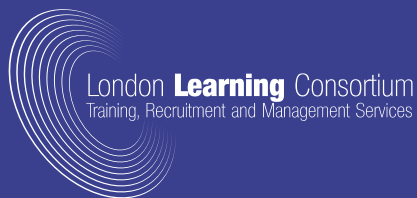


Training & Services

2011/2012



*Helping you
make the right choices
for your future...*

Introduction

Welcome to our new 2011/12 prospectus. It is full of information reflecting the range of training & education services that are available for employees, those who are unemployed and seeking training or work, & volunteers.

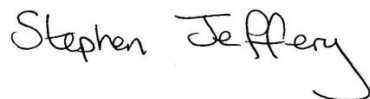
The London Learning Consortium (LLC) is a Community Interest Company that works for the benefit of local communities and businesses across London. We manage and deliver learning and skills contracts across Greater London.

Our membership consists of community-based training providers and support organisations that work with and in some of the most disadvantaged communities in London.

We offer high quality accredited and non-accredited learning and skills programmes in ways that are designed to make learning accessible, fun and effective.

I hope that you find the information useful and we look forward to working with you to achieve your aims during the next year.

Yours sincerely,



Chief Executive



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Apprenticeship Programmes

Professional development for adults & young people

LLC Apprenticeships Programmes are a way that employers can develop their employees with the support of LLC to improve their organisation's competitive stance and performance.

What is an Apprenticeship?

Apprenticeships are more than a qualification. They provide high quality training opportunities to those who want to learn new skills and gain qualifications while working. Apprenticeships are designed with the help of employers & industry.

Which Apprenticeship Programmes do we offer?

LLC offer a comprehensive range of apprenticeship frameworks, including:

- Management
- Business Administration
- Customer Service
- Advice and Guidance
- Information Technology (ITQ)
- Youth Work
- Childcare
- Housing
- Play work
- Health & Social Care

What are the benefits?

Support where you need it

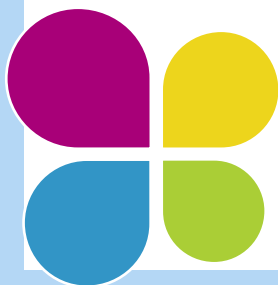
- Our personal tutors understand the challenges and demands of being an apprentice and can work with you to devise a programme that suits your pace of learning, and fits in with you and your employer's working schedule.
- By studying with your personal tutor and via on the job experience, you will be able to gain a complete understanding of the theoretical knowledge with the practical skills that will help you understand both aspects of the job.
- You will work with people who genuinely understand the industry, and who can pass their experience over to you.

Open up more choice for you and your career

- Apprentices help businesses grow and are appreciated and recognised by employers as adding value to their business
- Because apprenticeships train you in the skills employers want, this opens up more choice in your career as you will finish your apprenticeship with a qualification and real 'working' experience that looks great on your CV!
- Upon completion of your apprenticeship, you can carry on working, maybe get promoted or continue onto higher education at college or university. The experience that you will have gained puts you in the driving seat of your career and your future!

Earn while you learn

- An apprenticeship gives you the opportunity to complete qualifications and training whilst being paid.
- Apprentices do 'real' jobs for 'real' employers.
- You start earning from day one of your apprenticeship.



The Apprenticeships Framework

The London Learning Consortium offer Apprenticeships at two levels plus all the support and help you need to choose what is best for you as your career develops.

Intermediate Apprenticeships

Apprentices work towards a National Vocational Qualification (NVQ) at Level 2, Key Skills qualifications at Level 1 and in most cases a relevant technical certificate. Apprenticeships are designed for staff whose work is likely to have some autonomy and responsibility and may require them to work as part of a team.

Advanced Apprenticeships

Advanced apprentices work towards a National Vocational Qualification (NVQ) at Level 3, Key Skills qualifications at Level 2 and in most cases a relevant technical certificate. Advanced Apprenticeships are designed for staff that have to apply their knowledge and skills while carrying out a broad range of varied work activities, most of which are complex and non-routine. Their job role will have considerable autonomy or responsibility and often require them to manage or supervise others.

How is it delivered?

Our staff work with you to develop and design a programme that recognises the business needs of the employer and is a flexible and supportive learning programme for the employee. The training is delivered both in work and at local community venues.

How long does it take?

The length of all our programmes varies and they are shaped to suit an individual's needs. The average length of an apprenticeship on a Level 2 programme is 12 months and an apprenticeship on a Level 3 programme is 12 – 18 months.

Learner Support

We welcome all applicants, whatever their ability, age or interest.

Personal Tutor

As a learner you will have a dedicated personal tutor who will be able to support you with your work and to ensure that you are on target to successfully complete their course.

What are the costs?

Employees on an apprenticeship programme will have the materials, training, support and accreditation costs subsidised by the London Learning Consortium with funding we receive from the Skills Funding Agency.

Employers are expected to contribute by supporting the training programme commitments, e.g. time at tuition sessions. They also input on the design of the training programme and contribute financially or in kind for employees aged 19 and over, whereas 16-18 years old are free.



Additional Course content includes:

Personal Learning Thinking Skills (PLTS)

Personal Learning and Thinking Skills (PLTS) are generic skills that are essential to life, learning and work. PLTS have a significant impact on a person's ability to make a confident contribution, both within and outside of their working environment.

The PLTS Framework comprises six areas: Independent enquirers/ Creative thinkers/ Reflective learners/ team workers/Self-managers/Effective participants.

These are usually embedded in either the main vocational qualification or the technical certificate.

Technical Certificate

A technical knowledge qualification which is the qualification required to demonstrate achievement of the technical skills, knowledge and understanding of theoretical concepts and knowledge and understanding of the industry and its market relevant to the skill, trade or occupation to which the framework relates. Sometimes an Apprenticeship framework may have an integrated qualification which combines competence and technical knowledge elements in which each element is separately assessed.

