

response

referral education skills provision opportunities
networks sustainability engagement



kent adult education

Call 03000 416000

or email

response01@kent.gov.uk



Response courses run in targeted areas across Kent for people over 19 who are unemployed or in low-paid work. We offer skills and basic qualifications to assist individuals into further learning, employment and volunteering.

2024/2025



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Working in Catering and Hospitality

Level 2 Food Safety in Catering

This is an essential qualification for anyone looking to work (or volunteer) in food preparation in a café, restaurant or organisation. It is the legal minimum requirement in order to handle food in the workplace. The course covers food safety hazards, all aspects of temperature control, food handling and storage. [Level 2 course is a full day](#)

Level 1 Food Safety is also available. [Course is 4 hours](#)

Level 2 Award in Food Allergen Awareness and Control in Catering

This qualification is designed to provide knowledge and understanding of food allergens and foods that commonly cause intolerances, the importance of effectively communicating information regarding allergenic ingredients to customers, and how staff can minimise the risk of cross-contamination.

[Course is 5 hours](#)

Level 1 Introduction to Customer Service

This course provides an introduction to the skills and personal qualities required for careers and job opportunities within the customer service sector. It will look at dealing with the public face-to-face and on the phone, as well as dealing with queries and complaints.

[Course is 6 hours or two sessions of 3 hours and is available as an accredited course by Laser Awards](#)

Level 1 Introduction to Hospitality

This course provides an introduction to the range of environments and settings you can work in; the personal qualities needed to work in this sector as well as first impressions and a basic understanding of the importance of personal hygiene.

[Course is 4 hours or two sessions of 2 hours and is accredited by Laser Awards](#)

Learn the Basics of Cocktail Mixology

Learn everything you need to know to make a selection of delicious classic drinks on this short course with the Mixology Group. The course includes making two cocktails, a basic introduction to techniques including building, muddling, shaking and straining.

[Course is 1 hour online with cocktail box or up to 2 hours face to face. Subject to availability. Additional requirements apply](#)



Barista Training

Where does coffee come from and how do you make a good cup? You will learn this and more on this course run in partnership with HatHats Academy. This course will give you a good understanding of how to make the most popular coffees served in most coffee shops. You will learn the key concepts in coffee-making such as steaming milk, basic latte art and the importance of the coffee grind as well as how to extract the best espresso shots.

[Course is 2 hours – Subject to availability. Additional requirements apply](#)

CSCS (Construction Skills Certification Scheme) Green Labourers' card



First things first.... Get qualified

Level 1 Health and Safety in a Construction Environment – 2 days of 6 hours

Supported by CITB (Construction Industry Training Board) this qualification teaches the principles of risk assessment for maintaining and improving health and safety at work; the importance of safe manual handling and working safely at height in the workplace; the risks to health within a construction environment and the importance of working safely around a plant and equipment.

Then you will be supported to book into a test centre in Canterbury, Gravesend, Chatham or Tunbridge Wells to take the CITB operatives Health, Safety and Environment Knowledge Test.

<https://www.citb.co.uk/courses-and-qualifications/hse-test-and-cards/book-a-test/>

This test is an important way for construction workers to show that they can be safe on the job. It's also a way for them to know that their fellow workers are as safe on the site and not put them at risk of injury.

Lastly, successful learners who complete both the Level 1 course and the knowledge test can apply for the CSCS Labourer's card online. <http://www.cscs.uk.com/applying-for-cards/>

Working in Health and Safety, Manual Labour, Warehousing and Distribution, Cleaning roles

Health & Safety in the Workplace is a useful and desirable qualification for those seeking work. Level 1 and Level 2 are available and give a general introduction and understanding of health and safety, and the hazards and risks in the workplace.

[Level 1 and Level 2 courses are full-day courses](#)

Level 2 Award in Safe Moving and Handling is for those who move and handle large or heavy items. It provides an introduction to the hazards and risks involved in the safe lifting and carrying of items. It outlines what is expected from a manual handling assessment and how to develop safer handling techniques in the workplace.

