT is recognised and supported by over 300,000 employers world-wide because it fulfils valuable, specialist training in accounting. We offer Foundation, Intermediate and Technician levels. Additional registration/examination fees will be payable directly to AAT after enrolment.

AAT NVQ2 Foundation

AAT is a recognised professional accounting qualification. There is open entry to this stage and exemptions are possible but will need to be discussed with the course manager. Successful completion leads to AAT Level 3.

AAT NVQ3 Intermediate

This is a progression from Foundation stage. You may be able to enter directly to this stage but exemptions need to be discussed with the course manager. Successful completion leads to Technician Level 4.

AAT NVQ4 Technician

This is the final stage of the AAT qualification and follows the Intermediate level. It is well established and has excellent achievement rates above the national average.

Sage Level I - Computerised Accounting

This course provides a thorough grounding in the use of SAGE; the leading computerised accounting package. It covers setting up a system, entering data into ledger accounts, producing management reports, stock control and VAT accounting.

Book-keeping for Small Business Stage 1

This course will teach you the basics of manual book-keeping for small businesses. You will learn how accounts are produced and what they mean, including VAT, profit and loss and taxation for the self employed. Course costs include materials.

Book-keeping for Small Business Stage 2

This course will develop your understanding of accounts for small businesses. You will look at topics such as balance sheets, cash flow forecasting, PAYE and business planning. Course costs include materials.

ADMINISTRATION & CUSTOMER SERVICE

NVQ 2 Business Administration

This course is designed for people working in an administrative role in any sector. Level 2 is for those with a general level of responsibility and will cover topics such as, carrying out your individual responsibilities, working within your business environment, producing documents, using the telephone and dealing with visitors.

NVQ 3 Business Administration

This course is designed for people working in an administrative role in any sector. Level 3 is for those with a higher level of responsibility or supervisory role and will cover topics such as carrying out your own responsibilities, working within your business environment, managing an office facility, managing diary systems and storing, retrieving and archiving information.

NVQ 2 Customer Service

This course is designed for anyone in a customer service role. Topics covered include, Giving customers a positive impression of yourself and your organisation; Delivering reliable customer service; Developing customer relationships and Resolving customer service problems.

NVQ 3 Customer Service

This course is designed for those who have extensive customer service experience, those who supervise other staff or those who are first line managers. Topics covered include, Organising, delivering and maintaining reliable customer service; Improving customer relationships; Working with others to improve customer service; Monitoring and solving customer service problems and Promoting continuous improvement.

Achieving Customer Excellence

This course is suitable for anyone wishing to build confidence in dealing with customers (on the telephone and face-to-face). Topics covered include: Creating a positive impression; Establishing customers needs; Using effective communication including questioning and active listening techniques; Exploration of challenging behaviour; Strategies for diffusing difficult situations.

Effective Telephone Techniques

First impressions are all important and the way in which customer's calls are handled can be vital to the success of your business. This half-day course is suitable for anyone operating within a customer facing environment, dealing with enquiries, sales and referrals. Topics include: Telephone perfection; Preparing to make an outgoing call; Identifying decision makers; Turning complaints into satisfied customers and Identifying sales opportunities.

Medical Terminology

Part 1 - This course assumes no previous knowledge of medical terminology and provides a basic introduction to the origin and structures of medical words. You will be introduced to commonly used prefixes, suffixes and root words, and to frequently used abbreviations.

Part 2 - This course builds upon the topics covered in Part 1 and includes terminology relating to a range of additional specialities.

Information Technology Qualification (ITQ)

ITQ is the new NVQ for IT Users. As a simple solution to raising the IT user skills of the workforce, it delivers the IT skills and learning that employers most need. The ITQ is made up of a series of units that can be tailored to the specific needs of employers in different fields, and to the individual needs and roles of each employee. Integrated into ITQ, the new e-skills Passport is a lifelong record of achievement for IT user skills, which enables employers and employees to assess current IT skills, identify gaps, set learning targets and record improvements. The ITQ is made up of a series of modules that an assessor and employer will decide are necessary for their staff to become proficient in, the qualification will then be designed around those needs and a training programme implemented.

BUSINESS, MANAGEMENT & LEADERSHIP

BTEC National Award in Business

The BTEC National Award in Business provides a sound background to the world of business. The course aims to provide you with not only a good understanding of the many areas of business, but also to develop the personal and business skills needed in today's workplace. This is a one-year course and you can progress onto National Certificate in Business or if appropriate the BTEC Level 5 Professional Certificate in Management Studies. It is proposed to run a residential weekend to support this course with an approximate additional cost of £105 payable after enrolment.

First Line Management Training

Yeovil College is now able to offer a range of 31 individual 'First Line Management' units, which are both shaped and awarded by the **Institute of Leadership and Management**, one of the UK's premier professional bodies. These have been specifically designed for those currently operating in a supervisory role, as well as for those who are aspiring to undertake this role in the near future. These cover aspects of key areas such as HR, Finance and Marketing for example, each unit attracts credits which can be used towards a full ILM Certificate in First Line Management. There are no formal academic entry requirements, although it is anticipated that all clients will receive advice and guidance from one of the Business Skills Advisors. These units are offered on a demand-led basis. An additional fee for membership of circa £110 will be required.

The units on offer include:

Unit Title	Duration
Minute taking	1 day
Solving problems and making decisions	2 days
Understanding change in the workplace	2 days
Planning change in the workplace	2 days
Achieving objectives through time management	1 day
Writing for business	1 day
Managing creativity and innovation in the workplace	1 day
Obtaining information for effective management	2 days
Managing customer service	1 day
Giving briefings and making presentations in the workplace	1 day
Introduction to leadership	2 days
Building the team	1 day
Motivating to perform in the workplace	2 days
Developing yourself and others	2 days
Managing conflict in the workplace	1 day
Managing stress in the workplace	1 day
Managing the employment relationship	2 days
Recruiting, selecting and inducting new staff in the workplace	2 days
Coaching and training your work team	2 days
Providing quality to customers	2 days
Planning to work effectively	2 days
Organising and delegating	1 day
Managing projects	2 days

For further information call Yeovil College Training on: **01935 845392**

Managing health and safety at work	2 days
Understanding organisations in their context	2 days
Understanding culture and ethics in organisation	2 days
Managing performance	1 day
Working with costs and budgets	1 day
Managing the efficient use of materials	1 day
Managing the effective use of equipment	1 day
Understanding the communication process in the workplace	1 day
Influencing others at work	1 day
Communicating one-to-one at work	1 day
Effective meetings for managers	2 days
Understanding workplace information systems	1 day
Marketing for managers	1 day

NVQ 2 Team Leading

This course is aimed at people supervising a team of employees. Tasks would include allocating and checking work, carrying out briefings, health & safety and development of staff. This is a competency-based, one-year qualification where you will be assessed on a one-to-one basis around your job role. This qualification may lead on to the NVQ 3 Management.

