



HLNY and West Yorkshire CRC Employment, Training & Education (ETE) Directory of Services

Dear Service User,

Welcome to your ETE Directory, here you will find a range of interesting and valuable courses that you can access either on-line, via telephone or face to face. The purpose of this directory is to provide you with an opportunity for you to learn new and interesting skills or to build on your existing ones. This will help you in finding employment or to consider a change of career for yourself.

An extra bonus is that you can reduce your unpaid work hours by up to 30% whilst you learn. Every time you spend time completing ETE all you need to do is to send the evidence to your Case Manager who will reduce your Unpaid Work hours. If you need assistance to provide evidence, please discuss this with your Case Manager.

Best Wishes

The Unpaid Work Team

Access on line courses below by simply clicking on the link and it will take you straight to your course.



Please also see attached documents which goes through the steps you need to set up an account with Alison.com and a guide on how to download your certificate for free and provide the evidence you need of completion.

Course Provider	Cost	Course title	Duration	Link
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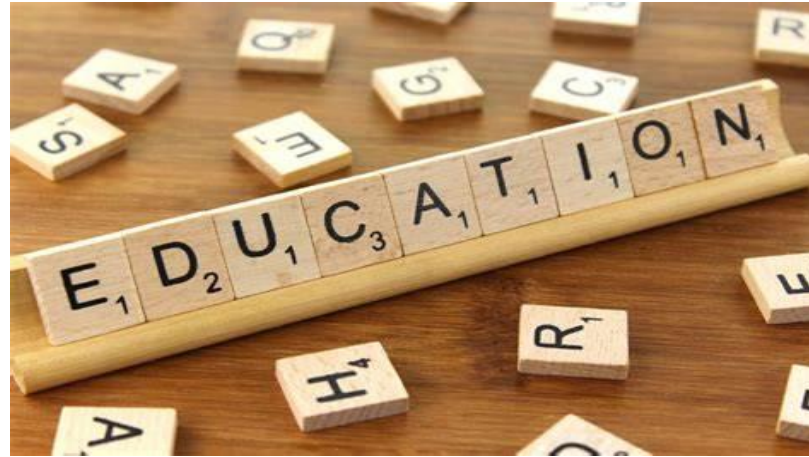
Learning Curve	Funding available - Free but need proof of benefit	Maths and English (personal development)	40 mins	https://www.learningcurvegroup.co.uk/courses/learners/english-and-maths
Learning Curve	Funding available - Free but need proof of benefit	Level 2 Certificate in Principles of Business Administration	6 weeks / 18 hours	https://www.learningcurvegroup.co.uk/courses/learners/level-two-certificate-principle-business-administration
Learning Curve	Funding available - Free but need proof of benefit	Level 2 Certificate in The Principles of Warehousing and Storage	6 weeks / 18 hours	https://www.learningcurvegroup.co.uk/courses/learners/level-two-certificate-principles-warehousing-storage
Learning Curve	Funding available - Free but need proof of benefit	Level 2 Certificate in Understanding Excellence in Customer Service for Hospitality	6 weeks / 18 hours	https://www.learningcurvegroup.co.uk/courses/learners/level-two-certificate-understanding-excellence-customer-service-hospitality
Learning Curve	Funding available - Free but need proof of benefit	Level 1 Certificate in Digital Skills	6 weeks / 18 hours	https://www.learningcurvegroup.co.uk/courses/learners/level-one-certificate-digital-skills
Learning Curve	Funding available - Free but need proof of benefit	Level 2 Certificate in Mental Health First Aid & Mental Health Advocacy in The Workplace	6 weeks / 18 hours	https://www.learningcurvegroup.co.uk/courses/learners/level-2-mental-health-first-aid
Firstaidforfree.com	Free	Basic online first aid course	2 hours	https://www.firstaidforfree.com/free-first-aid-course/
Reed.co.uk	Free	Working in the Health Sector Level 2	15 weeks / 16 hours	https://www.reed.co.uk/courses/working-in-the-health-sector-level-2/26145#/courses/free/health-and-safety/online
Reed.co.uk	Free	Customer Service Level 2	11 weeks / 12 hours	https://www.reed.co.uk/courses/customer-service-level-2/22979

