



West
Lancashire
College

Online Courses Guide
West Lancashire College

Online Courses Guide
West Lancashire College
2021

Find out more
www.westlancs.ac.uk

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Welcome

Online learning is a great way for people to upgrade their skills at any time, but never more so than during these uncertain times. We are therefore delighted to launch a range of online training courses, designed to help you develop new skills or build on existing ones.

Starting this February, and available on a rolling basis thereafter, our online qualifications are delivered by distance learning and offer nationally recognised Level 1 or 2 qualifications for students aged 19 and over. The courses are great for evidencing your competency to employers, will further your personal and professional development and will give you the relevant skills, knowledge and understanding leading to career progression, a career change and improved employment prospects.

Our online courses give you the flexibility to carry out training in your own time, whenever and wherever is most convenient for you without the need to attend college.

At the start of your course you will be allocated a Personal Tutor who will support you through your qualification and you will be provided with all learning and assessment materials which have been specifically developed to support you in meeting the qualification requirements. Your tutor will also provide you with written feedback on the assessments you submit as well as ongoing support through a remote tutorial.

Studies have shown that learning has a positive effect on our wellbeing, it can help us develop self-confidence, as well as develop our skills to enable career progression and help us feel a sense of achievement.

Inside this brochure you will find courses that will help you develop your skills for many different employment sectors including; Business & Management, Caring for Children & Young People, Cleaning & Infection Control, Digital Skills, English & Maths, Environmental, Health & Care, Retail and Warehousing. And, the great news is courses are FREE* to many students.

Learning is a lifelong affair, so no matter what your age or motivation, whether you want to study for leisure, gain skills and knowledge needed to fulfil a lifelong ambition, secure a promotion or change your career, West Lancashire College online programmes have something to offer you.

I do hope you find something that interests you and very much look forward to hearing of your future success.

Best wishes

Denise Williamson
Principal



*Courses FREE to those living in Lancashire with a low income, are on benefit or unemployed. For further details on Course costs and fee remission please see page 14 or call Learner Services on 01695 52334 for more information.



**Your
course may
be FREE!**

See page 14
for more
information

Business & Management

Course	Course Description	Start Date	Duration	Fee*	Delivery
Creating a Business Start-Up Level 2 Certificate	Explore business ideas and learn how to develop and progress your business plan so you fully understand your target market. The course will also teach you about marketing your business and the important legal and financial requirements you have to follow.	Flexible	6 wks	FREE*	Online
Lean Organisation Management Techniques Level 2 Certificate	This course will help you to understand the concept of a lean environment and its benefits, as well as how to implement a productivity needs analysis and develop an understanding of what makes an effective team.	Flexible	5 wks	FREE*	Online
Principles of Business Administration Level 2 Certificate	Gain knowledge to work in a range of different environments in a business admin role. Whether you would like to brush up on your skills or pick up some new ones, this course will give you the knowledge you need to provide high-quality support to the business you work for.	Flexible	12 wks	FREE*	Online
Principles of Customer Service Level 2 Certificate	This course can help you improve your skills and make sure every customer has a great experience. You will increase your awareness of how to understand and meet customers' needs, as well as learn how to improve your performance using feedback, plus how to successfully promote products and services.	Flexible	12 wks	FREE*	Online
Understanding Business Improvement Techniques Level 2 Certificate	Learn the principles of team leading, how to use different styles of leadership to enhance your team's performance, and how to motivate team members to get the best out of them. You'll also learn how to manage conflict within teams, how to handle dissatisfied customers and how to be the best mentor possible.	Flexible	10 wks	FREE*	Online
Understanding Excellence in Customer Service for Hospitality Level 2 Certificate	This course will help you to develop effective team working practices alongside principles and techniques that support workplace organisations. You will learn how continuous improvement techniques such as Kaizen can be applied for a boost in productivity, effectiveness, safety and waste reduction, and how businesses use it to gain that all-important competitive edge.	Flexible	6 wks	FREE*	Online
Hospitality Level 2 Certificate	When you're working in hospitality, it's important to make sure you give customers a great first impression. Our online course will help you brush up on essential skills for hospitality, including how to communicate effectively, the importance of teamwork and the importance of maintaining food hygiene. You will also learn about legislation and guidance you need to know when working in this sector, as well as the professional personal standards you will need to maintain.	Flexible	6 wks	FREE*	Online

