



## Essential Skills to work in Security (SIA)

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# The Course

The objective of this qualification is to prepare learners for employment and support learners who are new to the security sector or wish to improve their knowledge of this area resulting in the achievement of a nationally recognised qualification. The qualification provides learners with the knowledge and understanding of security industry and what would be required when working in a security role.

## Units Covered

Subject	Delivery
Induction, document checks, BKSB, Action counters terrorism online blue	Teaching and Learning Activities/ Workbook
Drink spiking online course, Action counters terrorism online orange	Teaching and Learning Activities/ Workbook
AM Any LP modules you decide to put in (mental health and wellbeing for example), PM Introduction to EFAW	Teaching and Learning Activities/ Workbook
EFAW qualification	Teaching and Learning Activities/ Workbook
First aid for knife crime, set up SIA online accounts, ID sheet completion (remedial EFAW if needs be)	Teaching and Learning Activities/ Workbook
Principles of working within the private security industry	Teaching and Learning Activities/ Workbook
Principles of working within the private security industry	Teaching and Learning Activities/ Workbook
Principles of working within the private security industry (mock exam)	Teaching and Learning Activities/ Workbook
Principles of working as a door supervisor	Teaching and Learning Activities/ Workbook
Principles of working as a door supervisor (mock exam)	Teaching and Learning Activities/ Workbook
Application of conflict management	Teaching and Learning Activities/ Workbook
AM Application of conflict management (mock exam), PM Application of physical intervention	Teaching and Learning Activities/ Workbook
Practical assessment for physical intervention	Teaching and Learning Activities/ Workbook
Practical assessments for modules 1, 2 and 3	Teaching and Learning Activities/ Workbook
Exams	Teaching and Learning Activities/ Workbook



For more information contact:

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# Essential Skills to work in Customer Services: Contact Centre

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# The Course

The objective of this qualification is to prepare learners for employment and support learners who are new to the customer service sector and wish to improve their knowledge of this area resulting in the achievement of a nationally recognised qualification. The qualification provides learners with the knowledge and understanding in customer service for learners who deal, or intend to deal, with customers daily as part of their job role. The qualification is applicable to a variety of work environments and covers topics such as delivery of effective customer service and supporting the customer service environment.

## Units Covered

Subject	Delivery
<b>Describe the principles of customer service Part 1</b>	Teaching and Learning
<b>Describe the principles of customer service Part 2</b>	Teaching and Learning
<b>Understand how customer needs and expectations are formed</b>	Sample case study Role play LearningPlus
<b>Understand principles of responding to customers' problems or complaints</b>	Teaching and learning Learning Plus Live case studies
<b>Identify the interpersonal and team working skills required in the customer service environment</b>	Teaching and learning Learning Plus Live case studies
<b>Identify the legislation which supports the customer service process</b>	Teaching and learning Learning Plus Live case studies
<b>Reflective accounting of learning</b>	Group sessions
<b>Apply the practical skills required to deliver effective customer service</b>	Sample case study Role play Learning Plus
<b>Demonstrate how to meet customer needs and expectations</b>	Sample case study Role play Learning Plus
<b>Communicate effectively with customers</b>	Teaching and learning Learning Plus Live case studies



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## Units Covered

Subject	Delivery
<b>Describe the principles of customer service Part 1</b>	Teaching and Learning
<b>Describe the principles of customer service Part 2</b>	Teaching and Learning
<b>Understand how customer needs and expectations are formed</b>	Sample case study Role play LearningPlus
<b>Understand principles of responding to customers' problems or complaints</b>	Teaching and learning Learning Plus Live case studies
<b>Identify the interpersonal and team working skills required in the customer service environment</b>	Teaching and learning Learning Plus Live case studies
<b>Identify the legislation which supports the customer service process</b>	Teaching and learning Learning Plus Live case studies
<b>Reflective accounting of learning</b>	Group sessions
<b>Apply the practical skills required to deliver effective customer service</b>	Sample case study Role play Learning Plus
<b>Demonstrate how to meet customer needs and expectations</b>	Sample case study Role play Learning Plus
<b>Communicate effectively with customers</b>	Teaching and learning Learning Plus Live case studies



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# Essential Skills to work in Business and Administration

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# The Course

The ideal start for those new to business administration. This qualification is a great subject for learners looking to boost their contribution to the workplace. It has been developed to support learners who are looking to progress into an administration role. Resulting in the ability to apply to a range of occupational sectors, it will give individuals the knowledge and understanding of business and administration, leading to a nationally recognised qualification.