Reed.co.uk	Free	Business and Administration Level 2	14 weeks / 16 hours	https://www.reed.co.uk/courses/business-and-administration-level-2/18048#/courses/free/online
Reed.co.uk	Free	Essential IT Skills Level 2	14 weeks / 16 hours	https://www.reed.co.uk/courses/essential-it-skills-level-2/31701
The Virtual College	Free	Health and Safety - An Introduction to Infection Prevention and Control	30 mins	https://www.virtual-college.co.uk/courses/health-and-safety/introduction-to-infection-prevention
Oxford Home Study Centre	Free	Business Management (Short Course)	20 hours	https://www.oxfordhomestudy.com/courses/business-studies-online/free-business-course-online
Oxford Home Study Centre	Free	Customer Service (Short Course)	20 hours	https://www.oxfordhomestudy.com/courses/customer-service-courses-online/free-customer-service-courses
Oxford Home Study Centre	Free	Teaching Assistant (Short Course)	20 hours	https://www.oxfordhomestudy.com/courses/teaching-assistant-courses-online/free-teaching-assistant-courses
Oxford Home Study Centre	Free	Administrative Skills (Short Course)	20 hours	https://www.oxfordhomestudy.com/courses/secretarial-courses/office-administration-courses-online-free
Alison.com	Free	Introduction to communication skills	3 hours	https://alison.com/course/introduction-to-communication-skills-revised
Alison.com	Free	Diploma in Plumbing Studies	15 hours	https://alison.com/course/diploma-in-plumbing-studies-revised
Alison.com	Free	Diesel Engine Cycles, Maintenance, & Control	4 hours	https://alison.com/course/diesel-engine-cycles-maintenance-and-control
Alison.com	Free	Touch Typing Training	10 hours	https://alison.com/course/touch-typing-training-revised
Alison.com	Free	ISO 22000:2018 - Elements of Food Safety Management System (FSMS)	3 hours	https://alison.com/course/iso-22000-2018-elements-of-food-safety-management-system-fsms
Alison.com	Free	Diploma in Customer Service	10 hours	https://alison.com/course/diploma-in-customer-service-revised-2017

Alison.com	Free	Customer Service Training - 2 hours	2 hours	https://alison.com/course/customer-service-training
Alison.com	Free	Diploma in Food Safety	20 hours	https://alison.com/course/diploma-in-food-safety-revised-2017
Alison.com	Free	Hospitality Management Studies - Hotel Operations	3 hours	https://alison.com/course/hospitality-management-studies-hotel-operations-revised
Alison.com	Free	Diploma in Mental Health	15 hours	https://alison.com/course/diploma-in-mental-health
Alison.com	Free	Mechanical Engineering - Internal Combustion Engine Basics	3 hours	https://alison.com/course/mechanical-engineering-internal-combustion-engine-basics
Alison.com	Free	Diploma in Makeup Artistry	10 hours	https://alison.com/course/diploma-in-makeup-artistry
Alison.com	Free	Diploma in Workplace Safety and Health	10 hours	https://alison.com/course/diploma-in-workplace-safety-and-health-revised-2017
Alison.com	Free	Back Safety	2 hours	https://alison.com/course/back-safety-revised
Alison.com	Free	Diploma in Garden Design and Maintenance	10 hours	https://alison.com/course/diploma-in-garden-design-and-maintenance
Alison.com	Free	Dog Grooming Diploma	15 hours	https://alison.com/course/diploma-in-dog-grooming
Alison.com	Free	Physical Education - Coaching Styles and Techniques – Revised	3 hours	https://alison.com/course/physical-education-coaching-styles-and-techniques-revised
Media Savvy	Funding available - Free but need proof of benefit	Family eSafety	2 hours	email courses@mediasavvy.co.uk to request enrolment, the session link for Family eSafety, certificate and survey
Media Savvy	Funding available - Free but need	Digital Skills for Beginners	2 hours	email courses@mediasavvy.co.uk to request enrolment, the session link for Digital Skills for Beginners, certificate and survey

