



Introduction

This guide gives an overview of the training available to support local people who have been affected by unemployment or redundancy.

NHC and our partners aim to be at the heart of our community and have created a range of opportunities to demonstrate our combined commitment to support local communities, employers and the workforce.

The college, in association with partners and co-providers, has a range of free training available funded by the ESF (European Social Fund), SFA (Skills Funding Agency) and DWP (Department of Work and Pensions).

If you are currently unemployed or at risk of redundancy and are looking for work, then you can receive free training to support your job search and applications, refresh your employability skills or receive initial training for sectors where job opportunities exist.

Eligibility

Some eligibility rules may apply depending on the candidate's circumstances. These will be checked at the advice and guidance stage.

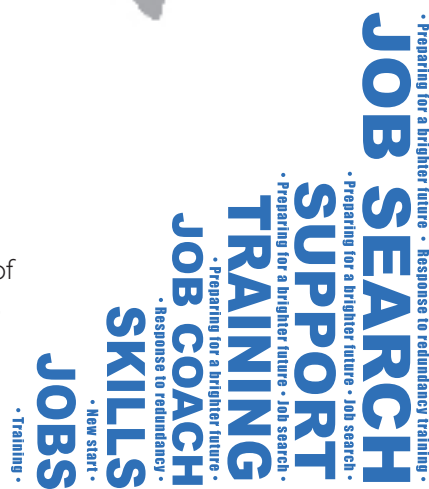
We are able to offer these programmes fully funded through a range of SFA, ESF and DWP contracts that we hold. A brief summary of these projects is given in this guide.

If you are not eligible for free training you may be able to access courses for a nominal fee.

Working with our partners we are able to deliver training across Hertfordshire and Bedfordshire. For more information contact 01462 443072 or email t4e@nhc.ac.uk



Although we have a wide range of training designed specifically to help you back to work, we may also be able to support you with funding for some of our regular courses too. If you are interested in taking one of our courses - of up to eight weeks in length and over nine hours of tuition - we may be able to help you with a contribution to your course fees. Please call us to talk through the options available, you could soon be on course to a new career.



How to Access Support

If you are interested in taking up any of the courses on offer in this brochure, you can contact us in the following ways:

- Call North Hertfordshire College Training for Employment Personal Job Coaches on **01462 443072**.
- Call into any of our college centres and book an appointment with our Information, Advice and Guidance advisers (IAG):
InTown Training, The Forum,
Stevenage, SG1 1EH,
Hitchin Centre, Cambridge Road,
Hitchin, SG4 0JD,
Stevenage Centre, Monkswood Way,
Stevenage, SG1 1LA
- Email training for employment:
t4e@nhc.ac.uk
- Register your interest online at
www.nhc.ac.uk/brighterfuture.aspx.
- Speak to your Job Centre adviser who can refer you by sending a Job Centre form Ref 2 or SL2, to: Training for Employment Team, North Hertfordshire College, Cambridge Road, Hitchin, SG4 0JD.

When you contact us you will be offered an IAG session to determine which training is relevant to your needs and help you get back into the job market. IAG sessions are available at InTown Training in Stevenage, The Goldsmith Centre for Business in Letchworth and the main North Hertfordshire College Hitchin Centre.

Following your IAG session you will have access to:

- A Personal Job Coach to support you with the job search process.
- Vocational training courses for sectors where vacancies exist.
- Continuing Information, Advice and Guidance to review your progress and plan how to return to work.

Good news stories

“THREE INTERVIEWS, TWO JOB OFFERS AND A FULL TIME POST WITH A NATIONAL COMPANY! MY THANKS TO YOU ALL FOR YOUR HELP, COULDN'T HAVE DONE IT WITHOUT YOU”
MICHAEL

“I FOUND THE COURSE INFORMATIVE AND YOU GAVE SOME GREAT TIPS FOR THE PREPARATION OF AN INTERVIEW AND THE ACTUAL INTERVIEW ITSELF. I NOW HAVE A NEW CV FORMAT AND FEEL MORE CONFIDENT,”
KEITH

“THANKS FOR GIVING ME HELP AND THE MOTIVATION I NEEDED TO GET ME ON MY WAY TO SUCCESS. BEFORE, I FELT REALLY DEPRESSED, I DIDN'T KNOW WHERE TO GO OR WHAT TO DO, IT WAS REALLY FRUSTRATING AND I WAS FED UP, BUT NOW I HAVE THE TOOLS AND CONFIDENCE I NEED. THANK YOU FOR HELPING ME FIND MY WAY TO A BRIGHTER FUTURE.”
RONDELL

“THANK YOU FOR EVERYTHING YOU HAVE DONE FOR ME AT JOBSMART. I THOUGHT THE COURSE WAS FANTASTIC AND EXTREMELY HELPFUL IN MY QUEST TO RETURN TO WORK AFTER BEING A FULL TIME MUM FOR THE PAST 13 YEARS. I FELT THE COURSE GAVE ME A FRESH NEW CONFIDENCE AND A NEW OUTLOOK ON FINDING MYSELF GETTING BACK TO THE WORLD OF EMPLOYMENT.”
DONNA

Routes into Work

This programme is run in conjunction with Job Centre Plus to support young people aged 18 to 24 with skills and guidance to help them gain employment. The opportunity is available to anyone who has been seeking work for six months or more and can be booked via your Job Centre adviser.

