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**PROSPECTUS
2012-2013**

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Welcome to the Building Futures East 2012/2013 course prospectus!

Here at Building Futures East, we are firmly committed to offering all of our learners the best possible opportunities, enabling them to make informed decisions about their future learning and career options.

Our course offer spans from level 1 up to level 3, enabling progression and providing scope for learners to expand their knowledge and experience. Our team are here to guide and advise, with the core focus on individual need. All of our courses are fully accredited by national awarding bodies such as NCFE, City & Guilds, EDI and EAL.

This year will see many exciting developments to our curriculum including:

- New level 3 qualification options across a range of sector skills areas
- Delivery of level 1 & 2 Enterprise qualifications. These will encourage innovative thinking and offer a foundation for learners who perhaps aspire to running their own business or taking a role in local community group activities
- New level 2 Business & Administration course
- E-safety learning packages to compliment our IT learning activities
- More specialised courses in end of life care and dementia awareness
- The development of our Junior Environmental Programme by seeking external quality assurance for the delivery
- Extend our external quality assurance to include the Junior Construction delivery intermediate level

In addition to this, we constantly seek out new opportunities to fund our work and offer exciting new skills training packages. Therefore, it is certain that there will be further opportunities that will present themselves over the coming 12 months so make sure you look out for our website updates, Twitter feeds, newsletters and updated course information flyers throughout the year!

We want everyone to enjoy life at Building Futures East and to succeed. To do this, all of us must follow a few rules.

We expect our learners to:

- Behave and speak in a way that does not offend others
- Seek help if needed
- Treat everyone with respect
- Be on time for all lessons
- Attend every lesson
- Inform the centre if absent or delayed
- Follow Health and Safety rules at all times
- Dispose of litter responsibly by using bins
- Not smoke on our premises

We have a zero-tolerance approach to anyone who breaks our rules by:

- Breaking the law
- Bullying or harassing another individual (physically, verbally or emotionally)
- Carrying any types of weapons
- Breaching Health & Safety rules
- Threatening or causing violence or harm to anyone
- Breaching our Equality & Diversity Policy
- Dealing, possessing or being under the influence of drugs or alcohol either on Building Futures East premises or at any of our outreach locations
- Inappropriately using video phones - including videoing and showing of images
- Going against our Safeguarding Policy
- Damaging our property
- Behaving in an anti-social manner
- Disrupting lessons, activities and events at our premises
- Breaching the code for computer use

Course Delivery Arrangements

Times & Locations

Our timetable offers a range of settings for course delivery, both on and off site. We always strive to ensure our learning is as accessible and flexible as possible. In particular, we run a number of courses from Surestart partner venues where learners are able to access childcare support whilst they participate in a range of learning activities.

Please contact us for further information about the dates and times that courses are scheduled as these will vary across the year.

Course Funding & Additional Support

We are able to offer much of our provision fully funded to those in receipt of certain state benefits. Eligibility criteria may vary depending upon the type of project funding being used; all members of our team are happy to help with enquiries about specific courses, eligibility and funding options that are available.

In some cases, travel costs and lunches are provided as part of course programmes; again, please speak to a member of the team for further details about which courses include these additional benefits.

Junior Learning

We have a unique Junior Construction programme that has been written and developed to support our younger learners from age 8+. This programme, externally quality assured by EAL, is innovative and the only provision of its kind nationally.

It offers recognition for skills development across a range of construction skills and health & safety. Learners apply literacy and numeracy skills throughout and gain a fully certificated outcome, encouraging them to try new activities whilst motivating them to consider vocational learning as a real option in the future.

In addition, we have a Junior Environmental Programme under development. Young learners have the opportunity to participate in a range of learning activities that embed and integrate garden planning and design, planting, sustainability and healthy living. This is hands-on, motivational learning through a range of activities and outcomes.

Alternative Curriculum

We continue to provide effective alternative curriculum solutions for a range of young people, creating opportunities for them to complete a nationally recognised qualification. This enables them to build up credits that will count towards their further studies either back in school or in college.

We are able to offer learning across most of our standard core curriculum to learners aged 14 - 16. We are happy to discuss individual needs to best meet the expectations of these young people and our ethos is always one of personalisation.

If you are interested in finding out more, please contact us for further information about the costs and how to access this opportunity.

UK Online

We are confirmed until March 2013 as a funded specialist centre for UK Online. Our focus is upon providing support for unemployed residents who have little or no access to IT and a limited awareness of how to use IT for accessing public services, including searching for and applying for jobs.