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Caring For Children & Young People

Course	Course Description	Start Date	Duration	Fee*	Delivery
Introducing Caring for Children and Young People Level 2 Certificate	Learn the strategies and procedures used to protect young people from abuse and exploitive behaviour, and ensure their safety.	Flexible	6 wks	FREE*	Online
Principles of Working with Individuals with Learning Disabilities Level 2 Certificate	This qualification is ideal for you if you're working within healthcare or social care but may also be useful if you're working in education or a housing support role. The course aims to help you develop your underpinning knowledge and understanding to support your role working with people with learning disabilities. You will explore the principles of safeguarding and positive risk taking and gain awareness of the autistic spectrum.	Flexible	10 wks	FREE*	Online
Understanding Autism Level 2 Certificate	If you work with autistic people, or if someone you know is autistic, this course is a great way to increase your knowledge about the condition. You will learn about autism and how it can affect the ways people communicate, interact and process information, plus how to support autistic people to live healthy, fulfilled lives.	Flexible	7 wks	FREE*	Online
Understanding Behaviour that Challenges Level 2 Certificate	Learn about what 'behaviour that challenges' means, why some people display this behaviour and the impact it can have. This course will also give you insight into how to support positive behaviour, the importance of communication and how to manage challenging behaviour.	Flexible	6 wks	FREE*	Online
Understanding Children and Young People's Mental Health Level 2 Certificate	Mental health problems affect around 1 in 10 children and young people. These issues include depression, anxiety and conduct disorder and can often be a direct response to occurrences in their lives. This course offers allows you to gain a good understanding of the concepts, risk factors and impact of mental health.	Flexible	6 wks	FREE*	Online
Understanding Common Childhood Illnesses Level 2 Certificate	This course will increase your knowledge and understanding of common childhood illnesses and enable you to support the development and wellbeing of infants and children that you support/ care for.	Flexible	6 wks	FREE*	Online
Understanding Specific Learning Difficulties Level 2 Certificate	Learn about a range of specific learning difficulties, including ADHD, dyslexia and dyscalculia. This course is great for people working in a variety of sectors, such as healthcare, social care and education.	Flexible	6 wks	FREE*	Online

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Cleaning & Infection Control

Course	Course Description	Start Date	Duration	Fee*	Delivery
Cleaning Principles Level 2 Certificate	If you're starting a career in the cleaning industry, this course is the best way to brush up on your skills and show your competency to employers in one of the largest business sectors in the UK. You'll learn how to use and dispose of chemicals, and why health and safety must be at the forefront of everything you do, plus how to tackle cleaning tasks from floors and washrooms to specialist areas with ease.	Flexible	6 wks	FREE*	Online
Principles of the Prevention and Control of Infection in Health Care Settings Level 2 Certificate	Gain the skills you need to tackle the risk of infection in your workplace. The course covers procedures and regulations surrounding infection control, as well as the importance of maintaining a clean environment.	Flexible	6 wks	FREE*	Online



Your course may be FREE!

See page 14 for more information

Digital Skills

Course	Course Description	Start Date	Duration	Fee*	Delivery
Digital Skills Level 1 Certificate	This introductory course will allow you to develop skills to help you at home and at work, such as knowing how to filter search results or bookmark useful links. You will learn the basics of digital safety and security when using your devices and how to collaborate online professionally.	Flexible	8 wks	FREE*	Online
Digital Productivity Skills Level 2 Certificate	This qualification allows achievement of practical skills, understanding and knowledge in the use of a range of IT applications to improve productivity.	Flexible	13 wks	FREE*	Online
Digital Productivity Skills Level 2 Award	This qualification allows achievement of practical skills, understanding and knowledge in the use of a range of IT applications to improve productivity.	Flexible	10 wks	FREE*	Online

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English & Maths

Course	Course Description	Start Date	Duration	Fee*	Delivery
English Functional Skills (entry to level 2)	Our functional English programmes will allow you to build confidence, whilst progressing your literacy skills and improving employability prospects.	Flexible	Flexible	FREE*	Online
Maths Functional Skills (entry to level 2)	Our functional maths programmes will allow you to build confidence, whilst progressing your literacy skills and improving employability prospects.	Flexible	Flexible	FREE*	Online

If you would like to enrol for an online English or maths course, please contact Learner Services on **01695 52393 / enquiries@westlancs.ac.uk** who will take you through the next steps to ensure you are on the right level of programme.