The key elements of the programme are:

- Training in the skills required for your chosen area of work
- Support and advice from your personal Job Coach to find and make successful job applications
- Information on further training opportunities and apprenticeships
- Up to date information on live vacancies and the local labour market information
- Some courses include essential qualifications for the skill sector

The skill sectors and example job roles covered are:

Facilities - cleaning, caretaking, property maintenance and management

Logistics - warehouse work, goods in, transport officer

Agriculture - farm hand, animal welfare, farmer

Manufacturing - operative, quality control, production planning, dispatch, order processing

Construction - manual labouring - includes the health and safety test and CSCS Card

Retail - serving customers in the retail environment - all sectors

Hospitality and Tourism - working as a tour guide, holiday rep, hotel and catering operations

Creative and Cultural - working in museums, galleries, theatres, libraries

Food and Drink Manufacturing - food production and processing

Security - door supervision, security officer, events safety officer

Health - health and social care, childcare, working in the NHS

Returners

Is this course for me?

If you are returning to work after a break then this short course will provide up to date information on finding work in today's employment market. Led by one of our Personal Job Coaches, the programme is designed to equip you with the skills needed to market yourself effectively to employers and provide the foundations for you to return to work.

What will I learn?

- This session will provide you with tips and professional advice on how to make your CV work for you. With the support of your Personal Job Coach you will be able to refine and produce a high quality CV that will be personalised to give you the best possible chance of gaining interviews.

- Once your CV is finalised you will be provided with professional advice on making effective applications. This will include information on local labour market opportunities and how and where you can find vacancies.

- During the programme you will also cover speculative approaches, application forms, letters and online job search advice, teamwork skills, confidence building skills, communications and Skills for Life (Literacy Qualification).

What does the course involve?

To gain the maximum benefit from this course you will need to commit to the whole programme.

How much will I have to pay?

Nothing - this course is free although some eligibility rules apply.

Topics covered include:

- Confidence building and assertiveness techniques
- Working as a team
- Career planning
- Effective communication
- Identification of transferable skills
- Interview techniques
- Advice, guidance and planning your future
- Finding and making successful applications
- Making effective decisions
- Interview and recruitment process
- Brushing up the skills needed for today's marketplace

For further details call **01462 443072**

Entrepreneurship with Outset Herts

Nine hours YTKO Hertfordshire

Outset Herts offers a wide range of workshops for all levels of people looking to explore self employment as an option for the future. Delivered in a friendly and relaxed atmosphere by highly trained advisors we will help you develop your ideas into business plans, look at finance options and help you with marketing ideas. You will also be invited to exclusive monthly networking events.

JobSmart and Employability Skills

These programmes are designed to equip individuals with the skills needed to market themselves effectively to employers and provide the foundations for returning to work.



Personal Job Coach

All clients will be allocated a Personal Job Coach to identify particular needs and support their search for employment.

Nine hour programme over two days

The course covers tips and professional advice on how to produce a high quality personalised CV that maximises the chance of being called for interview. Professional advice will be given on making effective applications, together with information on local labour market opportunities and how and where to find vacancies. The programme also covers speculative approaches, application forms, letters, online job search advice, and preparing for interviews.

Goldsmith Centre for Business Job Forum

The Forum is designed to enable team leaders, supervisors, middle management and senior executives to review their career plans, realise personal strengths and identify new opportunities, including self-employment. The tutors are all experienced business people who have been there “bought the t-shirt” and come out the other end with positive stories to tell. The Forum also gives the chance to meet and share experiences with others in the same situation.

The Job Forum will help you to:

- Realise your strengths and achievements.
- Understand the qualities you have that potential employers will value.
- Allow you to think about what you really want to do.
- Identify training opportunities to help you move forward or change direction.

You will also receive advice on how to improve your chance of re-employment:

- How to differentiate your CV to make it stand out above other applicants.
- Tips and practical advice on good interview performance and presentation skills.
- Developing a positive attitude to seeking a new position.
- Advice on first class networking skills.



Skills for Life - brush up your skills and gain qualifications in Maths and English

In an increasingly competitive market employers look for proof of up to date skills such as communication, Maths and English. This programme offers the chance to assess and refresh your skills. In English some of the topics you will learn include: spelling strategies, punctuation, grammar, writing for different purposes and proof reading to produce accurate pieces of writing. In Maths some of the topics you will learn include: whole numbers, fractions, decimals, percentages, measurements of length, weight, capacity, temperature and money, comparing data using averages and range.

Business Administration

Level 2 EDI qualification in Business and Administration:

45 hours over two weeks plus additional half-day for the online assessment

This course is designed for people wanting to work in a Business Administration occupation such as: Administrative Assistant/ Administrator, Legal Secretary, Personal Assistant, or Secretary.