## Units Covered

Subject	Delivery
<b>Principles of personal responsibilities and working in a business environment – part 1</b>	Teaching and Learning Activities including a presentation Workbook
<b>Principles of personal responsibilities and working in a business environment – part 2</b>	Teaching and Learning Watch a video Activities Workbook
<b>Principles of managing information and producing documents – part 1</b>	Teaching and Learning Flip chart activities Workbook
<b>Principles of managing information and producing documents – part 2</b>	Teaching and learning Activities Workbook
<b>Principles of supporting business events - part 1</b> <b>Principles of providing administrative services - part 1</b> <b>Principles of managing information and producing documents – part 3</b>	Teaching and learning Activities Workbook
<b>Principles of supporting business events - part 2</b> <b>Principles of providing administrative services - part 2</b> <b>Principles of managing information and producing documents – part 4</b>	Teaching and learning Activities Workbook
<b>Principles of supporting business events - part 3</b> <b>Principles of providing administrative services - part 3</b> <b>Principles of managing information and producing documents – part 5</b>	Teaching and learning Activities Workbook
<b>Principles of providing administrative services – part 1</b>	Teaching and learning Activities Workbook
<b>Principles of providing administrative services – part 2</b>	Teaching and learning Activities Workbook
<b>Principles of providing administrative services – part 3 / Principles of supporting change in a business environment</b>	Teaching and learning Activities Workbook
<b>Principles of providing administrative services – part 4</b>	Teaching and learning Activities Workbook



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## Essential Skills to work in Construction

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# The Course

This pathway provides the opportunity for learners to develop their skills and knowledge to enable them to start or build on a career in a range of construction and building industries. By completing the learning and assessment for Health and Safety in a Construction Environment, this provides the learner with the qualification requirement needed to apply for a CSCS Card.

## Units Covered

Subject	Delivery
<b>Working in construction and building</b>	Teaching and Learning LearningPlus
<b>Health and hygiene in construction</b>	Teaching and Learning LearningPlus
<b>Introduction to environmental sustainability</b>	Teaching and Learning LearningPlus
<b>Equality and diversity</b>	Teaching and Learning LearningPlus
<b>Principles of management, information and communication</b>	Teaching and Learning LearningPlus
<b>Application of conflict management in the private security industry – part 2</b>	Teaching and Learning LearningPlus
<b>Health and safety in a construction environment – part 1</b>	Teaching and Learning LearningPlus
<b>Health and safety in a construction environment – part 2</b>	Teaching and Learning LearningPlus
<b>Health and safety in a construction environment – part 3</b>	Teaching and Learning LearningPlus
<b>Final review and assessment completion</b>	Teaching and Learning LearningPlus



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## Essential Skills to work in Digital technology

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# The Course

This qualification is designed to support learners in expanding their knowledge and understanding of the digital sector. It provides a structured to enable them to gain a qualification in preparation for employment in the sector.

## Units Covered

Subject	Delivery
<b>PP introduction</b> <b>Understanding the Industry</b>	Teaching and learning Workbook Activities
<b>Developing digital career skills - Part 1</b>	Teaching and learning Workbook Activities
<b>Digital device safety awareness - Part 1</b>	Teaching and learning Flip chart activities Workbook
<b>Digital device safety awareness - Part 2</b>	Teaching and learning Workbook Activities
<b>Communication and Productivity - Part 1</b>	Teaching and learning Workbook Activities
<b>Communication and Productivity - Part 2</b>	Teaching and learning Workbook Activities
<b>Management of Information - Part 1</b>	Teaching and learning Workbook Activities
<b>Management of information - Part 2</b>	Teaching and learning Workbook Activities
<b>Digital Security</b>	Teaching and learning Workbook Activities
<b>Developing Digital Career Skills - Part 2</b>	Teaching and learning Workbook Activities



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# Essential Skills to work in Facilities industry

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# The Course

The Level 1 Introduction to the Facilities Industry is a qualification available to all that work or wish to work in the facilities industry. The learner can choose the skills they want to focus on and get a greater understanding for topics ranging from managing waste, sustainable use of resources and cleaning in specialised area.