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See page 14 for more information

Environmental

Course	Course Description	Start Date	Duration	Fee*	Delivery
Understanding Climate Change and Environmental Awareness Level 2 Certificate	Learn the principles of climate change so you can drive positive change and become 'greener' in the workplace and at home. You will learn about the impact of pollution, the barriers to a sustainable future and how to challenge these barriers. The qualification also covers the advantages of renewable energy and how to reduce energy consumption and carbon footprints for a better world	Flexible	6 wks	FREE*	Online

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Health & Care

Course	Course Description	Start Date	Duration	Fee*	Delivery
Awareness of Mental Health Problems Level 2 Certificate	Mental Health Problems touch the lives of many people, whether it is yourself, a family member or a friend. This course aims to raise awareness and increase your overall knowledge on the everyday challenges of those affected by Mental Health Problems.	Flexible	8 wks	FREE*	Online
Common Health Conditions Level 2 Certificate	This course covers a variety of health conditions including dementia, strokes, sensory loss, arthritis and Parkinson's disease. It's a great way to increase your understanding of these conditions and help you to monitor the health of people affected by them.	Flexible	6 wks	FREE*	Online
Falls Prevention Awareness Level 2 Certificate	If you work in health and social care or have contact with older people who are more at risk of falls, this course is ideal for you. You will learn about the risk factors and causes of falls, as well as how to prevent falls and how to manage them when they happen.	Flexible	6 wks	FREE*	Online
Preparing to Work in Adult Social Care Level 2 Certificate	This course will help you gain an appreciation of what it's like to work in the adult social care sector. You will learn about person-centred care and safe working practices, as well as the importance of safeguarding, equality and diversity, and duty of care	Flexible	12 wks	FREE*	Online
Principles of Care Planning Level 2 Certificate	This course will give you the knowledge you need to provide high-quality care for the people you work with. It will help you to develop personally and professionally and evidence your competency to employers. You will learn about person-centred care and the best ways to provide support with everything from nutrition and hydration to personal hygiene and continence care.	Flexible	10 wks	FREE*	Online
Principles of Dementia Care Level 2 Certificate	Learn all about approaches to dementia care, gain insight into how dementia affects the way people behave and interact, as well as how best to communicate with people who have dementia.	Flexible	6 wks	FREE*	Online
Principles of End of Life Care Level 2 Certificate	This course will give you the knowledge you need to perform your role as a care worker for people approaching the end of their lives. You will learn how to support and manage pain and discomfort, as well as gaining insight into the impact of dementia on end of life care. You'll also develop the compassionate skills needed for supporting family and friends with the loss and grief process.	Flexible	8 wks	FREE*	Online