NVQ 3 Management

For Supervisors/Junior Managers, this course is run on an individual basis with information and assessment sessions delivered within the workplace. You will produce a portfolio of evidence demonstrating your competence against national standards in areas such as leadership, managing resources and health and safety. This qualification provides an opportunity for you to review your working practices and make improvements thereby improving your own (and organisational) efficiency.

NVQ 4 Management

For the Middle Manager this course is run on an individual basis with information and assessment sessions delivered within the workplace. You will produce a portfolio of evidence demonstrating your competence against national standards in areas such as managing people, resources, activities and change. This qualification provides an opportunity for you to review your working practices and make improvements thereby improving your own (and organisational) efficiency.

Or visit our website www.yeovil.ac.uk or email: training@yeovil.ac.uk

NVQ 5 Management

For the senior manager, this course is run on an individual basis with information and assessment sessions delivered within the workplace. You will produce a portfolio of evidence demonstrating your competence against national standards in areas such as managing people, resources, activities and change at a strategic level. This qualification provides an opportunity for you to review your working practices and make improvements thereby improving your own (and organisational) efficiency.

Professional Certificate in Management Studies

This course is designed to meet the needs of practising managers and those who aspire to a career in management. The course aims to develop essential skills as well as knowledge of how to develop yourself, communicate, manage finance, create teams and manage recruitment. Delivery will be in a two-day workshop, approximately every six weeks.

Foundation degree in Business & Management

This course is aimed at potential managers or those with existing management responsibility who wish to develop their business skills to a higher level. The course will allow you to reflect on your own experience within the workplace and to apply theory to your own practice and to develop your personal and professional skills to degree level.

BA (Hons) Business & Management (Top-up)

The course is designed to build on the practical strengths of a Foundation degree in Business or an HND. It aims to develop graduates who are critically informed, adaptable and resourceful, with the capability to make an effective contribution to business and management. The course is both dynamic and intensive.

BA (Hons) Business with Project Management (Top-up)

This course is for those who already have an HND, or Foundation degree in Business, Project Management or other associated disciplines and who want to take their study one stage further.

Project managers are increasingly in demand in the modern work place, this degree will enable younger graduates to enter managerial level employment confidently and will give credibility to mature students seeking a qualification to match and improve upon their work experience.

NVQ 3 Learning & Development

This award is suitable for people involved in identifying learning aims of programmes, development of training sessions and promotion of learning.

CASE STUDY

Mendip Care & Repair is a Home Improvement Agency which provides a range of practical services designed to support elderly, disabled and vulnerable people and enable them to continue to live safe, warm and secure within their own homes. The Agency promotes independence, reduces the need for residential care and hospital admissions and improves the quality of life for the client group.

Two of their employees, Jim Riley and Richard Pearce have been studying on the Professional Certificate in Management Studies course at the University Centre Yeovil. Feedback from the students is that they found the course interesting and worthwhile and they have thoroughly enjoyed it. The course reinforced their existing knowledge and equipped them with a range of useful new skills that could be directly applied in their workplace.

Jim, a Technical Officer at the company said, *“This is a stimulating and challenging course made very enjoyable through the effort of first rate tutors. The information resources support available through the college study centre is also excellent and enables all students to achieve their best.”*

Kevin Lake, Company Director said, *“The PCMS course at the University Centre has made a noticeable improvement to the knowledge of our colleagues and there is no doubt that their confidence has grown as a result of this.”*

Minute Taking Skills

“I have gained some very useful information and tips on how to carry out this difficult task, which I can use in the future to improve my skills and feel more relaxed when taking minutes.” Jane Pfeffer

HUMAN RESOURCES, TRAINING & DEVELOPMENT

Certificate in Personnel Practice

The course involves an introduction to personnel practice, and has no specific entry requirements. It is suited to a wide range of people currently operating in a personnel role or aspiring to this. It is designed to develop core personnel skills, along with the necessary underpinning knowledge and understanding. An additional fee of £170 will be payable directly to the Chartered Institute of Personnel & Development (CIPD) after enrolment.

Managing Appraisal & Performance Review

The half-day course is suitable for individuals who carry out staff appraisals and are looking to build their confidence and effectiveness in this skill. It is appropriate for those who are new to appraisals or have limited experience in this area.

Or visit our website www.yeovil.ac.uk or email: training@yeovil.ac.uk

LEGAL STUDIES

The Institute of Legal Executives (ILEX) is the professional body which represent legal executives and trainee legal executives and enhances their role and standing in the legal profession. ILEX is a leading provider of comprehensive legal education and influences law reform. Legal executives are qualified lawyers who specialise in a particular area of law. ILEX is recognised as the third branch of the legal profession alongside solicitors and barristers. Additional registration/examination fees will be payable directly to ILEX after enrolment.

ILEX Legal Secretaries Certificate

This practical assignment-based course, which will enable you to develop a number of inter-related skills necessary to work competently in either a secretarial or administrative legal environment. It consists of two modules - Unit 1 Legal Word Processing (including audio text processing) and Unit 2 Working in the Legal Environment.

ILEX Level 3 Certificate in Law & Practice

This is a one year course focusing upon a specific area of law and practice. The certificate can be studied as a stand alone course and would suit anyone with an interest in law or working within a legal environment. Alternatively, the certificate can form Year 1 of the new Level 3 Diploma in Law & Practice. So if you wish ultimately to qualify as a Legal Executive you should enrol on this course. There are three compulsory units: Introduction to law and practice, Client care skills, Legal research skills. In addition you must complete two further units: Criminal law and Criminal litigation. The course is available as individual units charged at £250 per unit.

ILEX Level 3 Professional Diploma in Law & Practice

This is the second year of a two year course which completes the preliminary stage of the ILEX membership examinations. (To complete the first year students should enrol on the ILEX Level 3 Certificate in Law & Practice). There are three compulsory units: Law of Tort, Contract Law, Land Law. In addition you must complete two further practice units: Civil Litigation and Conveyancing. Each unit is a stand-alone qualification and you must enrol on each units at a cost of £250 per unit.