## Units Covered

Subject	Delivery
<b>PP introduction Understanding the Industry</b>	Teaching and Learning Activities including a presentation Workbook
<b>Introduction to working in the facilities industry</b>	Teaching and Learning Activities Workbook
<b>Health, Safety and Security in the facilities industry</b>	Teaching and learning Flip chart activities Workbook
<b>Workplace hygiene in the facilities industry</b>	Teaching and Learning Activities Workbook
<b>Introduction to waste and recycling – part 1</b>	Teaching and Learning Activities Workbook
<b>Introduction to waste and recycling – Part 2</b>	Teaching and Learning Activities Workbook



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# Essential Skills to work in the Health and Social Care Sector

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# The Course

This qualification is designed to equip learners with the skills and knowledge needed to care for others in a broad range of health or social care settings.

The core qualification in Health and Social Care is flexible to suit all fields of health and social care. Learners can select a pathway that suits their role - for example, working with people with a learning disability, people with dementia or children and young people.

This is the main qualification required by the Quality Care Commission in England and the Care Councils in Wales and Northern Ireland.

## Units Covered

Subject via Teaching and Learning	Homework
To cover Safeguarding and Professional Practice	Sample Case Study
To cover Principles and Values	Sample Case Study
To Cover Health and Well-Being	Sample Case Study
To Cover Health and Safety	Sample MCQ / 1st Live Case study to be issued alongside the practice one
Learners to sit Live MCQ Test. Reflections to be carried out to cover all elements of teaching and learning	2nd Live Case study to be issued
Live Case study one to be sat	3rd Live Case study to be issued
Live Case study two to be sat	
Live case study three to be sat / Evaluations to be carried out.	

## Progression Model





## Essential Skills to work in Hospitality

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# The Course

This qualification is designed for learners who are looking to enter, or progress within, employment in the hospitality sector. It will enable learners to develop knowledge and understanding of excellence in customer service for the hospitality sector.

## Units Covered

Subject	Delivery
<b>PP introduction</b> <b>Understanding the Industry</b>	Teaching and learning Workbook Activities
<b>Principles of customer service – Part 1</b>	Teaching and Learning Activities Workbook
<b>Principles of customer service – Part 2</b>	Teaching and learning Flip chart activities Workbook
<b>Principles of customer service – Part 3</b>	Teaching and Learning Activities Workbook
<b>Effective teamwork</b>	Teaching and Learning Activities Workbook
<b>Legislation and guidance</b>	Teaching and Learning Activities Workbook
<b>Legislation and guidance</b>	Teaching and Learning Activities Workbook
<b>Legislation and guidance</b>	Teaching and Learning Activities Workbook
<b>Professional personal standards</b>	Teaching and Learning Activities Workbook



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## Essential Skills to work in Retail

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# The Course

This qualification is to support a role in the workplace or for learners who are looking to develop their knowledge and understanding to obtain employment within the retail sector, perhaps as checkout operators or sales assistants. Topics covered include understanding the business of retail, understanding how a retail business maintains health, safety and security on its premises and understanding the retail selling process.

## Units Covered

Subject	Delivery
<b>PP introduction</b> <b>Understanding the Industry</b>	Teaching and learning Activities including a presentation Workbook
<b>Understanding the retail of business</b>	Teaching and Learning Activities Workbook
<b>Health, safety, and security</b>	Teaching and learning Flip chart activities Workbook
<b>Understanding customer service in the retail sector</b>	Teaching and Learning Activities Workbook
<b>Understanding how individuals and teams contribute to the effectiveness of a retail business</b>	Teaching and Learning Activities Workbook
<b>Understanding the control, handling, and replenishment of stock in a retail business</b>	Teaching and Learning Activities Workbook
<b>Retail selling process</b>	Teaching and Learning Activities Workbook



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