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Health & Care

Course	Course Description	Start Date	Duration	Fee*	Delivery
Principles of Working with Individuals with Learning Disabilities Level 2 Certificate	This qualification is ideal for you if you're working within healthcare or social care but may also be useful if you're working in education or a housing support role. The course aims to help you develop your underpinning knowledge and understanding to support your role working with people with learning disabilities. You will explore the principles of safeguarding and positive risk taking and gain awareness of the autistic spectrum.	Flexible	10 wks	FREE*	Online
Understanding Cancer Support Level 2 Certificate	As cancer treatments are improved and more people survive cancer, it's vital to understand the impact of living with cancer long-term and the best way to provide support. This short course is great for anyone working in health and social care, and it will also be useful if you care for someone living with cancer.	Flexible	8 wks	FREE*	Online
Understanding the Care and Management of Diabetes Level 2 Certificate	This qualification will help you get into, or progress within, employment in the healthcare or social care sectors in a variety of job roles where an understanding of the care and management of diabetes is required. You can also take this qualification to support your progression into further learning within the Health and Social Care sector.	Flexible	6 wks	FREE*	Online
Understanding Nutrition and Health Level 2 Certificate	Whether you work in the healthcare or fitness industry and want to enhance your knowledge, or whether you just want to make some lifestyle changes yourself, our level 2 Certificate in Understanding Nutrition and Health is perfect for you. This fully online course will teach you about the role food and exercise play in maintaining health, and what the information on food labelling really means and how to use it correctly. You will also gain insight into creating a diet and exercise plan that's tailored to each individual's needs, and understand how to manage food hygiene to achieve maximum results.	Flexible	6 wks	FREE*	Online
Understanding the Safe Handling of Medication in Health and Social Care Level 2 Certificate	This course is a great introduction to the different types of medicines and how to record, store and handle them appropriately.	Flexible	6 wks	FREE*	Online
Understanding Specific Learning Difficulties Level 2 Certificate	If you're looking to improve your understanding and awareness of learning difficulties, this is the course for you. You will learn about a range of specific learning difficulties, including ADHD, dyslexia and dyscalculia. It's great for people working in a variety of sectors, such as healthcare, social care and education.	Flexible	6 wks	FREE*	Online

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Retail

Course	Course Description	Start Date	Duration	Fee*	Delivery
Understanding Retail Operations Level 2 Certificate	This course covers everything from the selling process to retail law to handling customer complaints. It's a great way to make sure you have the skills you need to do your job.	Flexible	6 wks	FREE*	Online



Warehousing

Course	Course Description	Start Date	Duration	Fee*	Delivery
Principles of Warehousing & Storage Level 2	The course will give you the skills to process orders for dispatch, understand the purpose of a stock check and many other practical aspects needed for operating a warehouse.	Flexible	6 wks	FREE*	Online

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How to enrol

Choose from our wide range of online courses listed throughout this Guide, if you need to find out more course detail please go to www.westlancs.ac.uk/onlinecourses or contact Course Enquiries on **01695 52334 / enquiries@westlancs.ac.uk**

Once you have decided what to study, you can enrol online as follows:

Enrol Online

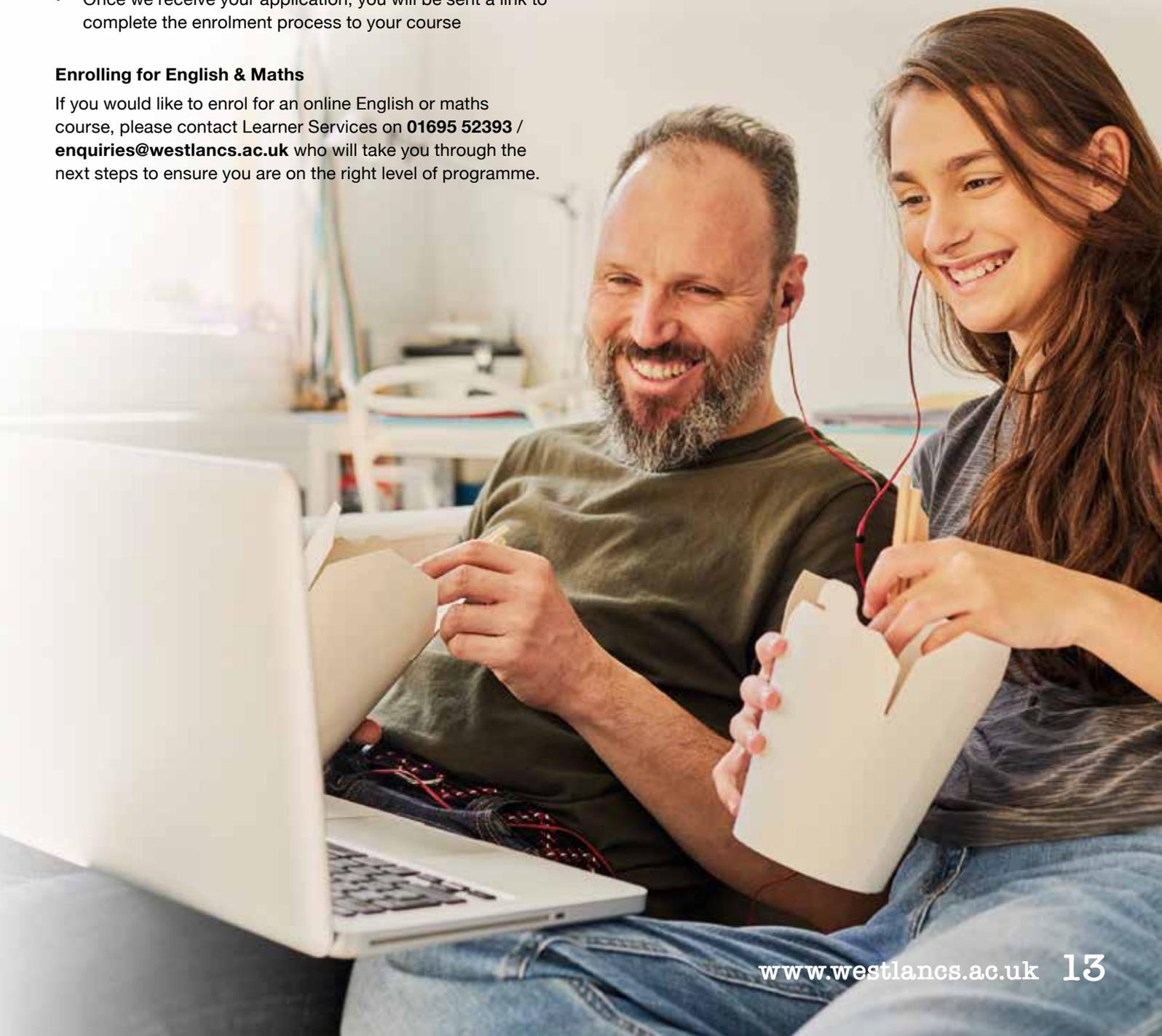
- To enrol for one of our online courses please take the following steps:
- Go to **www.westlancs.ac.uk**
- Select Apply>Adult
- Apply for your chosen course
- Once we receive your application, you will be sent a link to complete the enrolment process to your course

Enrolling for English & Maths

If you would like to enrol for an online English or maths course, please contact Learner Services on **01695 52393 / enquiries@westlancs.ac.uk** who will take you through the next steps to ensure you are on the right level of programme.

What will I need to enrol?

- If you are fee-paying student, you will require a credit or debit card to pay for your course. If you're signing up for a direct debit, make sure you've got your bank details to hand.
- You will also need to have knowledge of your current qualifications as well as your National Insurance number.





What will I pay?

Courses are FREE to many of our students, however the cost of your course depends on your individual circumstance and there are lots of funding opportunities available to help pay for your course. If you do have to pay for your course the cost is £362.

TUITION IS FREE FOR ADULT LEARNERS LIVING IN LANCASHIRE WHO ARE	EVIDENCE REQUIRED
Undertaking a First Full Level 2 qualification aged 19-23	Self-certification to be signed at enrolment
Undertaking a First Full Level 3 qualification aged 19-23	Self-certification to be signed at enrolment
Studying English or maths Basic Skills up to and including Level 2	None
Aged 19 or over in receipt of Job Seeker's Allowance including those receiving National Insurance Credits only and Employment Support Allowance (work related activity groups)	Current Letter authorised by the Job Centre (JSA Book not accepted), Bank statement
Aged 19 or over in receipt of UCRED, unemployed and mandated by Job Centre and earning less than £330 per month (All Work-Related Requirements Group, Work Preparation Group and Work-Focused Interview Group)	Current Letter authorised by the Job Centre
In receipt of other State Benefits who are unemployed and wishing to return to work	Income Support – current letter/bank statement Housing/ Council Tax Benefit – letter from council or bank statement. Working Tax Credit/Pension Credits – current award notice.

