

Work-Related Qualifications

Retail Skills – Level 2

(Over 19's only) 7 weeks

Gain the skills and knowledge needed to start your journey into the retail sector, including.

- How to work effectively in a team.
- Provide excellent customer service.
- Methods for dealing with customer queries and complaints.
- How to create product displays.
- The importance of Health and Safety and how to put it in place.
- Food Safety and hygiene.
- Ways for performing promotional campaigns
- And much more!

Date: Tuesday 9th Jan 9.30am – 2.30pm

Distance Learning Courses Level 2 Certificates

(Over 19's only)

In conjunction with Sunderland College! Work at your own pace within the course timeframe and study in the comfort of your own home, with support when needed. Online and paper-based methods are available, so give us a call to find out more.

Courses available:

Principles of Team Leading

Principles of Customer Service

Principles of Business Administration

Equality and Diversity

Information, Advice and Guidance

Principles of Working with Individuals with Learning

Disabilities

Understanding the Safe Handling of Medication in Health and Social Care

Common Health Problems

Principles of Dementia Care

Principles of the Prevention and Control of Infection in Health Care Settings

Principles of End of Life Care

Understanding the Care and Management of Diabetes

Understanding Dignity and Safeguarding in Adult Health and Social Care

Understanding Nutrition and Health

Understanding Autism

Principles of Care Planning

Emotional Well-being and Mental Health

Think Well, Live Well

8 weeks

Everyone can be prone to mental health and emotional well-being issues, regardless of our circumstances and backgrounds and sometimes, we can't help what life throws at us. But what we can do is choose how we respond and react, and develop our skills and knowledge to gain control of our thoughts and actions to cope on an everyday basis more positively. Topics include;

Motivation and Positive Thinking

Learn strategies for taking control and dealing with negativity as well as how to motivate yourself.

Assertiveness

Explore how to have the confidence to make decisions that are right for you as well as learning how to put your opinion across constructively.

Communication and Conflict Resolution

Explore how you react to certain situations, look at how to change your behaviour in helping to deal with conflicts and disagreements.

Dealing with Stress

Learn strategies that help to tackle anxious feelings and how to prepare for stressful situations.

Date: Tues 27th Feb – Tues 24th April 10am – 12pm

Blyth Resource and Initiative Centre
Blyth Community Enterprise Centre

Room 118

Ridley Street

Blyth

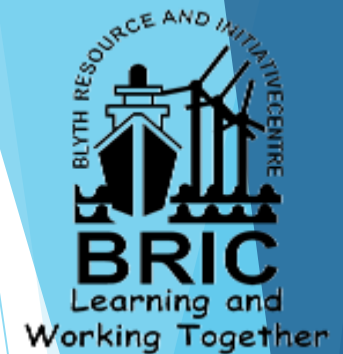
Northumberland

NE24 3AG

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Adult Learning Courses January – March 2018



New Courses starting for 2018.....

.....Get in touch to book your place now!

(All courses are free unless otherwise stated)

Computer Courses and Workshops

Basic IT/ Online Basics (Entry Level)

This course is ideal for anyone with very little experience of computers, with the option to gain a qualification. Topics include:

- Mouse & keyboard control
- Searching online
- Staying safe online
- Emails
- Completing online forms
- Accessing health services online

Tuesdays and Thursdays, 1pm – 3pm for 3 weeks;

Date(s): *Tues 9th Jan – Thurs 25th Jan*
Tues 30th Jan – Thurs 15th Feb
Tues 13th Mar – Thurs 29th Mar

IT for Job Seekers (Entry Level)

Covers everything from the Basic IT course with more support and focus on Universal Job Match and job searching.

Mondays and Wednesdays, 1pm – 3pm for 3 weeks;

Date(s): *Mon 8th – Wed 24th Jan*
Mon 29th – Wed 14th Feb
Mon 12th Mar – Wed 28th Mar

Over 50's Basic IT

A flexible course for anyone over 50, with very little experience of computers. It includes;

- Mouse & keyboard control
- Searching online
- Staying safe online
- Emails
- Accessing health services online

Tuesdays and Thursdays, 1pm – 3pm for 3 weeks;

Date: *Tues 20th – Thurs 8th Mar*

Computer Skills for the Office

A great course which covers the skills needed to work in an office environment whether paid or volunteering, covering:

- Word processing
- Desktop Publishing
- Spreadsheets
- Graphs
- Presentations
- Posters

Date(s): *Fri 12th Jan – Fr 16th Feb* 1pm – 3pm
Fri 23rd Feb – Fri 23rd Mar 1pm – 3pm

Basic Spreadsheets

Spreadsheets are a practical resource – once you know how they work! Find out where they can be useful in everyday life, how to input text, numbers and use basic formulae to calculate figures.

Mon 19th Feb 1pm - 3pm

Using Email

Create an email account or learn how to use an existing one. Find out how to send and receive emails, as well as attaching and opening documents and photos.

Mon 26th Feb 1pm - 3pm

Online Security

Learn how to stop viruses, malware and spyware, identify phishing emails and spam, as well as the damage they can do. Find out how to shop safely online and to recognise safe sites. Explore security settings for social media and how to stay safe online.

Mon 5th Mar 1pm – 3pm

Preparing for Universal Credit 7 weeks

Find out more about the impact of Universal Credit on your circumstances, what the changes are and how you can adapt, as well learning new skills to cope better with the changes.

Date: *Mon 15th Jan – Mon 12th Mar*

.....Just for Fun.....

Basic Guitar - £15 6 weeks

Learn the general basics of guitar playing including simple chords and how to tune your guitar. We have a small number of spare guitars which can be allocated on a first-come, first-served basis, so why not give it a go before you commit to buying your own guitar!

Date: *Wed 17th January* 1pm – 3pm

Maths and English

Maths Functional Skills

Approx. 12 weeks

Struggling with numbers and want to improve your level of Maths? Learn how to do subtraction, work with money and use things like percentages and fractions. From Entry Level up to Level 2. Gain a nationally recognised qualification!

Date: *Jan 2018 we're taking bookings now so please register your interest*

English Functional Skills

Approx. 12 weeks

Need to improve your everyday English skills? Get support to help you with your reading, writing, spelling, and grammar. This course is ideal for building your confidence whilst gaining a nationally recognised qualification.

Date: *Jan 2018 we're taking bookings now so please register your interest*

Basic English

If you'd like to do an English qualification, but just don't feel your skills are there yet – then get in touch! We have specialist support to help you learn the skills and knowledge to help you on your journey to gaining qualifications.

Date: *Get in touch for further information*

Employment Support

CV Service (free for those on benefits and unemployed)

We have appointments every week for people requiring either a new CV or to update an old one. Slots are available every Friday between 9.30am and 1.30pm so give us a call to book your appointment.

Drop In Service/ Access to Computers

Come along to our drop in service for help with creating and using a new email, how to register and use Universal Job Match, how to job search effectively and how to apply for jobs. You can simply use the computers, with or without support.

Tuesdays and Thursday 9.30 am – 12pm