Key Skills

Key Skills demonstrate an ability to deal with everyday problems in the workplace, using number work, communication skills and I.T. These skills are recognised nationally and the 3 main ones are:-

- **Communication** – communicating effectively with work colleagues and customers to promote good working relationships and customer satisfaction.
- **Application of Number** – Maths often

strikes fear into learners, but this is taught in a way that reflects everyday situations, so learners will probably find they already do some of these tasks, e.g. ordering task, pricing, organizing rotas etc.

- **Information Technology** – How to use computers. For example how to use the Internet, write letters using a word processor, print documents, perhaps to provide a quotation to a customer etc.

Overall assessment consists of a portfolio of coursework and a short multi-choice test. Intensive sessions of essential skills are sometimes arranged to enable students to complete more quickly.

Depending on existing qualifications some learners may be exempt from part or all of this element.

Employer Rights & Responsibilities (ERR)

ERR is an acronym for 'Employer Rights and Responsibilities'. Every apprentice is required to demonstrate that they know and understand areas such as the range of employer and employee statutory rights and responsibilities under employment law, health and safety and equality and diversity procedures and documentation for their organisation. Examples of these may be demonstrated through completion of a specific qualification or through completion of a workbook.



Young People's Programmes

LLC offer young people from 16-18 years old opportunities to learn in the workplace on a range of vocational and academic programmes

Pre-Apprenticeships

If you enjoy practical work and want to gain some work experience whilst you are working towards a National Vocational Qualification, a Pre Apprenticeship programme may help you. On a Pre Apprenticeship programme you can work towards a range of qualifications, in particular at Level 1. It is a personalised programme, designed around your skills, abilities and interests. Programmes are flexible to meet your needs, and they can be revised.

Programmes comprise of three main parts:

- Vocational or subject learning (study of an occupational area), including work placements, work tasters and work experience, to help you decide what you want to do
- Personal and social development
- Functional Skills – English, Numeracy and ICT

Pre Apprenticeship Programmes are available in the following areas:

- Retail
- Information Communications Technology (ICT)
- Business & Administration
- Childcare
- Creative Arts & Media
- Health & Social Care
- Customer Service
- Green/Environmental

At the end of your programme we will support you to find paid employment where you could continue to develop your skills, knowledge and career progression opportunities by starting an Apprenticeship Programme.

What are the benefits?

Open up more choice for you and your future career

- In work training that can lead to a job
- Pre-apprenticeships are a stepping stone to full apprenticeship training
- Team skills that employers want
- Increase your career prospects

Support where you need it

- Our personal tutors understand the challenges and demands of being an apprentice and can work with you to devise a programme that suits your pace of learning, and fits in with you and your employer's working schedule.
- By studying with your personal tutor and via on the job experience, you will be able to gain a complete understanding of the theoretical knowledge with the practical skills that will help you understand both aspects of the job.
- You will work with people who genuinely understand the industry, and who can pass their experience over to you.

How is it delivered?

Your tutor will work with you to design a programme that is tailored to your current learning needs. The training is delivered both in work and at local community venues.

How long does it take?

The length of all our programmes varies and they are shaped to suit an individual's needs. The average length of a Pre Apprenticeship Programme is 6-8 months.

What are the costs?

Learners on a pre apprenticeship programme will have the materials, training, support and accreditation costs fully paid by the London Learning Consortium with funding we receive from the Skills Funding Agency.

Learner Support

We welcome all applicants, whatever your ability, age or interest. Please remember though, our most popular courses fill up early so you'll need to apply as soon as you decide which options suit your needs.

Personal Tutor

Every learner will have a dedicated Personal Tutor. They are available to support you and your work and to work with you to ensure that you are on target to successfully complete your course.

Access to Apprenticeship Programmes

Access to Apprenticeships is a pathway to a full Apprenticeship. The main difference is that the learner on this pathway is not required to be in employment on the first day of their Apprenticeship.

These programmes are for people aged 16-25 who are already working at level 2 or above and can start training on an Intermediate or Advanced Level Apprenticeship. Although learners will not be employed and therefore in receipt of a wage, they will be placed in a work placement so that valuable Workskills can be gained whilst they are training.

A strong focus of these programmes is to work with learners on the various elements of the Apprenticeship programme whilst supporting them in seeking paid employment to complete the apprenticeship. We can work with learners for up to 6 months before they have to be in employment.

LLC are currently offering courses in Business & Administration, Customer Service Health & Social Care, Childcare and Youthwork.



Adult and Community Learning

Short courses, workshops and training days in London

LLC offers you a wide choice of short courses, workshops and training days on a part-time or full time basis. These courses are aimed at giving you the opportunity to gain full or unitised qualifications and prepare you or develop your vocational skills for work.

LLC run courses for adults at various voluntary and community venues and locations across London and its fringes. Our courses are taught by experienced and committed professionals and are accredited by the most well known awarding bodies in the country.

If you are in receipt of active benefits e.g. Employment Support then courses are fully funded at no cost to you. For people who are in work or not in receipt of active benefits LLC offers value for money courses and flexible delivery.

While many of the courses last for a number of weeks, there are also one-off workshops, activities and taster sessions for adults and families, several of which are fully funded and are suitable even if you are only visiting the City of London for a short time.

Most courses run for 6 - 10 weeks, but you can choose from one-day taster sessions right through to year-long courses where you can develop your skills, knowledge and experience.

LLC offers 24/7 access to learning via our learning Moodle, so all learners can obtain additional learning materials and resources plus e- feedback from tutors out of class hours.



Calling all jobseekers!

London Learning Consortium
Training, Recruitment and Management Services

Are you looking for employment but need to brush up your existing skills or learn new ones?