We hold a number of events throughout the year aimed at reaching those who lack confidence and skills in the use of IT. Increasingly, job vacancy information and applications for employment are processed solely online, so reducing barriers and raising skills is of key importance to those who are actively in search of employment. Learners are supported by our experienced staff through the UK online modular learning packages.



Level 2
Certificate for Working in the
Health Sector

Course Overview:

This course gives an opportunity to gain new skills awareness, especially suited to those seeking employment within the care industry e.g. working in a nursing home, domiciliary care or becoming a nursery nurse, youth or community worker. This course is accredited by NCFE, a large UK awarding body and is recognised as a technical certificate for the Healthcare Apprenticeship framework.

Entry Requirements:

Learners will need to have a level of functional literacy sufficient to complete the required assignment work; this is usually set at a minimum of level 2, although each individual application for enrolment includes a literacy & numeracy skills assessment which assists in advising about the most appropriate study options. Learners must have an interest in providing personal care for others and should be able to complete some self-supported research activities in their own time.

Course Content and Assessment Methods: This course is made up of 6 units which will be assessed in a variety of ways, including witness statements, observations, short written assignments and interactive group activities. No examinations are required and learners build up a portfolio to show the work they have completed. The units are: - Communication Skills - People & Personal Development - Health, Safety & Security - Service Improvement - Maintaining Quality Standards - Equality & Diversity.



Level 3
Certificate in Preparing to work
in Adult Social Care

Course Overview:

This course gives an opportunity to expand upon existing skills and knowledge of the healthcare sector, with a particular focus upon adult social care. It is especially suited to those seeking employment within the care industry e.g. working in a residential home, nursing home or domiciliary care. This qualification forms the knowledge component of the healthcare apprenticeship framework.

Entry Requirements:

Learners must be aged over 16 and will need to have a level of functional literacy sufficient to complete the required assignment work; this is usually set at a minimum of level 2, although each individual application for enrolment includes a literacy & numeracy skills assessment which assists in advising about the most appropriate study options. Successful learners must have an interest in providing personal care for others and will be able to complete some self-supported research activities in their own time. Whilst it is not mandatory, it is usually expected that learners will progress onto this from a related level 2 programme.

Course Content and Assessment Methods:

This course is made up of 9 units which will be assessed in a variety of ways, including witness statements, observations, short written assignments and interactive group activities. No examinations are required and learners build up a portfolio of evidence to reflect the learning and understanding they have acquired. The qualification covers the following areas: - Communication Skills - People & Personal Development - Health, Safety & Security - Safeguarding - Handling Information - Equality, Diversity & Inclusion - Role of the social care worker - Duty of Care - Personal centred approaches.



Level 2
**Certificate for the Children &
Young People's Workforce**

Course Overview:

This course provides opportunity for learners to gain new skills if they wish to pursue a career within the childcare sector e.g. becoming a nursery nurse, child minder or youth/community worker. It can be accessed by those who are new to the subject, but it is likely that most learners will have had prior experience or gained qualifications already in related areas. It is currently a component of the Childcare Apprenticeship framework.

Entry Requirements:

There are no specific entry requirements, but you are expected to have an interest in providing personal care for others and be able to complete activities in your own time. Literacy levels will be assessed during the IAG process and will need to be at a level sufficient to meet the demands of the course; this is usually a minimum of level 1. Please note that this course includes work placement that is arranged via our community partners. Awarding of placements will be subject to a satisfactory CRB outcome being received by the placement provider.

Course Content and Assessment Methods:

This course is made up of 13 mandatory units and 2 optional units that are assessed in a variety of ways. Methods of assessment include witness statements, observations, reports, Q&A etc. Learners will build up a portfolio of evidence to reflect the knowledge and understanding that has been acquired during the learning programme. Learners are also required to undertake a period of work placement during the course; this will require a satisfactory CRB outcome and the check will be arranged via the placement provider. The content includes some of the following subject areas: -Paediatric First Aid -Child and young person development -Support children and young people's positive behaviour -Managing Paediatric illness and injury -Safeguarding the welfare of children and young people.



Level 2
**Certificate in Principles of
Business & Administration**

Course Overview:

This course enables learners to gain knowledge of a range of core administrative skills, as well as scope to learn about some more complex tasks if desired. It provides a broad base of learning about the demands of working in a business environment, handling information and the role of an administrator as part of any effective working team. Communication and interpersonal skills, as well as techniques for personal organisation and time management form a significant part of this course delivery.