ILEX Level 6 Higher Professional Diploma in Law & Practice

This is a new course available from September 2009. The ILEX Level 6 Higher Professional Diploma is the second stage of training to become a Legal Executive and is equivalent to honours degree level. This course replaces the outgoing ILEX Level 6 Higher Professional Diploma in Law. For the first stage of training you should enrol on either the ILEX Level 3 Certificate in Law & Practice or the ILEX Level 3 Professional Diploma in Law & Practice. The duration of the course is two years part-time if studying three units per year or three years if studying two units per year. The units offered are subject to availability.

If you have already achieved a subject/some subjects towards the outgoing ILEX Level 6 Higher Professional Diploma in Law but have not yet completed the qualification, exemptions from the course outlined above will apply.

MARKETING

The Chartered Institute of Marketing (CIM) is Europe's largest professional body for marketing and sales practitioners. Their courses enable the learner to gain a practical knowledge of essential marketing skills and an understanding of how to use the basic tools of marketing. Additional registration/examination fees will be payable directly to CIM after enrolment.

CIM Introductory Certificate in Marketing

This is an open qualification - no qualifications or marketing experience are required. This qualification is aimed at those who are interested to find out more about marketing whether they are in a job that involves marketing or not. It provides information about what marketing is and aims to develop knowledge and skills for people who are working supporting others in marketing tasks or are in a customer facing role.

CIM Professional Certificate in Marketing

This qualification is aimed at those who are working in supporting marketing roles, usually within the marketing function but it could be that they have more senior roles particularly in SMEs where marketing is only part of what they do. The qualification provides practical insight in to the principles and application of marketing at a tactical level.

CIM Professional Diploma in Marketing

For those concerned with managing the marketing process at an operational level, as well as those who are looking to build on knowledge gained at Certificate level with a future marketing management role in mind. Assessment is via four assignments and the course is studied through a combination of workshops and distance learning. Successful completion leads to entrance on to the prestigious Professional PG Diploma in Marketing.

CIM Professional Postgraduate Diploma in Marketing

For those who have already gained a reasonable level of knowledge and/or experience of marketing. The focus is on the strategic aspects of marketing management and the qualification is increasingly seen as a benchmark of your competence at the highest level. This course is studied by a combination of Saturday workshops and distance learning to prepare you for exams which occur each December and June. Successful completion can lead to full membership of the worlds largest professional body of marketing and sales practitioners.



The Chartered
Institute of Marketing

PURCHASING & SUPPLY

Chartered Institute of Purchasing & Supply Foundation Diploma (CIPS)

The Chartered Institute of Purchasing & Supply is the leading body representing the field of purchasing and supply chain management. The Foundation Diploma consists of five compulsory modules: Effective negotiation in Purchasing & Supply; Developing Contracts in Purchasing & Supply; Measuring Purchasing Performance; Managing Purchasing & Supply relationships; Purchasing context. Additional registration/examination fees will be payable directly to CIPS after enrolment.



For further information call Yeovil College Training on: **01935 845392**

Catering & Hospitality

This section covers the following subjects:

- Professional Cookery
- Housekeeping
- Food Manufacturing
- Hospitality

For business support and management courses please see the **Business & Professional courses** on pages **15 to 24**

PROFESSIONAL COOKERY

NVQ 2 Professional Cookery

This course is designed for those working in the catering industry who wish to gain a qualification. You will attend college one day a week for three terms to join in workshops to help you gather your evidence. You will be allocated a personal assessor who will guide you through the award.

NVQ 3 Professional Cookery

This course is suitable for those who are working in the catering industry with a role of responsibility. You will be allocated a personal assessor who will guide you through the award. You will also attend college workshops during five terms to allow you to discuss your work in a group setting and allow you to practice skills you may not cover at work.

HOUSEKEEPING

NVQ 2 Housekeeping

This course is aimed at people who are involved in the servicing and cleaning of a range of areas within the Hospitality and Care sectors. Also included in the qualification are units on Health & Safety and Customer Services.

FOOD MANUFACTURING

NVQ 2/3 Food Manufacturing

This is a qualification that is delivered in the workplace. Level 2 covers: Production controls skills; Craft bakery skills; Process bakery skills; Retail & service support skills; Facilities support skills and Distribution skills. The Level 3 covers: Specialist craft bakery; Specialist management skills, Specialist supply skills; Specialist technician and Specialist improvement skills.

Or visit our website www.yeovil.ac.uk or email: training@yeovil.ac.uk

HOSPITALITY

NVQ 2 Food & Drink Service

This course is for people working in a food service environment providing either a food counter take-away service or the traditional restaurant service. This course offers a range of flexible units covering customer service to handling food safely. You will be allocated a personal assessor who will guide you through the award.

NVQ 2 Hospitality Multi Skills

This course is designed for those who are working in the hospitality industry who wish to gain a qualification. The course is designed to be flexible to meet your needs and you will be allocated a personal assessor who will guide you through the award. However, some mandatory units require workshops.



NVQ 3 Hospitality Supervision

This course is for those working in the hospitality industry who wish to gain a qualification at supervisory level. The course is designed to be flexible to meet your needs and covers front of house (bar, food service, reception and housekeeping). However, some mandatory units require workshops.

Support Work in Schools

This course is for those involved in supporting the running of school meals such as: administrators, catering staff, caretakers, technicians, midday supervisors, learning support and nursery nurses. This flexible qualification allows schools and candidates to select the units to match specific jobs. The Level 2 Award comprises three units and to achieve the qualification, both core units and one specialist unit must be successfully completed. The Level 2 Certificate comprises at least four units. To achieve the qualification both core units and a minimum of two specialist units must be successfully completed.

Award in Providing a Healthier School Meals Service Level 2

The purpose of this qualification is to provide people working within the schools catering workforce with the knowledge that will enable them to deliver a healthier school meals service. The aim is to enable school catering staff to improve pupil nutritional intake from all food provided by the school meals service and gain an understanding of providing a balanced diet for children from nursery to secondary school age. Included in the courses will be the development of marketing, merchandising and the promotion of healthier meals.

CASE STUDY

Yeovil College and Palmers Brewery are working in partnership to deliver training in over 50 public houses across Somerset and Dorset.

The training offered will be through Train to Gain, a national initiative that has already had a huge impact on businesses across the country. Yeovil College will be providing courses in housekeeping, hospitality multi-skills, food preparation & cooking and hospitality supervision.

Tim Woodrow, Tenanted Trade Director at Palmers commented: *“Palmers Brewery is committed to supporting its Licensees with a range of training initiatives and are delighted to have formed this latest partnership with Yeovil College.”*

Train to Gain will be offered to over 90% of our public houses and is a great opportunity for the Licensees and their staff to help raise standards throughout the hospitality business. In this difficult economic climate, training is becoming even more important and is a vital component in ensuring that we deliver exceptional service to more discerning customers. To be able to work with Yeovil College is a major boost to us.”