TUITION MAY BE FREE FOR LEARNERS LIVING IN LANCASHIRE WHO	EVIDENCE REQUIRED
Want to be employed (or progress into more sustainable employment) and earning less than £17,004.00 annual gross salary	Proof of income eg: individual payslips (3 months), P60 Contract of employment
Have a low household income who are not eligible for free tuition and have a gross household income of less than £20,817 or independent income of £12,400. Learners are required to apply to the Discretionary Learner Support Fund for financial help towards their tuition fee	Proof of income eg: household payslips (3 months), P60, current award notice



Due to changes in Government funding, from 1st August 2019 learner's resident in some postcodes (Merseyside and Greater Manchester) may be unable to access funding from training providers and colleges in Lancashire and may have to pay all associated course and support costs.

To check if your postcode is part of the new devolved funding legislation, please contact Course Enquiries on **01695 52334** for further advice.

Payment

Course fees are payable at enrolment and we accept payment by credit or debit card.

Please note, there is a £125 cancellation fee if a learner enrolls and fails to complete or withdraws early from the course. This is to cover administration costs.

If your course fee is being paid by a third party (e.g employer) you will be sent the appropriate documentation at enrolment.

Call **01695 52334** and ask for Learner Services to find out if you are eligible for assistance.

Fee refunds

Where the college has to cancel a course, the college will credit the fee and refund any fee payment to the learner. If the student agrees to an appropriate alternative course, then the original fee payment would be credited against the new alternative course. Students may apply to the college for a refund or partial refund of tuition fees if there are extenuating circumstances.

West Lancashire College & NCG

West Lancashire College is proud to be part of NCG, one of the country's leading college groups. We are one of seven colleges across the country that make up NCG, meaning we're a key part of providing education and training to learners, apprentices and employers across the UK. NCG's mission is to enable social mobility and economic prosperity through exceptional education. This mission sits at the heart of West Lancashire College and every college in our group plays an important role in achieving it. Through ambitious teaching, innovative courses and outstanding learning environments, NCG and all of its colleges aim to inspire excellence, spark curiosity and make a real impact on our learners and communities. Being part of NCG enables all seven colleges to work collaboratively to achieve these goals. Separately, we each work in close partnership with employers and local industry to offer education and skills training that leads to real employment opportunities for our learners and makes strong local economic impact. Together, we share expertise, support each other to grow, help each other to innovate and accomplish real change for young people, communities and economies across the country. www.ncgrp.co.uk



SAFEGUARDING

We are committed to safeguarding and ensuring all students experience a secure, safe and welcoming environment in which they can fulfil their potential. We are also committed to assisting students to develop the skills necessary to take responsibility for their own safety. Specific policies and procedures are in place to safeguard young people (students under 18 years of age) and adults at risk; these are robust and are reviewed regularly. Procedures are in place to take all reasonable measures to ensure risk is minimised and appropriate action is taken to address welfare concerns of young people and vulnerable adults. Our college community includes young people aged 14 to 18 and adults at risk. For this reason and as part of our commitment to safeguard our students and provide a safe place to learn, we are asking all potential students to disclose if they have a violent or sexual conviction. You will be asked to complete a declaration at the point of enrolment. If you do have convictions of this nature, you won't be automatically excluded from enrolling on a college course. Each case will be considered on its own merits. For further information please ask to speak to a member of the Safeguarding team. West Lancashire College welcomes diversity in its student population - valuing differences in race, gender, sexual orientation, disability, religion or belief, class and age. We actively oppose discrimination, aim to remove all conditions that put people at a disadvantage, strive to improve access and to provide outstanding support. We are committed to providing an inclusive learning environment. We have produced a NCG Equality Strategy which sets out our response to statutory obligations and our approach to the active promotion of equality and diversity. Please discuss your support needs with us and we will make every reasonable effort to make adjustments to help you succeed.

DISCLAIMER

Every effort is made to ensure that the information contained in this booklet is correct at the time of publication. We reserve the right however, to make alterations or amendments to the details contained in this booklet. Courses will operate subject to sufficient numbers.

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