Entry Requirements:

Learners will need to have a level of functional literacy sufficient to complete some of the activities and generate a portfolio of evidence; this is usually set at a minimum of level 1, although each individual application for enrolment includes a literacy & numeracy skills assessment which assists in advising about the most appropriate study options.

Course Content and Assessment Methods:

This course is made up of 4 or 5 units, 3 mandatory and 1 or 2 optional units to make up the minimum 13 credits needed to gain the full award. Units on offer include: - supporting business events -principles of project management -maintaining stock levels -ways to support change in business. Learners build up a portfolio of evidence to show they have met the learning outcomes and the work produced is judged by the course tutor and mapped against the standards. Assessment may be via a range of methods such as observation, reports, Q&A, group activities, witness statements etc.



Level 2
Certificate in Customer Service

Course Overview:

The EDI Level 2 Certificate in Customer Service is a focussed, broad base qualification that encourages discussion and knowledge development about the core principles of customer service delivery. This forms part of the customer service apprenticeship framework and is therefore well aligned with industry and employer expectations. The learning programme includes activities that stimulate discussion, include interactive activities and provide an engaging experience for learners. As most roles involve a degree of customer interaction, this is a valuable course to encourage self-reflection about good and bad customer service experiences. It can also be easily adapted to meet the needs of a specific employer for those who are preparing for interview in a particular setting.

Entry Requirements:

There are no specific entry requirements, although as this course requires written work, literacy is usually expected to be at least at level 1. Learners must be interested in a role where customer service is delivered. Please speak to us at IAG stage if there are any additional support or assessment requirements anticipated and we will be happy to advise.

Course Content and Delivery Methods:

The course covers a range of core principles in customer service including: -Identifying the customers -Selling products and delivering services -Service delivery chains - Service standards and expectations -Key legislation - Handling conflict -Problem solving -Target and goal setting for personal development within a customer service setting. Learners must achieve 2 units to gain the qualification. 1 unit is assessed through a workbook that learners complete as they attend learning sessions and marked by the tutor with feedback throughout the course. The other is assessed via an online multiple choice test set by EDI. Results are available online and re-sits are available if needed.



Level 3
Certificate in Customer Service

Course Overview:

The EDI Level 3 Certificate in Customer Service expands upon existing knowledge and skills relating to service delivery. This forms the knowledge part of the customer service advanced apprenticeship framework and is therefore well aligned with industry & employer expectations. The learning programme includes activities that stimulate discussion, interactive activities and provides an engaging experience for learners.

Entry Requirements:

There are no specific entry requirements, although as this course requires written work, literacy is usually expected to be at least at level 2. Learners must be interested in a role where customer service is delivered and will have prior experience of work or learning in this area. Please speak to us at IAG stage if there are any additional support or assessment requirements anticipated and we will be happy to advise.

Course Content and Delivery Methods:

The course requires learners to explore a range of core principles in customer service. It requires learners to consider the key principles of customer service and identify ways in which delivery is most effectively provided, including opportunities for improvement and how to influence change. This course comprises 2 units, both of which must be achieved in order to gain the qualification. 1 unit is assessed through a workbook that learners complete as they attend learning sessions. This is marked by the course tutor and feedback offered throughout the course. The other unit is assessed via an online multiple choice test set by the awarding body, EDI. Results are available online and re-sits are available if needed.



Level 1
Award/Certificate
for IT Users - ITQ

Course Overview:

The NCFE Level 1 Award & Certificate programmes in IT are designed to build upon basic entry level IT skills, broadening learner knowledge, confidence and skills to use a range of techniques and software functions. These are accessible courses that enable learners to work at their own pace and develop evidence to show they can apply their new found skills.

Entry Requirements:

There are no specific entry requirements, although learners are expected to have basic IT skills awareness and may have completed a programme such as an entry 3 IT course or the UK Online learning modules. Please speak to us at IAG stage if there are any additional support or assessment requirements anticipated and we will be happy to advise about the most appropriate options.

Course Content and Assessment Methods:

This course includes a blend of practical skills development and some theory. Learners are encouraged to think about the principles behind core IT functions, helping them problem solve for themselves when using IT. Depending upon the programme size undertaken, units available include the following: - Using the internet to search for information - Sending & receiving emails - Basic word processing - Benefits of using IT.