	proof of benefit			
Media Savvy	Funding available - Free but need proof of benefit	Introduction to Digital Imaging	6 hours	email courses@mediasavvyvic.co.uk to request enrolment, the session link for Introduction to Digital Imaging, certificate and survey
Media Savvy	Funding available - Free but need proof of benefit	Fit Body Fit Mind	4 hours	email courses@mediasavvyvic.co.uk to request enrolment, the session link for Fit Body Fit Mind, certificate and survey
Media Savvy	Funding available - Free but need proof of benefit	Virtual Wellbeing	14 hours	email courses@mediasavvyvic.co.uk to request enrolment, the session link for Virtual Wellbeing, certificate and survey
Media Savvy	Funding available - Free but need proof of benefit	Pre-Employability and Wellbeing	10 hours	email courses@mediasavvyvic.co.uk to request enrolment, the session link for Pre-employability and Wellbeing, certificate and survey
Media Savvy	Funding available - Free but need proof of benefit	Healthy Eating in a Budget	2 hrs with 10 variations	email courses@mediasavvyvic.co.uk to request session options, enrolment and the link for Healthy Eating on a Budget, certificate and survey
Media Savvy	Funding available - Free but need proof of benefit	Level 1 Certificate in Employability Through Digital Arts and Media	10 hours	email courses@mediasavvyvic.co.uk to request course info, enrolment and the session links for Employability Skills Through Digital Arts and Media and accredited certification
Media Savvy	Funding available - Free but need proof of benefit	Level 2 Certificate in Developing Employability Through Digital Arts and Media	10 hours	email courses@mediasavvyvic.co.uk to request course info, enrolment and the session links for Developing Employability Skills Through Digital Arts and Media and accredited certification
Media Savvy	Free	Video Editing	10 hours	email courses@mediasavvyvic.co.uk to request session the link for Video Editing, certificate and survey

Media Savvy	Free	Intro to Photopea (Digital Image manipulation)	2 hours	email courses@mediasavvyic.co.uk to request session the link for Photopea Intro, certificate and survey
Media Savvy	Free	Exploring Photopea (Digital Image manipulation)	6 hours	email courses@mediasavvyic.co.uk to request session the link for Exploring Photopea, certificate and survey
Media Savvy	Free	Staying Connected	1 Hour	every Monday, Wednesday and Friday, our YouTube chat show sharing positive news and information with an opportunity to engage in chat and submit articles of interest
National Careers Service	Free	Every day maths	48 Hours	https://www.open.edu/openlearn/science-maths-technology/everyday-maths-1/content-section-overview?utm_source=ncs&utm_campaign=ol&utm_medium=everydaymaths
National Careers Service	Free	Thriving in the Digital Workplace	12 Hours	https://www.futurelearn.com/programs/thriving-in-the-digital-workplace



Inspire Learning & Employment Limited (ILE) also have a rolling programme of courses and referral can be done via your Case Manager.

Course Title	Duration	Description
Award in Nail Treatments	8 x 2 Hour Webinars plus Workbooks	<p>The VTCT Level 1 Award in Nail Treatments is a qualification that has been specifically designed to develop your practical skills in; how to provide basic manicure and pedicure treatments. Underpinning this qualification, you will develop a sound knowledge of health and safety practices in a salon environment, along with client care and communication skills required for working within the beauty sector.</p>
Money Management and Problem Solving	2 days delivery plus 14 hours guided learning	<p>This course will help learners to:</p> <ul style="list-style-type: none"> Understand how to plan a personal budget Prepare a personal budget which includes key information on income and expenditure Use appropriate calculations when preparing a budget plan Understand how to manage their personal finances Identify relevant financial organisations which can provide information on current accounts, savings and loans Identify an account to suit their purpose and say why it is appropriate Know how to carry out transactions Identify a range of ways in which purchases can be paid for Carry out 2 different types of transaction Use appropriate calculations and checking procedures during transactions
Fast-Track	6 x 2 Hour Webinars plus Workbooks	<p>Our new Fast-Track Personal Development Course – Level 1 is available for those who are looking at starting/returning to work as soon as possible. Following the course individuals will be able to think critically and possess the skills employers are looking for. The activities are well developed and supported by ILE’s highly skilled employability team which will help deepen your knowledge, enrich your experience and fast-track your development.</p>