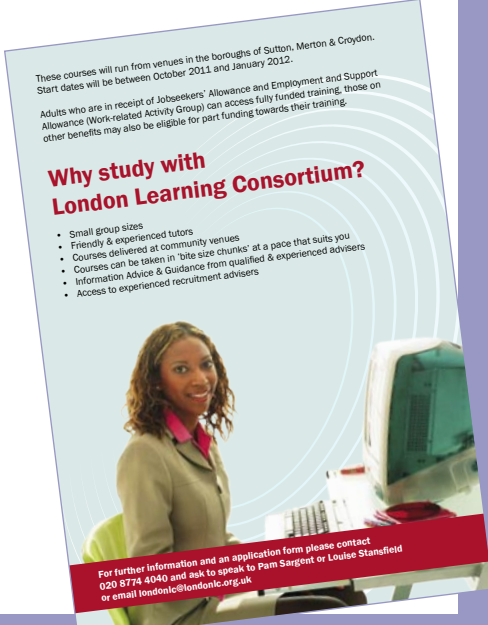
London Learning Consortium are running fully funded courses for adults aged 19+ who are interested in finding employment in the following vocational areas:

- Business & Administration
- ICT
- Customer Service/Hospitality
- Finance & Accounts

All courses will provide focussed support on developing and practising your job search skills including CV writing, and interview techniques.

Our experienced recruitment staff will also work with you at the end of your course to search and apply for suitable vacancies.

FREE COURSES IN YOUR AREA



These courses will run from venues in the boroughs of Sutton, Merton & Croydon. Start dates will be between October 2011 and January 2012.

Adults who are in receipt of Jobseekers' Allowance and Employment and Support Allowance (Work-related Activity Group) can access fully funded training, those on other benefits may also be eligible for part funding towards their training.

Why study with London Learning Consortium?

- Small group sizes
- Friendly & experienced tutors
- Courses delivered at community venues
- Courses can be taken in "bite size chunks" at a pace that suits you
- Courses can be taken in "bite size chunks" at a pace that suits you
- Information Advice & Guidance from qualified & experienced advisers
- Access to experienced recruitment advisers

For further information and an application form please contact
020 8778 4040 and ask to speak to Pam Sargent or Louise Stanfield
or email londonlc@londonlc.org.uk

Courses and programmes areas

	Introductory (Accreditation at entry and level 1)	Intermediate (Accreditation at Level 2 and 3)	Advanced (Accreditation at Level 3 and above)
Employment and job seeking skills			
• Interview skills	✓	✓	
• CVs and CV building			
• Careers advice and searching for employment			
Skills for life	✓	✓	
• English & Maths			
Accountancy and Finance	✓	✓	✓
• AAT Accounting			
Business Administration	✓	✓	✓
Childcare	✓	✓	✓
Customer service	✓	✓	✓
Health and Social Care	✓	✓	✓
Housing	✓	✓	✓
Information Technology (Computer Skills)	✓	✓	✓
• ECDL & ICT			
Information, Guidance & Advice (IAG)	✓	✓	✓
Leadership & Management	✓	✓	✓
• Supervision & Management			
Team Leading	✓	✓	✓

Vocational Courses for the unemployed

For people who are over 19, unemployed and on 'active' benefits i.e Jobseeker's Allowance or Employment Support, can take advantage of fully-funded vocational courses. Other people who are on other types of benefits may also be eligible at the discretion of the provider. LLC are currently offering courses in Business & Administration, ICT, Customer Service/Hospitality Health & Social Care and Childcare.

These courses are to prepare people for employment and will also include practical help with job-seeking skills, including CV writing and preparing for interviews.

Work-based Learning Programmes

These are the replacement for Train to Gain. LLC offer qualifications from Level 2 up to Level 5 in Business & Administration, Customer Services, Childcare, Information Technology (ITQ), Management, Team Leading Youth Work, Health & Social Care, Advice & Guidance and Housing. Training is delivered in the workplace over 6-12 months depending on the subject.

Career Guidance & Workforce Development

The London Learning Consortium provides Information, Advice and Guidance (IAG) for employers, employees, volunteers and jobseekers who are looking for practical solutions to career development.

Under our Next Step service, we conduct face to face interviews with people seeking information, careers and skills advice to help them make the right choices about learning and work. Together with partner organisations across London, we have specific expertise in working with disadvantaged communities in the capital to support the choices of our clients and customers.

Next Step is a free, confidential service which can help you:

- Find learning and training which is right for you
- Improve your reading, writing and maths
- Understand the local job market
- Find out about funding to support your learning
- Develop your CV
- Improve your interview and presentation skills
- Progress in your current job
- Signpost you to local networks to support individual needs related to childcare or disability

Separate to this, IAG is also an important element in our Employer Response team. It is essential that anyone enrolling on our training programmes receives impartial guidance so he/she can make the correct decisions on their future career direction and training needs. And employers need advice too, as to how they can develop their workforce and access up to date information on the current qualification framework and employment initiatives.

Helping you get on in work and life

Getting the right advice is so important. That's where Next Step can help. You'll find free and friendly advice that has already helped millions of people improve their working lives. Help is available online, over the phone or face-to-face with one of our professionally qualified careers advisers.

Next Step can help you:

- Assess your skills
- Get new qualifications
- Find the right job
- Train at work
- Get financial support for your learning
- Develop your CV
- Open a Lifelong Learning Account

To find out more search online for Next Step or call 0800 100 900

NEXT STEP

Helping you get on in work and life

NEXT STEP

Information, Advice and Guidance - Near You Now!

EALING
Action Acton
Morris House, Swainson Road, London, W3 7UP
Tel: 020 8735 4762
Website: www.actionacton.com Email: nicky.robertson-peek@actionacton.com

Action Acton
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2 Acklam Road, Notting Hill, London, W10 5QZ
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Website: www.novanew.org.uk
Email: caroline.stone@novanew.org.uk

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Email: martins@mungos.org

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Email: martins@mungos.org

Best Training
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Amani Training
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Website: www.amanitraining.com
Email: lag@amanitraining.com

CATFORD
UCKG
1 Bromley Road, Catford, London, SE6 2TS
Tel: 020 3237 0024
Website: www.uckg.org
Email: info@uckg.org

LLC Recruitment

2011/12 sees the launch of our new recruitment service. So what can we offer...?

Looking for new staff?

Our Employer Services

We have extensive experience within the training and recruitment sector and are able to offer you a unique and holistic recruitment service whether your requirement is on a temporary, temp to perm, permanent or contract basis. We are currently able to offer recruitment services to a wide range of business sectors including Education and Health & Social Care.