[The course is a full day](#)

Level 2 Principles of COSHH (Control of Substances Hazardous to Health)

This qualification is designed for those who use substances hazardous to health at work. It is relevant in many industries including hairdressing and beauty, catering and cleaning. It introduces substances and the risks and controls available, and outlines what to expect from a COSHH assessment.

The qualification prepares employees to contribute to the safer use of hazardous substances in their workplaces.

[Course is 5 hours](#)

Learning First Aid or becoming a First Aider at Work

Introduction to First Aid

Learners are given an introduction into the techniques of first aid. This course does not qualify people to carry out first aid but is an overview of some of the techniques used. For example, planning for an emergency, resuscitation, choking, burns and bleeding.

Course is 3.5 hours

Level 2 Award in Basic Life Support for Adults and Children

This course provides a useful overview of techniques covering resuscitation, burns, bleeding, choking and the recovery position. This course does not qualify participants to carry out first aid. On successful completion a Level 2 certificate will be awarded. You may also be able to progress onto a Level 3 Emergency First at Work course.

Course is 5.5 hours

Level 3 Emergency First Aid at Work

This qualification is delivered through hands-on learning, practical teaching, demonstrations and a theory test. An Emergency First Aid at Work certificate will be issued upon successful completion of the course which is valid for three years.

The course is a full day

Pathway to working in the care sector

Level 1 Introduction to Health and Social Care

This course provides an introduction to working relationships in health and social care; an understanding of the legislation that informs the sector and principles relating to confidentiality at work and the importance of communication with a range of individuals.

Course is 4 hours or two sessions of 2 hours and is accredited by Laser Awards



Level 2 Award in Health and Safety in Health and Social Care

Intended for people who want to work directly with patients/clients in a health and social care setting eg hospitals, care homes and day care centres. It develops their awareness of health and safety issues and covers the importance of good personal hygiene, risk assessments and what to do in response to accidents and incidents at work.

The course is a full day

Introduction to Safeguarding Vulnerable Adults or Safeguarding Children

Learners will be familiarised with the reporting procedures around the safeguarding of vulnerable adults. It will include definitions of Safeguarding, Safeguarding principles, How to recognise abuse, how to seek help and information sharing.

Course is 3 hours

Awareness courses

Introduction to British Sign Language / Dementia Awareness / Autism Awareness

These half-day courses will look at the knowledge and skills required to support people with various health conditions and challenges. It is an opportunity to grow your background knowledge.

Working as a Teaching Assistant or Child-Minding

Introduction to Supporting Children's Learning LASER Level 1

This course introduces the different ways in which children learn and the most effective ways of supporting them. You will learn a variety of strategies to support children with reading, spelling, writing and speaking and listening as well as with written and mental maths. This can prepare you for the level 2 teaching assistant course.



The course takes place over 10 weeks with 3 hours scheduled per week

Introduction to working with children

Learners will explore the many different environments and settings available in the children's sector and identify the qualifications necessary to work in these settings, including the progression routes. It will look at the importance of being confident in effectively communicating with children, young people and the adults who work with them.

Course is 4 hours

Level 3 Combined Emergency First Aid at Work and Emergency Paediatric First Aid

This specially-designed qualification provides the skills and knowledge needed to provide both emergency adult and paediatric first aid. This is aimed at people who are looking to work or volunteer in settings that require both first aiders and paediatric first aiders such as schools, sports clubs and other childcare settings. There are 6 practical assessments and a multiple-choice test.

The course is a full day

Introduction to Healthy Eating / Healthy Eating on a Budget

Learners are introduced to the different aspects of nutrition and lifestyle that come together to create a healthy diet. It looks at how we define a healthy diet and why we want to aspire to be healthy. You will look at the eat well plate, vitamins and minerals, meal planning, portion sizes and calories. Where facilities allow, learners can make a light lunch.

Course is 4 hours

Level 2 Award in Food Allergen Awareness

This accredited qualification raises the awareness of characteristics and consequences of food allergies and intolerances. It looks at the procedures for identifying and controlling contamination from allergenic ingredients and procedures around communicating accurate information. Knowledge is tested by 15 multiple choice questions.

