



The
Growth
Company



Training Centre Study Programmes

Overview for Learners

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WHAT IS A STUDY PROGRAMME?



If you want to progress onto an apprenticeship but don't feel quite ready, then a Study Programme (also known as a Pre-Apprenticeship) could be the ideal option for you - you'll gain hands-on experience that employers are looking for. Your programme will be made up of a vocational qualification, employability skills, English and maths qualifications, a work placement and personal and social development. You will be required to attend your course between 18-24 hours a week, depending on your work placement. Some of this will be independent self-study.



PHASE 1 - GET TO KNOW YOUR PROGRAMME

In the first phase of the programme, you will complete these activities:



Complete initial and diagnostic assessments for maths and English to establish your starting points.



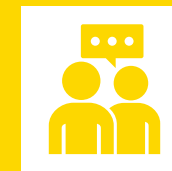
Complete initial assessments for vocational knowledge, skills and behaviours to ensure you're completing the right qualifications.



Meet the staff in your Centre.



Attend an introduction session on E-Safety.



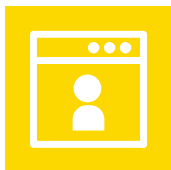
Attend an information, advice and guidance session.



Agree your learning programme.



Attend an introduction to your programme.



Attend an introduction to your virtual learning environment, Itslearning.



Attend an introduction to your e-portfolio system, Smart Assessor.



Complete a taster session in your chosen subject.



Attend a discussion with your Placement Consultant about your work placement.



Complete a progress review with your Key Worker.



Agree to the Code of Conduct.



Attend an introduction session on Safeguarding.



Attend an introduction session on Prevent and British Values.

WHAT CAN YOU EXPECT FROM YOUR PROGRAMME?

KNOWLEDGE, SKILLS AND BEHAVIOURS



Receive additional support if this is required



Have an opportunity to complete a work placement to help develop your employability skills.



Create a CV and attend a session on effective interview techniques.



Have opportunities to enhance your digital skills.



Have your own personal keyworker to offer pastoral support.



Have the opportunity to engage in local community projects.



Receive support with your next steps.



Throughout your programme, you will develop knowledge, skills and behaviours related to your chosen vocational area.

Knowledge

Understand your vocational sector
Roles and responsibilities in your chosen sector

Skills

Sector-related tasks
Health and Safety
Progression routes
Preparing for work
Digital skills
English and maths skills

Behaviours

Behaviour and attitude
Communication
Reliability and commitment
Confidence
Resilience
Pride
Respect
Teamwork
Staying Safe/Prevent/ British Values

EMPLOYABILITY SKILLS

LEVEL 1

Throughout the programme, you will develop your employability skills. You will be given the option to complete a nationally recognised Employability Skills qualification. Your Keyworker will discuss this with you.

Planning for Progression

This unit will help you to:

- understand own study or training programme
- know the facilities and services provided in your centre
- recognise the personal strengths (skills, qualities, and attitudes) needed for learning and work
- develop an action plan for self-improvement

Managing Personal Finance

This unit will help you to:

- understand sources of income and outgoings
- know how to reduce expenditure
- understand how to plan a personal budget
- to recognise the products provided by financial institutions
- understand the advantages and disadvantages of borrowing money
- understand how to obtain help with managing your money



Keeping Safe

This unit will help you to:

- understand different types of risk to personal safety
- understand ways of minimising risks to personal safety
- know sources of support

Introduction to Alcohol Awareness

This unit will help you to:

- know the difference between soft drinks and alcoholic drinks
- understand current guidelines regarding alcohol
- understand the effects of alcohol
- understand the impact alcohol misuse can have on others
- know where to get help, advice and information to combat alcohol misuse

Understanding Crime and its Effects

This unit will help you to:

- understand why people can be at risk of being involved in crime
- understand the effects of crime
- understand the support available for victims and offenders

EMPLOYABILITY SKILLS LEVEL 2

Safe Learning in the Workplace

This unit will help you to:

- understand health and safety legislation for the workplace
- understand risks and hazards in the workplace
- know how to reduce risk in the workplace
- be able to carry out a risk assessment
- know what responsibilities people have for safety in the workplace

Career Planning and Making Applications

This unit will help you to:

- be able to choose a suitable career pathway
- be able to select a suitable job, training programme or course
- communicate your own skills, qualities and experience in relation to your chosen career pathway
- understand the application process

Healthy Living

This unit will help you to:

- understand the importance of healthy living
- know sources of support for healthy living
- be able to demonstrate a commitment to healthy living

Drug Awareness

This unit will help you to:

- Know the difference between legal and illegal drugs.
- Understand current drug classification and the law.
- Understand effects of drug misuse.
- Understand the impact of drug misuse.
- Know where to get help, advice and information to combat drug misuse

Alcohol Awareness

This unit will help you to:

- Know the difference between soft drinks and alcoholic drinks
- Understand current guidelines regarding alcohol
- Understand the effects of alcohol
- Understand the impact alcohol misuse
- Know where to get help, advice and information to combat alcohol misuse

HEALTH AND SOCIAL CARE LEVEL 1

Introduction to Working in Health Care, Adult Care and Childcare

This unit will help you to:

- Know the range of service provision available in health care, adult care and childcare
- Know the range of job roles within health care, adult care and childcare
- Know the range of skills and attitudes essential to work within health care, adult care and childcare
- Know legislation, principles and values that underpin health care, adult care and childcare

Introduction to Safeguarding in Health Care, Adult Care and Childcare

This unit will help you to:

- Know about protection and safeguarding in the context of health care, adult care and childcare
- Know about different types of abuse
- Know what to do if abuse is disclosed or suspected

Understanding Child Development

This unit will help you to:

- Understand the development of children
- Understand the nature and importance of play in the development of children
- Understand how to create a safe environment for children

Introduction to Understanding Growth, Social and Emotional Development in Children

This unit will help you to:

- Understand the sequence of growth and development from birth to adolescence
- Understand factors that affect development
- Understand ways to develop children's communication skills



Understanding the Physical and Psychological Needs of Children

This unit will help you to:

- Understand the physical needs of children
- Understand the psychological needs of children
- Know what support is available to help meet the needs of children

Understanding Children's Social and Emotional Development

This unit will help you to:

- Understand the social and emotional needs of children
- Understand how children acquire their behaviour patterns

HEALTH AND SOCIAL CARE LEVEL 2

Introduction to Communication in Health, Social Care or Children's and Young People's Settings

This unit will help you to:

- Understand why communication is important in the work setting
- Be able to meet the communication and language needs, wishes and preferences of individuals
- Be able to reduce barriers to communication
- Be able to apply principles and practices relating to confidentiality at work

Introduction to Personal Development in Health, Social Care or Children's and Young People's Settings

This unit will help you to:

- Understand what is required for competence in your work role
- Be able to reflect on your work activities
- Be able to agree a personal development plan
- Be able to develop own knowledge, skills and understanding

Introduction to Equality and Inclusion in Health, Social Care or Children's and Young People's Settings

This unit will help you to:

- Understand the importance of equality and inclusion
- Be able to work in an inclusive way
- Know how to access information, advice and support about diversity, equality and inclusion



Introduction to Duty of Care in Health, Social Care or Children's and Young People's Settings

This unit will help you to:

- Understand the implications of duty of care
- Understand support available for addressing dilemmas that may arise about duty of care
- Know how to respond to complaints

Principles of Safeguarding and Protection in Health and Social Care

This unit will help you to:

- Know how to recognise signs of abuse
- Know how to respond to suspected or alleged abuse
- Understand the national and local context of safeguarding and protection from abuse
- Understand ways to reduce the likelihood of abuse
- Know how to recognise and report unsafe practices

The Role of the Health and Social Care Worker

This unit will help you to:

- Understand working relationships in health and social care
- Be able to work in ways that are agreed with the employer
- Be able to work in partnership with others

Unit 207: Implement Person Centred Approaches in Health and Social Care

This unit will help you to:

- Understand person-centred approaches for care and support
- Be able to work in a person-centred way
- Be able to establish consent when providing care or support
- Be able to encourage active participation
- Be able to support the individual's right to make choices
- Be able to promote individuals' well-being

Contribute to Health and Safety in Health and Social Care

This unit will help you to:

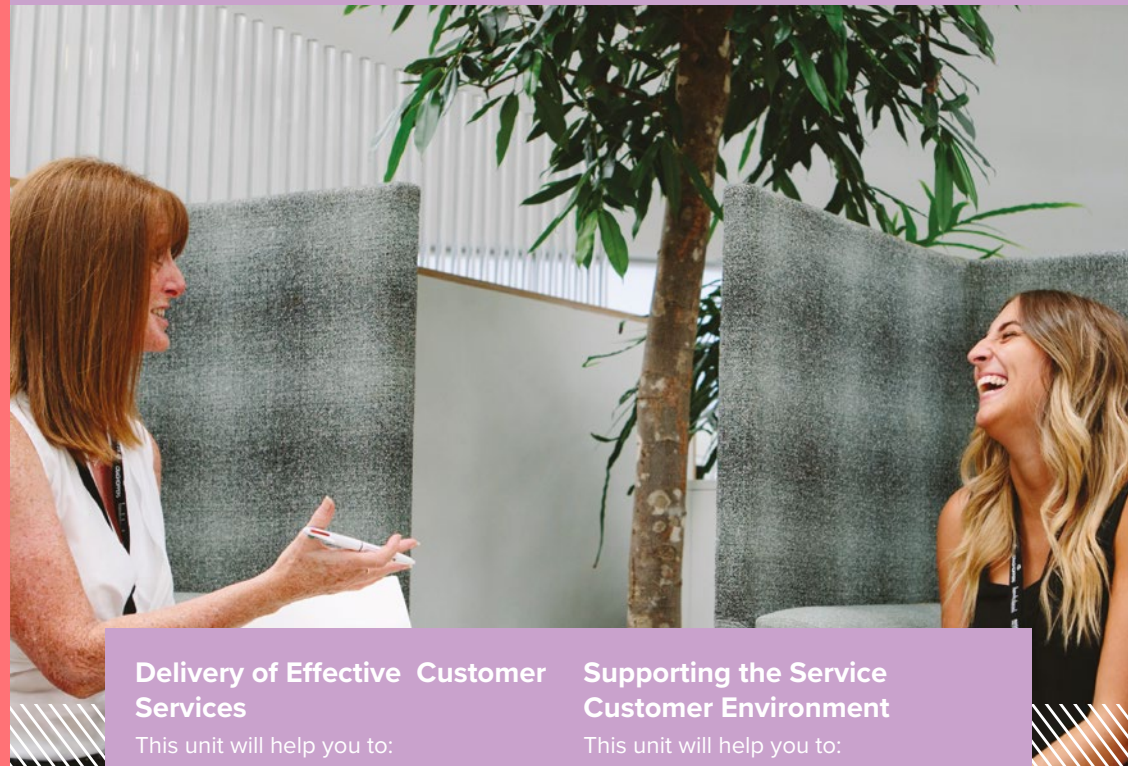
- Understand own responsibilities and the responsibilities of others relating to health and safety
- in the work setting
- Understand the use of risk assessments in relation to health and safety
- Understand procedures for responding to accidents and sudden illness
- Be able to reduce the spread of infection
- Be able to move and handle equipment and other objects safely
- Know how to handle hazardous substances and materials
- Understand how to promote fire safety in the work setting
- Be able to implement security measures in the work setting
- Know how to manage your own stress

Handle Information in Health and Social Care Settings

This unit will help you to:

- Understand the need for secure handling of information in health social care settings
- Know how to access support for handling information
- Be able to handle information in accordance with agreed ways of working