What can we offer you?

We can offer a recruitment solutions programme that can also help you develop your staff with a training programme that suits your business needs. So whether you are looking for short-term help, increasing your headcount, looking to appoint a trainee or looking to develop your existing staff, LLC Recruitment will be there to find the right solution for you.

Looking for work?

Our Candidate Services

We welcome all people looking to gain employment, or perhaps change their employment to come and register with LLC Recruitment. We will be able to discuss with you your career options and perhaps identify how you can improve your skills with our partners at LLC.

What can we offer you?

We can also offer you the opportunity to discuss what it is you want to do for work, whether this is temporary or permanent positions, full time or part time. We will also be able to help you improve your chances of success with a CV review and hints & tips on interview techniques.

Supporting your organisations work force needs

LLC has extensive experience within the recruitment sector and are able to offer you a unique and holistic recruitment service whether your requirement is on a temporary, temp to perm, permanent or contract basis. We are currently able to offer recruitment services to a wide range of business sectors including Education, Health & Social Care and the Office Environment.



PROSPECTUS 2011/12



Advice & Guidance

Do you work or want to work in the field of Advice & Guidance?

London Learning Consortium can train you to achieve an Advice & Guidance 3 qualification, equipping you with the skills you need to support Advice & Guidance clients.

NVQ Level 3 in Advice & Guidance:

The Level 3 NVQ Certificate in Advice and Guidance has been designed to reflect the work of practitioners who undertake activities at Level 3 working directly with clients, disseminating information, advice, and some level of guidance. Candidates will be working with information that is often interpreted by others, usually working within some clear guidelines.

The qualification comprises of a number of mandatory and optional units. To achieve the full qualification learners must complete a minimum of 21 credits:

Mandatory units:

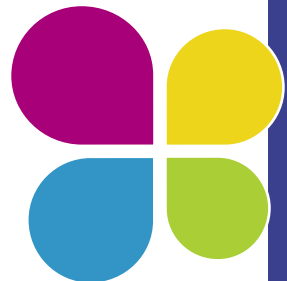
- Establish communication with clients for advice and guidance
- Support clients to make use of the advice and guidance service
- Review own contribution to the service
- Understand importance of legislation and procedures

Optional Units:

- Develop interactions with clients
- Interact with clients using a range of media
- Assist clients to decide on a course of action
- Prepare clients through for the implementation of a course of action
- Assist clients through to review their

- achievement of a course of action
- Negotiate on behalf of clients
- Liaise with other services
- Enable clients to access referral opportunities
- Manage personal case load
- Evaluate and develop own contribution to the service
- Operate within networks
- Provide and maintain information materials for use in the service
- Identify and promote the contribution of Careers Education Guidance (CEG) within the organisation
- Promote Careers Education Guidance (CEG)
- Facilitate learning in groups

The award can generally be completed in 9-12 months.



Business Administration

Do you work or want to work in the field of administration or office environment?

London Learning Consortium can train you in business administration equipping you with the skills you need to do your job well.

Level 2 NVQ Certificate in Business & Administration:

The Level 2 NVQ Certificate in Business & Administration comprises of a number of mandatory and optional units. To achieve the full qualification learners must complete a minimum of 21 credits:

Mandatory units:

- Manage own performance in a business environment
- Improve own performance in a business environment
- Work in a business environment
- Communicate in a business environment

Optional Units

There are numerous optional units to choose from – a small selection is shown below. Further details can be found in the qualification handbook.

- Solve business problems
- Work with other people in a business environment
- Use electronic message systems
- Use diary systems
- Take minutes
- Provide reception services
- Produce documents in a business environment
- Prepare text from notes

The award can generally be completed in 6-9 months depending on the candidate.

Level 3 NVQ Diploma in Business & Administration:

Level 3 NVQ Diploma in Business & Administration comprises of a number of mandatory and optional units. To achieve the full qualification learners must complete a minimum of 40 credits:

Mandatory Units

- Manage own performance in a business environment
- Evaluate and improve own performance in a business environment
- Work in a business environment

Optional units

There are numerous optional units to choose from – a small selection is shown below. Further details can be found in the qualification handbook.

- Support the co-ordination of an event
- Support the organisation of business travel or accommodation
- Support the organisation of meetings
- Respond to change in a business environment
- Support the management and development of an information system
- Administer human resource records
- Administer the recruitment and selection process
- Meet and welcome visitors

The award can generally be completed in 9-12 months.

Additional course content

- Personal Learning Thinking Skills (PLTS)
- Technical Certificate
- Key Skills – Maths, English, ICT (if applicable) (Level 1 or 2)
- Employee Rights and Responsibilities

NB: A full description of these contents are available on P6 of this prospectus

Children and Young People Workforce

Do you work or want to work in the field of Childcare?

The Level 2 qualification is aimed at anyone working in a supporting role. This could be as a nursery assistant, child care worker, crèche worker or special educational needs assistant. You want to work with children, but you'll generally work under supervision.

The Certificate is a generic qualification that will be relevant across the Children and Young People's Workforce. It is mapped to the CWDC Induction Standards and the Children's Care Learning and Development National Occupational Standards.

NVQ Level 2 Certificate for the Children and Young People's Workforce

The Level 2 Certificate for the Children and Young people's Workforce comprises of a number of mandatory and optional units. To achieve the full qualification learners must complete a minimum of 35 credits:

Mandatory units:

- Contribute to the support of child and young person development
- Managing paediatric illness and injury
- Contribute to Children and Young People's Health and Safety
- Contribute to the Support of Positive Environments for Children and Young People
- Understand Partnership Working in Services for Children and Young People
- Paediatric Emergency First Aid
- Introduction to communication in health, social care or children's and young people's settings
- Introduction to personal development in health, social care or children's and young people's settings

- Introduction to equality and inclusion in health, social care or children's and young people's settings
- Child and young person development
- Safeguarding the welfare of children and young people
- Maintain and support relationships with children and young people
- Support children and young people's positive behaviour

Optional units:

There are 16 optional units from which you must choose at least 1. These include:

- Understanding Development
- Developing positive relationships
- Support the creativity of children and young people

The qualification can generally be completed in 8–12 months.