Palmers Brewery

Employers - would you like the opportunity to?

- Find out more about what Yeovil College Training has to offer
- Talk to subject specialists about training opportunities
- Network with other local employers
- Listen to guest speakers about how training has changed their business
- Talk to representatives from professional bodies about the benefits of membership

Then come along to one of our Employer Events

Throughout the coming year Yeovil College will host employer events when members of the local business community are invited to attend. These events will take place in October 2009, February and May 2010.

If you would like to be included on our mailing list for these events, please contact us on: **01935 845392** or visit our website **www.yeovil.ac.uk** where details of dates and times will be published.



Yeovil College Training

...Developing potential in your people

**Would you like to know more about Yeovil College Training?
Then simply fill in this form with your contact details and post
this FREEPOST postcard straight back to us ... we'll contact you.**

Please contact me about a Business Training Needs Analysis

Are there any courses we don't currently offer which you would be interested in? If so, please state:

I would be interested in joining an Employers Forum.

Please add my details to your mailing list to receive a quarterly newsletter or relevant information about training opportunities.

Contact Name:

Company name and address:

Postcode:

Contact telephone number:

Email address:

NO STAMP
REQUIRED

YEOVIL COLLEGE TRAINING
FREEPOST (BS89450)
YEOVIL
SOMERSET
BA21 3TZ

Computing & IT

This section covers the following subjects:

- IT
- Networking

IT

IT Essentials Level 1

IT Essentials: PC Hardware and Software Level 1: This course presents an in-depth exposure to computer hardware and operating systems. Computer enthusiasts can learn how to build computers and run both hardware and software effectively. You will study the functionality of hardware and software components, as well as suggested best practices in maintenance and safety issues. Through hands-on activities and virtual labs, you will learn how to assemble and configure a computer, install operating systems and software and trouble-shoot hardware and software problems. An introduction to networking is also included. This course is part of the Cisco Networking Academy curriculum, is certificated and also prepares you for the CompTIA A+ and CCENT programmes. An additional fee of £30.00 will be payable to Yeovil College after enrolment.

Information Technology Qualification (ITQ)

ITQ is the new NVQ for IT Users. As a simple solution to raising the IT user skills of the workforce, it delivers the IT skills and learning that employers most need. The ITQ is made up of a series of units that can be tailored to the specific needs of employers in different fields, and to the individual needs and roles of each employee. Integrated into ITQ, the new e-skills Passport is a lifelong record of achievement for IT user skills, which enables employers and employees to assess current IT skills, identify gaps, set learning targets and record improvements. The ITQ is made up of a series of modules that an assessor and employer will decide are necessary for their staff to become proficient in, the qualification will then be designed around those needs and a training programme implemented.

Certificate for IT Users (ECDL Part 1)

This tutor-led course is for those who have a working knowledge of at least Word and Excel, and this initial level includes two modules: Basic Concepts of IT, Using the Computer and Managing Files, Information and Communication (Internet and e-mail).

NETWORKING

CCNA (CISCO) Networking Semester 1

The CISCO CCNA® Discovery curriculum offers hands-on approach to learning and uses interactive tools and easy-to-follow labs to help you learn the general theory needed to build networks. CCNA Discovery prepares you for two different CISCO certification exams, CCENT or CCNA. After completion the Networking for Home & Small Businesses and Working at a Small to Medium Business or ISP courses, you can choose to complete the CCENT certification (CISCO Certified Entry Network Technician) certification exam. CCENT certifies that you have developed the practical skills required for entry-level networking support positions.

Foundation degree Computing & Internet Technology Year 1, 2 & 3

The Foundation degree in Computing & Internet Technology (FdSc CIT) covers a range of topics which develop the technical and managerial competencies and understanding required to plan, execute and support the introduction, development and expansion of computing and web-based solutions. The FdSc CIT part-time route requires attendance for one day per week over three years as study. Following successful completion of two years study, you may be eligible for CertHE (broadly equivalent to HNC) to be awarded.



Construction & Building Skills

This section covers the following subjects:

- Electrical/Electrotechnology
- Plumbing
- Security

For business support and management courses please see the **Business & Professional courses** on pages 15 to 24

ELECTRICAL/ELECTROTECHNOLOGY

City & Guilds Inspection & Testing

This scheme has been developed in association with the NIC - EIC and is required by JIB graded Electricians who wish to progress to Approved Electrician status.

City & Guilds 17th Edition Regulations

Those with the 16th Edition will need to upgrade to this qualification. Prior to 2001, will need to complete the full qualification and after 2001 will only need to upgrade.

City & Guilds 2330 Electrotechnical Technology Level 2

This is a two-year course that meet the requirements of the Technical Certificate needed to become an installation electrician, or a maintenance electrician. Level 2 Certificate Years 1 and 2 covers the following core units: Working effectively and safely in an electrotechnical environment, Principles of electrotechnology, Application of health and safety, Electrical principles and one of the following occupational units: Installation or Electrical Maintenance. Both the Level 2 and Level 3 qualifications are required to work alongside the NVQ Level 3 to become a graded electrician.

Certificate in Electrotechnical Technology

This is Year 3 of the complete City & Guilds 2330 qualification. This year covers the following core units: Application of Health and Safety and electrical principles and two of the following occupational units; Installation (building structures) inspecting, testing and commissioning, Installation (building structures) fault diagnosis and rectification, electrical maintenance inspection, testing and commissioning, electrical maintenance fault diagnosis and rectification. Both the Level 2 and Level 3 qualifications are required to work alongside an NVQ Level 3 to become a graded electrician.

NVQ 3 2356 Installing & Commissioning Electrotechnical Systems Year 1

This is a course for persons working towards becoming a graded electrician who are working in the industry. The NVQ is based on site generated evidence and may take up to two years to complete. The duration taken to complete this NVQ is dependent on your motivation and experience. The portfolio of evidence comprises of site visits from the College Assessor and other evidence collected during your work activities. Please note: An Electrical Technical Certificate and a practical performance assessment are required to become a graded electrician.

PLUMBING**City & Guilds Certificate in Basic Plumbing Studies**

This two-year course, (Fees payable each year), is a City & Guilds 6129 Certificate in Plumbing Studies, Level 2. This is an opportunity for you to gain the basic knowledge in plumbing, bathroom installation, hot and cold water systems, lead work and working with copper low carbon pipe work. This qualification works alongside or supports the NVQ Level 2. Both qualifications are needed to work within the industry but does not cover CORGI Installation.

BPEC Water Regulations

This Water Regulations course is a one-day training and assessment course, covering the knowledge required for the Water Regulations Certificate. This course is suitable for plumbers and those working in installation.