CUSTOMER SERVICE LEVEL 2



Delivery of Effective Customer Services

This unit will help you to:

- Describe the principles of customer service
- Understand how customer needs and expectations are formed
- Understand principles of responding to customers' problems or complaints
- Identify the interpersonal and team working skills required in the customer service environment
- Identify the legislation which supports the customer service process

Supporting the Service Customer Environment

This unit will help you to:

- Know the practical skills required to deliver effective customer service
- Know how to meet customer needs and expectations
- Know how to communicate effectively with customers
- Understand how to improve customer service and develop self

HAIRDRESSING LEVEL 1

Prepare for Hair Services and Maintain Work Areas

This unit will help you to:

- Be able to prepare and maintain the work area for hair services
- Know how health and safety policies and procedures affect the maintenance of work areas
- Know how to prepare and maintain the work area for hair services

Contribute to the Development of Effective Working Relationships

This unit will help you to:

- Be able to develop working relationships with clients and colleagues
- Be able to plan for self-development within job role
- Know the key factors that contribute to effective working relationships

Shampoo and Condition Hair

This unit will help you to:

- Be able to shampoo and condition the hair and scalp
- Know how health and safety policies and procedures affect shampooing and conditioning services
- Understand the basic science of shampooing and conditioning treatments
- Understand the products and techniques used in shampooing and conditioning



Blow Dry Hair

This unit will help you to:

- Be able to blow dry hair
- Know how health and safety policies and procedures affect blow drying services
- Know the science of blow drying hair
- Know the tools, equipment, products and techniques used to blow dry hair

Assist with Hair Colouring and Lightening Services

This unit will help you to:

- Be able to assist with colouring and lightening services
- Know how health and safety policies and procedures affect colouring and lightening services
- Know how to remove colouring and lightening products

Plait and Twist Hair using Basic Techniques

This unit will help you to:

- Be able to plait and twist hair using basic techniques
- Know how health and safety policies and procedures affect plaiting and twisting services
- Know the factors that influence plaiting and twisting services
- Know the tools, equipment, products and basic techniques used to plait and twist hair

CONSTRUCTION LEVEL 1

Introduction to Health and Safety in Construction

This unit will help you to:

- know the importance of health and safety in the construction industry
- know how to minimise the risk of accidents caused by hazards
- know safety signs and their categories
- know Personal Protective Equipment (PPE)

Introduction to the Construction Industry

This unit will help you to:

- know types of construction methods used
- know sustainable construction
- know types of activities and job opportunities in the construction industry



Constructing Halving Joints

This unit will help you to:

- know how to construct halving joints
- be able to construct halving joints
- be able to set up and maintain a clean and safe working environment

Constructing Half Brick Return Corners

This unit will help you to:

- know how to set out and build half brick return corners in stretcher bond
- be able to set out and build half brick thick return corners
- be able to set up and maintain a clean and safe working environment

Constructing Housing Joints

This unit will help you to:

- know how to construct housing joints
- construct housing joints
- set up and maintain a clean and safe working environment

Painting Techniques

This unit will help you to:

- know how to prepare and paint surfaces
- be able to prepare and apply paint to surfaces
- be able to transfer and paint designs to prepared surfaces
- be able to set up and maintain a clean and safe working environment



Painting a Panel Door

This unit will help you to:

- know how to prepare panel doors for painting
- be able to remove paint from panels and prepare doors for painting
- be able to paint panel doors
- be able to set up and maintain a clean and safe working environment

Constructing One Brick Walling

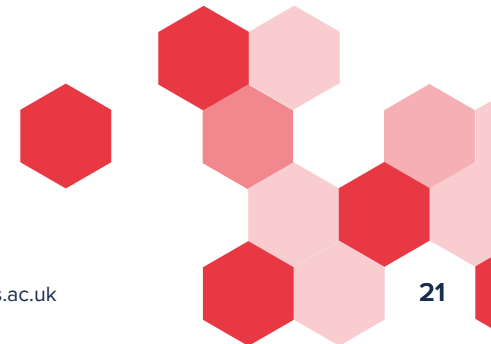
This unit will help you to:

- know how to prepare, set out and build one brick walls in English Bond
- be able to prepare, set out and build one brick thick walls
- be able to set up and maintain a clean and safe working environment

Mixing and Using Concrete

This unit will help you to:

- know how to prepare and mix concrete to be used in moulds
- be able to prepare moulds to receive concrete
- be able to mix concrete to cast products
- be able to set up and maintain a clean and safe working environment





Preparing Background Surfaces and Applying Render Coats

This unit will help you to:

- know how to prepare background surfaces and apply render coats
- be able to prepare background surfaces and apply render coats
- be able to set up and maintain a clean and safe working environment

Producing Components from Moulds

This unit will help you to:

- know how to produce casts from moulds
- be able to produce casts from moulds
- be able to set up and maintain a clean and safe working environment



Laying Block Paving

This unit will help you to:

- know how to prepare for and lay areas of block paving
- be able to prepare areas to receive block paving
- be able to set out and lay areas of block paving
- be able to set up and maintain a clean and safe working environment

Constructing Block Walling

This unit will help you to:

- know how to prepare for, set out and build 100mm thick lightweight walls
- be able to prepare, set out and build 100mm thick lightweight block walls
- be able to set up and maintain a clean and safe working environment

RETAIL LEVEL 1



Understanding Customer Service in the Retail Sector

This unit will help you to:

- Understand the importance of customer service to a retail business
- Understand what gives customers a positive initial impression of a retail business and its staff
- Understand how customer service is adapted to meet the needs of individuals and customers
- Understand the importance of communication to the delivery of customer service
- Understand a variety of customer complaints and problems

Understanding how a Retail Business Maintains Health, Safety and Security on its Premises

This unit will help you to:

- Know the main provisions of health and safety legislation in relation to a retail business
- Know how health and safety are maintained on the premises of a retail business
- Know how cash and stock are kept secure on the premises of a retail business

Understanding the Business of Retail

This unit will help you to:

- Understand how retail outlets differ in size and type
- Understand the range of retail operations
- Understand the retail supply chain
- Understand the contribution which the retail sector makes to the economy
- Understand how customers' concerns influence the products and services offered by retailers.

Understanding the Retail Selling Process

This unit will help you to:

- Understand the selling process
- Understand how to find out what the customer wants
- Understand how product information can be used to promote sales

Understanding how Individuals and Teams Contribute to the Effectiveness of a Retail Business

This unit will help you to:

- Know the key employment rights and responsibilities of employees and the employer
- Know the characteristics of effective team working in retail business
- Understand a range of activities for improving own skills and performance

Understanding the Control, Handling and Replenishment of Stock in a Retail Business

This unit will help you to:

- Understand the principles of stock control
- Understand how to move, handle and store stock
- Understand procedures for replenishing stock

Understanding the Handling of Customer Payments in a Retail Business

This unit will help you to:

- Know the methods of payment accepted from retail customers
- Understand the risks involved in handling payments
- Understand the cashier's responsibility for providing service at the payment point
- Understand the cashier's responsibilities when processing age-restricted goods at the payment point



RETAIL LEVEL 2

Understanding Customer Service in the Retail Sector

This unit will help you to:

- Understand the effect of customer service on retail business
- Understand how retail businesses find out about customers' needs and preferences
- Understand the importance to a retail business of customer service standards, policies and
- Procedures
- Understand how customer complaints and problems are resolved in a retail business

Understanding the Retail Selling Process

This unit will help you to:

- Understand the five steps of the selling model
- Understand how questions are used to identify customers' needs
- Understand the benefits and uses of product knowledge
- Understand how sales are closed

Understanding how Individuals and Teams Contribute to the Effectiveness of a Retail Business

This unit will help you to:

- Know the employment rights and responsibilities of an employee and the employer
- Understand the importance and characteristics of effective teamwork in retail business
- Understand the impact of effective communication skills when working in a retail team
- Understand how the roles and responsibilities of retail teams relate to the structure and function of organisations
- Understand how to improve personal performance
- Understand how personal performance contributes to business success



Understanding Security and Loss Prevention in a Retail Business

This unit will help you to:

- Know the range of security risks faced by a retail business
- Understand the effect which crime has on a retail business and its staff
- Know what actions can be taken to prevent crime in a retail business
- Know how security incidents should be dealt with

Understanding the Control, Receipt and Storage of Stock in a Retail Business

This unit will help you to:

- Understand the importance of having the right stock levels
- Understand how goods are received on the premises of a retail business
- Understand how stock should be stored to prevent damage or loss

Understanding how a Retail Business Maintains Health and Safety on its Premises

This unit will help you to:

- Know the main provisions of health and safety legislation in relation to a retail business
- Know what actions to take in an emergency
- Understand the employees' responsibilities in reporting hazards and accidents that typically occur on the premises of a retail business
- Understand safe handling, storage and disposal
- Understand safe working practices



ESSENTIAL DIGITAL SKILLS ENTRY 3

ESSENTIAL DIGITAL SKILLS LEVEL 1

Using Devices

This unit will help you to:

- Know what is meant by hardware, software, operating systems and applications
- Locate and install an application
- Apply system settings, including those for accessibility

Finding and Evaluating Information

This unit will help you to:

- Navigate online content using hyperlinks, menus and other navigation elements to locate required information
- Carry out searches to find information and content

Managing and Storing Information

This unit will help you to:

- Open, read and save information from/to a file using appropriate naming conventions
- Work with files and folders to store, organise and retrieve information using local and remote storage

Identifying and Solving Technical Problems

This unit will help you to:

- Recognise when a technical problem has been encountered
- Solve simple technical problems
- Seek assistance when unable to solve a technical problem



Using Devices

This unit will help you to:

- Keep operating systems and applications up to date

Finding and Evaluating Information

This unit will help you to:

- Use appropriate techniques to carry out and refine searches, taking into account currency, relevance, and reliability, and be aware that results are ranked by search engines

Managing and Storing Information

This unit will help you to:

- Organise and store information using files, folders, hierarchy and tagging to enable efficient information retrieval on a device and across devices

Identifying and Solving Technical Problems

This unit will help you to:

- Identify and apply solutions to common technical problems, using online tutorials, FAQs and help facilities

Developing Digital Skills

This unit will help you to:

- Identify and use appropriate online learning resources to maintain and improve digital skills

TRAINING CENTRE CONTACTS

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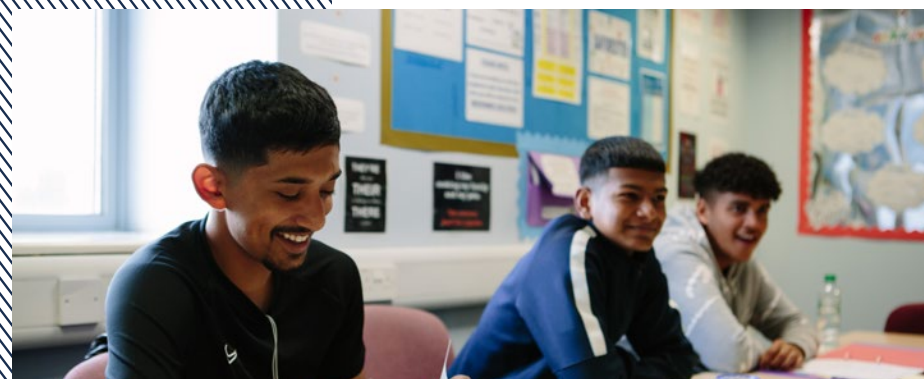
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When emailing please tell us which Training Centre you would like to study or are studying at.



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