Childcare - Introduction to Early Year Settings – Level 1	4 x 2 Hour Webinars plus Workbooks	This qualification develops a basic knowledge of childcare in early years settings. It covers working with children up to the age of 5 years old. The units include subjects such as the value of play, roles and responsibilities of carers and volunteers and the importance of developing links in the local community.
Health & Social Care – Level 1	4 x 2 Hour Webinars plus Workbooks	Understanding what really happens in the care sector and the range of different job opportunities available -Communication skills, Awareness of roles and responsibilities in Adult Social Care, building effective relationships with work colleagues and understanding what really happens in the care sector and the range of different job opportunities.
Personal Development in Employability – Level 1	7 x 2 Hour Webinars plus Workbooks	To enable you to reflect on your own skills and qualities in order to identify your strengths and weaknesses and highlight areas for improvement. Help you to consider the importance of goal setting for your own personal development.
Sector Specific Job Club - Warehouse & Labouring	1 x 2 Hour Webinars plus Workbooks	Our Job Club will run on the platform Zoom and is about much more than just finding work, it also aims to help members through some of the difficulties faced with the recent Covid 19 epidemic that has left many individuals struggling with unemployment, our aim is to boost self-esteem and confidence as well as providing a safe, relaxed and friendly online community that supports job seekers, no matter their circumstances or how long they've been unemployed.
Sector Specific Job Club - Admin & Customer Service	1 x 2 Hour Webinars plus Workbooks	Our Job Club will run on the platform Zoom and is about much more than just finding work, it also aims to help members through some of the difficulties faced with the recent Covid 19 epidemic that has left many individuals struggling with unemployment, our aim is to boost self-esteem and confidence as well as providing a

		safe, relaxed and friendly online community that supports job seekers, no matter their circumstances or how long they've been unemployed.
Sector Specific Job Club - Health & Social Care / Support Roles	1 x 2 Hour Webinars plus Workbooks	Our Job Club will run on the platform Zoom and is about much more than just finding work, it also aims to help members through some of the difficulties faced with the recent Covid 19 epidemic that has left many individuals struggling with unemployment, our aim is to boost self-esteem and confidence as well as providing a safe, relaxed and friendly online community that supports job seekers, no matter their circumstances or how long they've been unemployed.
Job Club	1 x 2 Hour Webinars plus Workbooks	Our Job Club will run on the platform Zoom and is about much more than just finding work, it also aims to help members through some of the difficulties faced with the recent Covid 19 epidemic that has left many individuals struggling with unemployment, our aim is to boost self-esteem and confidence as well as providing a safe, relaxed and friendly online community that supports job seekers, no matter their circumstances or how long they've been unemployed.
Time2Shine	6 x 2 Hour Webinars plus Workbooks	Provision is to enable individuals with social barriers to gain valuable personal development, and skills for building confidence in overcoming life experiences covering all of the below modules over a two week period and covers the following: Developing Self Confidence, Personal and social relationships, Understanding personal identity, Dealing with problems in daily life, Working as part of a group, preparation for returning back to work, A bespoke Personal development plan which matches the needs of the learner support from a dedicated specialised trainer.

Safeguarding & Prevent - Level 2	4 x 2 Hour Webinars plus Workbooks	This important course combines three inter-related themes: safeguarding in general; online safety; and the Prevent duty. Those who work with children, young people or vulnerable adults, have a legal duty in respect of safeguarding and Prevent. This important qualification aims to provide candidates with the practical knowledge they need to be able to comply with this duty.
Enterprise – Level 1	5 x 2 Hour Webinars plus	The Level 1 Award in Understanding Enterprise is for those who wish to gain an introductory understanding of the subject of enterprise and self-employment by exploring specific areas of the business development cycle including: Understand How to Access Help and Support in Business, Understand How to Market Your Business and Understand the Importance of Business Planning
Customer Service	3 x 2 Hour Webinars plus workbooks	The Level 2 Award in Customer Service Course is a three-day course designed for those in a customer service role, whether face-to-face or on the telephone. It is suitable for all industries and covers Principles of Customer Service – identifying customers and their needs - Principles of Maintaining Customer Service through Effective Handover - Principles of Resolving Customer Service Problems
Understanding Autism	4 x 2 Hour Webinars plus Workbooks	There are many people working in health and social care trying to help people with autism thrive. So many centres now need to provide qualifications to meet demands set by the increase in awareness of autism. In order to meet this demand, TQUK has developed the TQUK Level 2 Certificate in Understanding Autism.



Please speak to your Case Manager if you would like to apply for the following course which is conducted via the telephone.

Course Provider	Cost	Course Title	Duration	Available areas
Interserve CRC	Free	Pathways to Employment	3 sessions up to 1.5 hours plus additional session to support you whilst in employment.	All