Additional course content

- Personal Learning Thinking Skills (PLTS)
- Technical Certificate
- Key Skills – Maths, English, ICT (if applicable) (Level 1 or 2)
- Employee Rights and Responsibilities

NB: A full description of these contents are available on P6 of this prospectus

NVQ Level 3 Diploma for the Children and Young People's Workforce

The Level 3 Diploma is aimed at those people already working in the Children and Young People sector. For example, you may be working as a Practitioner, childminder, Nursery Nurse, Community worker or as a learning mentor.

You may or may not have some supervisory responsibilities. You want to be in sole charge of children, for example managing a room in a nursery

You must gain a minimum of 65 credits to achieve the Level 3 Diploma for the Children and Young People's Workforce Diploma. These include mandatory and optional units.

Mandatory Units

You must complete the following mandatory units:

- Understand Child and Young Person Development.
- Promote Child and Young Person Development.
- Understand How to Safeguard the Wellbeing of Children and Young People.
- Support Children and Young People's Health and Safety.
- Develop Positive Relationship with Children, Young People and Others Involved in Their Care
- Working Together for the Benefit of Children and Young People.
- Understand How to Support Positive Outcomes for Children and Young People.
- Promote communication in health, social care or children's and young people's settings
- Engage in personal development in health, social care or children's and young people's settings
- Promote equality and inclusion in health, social care or children's and young people's settings
- Principles for implementing duty of care in

health, social care or children's and young people's settings

Optional Units

You must also select a number of optional units from the following occupational pathways:

- Early Learning and Childcare (22 credits)
- Social Care (13 credits)
- Learning, Development and Support Services (13 credits).

The qualification can generally be completed in 10-14 months.





Customer Service

Do you work or want to work in the field of Customer Service?

London Learning Consortium can train you to achieve Customer Service NVQ Level 2 or 3 qualifications, equipping you with the skills you need to do your job well.

Level 2 NVQ in Customer Service:

The Level 2 Customer Service qualification comprises of a number of mandatory and optional units. To achieve the full qualification learners must complete a minimum of 28 credits:

2 Mandatory units:

- Communicate using customer service language
- Follow the rules to deliver customer service

The optional units cover the following themes and learners must choose one optional unit from each theme:

- Impression & Image
- Delivery
- Handling Problems
- Development & Improvement

The qualification can generally be completed in 6-9 months.

NVQ Level 3 in Customer Service:

Level 3 NVQ the Customer Service comprises of a number of mandatory and optional units. To achieve the full qualification learners must complete a minimum of 42 credits:

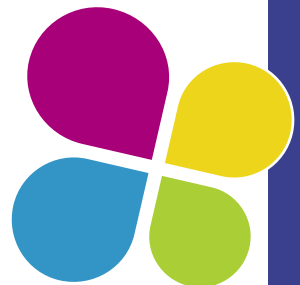
Mandatory Units:

- Demonstrate understanding of customer service
- Demonstrate understanding of the rules that impact on improvements in customer service

The optional units cover the following themes and learners must choose one optional unit from each theme:

- Impression & Image
- Delivery
- Handling Problems
- Development & Improvement

The qualification can generally be completed in 9-12 months.



Health & Social Care

Do you work or want to work in the field of Health & Social Care?

London Learning Consortium can train you in Health & Social Care to NVQ Level 2 or 3 equipping you with the skills you need to help you do your job well. These qualifications are currently under redevelopment to comply with the new QCF requirements, but the current structure is shown below.

NVQ Level 2 Diploma in Health & Social Care

To achieve this qualification you must achieve a minimum of 46 credits.

Mandatory Units

- Introduction to communication in health, social care or children's and young people's settings
- Introduction to personal development in health, social care or children's and young people's settings
- Introduction to equality and inclusion in health, social care or children's and young people's settings
- Principles of safeguarding and protection in health and social care
- The role of the health and social care worker
- Implement person centred approaches in health and social care
- Contribute to health and safety in health and social care
- Handle information in health and social care settings
- Introduction to duty of care in health, social care or children's and young people's settings.

Optional Units

There are a wide selection of units available to suit your job role/career paths. Units you might choose from include:

- Causes and spread of infection
- Understand the impact of acquired brain injury on individuals
- Introductory awareness of models of disability
- Approaches to enable rights and choices for individuals with dementia whilst minimizing risks
- Support individuals to eat and drink
- Contribute to the care of a deceased person.

The qualification can generally be completed in 6-9 months.



NVQ Level 3 in Health & Social Care

To achieve this qualification you must achieve a minimum of 58 credits.

Mandatory Units:

- Promote communication in health, social care or children's and young people's settings
- Engage in personal development in health, social care or children's and young people's settings
- Promote equality and inclusion in health, social care or children's and young people's settings
- Principles for implementing duty of care in health, social care or children's and young people's settings
- Principles of safeguarding and protection in health and social care
- The role of the health and social care worker
- Promote person centered approaches in health and social care
- Promote and implement health and safety in health and social care
- Promote good practice in handling information in health and social care settings.

Optional Units:

There is a wide selection of units available to suit your job role/career paths. Units you might choose include:

- Purpose and principles of independent advocacy
- Understand the role of communication and interactions with individuals who have dementia
- Understand theories of relationships and social networks
- Principles of supporting an individual to maintain personal hygiene
- Understand how to support individuals with autistic spectrum conditions
- Responding to the advocacy needs of different groups of people
- Test for substance use
- Administer medication to individuals and monitor the effects
- Enable rights and choices of individuals with dementia whilst minimizing risks.

The qualification can generally be completed in 9-12 months.



Housing

Do you work or want to work in the field of Housing?

The awards address the particular requirements of the housing sector for respecting the rights and diversity of people. They ensure that candidates understand the need for people to live in a healthy and safe environment, one that is conducive to social inclusion, stability and well being. They enable candidates to understand the need for community development and the role and responsibility of individuals within that community. They enable candidates to address the key areas raised by the government focusing on active citizenship and social inclusion and support candidates to develop a full understanding of the policies and procedures relating to the sector.