City & Guilds Energy Efficiency Certificate

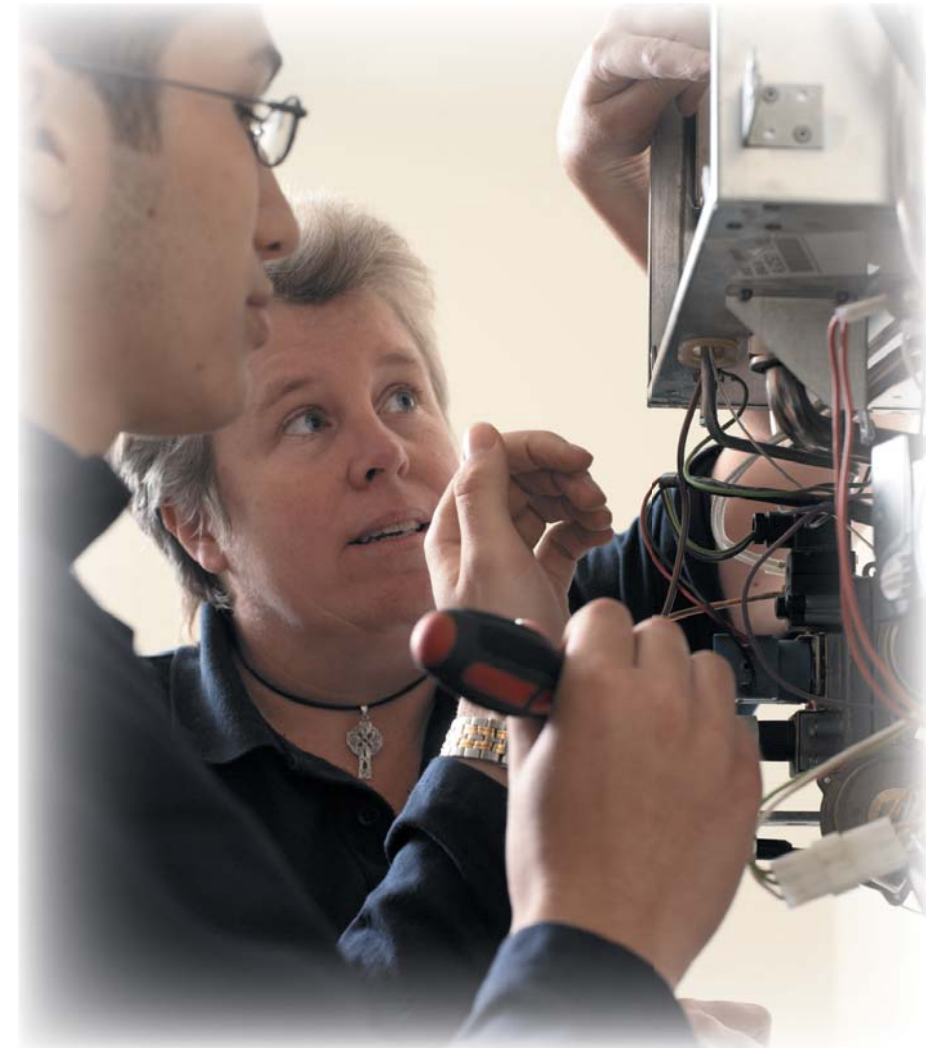
The Energy Efficiency course is a one-day training course and covers Energy Efficiency Best practise. It is suitable for plumbers at Level 3 or at least two years recent industrial experience.

Domestic Unvented Hot Water ERS

The Domestic Unvented Hot Water System course is a two-day training and assessment programme suitable for plumbers working in the industry.

SECURITY**City & Guilds Security Systems (1852)**

This two-year course is directed at the experienced practitioner working within the security industry who wishes to gain a qualification to meet impending legislation. You must be self motivated as a lot of self directed study is required. There will be an opportunity to achieve Level 2 and 3 NVQs alongside this qualification at additional costs. This course will run at the North Dorset Skills Centre in Shaftesbury. (Please Note: Fees payable each year).



Engineering

This section covers the following subjects:

- AUTOCAD
- Engineering
- Welding

For business support and management courses please see the **Business & Professional courses** on pages **15 to 24**

AUTO CAD

City & Guilds AutoCad 2D (Level 3)

This course introduces two-dimensional and isometric drawing using AutoCAD 2007. It covers editing, dimensioning, text, use of blocks and printing drawings.

ENGINEERING

Machine Setting & Operation/Part Programming

This course provides knowledge of CNC setting & operating and part programming primarily concerned with writing, verification and proving part programs. You should have a sound understanding of machining techniques using standard machine tools. There is possible progression to Advanced Part Programming.

National Certificate in Engineering (Electrical/Electronic) Year 1 & 2

This is an introduction to electronic engineering. It provides underpinning knowledge together with practical application for preparing to work as a technician in the electronics industry. You may progress to a Higher National Certificate in Electronic Engineering, HND or Degree if grades are appropriate.

HNC Electronic Engineering Year 1 & 2

There are five units studied in Year 1. They are Analytical methods, Science, Electronics, Electrical & Electronic principles, C & S logic. There are five units studied in Year 2. They are Project control, Automation, Microprocessors, Engineering design and Business management. Successful students, with appropriate grades, may progress to a degree course and/or may apply to register with the Engineering Council at Stage 1 of the Incorporated Section of the register.

HND Electronic Engineering

A top-up to the HNC Electronic Engineering of a further six units. See course manager for current units on offer.

National Certificate in Mechanical/Manufacturing Engineering Year 1 & 2

This course is an introduction to Mechanical/ Manufacturing engineering and provides underpinning knowledge, together with practical applications, for preparing to work as technicians.

HNC Bridge

An opportunity for students with full craft certificates or equivalent to take an intensive course over 14 weeks in maths and science to allow them to access the HNC course without following the normal National Certificate route. There is a BTEC award for those achieving the courses. This is an intensive course and requires a heavy commitment.

HNC Mechanical Engineering Year 1 & 2

There are five units studied in Year 1, they are Maths, Mechanical science, Materials, Design, Manufacturing processes. The course is suitable for technicians employed in local manufacturing industry. There are five units studied in Year 2 they are Composites, Computer control of machines, Projects, Business management and Mechanical science. You will specialise in order to obtain a Mechanical or Production Engineering Certificate.

HND Mechanical Engineering

This is a top-up to the HNC in Mechanical Engineering course. See course managers for current units on offer.