It includes:

- An understanding of the personal and interpersonal skills required.
- Using information technology to develop professional business documents.
- Ensuring health and safety within the workplace.
- The importance of effective customer relations.

Computerised accounts - SAGE Level 1

45 hours over 2 weeks includes employability skills

Whether you are new to this popular programme or want to expand your existing skills, you will learn how to use Sage to make and record financial transactions including introduction to data processing, payments to suppliers, receipts from customers, supplier invoices, credit notes and customer invoices.

There are no formal entry requirements for this qualification although you will need basic IT skills and a knowledge of bookkeeping practices is essential.

Introduction to Working with Children

Level 1 CACHE Getting Started in a Pre-School Setting

45 hours over 8 weeks

This course gives you the basic knowledge needed for finding work with children between one to five years of age.

The course provides:

- An awareness of how the pre-school environment provides learning opportunities for children and parents.
- A basic understanding of the management of pre-school settings including legislation.
- A basic understanding of how pre-schools support children's learning and development.
- A basic understanding of how adults interact with children in the pre-school environment.

IT for the Novice

Three hours 6 weeks

A basic introduction to using computers (Microsoft Office 2007™); the course covers:

- Using a keyboard and mouse.
- Using Microsoft Word™: screen layout, creating a document, spell checking, inserting a picture, printing and saving documents.
- Using the Internet and creating an email account.

Build your Business Website

Two days

This workshop is aimed at individuals who wish to start up their own business using a website as a marketing medium. You do not require any experience or knowledge of working with web technology to benefit from these workshops but you do need computer skills.

You will design and produce a minimum of a three page 'active' professional website (Home page, Products/Service page and Contact page). The workshop will empower you with the knowledge and skills to maintain improve and enhance your website independently going forward.

Construction Skills Certification Scheme Card

Nine hours over two days plus test within two weeks

This course will prepare you for taking the site operative Health & Safety CSCS test to get the card required for entry onto a construction site. You will create a focused CV and get help from the job coach with current vacancies and applications. The Health & Safety test and CSCS card are included in the course.

Forklift Truck Driving & Associated Skills

This course provides the essential practical skills needed to work with fork lift trucks in a warehouse environment, including Counter Balance, Reach, and Power Pallet Truck. A photo licence will be issued to successful candidates.

Health & Social Care

Eight days over six weeks - includes two day employability training

This course will give you a Level 1 qualification in Understanding the Principles of Care, Organisation Policies and the Role of the Care Worker. You will create a portfolio to show your knowledge in seven key areas:

- The values that underpin the role of the care worker.
- The responsibilities and boundaries of the care worker.
- Effective communication.
- Confidentiality.
- Basic organisational policies and procedures.
- The role of the care worker, support and supervisory process.
- Applying policies and procedures.

This course is mapped to the Health and Social Care Common Induction Standards and is a good introduction for anyone wishing to work in this sector.

IOSH Managing Safely

Delivered over four days

This course is designed for people who are seeking a role with responsibility for managing risk and resources but, who are not experts in this field. The course aims to provide you with the knowledge and skills required to manage safely and effectively in compliance with both an organisation's health and safety policy and, with recognised best practice in Health & Safety. This is an accredited course and successful candidates will receive a certificate from IOSH after completion.

Retail and Customer Service

Level 2 City and Guilds qualification in Serving Customers in the Retail Environment: 45 hours over two weeks plus additional half-day for the online examination

This short course covers:

- Developing methods of engaging customers.
- Meeting customer needs through knowledge of products and services.
- Resolving customer queries and complaints.
- Exceeding customer expectations.

Security Training

Level 2 BIIAB National Certificate for Door Supervisors: 45 hours over two weeks

The programme will equip you with the underpinning knowledge and certificate of competency to enable you to apply for an SIA licence and find work in the security industry. The qualification comprises:

- Working in the private security industry.
- Conflict management for door supervisors.
- Working as a door supervisor.
- Physical intervention for the private security industry.
- All candidates will be guaranteed an interview for paid work experience with a National Security Employer.

Teaching Adults

Level 3 Preparing to Teach in the Life-Long Learning Sector (PTLLS)

Delivered via a mix of tutor guidance, workshops, and self-study

This course introduces the principles of good practice for teaching adult learners. You will be required to deliver a micro-teaching session on a subject of your choice. You will also take part in two one-day workshops, followed by self study, a micro-teaching session and preparing a portfolio.

Working with our partners we are able to deliver training across Hertfordshire and Bedfordshire.
 For more information contact 01462 443072



Please call **01462 443072**
 for details of all training locations



• Preparing for a brighter future • Response to redundancy training •

JOB SEARCH
 • Preparing for a brighter future • Job search •

JOB COACH
 • Preparing for a brighter future • Job search •

TRAINING
 • Preparing for a brighter future •

SUPPORT
 • Response to redundancy •

SKILLS
 • New start •

JOB
 • Training •