IT security units are assessed through building up a portfolio of evidence. These are reviewed by the course tutor and ongoing feedback is given to confirm that there is enough evidence to show that a unit has been completed.



Level 2
Certificate for IT Users - ITQ

Course Overview:

The NCFE Level 2 Certificate in IT is designed to build upon existing skills and introduce some more advanced techniques. It extends the range of functions that a learner will be able to use in commonly accessed software packages. Learners completing this programme will benefit from having access to IT facilities outside of the learning sessions, although it is not essential. The skills acquired can be applied across a range of sector areas and will be extremely useful for those wishing to gain employment in an administrative role, contact centre or customer service role.

Entry Requirements:

There are no specific entry requirements, although learners are expected to have existing IT skills following the completion of a programme such as the level 1 IT Award/Certificate course. Please speak to us at IAG stage if there are any additional support or assessment requirements anticipated and we will be happy to advise about the most appropriate options.

Course Content and Assessment Methods:

This course includes a blend of practical skills development and underpinning theory. Learners are encouraged to think about the principles behind IT functions and problem solve for themselves. It includes learning about a range of software packages and introduces learners to extended features and benefits of commonly used software packages. The content delivered includes: -Using the internet to search for information - Word processing -Plan and select methods of using IT including data protection & copyright -Using presentation software -Safety and security when using IT. Units are assessed through building up a portfolio of evidence, reviewed by the tutor with feedback given to confirm there is enough evidence to show unit completion.

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Level 1 Occupational Studies Suite

Course Overview:

The NCFE Occupational Studies qualification suite allows learners to build awareness, knowledge and basic skills across a range of vocational sectors. We deliver units which include construction, IT, customer service and employability skills at level 1.

Entry Requirements:

There are no specific entry requirements for learners wishing to access these courses. However, it is expected that learners will be interested in exploring vocational skills options. Please note however, that if selecting construction related units, learners must be physically able to meet the demands of the assessment criteria and complete the required assessment activities. Please speak to us at IAG stage if there are any additional support or assessment requirements and we will be happy to advise.

Course Content and Assessment Methods:

Each of the course options above offer different sized combinations of unit selection from a bank of units. Through our advice, guidance and initial assessment process, we will identify which size learning opportunity is best suited to meet individual need. This will then inform the next steps as we plan learning in line with timetabled course activities.

Assessment takes place through the development of a portfolio and may include observation by the course tutor, photographic evidence, discussion and Q&A, amongst others. The methods used for assessment may vary according to the units being completed. Overall, this programme offers a flexible approach that encourages successful achievement of the learning outcomes set by NCFE.



Junior Construction Crafts (Beginners)

Course Overview:

This course is suitable for primary school aged children and comprises 4 units. The units are designed to offer recognition of hand skills development in a number of construction trades, team work, communication skills and literacy and numeracy enhancement. Overall, this programme encourages positive learning experiences, presenting vocational skills development as a real option for those young learners who may aspire to be our apprentices of the future.

Entry Requirements:

There are no specific entry requirements for this programme, although all learners must be physically able to meet the demands of the course. Learners must wear suitable PPE (Personal Protective Equipment) - please speak to us for information about size options as entry may be restricted if learners cannot safely wear the PPE.

Course Content and Assessment Methods:

This programme includes the following: **Health and safety** - recognising safety signs, how to work safely with tools, fire and first aid requirements. **Bricklaying** - how to mix mortar, how to lay bricks, how to joint brickwork. **Carpentry** - recognise joinery tools and how to keep them sharp, make basic wood joints, use mechanical fixings & adhesives to join timber. **Plastering** - know how to fix plasterboard to timber frames using nail and screws, cut plasterboard. **Functional skills** - measuring, drawing plans, making cutting lists, using effective oral communication techniques.

Assessments will be carried out once the learner has had sufficient opportunity to practice and evidence their understanding and skills.



Level 1
Award in Demonstrating
Enterprise Skills

Course Overview:

This qualification explores the characteristics of enterprise skills and how these can be applied to everyday personal and working life. During the course learners will have the opportunity to identify their own enterprise skills, set personal development plans and take part in a simulated assignment that will encourage them to apply the knowledge they have acquired.

Entry Requirements:

Learners will need to have a level of functional literacy sufficient to complete some of the activities and generate a portfolio of evidence; this is usually set at a minimum of level 1, although each individual application for enrolment includes a literacy & numeracy skills assessment which assists in advising about the most appropriate study options

Course Content and Assessment Methods: This course is made up of 2 mandatory units which will be assessed in a variety of ways, including witness statements, observations, short written assignments and interactive group activities. No examinations are required and learners build up a portfolio to show the work they have completed.