WELDING

Welding - Integrated Skills

An exciting opportunity to work on an integrated course of welding skills taking account of manual metal arc, gas welding and mig and tig welding. This course is at introductory level and will provide a clear insight into the skills required for the fabrication industry.

First Aid

Important changes to First Aid Regulations

The Health & Safety Executive (HSE) has announced big changes to the First Aid at Work regulations. From 1st October 2009 the **First Aid at Work (FAW)** course will reduce from four days to three. There will be a new **Emergency First Aid at Work (EFAW)** one-day course that will replace the Appointed Persons course and there will be a requirement for a three-hour, annual refresher/basic skills update course for all candidates who complete these courses.

The current requirements will remain in place until 1st October 2009. Any prospective first aiders will need to successfully complete a four-day FAW course.

First Aid Appointed Person

This basic, one-day, first aid course covers the minimum requirements of the Health & Safety (First Aid) Regulations 1981 for an appointed person. Successful completion leads to a certificate that is valid for three years. No previous knowledge is required.

First Aid at Work

This four-day course qualifies people as First Aiders at Work as specified by Health & Safety (First Aid) Regulations 1981. Successful completion leads to a certificate that is valid for three years. Candidates must attend all sessions of the course. Demonstrations of competence is ongoing with the final assessment by practical demonstrations on the last day. There are two independent assessors. No prior knowledge is required but candidates must be able to roll a casualty into the recovery position and perform CPR.

First Aid Refresher

A two-day First Aid refresher course to allow qualified First Aiders to renew and update their qualifications. It is essential that all candidates hold a current, valid First Aid at Work certificate. Valid for three years.

First Aid for Sport

Please see entry on page 49.

Hairdressing & Beauty

This section covers the following subjects:

- Beauty Therapy
- Hairdressing

For business support and management courses please see the **Business & Professional courses** on pages 15 to 24

BEAUTY THERAPY

NVQ 2 Beauty Therapy

This two-year course is ideal for those interested in building a career within the Beauty industry. You will learn the many skills and gain the experience needed to work in any area of beauty from supporting the health, safety and security of the salon environment, salon reception duties and customer relations to facials and skin conditions, manicures, pedicures and hair removal, make-up and more. There are extra courses offered on Level 2, to include: Airbase Professional Spray Make up training; Fake Bake; Make-up and Residentials abroad. Please note that these extra courses will take place during the day. All students will benefit from Environ, OPI and Jane Irdale training.

NVQ 2 Beauty Intensive Course

This one-year intensive course is ideal for those with a desire to build a career within the Beauty industry. The course provides a comprehensive range of beauty industry skills and knowledge from health, safety and security of the salon environment to skin conditions, see course content/units for full details. You will need to be dedicated, committed and motivated to succeed in this demanding course.



Or visit our website www.yeovil.ac.uk or email: training@yeovil.ac.uk

HAIRDRESSING

NVQ 2 Hairdressing

This course is suitable for people wishing to start a career in hairdressing. Offering the basic skills to ensure occupational competence to meet the current standards. You will need to have access to a work experience placement. The course content includes theory, practical training and assessment, leading to a portfolio of evidence. Course fees apply in second year.

NVQ 3 Hairdressing

This course is suitable for stylists wishing to advance their career in hairdressing. Offering the technical skills in all practical areas to ensure occupational competence to meet the current standards. You will need to have access to a work experience placement. The course content includes theory, practical training and assessment, leading to a portfolio of evidence. This course is designed to enhance your study skills and is student led.



For further information call Yeovil College Training on: **01935 845392**

Health & Care

This section covers the following subjects:

- Early Years
- Children's Care, Learning & Development
- Health & Social Care

You will require a full CRB disclosure to work in this sector.

For business support courses please see the **Business & Professional courses** on pages **15 to 24**

EARLY YEARS

Foundation degree in Early Years

This important vocational course deals with the practice and theory requirements of those working with children under the age of eight and the development and educational needs of those in their care. It is ideal for those working with young children who want to learn more about childcare and enhance their career prospects.

BA (Hons) Early Years Care & Education (top-up)

This course is aimed at students who have successfully completed a Foundation degree in Early Years. It will allow you to demonstrate critical reflection of Early Years Care and Education practice and will equip you with the knowledge, understanding and skills to develop your practice further.

Higher Professional Diploma in Early Years

This course is for individuals who aspire to higher level roles in childcare and education. The qualification offers a challenging new course which offers both high level academic focus and vocational knowledge and skills. In order to achieve the full diploma, you will need to complete twelve units; six mandatory and six optional. You will be required to attend weekly college workshops. This qualification is equivalent to the first year of a Foundation Degree.

Or visit our website www.yeovil.ac.uk or email: training@yeovil.ac.uk

CHILDREN'S CARE, LEARNING & DEVELOPMENT

NVQ 2 Children's Care, Learning & Development

This course is suitable for those working or volunteering as an assistant in a childcare setting for a minimum of 10 hours a week. You will be required to attend weekly workshops in college to obtain the knowledge needed for you to complete your NVQ. You will be allocated an assessor for 1:1 guidance and assessment in your workplace. There is a second opportunity to start this course in the spring.

NVQ 3 Children's Care, Learning & Development

This qualification is intended for those working as supervisors or key workers in childcare settings such as nurseries, pre-schools and schools. You will be required to attend weekly workshops in college to obtain the knowledge needed for you to complete your NVQ. You will be allocated an assessor for 1:1 guidance and assessment in your workplace. There is a second opportunity to start this course in the spring.

NVQ 4 Children's Care, Learning & Development

This Level 4 is suitable for those working as a centre manager, senior practitioner, childminding co-ordinator or as a pre-school adviser with management or supervisory responsibility for other staff and may have overall responsibility for the services provided. The qualification is gained by submission of a portfolio of nine units, four core and five chosen to match your work role. This is a two-year course. You will be required to attend weekly workshops during the first year. One of our vocationally qualified assessors will guide you through the award and observe you in your workplace.

HEALTH & SOCIAL CARE

NVQ 2 Health & Social Care

This qualification is for anyone working or volunteering in a care setting. Guided study is via workshops which you will be expected to attend. You will need support from your placement in order to achieve. You will be allocated individual assessment time with one of our vocationally qualified assessors, who will guide you through the award and observe you in the workplace during your course. There are two start dates for this course, one in September the other in the spring.

NVQ 3 Health & Social Care

This qualification is for those working at a supervisory level or as a key worker for a minimum of eight hours a week in a care setting. You undertake optional units to specialise in social care, caring for children and young people or caring for adults with difficulties. You will be required to attend college workshops. One of our vocationally qualified assessors will guide you through the award and observe you in your workplace. There are two start dates for this course, one in September the other in spring.