NVQ Housing Level 2

This qualification is suitable for those who are working, or want to work in the industry as a housing officer.

You may be looking to gain further experience in skills such as working with others and promote equality and diversity.

The level 2 housing award is made up of 7 units. 4 mandatory units and 3 optional units.

Mandatory Units

- Develop and maintain relationships with stakeholders in a housing context
- Maintain professional behaviour and working relationships in a housing context
- Maintain the health, safety and security of self and others.

Optional Units

Candidates must complete 3 optional units; the following are some examples.

- Process documents relating to housing
- Match the needs of customers with available accommodation
- Set up agreements with customers
- Support individuals when they are distressed



NVQ Housing Level 3

This qualification is suitable for those who are working in the housing industry some and have some experience and your work might involve supervising others or managing resources. You want to develop your skills further, perhaps to move into a management role. You will also have some responsibility and autonomy.

Candidates must do three mandatory units and choose any five optional units from the three themes.

Mandatory units

- Promote safe, ethical and sustainable practice in your area of responsibility
- Manage your own resources and professional development
- Develop relationships with others to improve customer service in housing

Optional units

Candidates must achieve a minimum of 14 credits from the optional units; the following are some examples:

- Respond to customer requests for repairs
- Organise the maintenance and repair of property
- Allocate accommodation to meet customers' needs
- Provide housing advice and guidance to customers
- Provide a housing rent service
- Manage temporary accommodation
- Direct work with customers who use a housing service
- Enable housing customers to establish and maintain contacts and interests in isolating situations.

The Level 2 qualification can generally be completed in 6-9 months.

The Level 3 qualification can generally be completed in 9-12 months.



Information Technology (ITQ)

Information Technology (ITQ) provides the competence and knowledge to use a variety of hardware and software products more efficiently and effectively. For administrators there is the traditional office products of word processing, spreadsheets, presentations and data management, but you could develop your web design skills through audio and video software, multimedia and web design. Even learn to make better use of your IT equipment through set up and optimising IT systems, IT communication fundamentals and security.

For employers there is the opportunity to make use of specialist and bespoke software units, as well as include a unit from another qualification that is specific to an employee's job role.

Level 2 Certificate in ITQ

To achieve the Level 2 Diploma for IT Users, learners must gain 38 credits of which 4 credits must come from the mandatory unit (Improving Productivity Using ICT) and a minimum of 17 credits from the optional units at Level 2 or above plus 17 credits from any optional units available. The optional units are wide and varied and including common packages such as Database Software, Computerised Accounts software, Audio software DTP Software. Other options include ICT Security and IT Users Fundamentals as well as sector specific units.

A Level 2 user can make use of predefined or commonly used IT tools for activities that are at times non-routine or unfamiliar, they will be able to devise solutions to use IT tools to improve productivity. An activity will typically be 'non-routine or unfamiliar' because:

- the task or context is likely to require some

preparation, clarification or research (to separate the components and to identify what factors need to be considered, for example, time available, audience needs, accessibility of source, types of content, message and meaning) before an approach can be planned; and

- the techniques required will involve a number of steps and at times be non-routine or unfamiliar.

Level 3 Diploma in ITQ

To achieve the Level 3 Diploma for IT Users, learners must gain 39 credits of which 5 credits must come from the mandatory unit (Improving Productivity Using ICT) and a minimum of 17 credits from the optional units at Level 3 plus 17 credits from any optional units available. The optional units are wide and varied and including common packages such as Database Software, Computerised Accounts software, Audio software DTP Software. Other options include ICT Security and IT Users Fundamentals as well as sector specific units.

A Level 3 user can make use of predefined or commonly used IT tools for activities most of which are complex and non-routine, they will be able to devise solutions in the use of IT tools in order to improve productivity. They will take considerable responsibility and autonomy, and be prepared to offer support and advice to others. An activity will typically be 'complex and non-routine' because:

- the task or context is likely to require research, analysis and interpretation;
- the work may be undertaken by others; and the techniques required will be complex, and
- the selection process may involve analysis, research, identification and application.

Leadership & Management

Do you want to develop yourself or your managers?

London Learning Consortium can train you or your supervisors to achieve a Team Leading NVQ Level 2 qualification or a Management NVQ Level 3 qualification, equipping them with the skills they need to do their job well.

Level 2 Certificate in Team Leading:

The Team Leading NVQ Level 2 NVQ comprises of 17 credits. You must complete 3 mandatory units and 2 optional units.

Mandatory Units:

- Manage personal development
- Develop working relationships with colleagues
- Communicate information and knowledge

Optional Units include:

- Plan & allocate work
- Lead and manage meetings
- Participate in meetings
- Make effective decisions
- Manage conflict in a team

The qualification can generally be completed in 6-9 months.



Level 3 Certificate in Management:

The Management NVQ Level 3 comprises of 25 credits.

Mandatory units:

- Manage own professional development within an organisation
- Set objectives and provide support for team members
- Plan, allocate and monitor work of a team

Optional Units

There are a total of 35 optional units from which you must choose 2. Examples of optional units include:

- Provide leadership and direction for own area of responsibility
- Review risk management processes in own area of responsibility
- Implement change in own area of responsibility
- Recruit staff in own area of responsibility
- Plan, allocate and monitor work in own area of responsibility
- Manage conflict in a team
- Lead and manage meetings
- Develop and implement a risk assessment plan in own area of responsibility
- Manage physical resources

The qualification can generally be completed in 9-12 months.

Managing Volunteers

National Occupational Standards for Managing Volunteers set out the skills that staff and volunteers who manage volunteers in their organisation should have, as well as what they should know and understand, in order to do their job well.

The standards have been written by a group of people who have direct experience of managing volunteers in charities, social enterprises, community and voluntary sector organisations.