Course is 4 hours

IT Skills, Starting a Business and learn the tools to live in a digital world



Basic Computer Skills

This course offers basic skills for those who have never used a computer before or lack confidence. It includes starting a computer, the terminology, Windows basics, desktop icons and saving your work.

[Courses run 4-6 hours](#)

Digital Focus: Staying Safe Online

This is designed to show you how to stay safe online. You will look at computer safety, viruses and anti-virus software, the need for firewalls and internet security, limiting access for children and what to look out for in email attachments.

[Course is 3 hours](#)

Digital Solutions: Zoom Basics

Learn how to master the online meeting platform Zoom. You will learn how to create a meeting and invite participants, share your screen and manage backgrounds.

[Courses run 2 hours online](#)

Digital Solutions: Using Social Media

This course is designed to raise awareness of new technology and help learners to improve their general use of IT skills and be able to connect with social media. You will learn how to open Facebook, Twitter, Instagram, Tik Tok and use WhatsApp to make calls.

[Course is 3 hours](#)

Introduction to Setting up your Own Business

Learners will get an introduction to what it takes to set yourself up in business. It will look at what to consider legally and financially to set up on the best course for success.

[Course is 4 hours](#)

Introduction to Assertiveness

Explore how using assertiveness tools and skills helps you to feel more in control. Recognise how to manage your own feelings when you are challenged with new experiences and feel empowered to say no when you mean it without feeling guilty. You will practice listening and speaking with others in small groups.

[Course is 4 hours](#)

Level 2 Award in Conflict Management

This course provides you with an opportunity to learn some skills to reduce the likelihood of conflict and challenging behaviour occurring in your job or in everyday life. You will learn a range of ways to deal with difficult situations, which will develop your knowledge and ability to deal with conflict situations and build your confidence.

[Day 1 is 4 hours / Day 2 is 5 hours.](#)

Introduction to Conflict Management is also available. [Course is 4 hours](#)

***Employment Essentials –
mix and match courses
to gain the skills you need.
Available online or
face-to-face***

All modules are 2 hours



Personal Power and Confidence

Engage with your most confident, successful self and explore strategies to build confidence. Recreate moments from the past that bring out your best, most capable self.

Uncover Your Genius – Transferable Skills

What do you love? What sets you apart? What makes you unique? Use Mind Maps to identify skills, strengths, values and needs of specific jobs to inform decision making and applications. How to change jobs or work areas whilst benefiting from the experience you have.

Personal Profiles and Tailored CVs

Look at what makes a great personal profile and how to tailor your CV to each application. Use the job description to tailor your CV.

Hunt the Hidden Job Markets

Make social media work for you, making the most of online resources. Finding those jobs that are not advertised.

Agency Work – Is it for You?

Working for an agency – What to expect and how it differs from a permanent position. Rights and responsibilities.

Testing Times – What are Psychometrics?

What are they? Why are they used? Practice tests / Personality Tests / Situational judgement tests / Aptitude tests – numerical, verbal, inductive and deductive reasoning tests.

How to Ace that Video Interview

Interview preparation and the differences with a Zoom interview.

Stay Positive while Job Searching

Introduce ways to help you stay positive and be at your best while looking for a job. Explore areas that range from self-care and keeping healthy, to new ways of developing skills and confidence.

Skills in Action – Interview Practice

Build confidence by looking at common interview questions and thinking about our own answers. Use strategies to make a strong first impression, explore stress management specific to interviews. Discuss and demonstrate answering common interview questions.

Response works in *partnership* with several volunteer centres around Kent – including Kent Coast Volunteering; Canterbury and Herne Bay Volunteer Centre; CVS Northfleet, The Healthy Living Centre in Dartford, CAS Swanscombe, Involve Maidstone and Swale CVS to deliver courses designed to provide potential volunteers with the skills and confidence to succeed in their first volunteering role.

Confidence into Volunteering

For those who are not yet ready for their first volunteering role, this course will give you the confidence to take a step towards your goal. It looks at what confidence means to you and how you recognise confidence in others. You will learn how to utilise positive self-talk and attitude to help you change self-limiting beliefs.