NVQ 4 Leadership & Management for Care Services

This qualification is aimed at managers, owners and leaders across a range of health and social care provision for children, adults or older people including those involved in the management of residential or nursing homes, domiciliary or day care services from public, private or voluntary sectors. This is a work-based NVQ so students will be assessed in the workplace performing real work activities and you will be required to attend college workshops.

CASE STUDY

Sunnyside Residential Nursing Home, Chard

Statement from Ann Pontefract, Manager: "Having been involved with Yeovil College and Train to Gain over the past two years we have been greatly assisted in our attempts to motivate and encourage staff to gain their NVQ qualification in Health & Social Care.

We are a small residential home for the elderly with good staff that have been employed in the care sector for many years. However, when it comes to training it has not always been easy to convince staff of the benefits of this, in that, 'you can't teach an old dog new tricks.'

Course organisers have attended Sunnyside on many occasions to talk to staff about the course and have adapted the course around each individual. Assessors have, through their experience, been able to identify staff that have required more time, training, cajouling and supporting, and have arranged to see them at any time throughout the day, from 6:00am through to late evening. I have no doubt that some staff would not have achieved their qualification without the dedication and support of Yeovil College assessors.

Without exception, our staff have felt more fulfilled, proud and valued as a result of their well earned qualification.

We look forward to working with Yeovil College and Train to Gain in the future."

Health & Safety

This section covers the following subjects:

- NEBOSH
- CIEH
- Food Safety
- Door Supervisors
- Personal Licence Holders

NEBOSH

NEBOSH Certificate

This course is studied over one-day per week for 14 weeks (including examinations). It is suitable for managers, supervisors, employee representatives and anyone else with health and safety responsibilities. The course includes continuous assessment by tutors, with homework assignments most weeks. Final assessment consists of two 2-hour exams and a practical assessment.

CIEH

Yeovil College Training offers a number of CIEH certified courses as follows:

- Level 1 Award in Health & Safety in the Workplace
- Level 2 Award in Health & Safety in the Workplace
- Principles of Manual Handling
- Level 2 Award in Principles of COSHH
- Certificate in Stress Awareness
- Level 2 Award in Health & Safety in Health and Social Care
- Level 2 Award in Hygiene in Health and Social Care
- Level 2 Award in Conflict Resolution and Personal Safety
- Level 3 Award in Health & Safety in the Workplace
- Level 2 Award in Principles of Risk Assessment
- Level 3 Award in Risk Assessment Principles and Practice
- Level 4 Award in Health & Safety in the Workplace

Please call **01935 845392** for further details.

FOOD SAFETY

Award in Food Safety in Catering Level 2

These short courses, which are certificated by CIEH, are recommended to those people employed in the food industry as the basic level of requirement. Employees who handle food will gain a firm grasp of the importance of food safety and knowledge of the systems and procedures involved.

DOOR SUPERVISORS

National Certificate for Door Supervisors Level 2

This course of two units is the required training qualification for the Security Industry Authority (S.I.A) Licence to Practice for door supervisors. Under new legislation the Certificate for Door Supervisors meets all Security Industry regulations with regard to static & patrol and key holding requirements. **Please ensure you enrol at least ten working days before the start date of the course as exam papers need to be ordered in advance.** You will be required to provide ID and photographs. This course runs for four days over a two-week period.

Unit 1 covers Roles and Responsibilities and Unit 2 covers Conflict Management

PERSONAL LICENCE HOLDERS

National Certificate for Personal Licence Holders

This short course provides you with a certificate, awarded by the British Institute of Innkeepers, which is the minimum legal requirement for those people who wish to hold a personal licence. You will be required to pass a multi-choice examination in order to pass the course. **Please ensure you enrol at least ten working days before the start date of the course as exam papers need to be ordered in advance.**

Manufacturing

This section covers the following subjects:

- Business Improvement Techniques (BIT)
- Furniture Production
- Performing Manufacturing Operations
- Print

For business support and management courses please see the **Business & Professional courses** on pages 15 to 24

BUSINESS IMPROVEMENT TECHNIQUES

NVQ 2, 3 & 4 Business Improvement Techniques (BIT)

The Business Improvement Techniques NVQ is a work-based qualification that supports the implementation of improvements within companies. These improvements are based in well known and proven Lean Manufacturing techniques like Waste Elimination, 5S/5C workplace organisation, Effective Team Working and Statistical Process Control. There are a range of units available that can be selected to suit your individual company needs which will help to ensure that the improvements are sustained. The BIT NVQ is available at three different levels. Each NVQ level is based upon selected from a range of units and it is possible to progress from one level to the next by taking additional units.

FURNITURE PRODUCTION

NVQ 2 & 3 Furniture Production

The making of bespoke and manufactured furniture is a work-based qualification. The course covers cabinet making, furniture assembly and finishing. It also covers kitchen installation at Level 2 and 3. At Level 3 there is a Design option available. All delivery and assessment will take place within the workplace. Course duration for the NVQ route is one year.



PERFORMING MANUFACTURING OPERATIONS

NVQ 1 & 2 Performing Manufacturing Operations

This is a City & Guilds qualification for those demonstrating competence in a manufacturing job. Taught aspects include: Quality Assurance; Health & Safety; Workplace Effectiveness and Communication/Working Relationships. The duration of the course is normally 12 - 15 months.

PRINT

NVQ 2/3 Print and Level 2/3 Certificate in Printing & Graphic Communication

The Certificate in Printing & Graphic Communication is the technical certificate which gives you the underpinning knowledge of the print industry. These NVQs are assessed in the workplace so that your competence in carrying out your specific job role. There are separate routes for desktop publishing, pre-press, machine printing (including litho, gravure, flexo, screen and digital printing), print finishing, carton manufacture and print administration.



CASE STUDY

Southernprint, Poole.

Yeovil College and Southernprint have been working together since October 2006 when 33 of Southernprint's employees were enrolled on to Print Train to Gain and Apprenticeships programmes. This was done by Adrian Bromfield, Train to Gain Co-ordinator and Maggie Thorpe, Unite Union Learner representative identifying employees who were interested in gaining the qualifications. Upon successful achievement of their respective NVQs the company agreed to make a financial contribution towards the Technical Certificate qualification and as a result 12 employees were enrolled on to this programme in November 2007 and they achieved their qualifications by September 2008.