National Occupational Standards for Managing Volunteers

Develop and evaluate strategies and policies that support volunteering

- A1 Contribute to the development of strategy in an organisation that involves volunteers
- A2 Develop a volunteering policy
- A3 Develop structures, systems and procedures to support volunteering
- A4 Develop plans to meet strategic goals in an organisation that involves volunteers
- A5 Evaluate volunteers' contribution to strategic goals

Promote Volunteering

- B1 Promote volunteering within your organisation
- B2 Promote volunteering to potential and actual volunteers

Recruit and induct volunteers

- C1 Manage the recruitment and placement of volunteers
- C2 Advertise for volunteers
- C3 Recruit and place volunteers
- C4 Manage the induction of volunteers
- C5 Induct volunteers

Manage and develop volunteers

- D1 Plan, organise and monitor volunteering activities
- D2 Lead and motivate volunteers
- D3 Support the development of volunteers' knowledge, skills and competence
- D4 Provide one-to-one support to help volunteers develop
- D5 Enable volunteers to learn in groups
- D6 Maintain records of volunteers
- D7 Manage volunteers' expenses
- D8 Help address problems affecting volunteers



Fundraising

National Occupational Standards for Fundraising set out the skills that staff and volunteers who are responsible for raising funds for their organisation should have as well as what they should know and understand in order to do their job well. The National Occupational Standards for Fundraising have been written by a group of people who have direct experience of raising funds for their organisation in charities, social enterprises, community and voluntary sector organisation.

Level 3 Diploma in Fundraising Practice

- Introduction to Fundraising (4 credits)
- Understand the nature and governance of the voluntary sector (4 credits)
- Understand the values and ethics of the voluntary sector including safeguarding (3 credits)
- Understand sustainability in the voluntary sector organisations (4 credits)
- Understand effective partnership working between organisations (4 credits)

Campaigning

The National Occupational Standards for Campaigning have been written by a group of people who have direct experience of running campaigns in charities, social enterprises, community and voluntary sector organisations

Campaigning is about organisations or individuals trying to change things by influencing governments, companies or the general public. Campaigners do this to benefit society, to help people to speak out or to raise awareness of issues (for example child protection, the environment or human rights). Campaigning is particularly important at representing what people think and providing a collective voice on a particular cause or issue. All sorts of employers have campaigners working for them including charities, pressure groups and other organisations campaigning for change

Level 3 Diploma in Campaigning

- Introduction to campaigning (5 credits)
- Understand the nature and governance of the voluntary sector (4 credits)
- Understand the values and ethics of the voluntary sector including safeguarding (3 credits)
- Understand sustainability in the voluntary sector organisations (4 credits)
- Understand effective partnership working between organisations (4 credits)

Youth Work

Do you work or want to work in the field of Youth Work?

The purpose of youth work is “To work with young people to facilitate their personal, social and educational development, and enable them to gain a voice, influence and place in society in a period of their transition from dependence to independence.”

The role of the youth worker is therefore to work with young people in ways that are:

Educative, Participative, Empowering and Promote equality of opportunity and social inclusion.

Vocational awards are offered at levels 2 and 3 for candidates who are working or volunteering in a Youth Work role.

NVQ in Youth Work Level 2

Mandatory units:

- Establish Relationships and Maintain Dialogue with Young People
- Work as an Effective and Reflective Practitioner
- Work in Ways that Promote Equality of Opportunity, Participation and responsibility
- Work with Young People to Safeguard their Welfare

Optional Units:

- Enable Young People to Access and Use Information and Make Decisions
- Enable Young People to be Active Citizens
- Support Young People in Tackling Problems and Taking Action
- Advocate on Behalf of Young People
- Enable Young People to Develop Awareness of their Self-Identity and Being
- Work with Young People to Design and Develop Sessions
- Work with Young People to Manage Resources for Events, Activities or Projects
- Review Progress and Evaluate Opportunities with Young People

The qualification can generally be completed in 8-11 months.



NVQ in Youth Work Level 3**Mandatory Units**

- Enable young people to explore and develop their values and self respect
- Enable young people to work effectively in groups
- Enable young people to use their learning to enhance their future development
- Manage your work and create effective work relationships

Option A Units - Choice two units

- Unit A2: Enable young people to access and use information, and make decisions
- Unit A3: Enable young people to be active citizens
- Unit A4: Support young people in tackling problems and taking action
- Unit A5: Advocate on behalf of young people
- Unit B2: Enable young people to develop awareness of their self-identity and being
- Unit C1: Work with young people to design and develop sessions
- Unit C2: Work with young people to manage resources for events, activities or projects
- Unit C3: Review progress and evaluate opportunities with young people

Option B Units – Choice of two units

- Unit E1: Investigate needs and provision for young people and promote youth work opportunities
- Unit E2: Identify relationships with other organisations and individuals
- Unit E3: Build and maintain partnership work
- Unit F1: Provide information to aid policy formation, and the improvement of practices and provision
- Unit F2: Develop teams and individuals to enhance the quality of youth work
- Unit F3: Promote a culture of health and safety



The qualification can generally be completed in 10-14 months.

Guide to QCF

Guide to Qualifications and Credit Framework (QCF)

Vocational qualifications are changing. A new system called the Qualifications and Credit Framework (QCF) is being introduced to offer you a more flexible and simpler structure to build the qualification of your choice.

The new system allows you to complete qualifications in small chunks of learning. The qualifications are geared towards meeting industry needs, which is essential if you are hoping to progress in your chosen career.

Why change?

At present, it is hard to understand all the different types of qualifications learners hold; what level they are, how long they take to complete, what content they cover, and how they compare to other qualifications. The new framework will help present qualifications in a way that is easy to understand and measure.

What will happen?

The names of some qualifications, such as NVQs, BTECs or Certificates, are changing under the new system. The new names of the qualifications in the QCF tell you three things – how difficult it is, how long it takes and what it's about.

The level shows how difficult the qualification is. There are nine levels in the QCF, from Entry level to level 8. For example, GCSEs are at levels 1 and 2, A levels are at Level 3, and a PhD is at Level 8.