The units are:

- Explore Enterprise Skills
- Demonstrate Enterprise Skills and Characteristics



Level 2
Award in Developing Enterprise
Skills

Course Overview:

This qualification explores the characteristics of enterprise skills and how these can be applied to everyday personal and working life. During the course learners will have the opportunity to identify the enterprise qualities exhibited by a range of organisations and individuals, set personal development plans and take part in a simulated assignment that will encourage them to apply the knowledge they have acquired to a proposed community based enterprise activity.

Entry Requirements:

Learners will need to have a level of functional literacy sufficient to complete some of the activities and generate a portfolio of evidence; this is usually set at a minimum of level 1, although each individual application for enrolment includes a literacy & numeracy skills assessment which assists in advising about the most appropriate study options.

Course Content and Assessment Methods: This course is made up of 1 unit which will be assessed in a variety of ways, including observations, short written assignments, Q&A and interactive group activities. No examinations are required and learners build up a portfolio to show the work they have completed. The unit is: - Understand and Explore Enterprise Skills. During this unit, learners will identify what qualities and attributes an enterprising project takes and the ways in which enterprise is displayed in the public, private and third sectors. Learners will work as a group to identify feasible project types, illustrate risk management considerations and present an enterprising project plan.



**Level 1
National Award in
Manual Handling
Techniques**

Course Overview:

This course is designed for those who are required to move and handle objects on a regular basis. It is made up of one unit which must be passed in order to complete the course and is useful for those working in the care sector, construction trades, retail and warehousing.

Course Content:

This course is made up of 1 unit and covers the following areas:

- Regulations that apply to manual handling
- The importance of posture in safe manual handling and how to reduce risks
- Planning and using safe handling techniques

You will be assessed carrying out manual handling activities and take an internet test to confirm your understanding.

Duration:

4 hours

Flexible delivery according to demand

Cost:

£42 per delegate



**Emergency First Aid at Work
(1 Day)**

Course Overview:

This course is suitable for those who are wishing to be first aiders. It is made up of practical and theory elements which all must be completed to pass. This course is recognised by the Health & Safety Executive to comply with the Health & Safety (First Aid) Regulations 1981.

Entry Requirements:

There are no specific entry requirements for this programme, although the course includes theory and practical components and you must be able to successfully complete all aspects.

Course Content and Assessment Methods: The course content includes the following: -Assess the situation in order to act safely, promptly and effectively in an emergency -Basic hygiene procedures -How to administer first aid effectively to a casualty who is unconscious -How to administer Cardio Pulmonary Resuscitation promptly and effectively -Administer first aid to a casualty who is wounded, bleeding or in shock -Give first aid to a casualty who is choking -The recovery position.

Additionally, we are able to offer 2-day Paediatric First Aid and the 3-day First Aid at Work qualifications. If you require further information, please speak to a member of the team for course dates, times and costs.

Cost:

£60 per delegate

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CSCS Construction Skills Test

Who it's aimed at:

The CSCS test is the nationally recognised health & safety test for site operatives, set by CSkills. All individuals required to work on a construction site are expected to have passed one of the CSCS tests relevant to their role and have a current, valid CSCS card.

Duration:

30 minutes registration & 1 hour test

Costs:

£ 17.50	Test fee
£ 12.50	Admin fee
£ 30.00	Total

We also offer packages that include training and mock testing to prepare for the live test. Please speak to a member of the team for package information and delivery costs.

Please note: we DO NOT provide the card and operate only as a test centre. The card must be applied for separately by the individual and will incur an additional charge from Construction Skills.



Princes Trust 'Get into Construction'

Course Overview:

The 'Get into Construction' programme is available to 16-25 year old, unemployed young people across the region.

It offers a 2-week programme of learning and skills development that encourages participants to think about their career options within construction and the built environment.

Course Content:

The programme includes construction skills development in bricklaying and joinery. Additionally, it offers Emergency First Aid at Work training, CV development including IT skills training and the opportunity for learners to take the CSCS test.

Learners will have the opportunity to meet with employers in the sector and some programmes will offer work placements.

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Opening hours:

Monday to Thursday 8:30 am - 4:30 pm
Friday 8:30 am - 4:00 pm

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