As a result of a meeting in July 2007, nine employees at Southern Binders, a subsidiary of Southernprint also enrolled on to the Print NVQ via Train to Gain and Apprenticeship funding. These employees achieved their qualifications by March 2009. During February 2009 although Southern Binders were going through a redundancy consultation, the company advertised the training on both sites and agreed an open day when the college would meet all the employees including the office-based staff, who until this point had not had the opportunity to find out what training was available to them. As a result of this opportunity the office staff have enrolled on a variety of programmes from Business Administration to Customer Service and Management. Over 50 employees, including the office staff have enrolled on to their respective NVQ programmes.

The next stage of training with the company is to help them with the Skills Pledge and develop a Skills for Life programme.

Shelley Hargreaves, Assistant to the Operations Director said: *"We have found it very useful having Yeovil College coming in to us. The training we have received is very relevant to the employee's jobs and to the industry as a whole."*

Shelley and Paul Toms the Operations Director are now assisting Yeovil College in the development of a Foundation degree in Print which the college aims to have accredited by September 2010.

Sport Fitness

Certificate in Strength & Conditioning Level I

This is currently the only nationally accredited strength and conditioning qualification. It has relevance to coaches of all levels, in any sport. All coaches, fitness industry professionals and instructors may access this course to enhance their professional development. The course covers safe and ethical coaching in strength and conditioning, preparation and delivery, review of activities and coaching.

Certificate in First Aid for Sport

This course is suitable for students 16 years and over who are from a sporting background, studying, coaching or involved in sports therapy and want to learn more about first aid.

This sports specific vocational qualification offers an introduction to injury prevention and management, encompassing both theoretical and practical first aid. The qualification has practical application for coaches, managers, leaders and sport students who require a basic knowledge of first aid in the context of a sporting environment.

CRB clearance is required by the employer if you are working directly with children. An Emergency First Aid certificate must be held. Three hours of delivery will provide you with the opportunity to achieve this pre requisite.



Teaching & Training

This section covers the following subjects:

- Assessor Award
- Internal Verifier
- Teaching in the Lifelong Learning Sector
- Education Support (Teaching Assistants)
- PGCE

ASSESSOR AWARD

A1 Assessors Award

This course is for those wishing to assess National Vocational Qualifications using a range of methods. The course will enable you to develop plans for assessing competence, judge evidence against criteria, provide feedback to and contribute to internal quality assurance processes. Delivery will be via workshops with observations in your workplace.

A2 Assessors Award

This course is for workplace assessors who wish to become qualified in observing and questioning National Vocational Qualification candidates in a workplace setting. It is ideal for supervisors and managers who train in the workplace.

INTERNAL VERIFIER

VI Internal Verifier

This course is for qualified assessors wishing to become an Internal Verifier of National Vocational Qualifications. The course will enable you to operate and evaluate internal assessment and quality assessment, support assessors, monitor the quality of assessor performance and meet external quality assurance requirements. Delivery will be via workshops and tutorial support.

TEACHING IN THE LIFELONG LEARNING SECTOR

Award in Teaching in the Lifelong Learning Sector

This 30 hour course is an introductory qualification that gives you the basic knowledge needed to survive in any teaching or training situation. It is an ideal way of finding out if teaching or training is for you. You will gain a basic knowledge of current legislation relevant to the practising teacher; basic planning of the teaching and learning process; development of functional skills; setting out ground rules and developing resources. You will be asked to do one theory assignment and give a 30 minute micro-teach to others in the group on a topic of your choice.

Certificate in Teaching in the Lifelong Learning Sector

This first level teaching course is the required qualification for people working in the lifelong learning sector in an 'associated teacher' role. It runs over two terms on one evening per week and covers planning and enabling learning, assessment and equality and diversity as independent units. You will be asked to do one theory and one practical assignment for each unit of study.

Diploma in Teaching in the Lifelong Learning Sector

This is a two-year part-time course that leads to the qualification required by people working in the lifelong learning sector in a 'full teaching' role. It consists of five units in Year 1 and four units in Year 2. For candidates who already have a previous teaching qualification eg. Certificate in FE Teaching Stage 1 or Stage 2 then there is APL available for some of the programme.

Diploma in Teaching in the Lifelong Learning Sector (Bridge)

This one term course enables people who already have a Certificate in FE Teaching Stage 2 (or equivalent) to catch up with the remaining work required in order to join the second year Diploma course in September. It runs in the summer term each year and will consist of two or three units depending on the candidate's history.

Learning & Development Certificates

These clusters of three or four Learning & Development units are ideal for staff in a training or supervisory role in the workplace but who have no wish to teach or train on a full-time basis. They consist of:

- Certificate in initial assessment and support for learners
- Certificate in the review and assessment of learning
- Certificate in mentoring in the workplace
- Certificate in coaching learners in the workplace
- Certificate in training and presenting in the workplace
- Certificate in skills training in the workplace
- Certificate in workplace learning

These units can be taken unit by unit or in a systematic programme leading to one of the Certificates. Each unit requires attendance at a half day workshop and completion of a work-based activity.

Companies wishing to offer these certificates to employees on a regular basis may consider the training of an in-house assessor (see Assessor Award on page 50).

EDUCATION SUPPORT

Foundation degree in Education Support (Teaching Assistants)

This is a three year, part-time course designed for adults working in schools to support teaching and learning. You will already be involved in an educational environment in either a paid or voluntary capacity. You will find that this course will enhance the quality of work within the school. With further study this qualification can lead to a teaching qualification.

PGCE

Post Graduate Certificate in Education Year 1 (PGCE)

This two-year course is designed to provide a professional teaching qualification for lecturers and trainers working in the post 16 learning and skills sector for the equivalent of six hours per week. There is no interim certification at the end of Year 1, and therefore it is essential that all potential students talk through the course options with the Course Manager before enrolment. Second year classes are held during the day on Wednesdays. The course is appropriate for graduates or those with appropriate levels of professional/vocational qualifications in this subject they intend to teach. A limited number of full time places are available each year. A grant may be available to help towards course fees.

PGCE (One-year)

This is a one-year course which allows a limited number of students to infill onto both first and second year of the PGCE course run in conjunction with the University of Exeter. It is appropriate for graduates or those with appropriate levels of professional vocational qualification who are lecturers or trainers working in the post-16 sector for a minimum of six hours a week. You will have arranged your own practical teaching placements; there will be an additional charge when teaching observations take place more than 15 miles from Yeovil.

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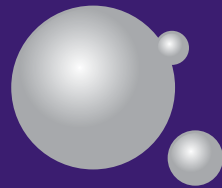
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Yeovil College is committed to supporting the environment.

Our 2009/10 prospectus supports a sustainable approach to marketing and communications. A full electronic version of the prospectus is now available at www.yeovil.ac.uk. We have also produced a limited number of printed copies on paper from sustainable forests. Please help us to help the environment and share this copy with colleagues.



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