Next is the size, that's how long the qualification takes to complete. Every new qualification and unit on the QCF has a credit value, showing how long it takes to complete. One credit is equivalent to 10 hours. This can include time spent learning in a variety of ways – not necessarily being taught by someone.

There are three different sizes of qualification, worth different numbers of credits. Larger qualifications will take longer to complete than smaller ones.

Award: An award is the smallest type of qualification on the QCF. It is worth between 1 and 12 credits. This means it takes between 10 and 120 hours to complete.

Certificate: A certificate is worth between 13 and 36 credits. It takes between 130 and 360 hours to complete.

Diploma: A diploma is worth 37 credits or more, so takes 370 hours or more to complete.

The content could be any of the subject areas that LLC offers.

How will it benefit you?

Transferable - earning is not lost as you move in and out of education or between jobs.

Work-based skills and college training you have already completed can be put towards other recognised qualifications. This also means you don't have to repeat learning the same things unnecessarily.

Easier to understand - You can now look at a title and see how long and how difficult a qualification is. Employers will also be able to do the same.

Online record - From the end of 2010 all of the credits you collect through your learning will be recorded on a centralized online learner record. You will be able to let potential or current employers have access to your record, giving them up-to-the-minute evidence of your achievements.

Better job prospects - Above all, a QCF qualification means you'll have the skills and qualifications employers are looking for – so you will have better job prospects.

Qualifications by Level

Qualifications by level across the National Qualification Framework and Qualification Credit Framework

Level	Examples of NQF qualifications	Examples of QCF qualifications
Entry	Entry level certificates English for Speakers of Other Languages (ESOL) Skills for Life Functional Skills at entry level (English, maths and ICT)	Awards, Certificates, and Diplomas at entry level. Foundation Learning Tier pathways at entry level. Functional Skills at entry level.
1	GCSEs grades D-G BTEC Introductory Diplomas and Certificates OCR Nationals Key Skills at Level 1 NVQs at Level 1 Skills for Life	BTEC Awards, Certificates, and Diplomas at Level 1 Functional Skills at level 1 OCR Nationals. Foundation Learning Tier pathways NVQs at Level 1.
2	GCSEs grades A*- C BTEC First Diplomas and Certificates OCR Nationals Key Skills Level 2 NVQs at Level 2 Skills for Life	BTEC Awards, Certificates, and Diplomas at Level 2 Functional Skills at level 2 OCR Nationals NVQs at Level 2.
3	A Levels GCE in applied subjects International Baccalaureate Key Skills Level 3 NVQs at Level 3 BTEC Diplomas, Certificates and Awards BTEC Nationals OCR Nationals	BTEC Awards, Certificates, and Diplomas at Level 3 BTEC Nationals OCR Nationals NVQs at Level 3.
4	NVQs at Level 4 BTEC Professional Diplomas, Certificates and Awards	BTEC Professional Diplomas Certificates and Awards HNCs NVQs at Level 4
5	HNCs and HNDs NVQs at Level 5 BTEC Professional Diplomas, Certificates and Awards	HNDs BTEC Professional Diplomas, Certificates and Awards NVQs at Level 5
6	National Diploma in Professional Production Skills BTEC Advanced Professional Diplomas, Certificates and Awards	BTEC Advanced Professional Diplomas, Certificates and Awards.
7	Diploma in Translation BTEC Advanced Professional Diplomas, Certificates and Awards	BTEC Advanced Professional Diplomas, Certificates and Awards.
8	Specialist awards	Award, Certificate and Diploma in strategic direction.

London Learning Consortium and the QCF

LLC is embracing the QCF. We have a variety of vocational courses which have been tailored to fit the QCF. Our courses give you flexibility when it comes to choosing which units you want to study. We will guide you through your choice of units and the level you will work at and the funding opportunities available. You can be confident you will be making the right decision when you decide to study or train with us.

How can I apply?

You can apply at any time during the year but places are limited so don't leave it too late. If you are not sure which course or level is suitable for you contact us to receive free impartial advice and guidance on 020 8774 4040.

Fees

If you are aged 18 on 1 August 2011 then you can study FREE.

An enrolment fee of £75 is applicable for all courses if you are employed for more than 16 hours per week. If you are in receipt of a means tested benefit then you may be entitled to a fee concession.

There may be additional costs attached to certain courses such as an expected employer contribution, exam registration fees and materials. If an employer is paying your fees we require a formal letter of payment agreement before we can enrol you on a programme.

Fees for non accredited programmes are costed on a course by course basis.

Fees for NVQ level 3 and NVQ 4 programmes are available upon request.

Fee Concessions

To receive a Concessionary Fee you must show proof of income-based benefit e.g. Income Support. Concessions only apply to qualifications fully funded by the Skills Funding Agency (SFA), and do not include our non accredited programmes and/or services or costed courses funded by the SFA e.g. Level 3 or Level 4 NVQs.

LLC uses a number of partner providers who may have their own fee charging structure for programmes funded by LLC.

Fees and Terms

All fees charged for London Learning Consortium Training services or courses are subject to VAT and subject to written terms and conditions. Training will only commence once fees and payments have been agreed.

Subsidies for government-funded training programmes are subject to change and alteration by the government and therefore formally agreed terms between London Learning Consortium and customers may in rare cases be subject to change.

Eligibility for subsidised government programmes are subject to change and alteration by the government and therefore formally agreed terms between London Learning Consortium and customers may in rare cases be subject to change.

All business support and consultancy service contracts are issued via written agreement supported by a Service Level Agreement. All prices quoted include VAT and are valid for 30 days from the date of issue.

For a full copy of our terms and conditions and subsidised payment fees, please contact London Learning Consortium via email at londonlc@londonlc.org.uk

How can I apply?

To take the next step

Call us on 0208 774 4040 to enrol or talk to someone about your training needs in more detail, alternatively e-mail us at londonlc@londonlc.org.uk with your details or visit our website www.londonlc.org.uk

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Wrencote House, 121 High Street, Croydon,
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email: londonlc@londonlc.org.uk

Community Interest Company: 06322097
VAT number: 996647053

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