Course is 3 to 6 hours

Skills for Volunteers

This course looks at the benefits of volunteering transferable skills and overcoming barriers, rights and responsibilities, body language and training. It is ideal for those ready for their first role in volunteering.

Course is 3 to 6 hours

Level 1 Introduction to Customer Service

This course provides an introduction to the skills and personal qualities required for careers and job opportunities within the customer service sector. It will look at dealing with the public face-to-face and on the phone, as well as dealing with queries and complaints.

Course is 6 hours or two sessions of 3 hours and is also available as an accredited course by Laser Awards

Introduction to Virtual Volunteering & Home-based working

This course in partnership with Canterbury and Herne Bay Volunteer Centre provides a general overview of the benefits of virtual volunteering and micro-volunteering, the ongoing implications and effects of Covid-19 on volunteering, examples of virtual volunteering opportunities and virtual volunteering myths.

Course is 3 hours online or face-to-face

Communication and Listening Skills for Volunteers

You will explore communication skills and techniques, understand issues that impact on communication in different types of situations and assess strategies for personal development, and resilience.

Course is 4 hours

Level 3 Emergency First Aid at Work

This qualification is delivered through hands-on learning, practical teaching, demonstrations and a theory test. An Emergency First Aid at Work certificate will be issued upon successful completion of the course which is valid for three years.

The course is a full day

Kent Coast Volunteering

Connecting Communities In
Dover, Thanet, Folkestone & Hythe

For upcoming course dates please

see www.kcv.org.uk/training-courses/

Pathway towards Improving Your Wellbeing

Mental health issues are well known as a barrier to learning and employment. In these courses we look at the meaning of mental health, identify challenges and explore the process of keeping well through mindfulness and movement



Mind.....

Five Ways to Wellbeing

Learners will be introduced to the 5 Ways to Wellbeing steps as practical ways to manage wellbeing, stress & anxiety. You will learn the background knowledge on the five steps, how they were created and how understanding each step in turn can benefit our wellbeing.

Course is 2 hours

Positive Thoughts, Feelings and Behaviours

This course introduces learners to the concept of thoughts, feelings and behaviours. Learners will gain an understanding of how TFBs are linked to situational triggers; positive and negative cycles and how they are link to Cognitive Behavioural Therapy.

Course is 2 days of 3 hours

Confidence and Self-esteem

This course can be tailored for groups and will contain some or all of the following topics: awareness of the 'inner critic'; replacing blame with praise; strategies for working with negative emotions; body consciousness; self-care; making an impression; finding a voice; speaking out, being heard and being a good listener.

Course is 2 days of 3 hours

Mindful Living

Explore the reasons behind Mindfulness and try out some practical activities to explore mindful techniques. How do we use mindful language? How can mindfulness help you in your everyday life? You will be guided through practical exercises to explore relaxation.

Course is 2 hours

Introduction to Mental Health Support

This course is designed to help learners understand why anyone can be susceptible to mental health challenges. Learners will gain a wider understanding of positive and negative mental health, related signs and symptoms and how they can help themselves and others.

Course is 4 hours

Introduction to Wellbeing by Managing Stress and Anxiety

This introduction will assist learners in understanding more about the physical and psychological symptoms of anxiety and stress and the practical ways to manage them. You will receive practical experience of self-help relaxation techniques and how to boost resilience to cope with challenges.

Course is 2 days of 3 hours

Relax and Reflect: Be Creative with Crafts

Arts and crafts take many forms. On these courses you can try a variety of seasonal arts and crafts and have the opportunity for some relaxing 'me' time.

Courses are 2-4 hours

Pathway towards...Improving Your Wellbeing

Introduction to Fitness

Learners will be introduced to a simple exercise routine to aid Wellbeing. You will discuss the benefits of exercise and stretching and preparing for exercise. Routines can be adapted according to learner needs and ability. You can reflect on the effectiveness of each session at the end.

Courses 4 x 1.5 hour



Introduction to Seated Exercise

This is a simple exercise programme designed to be undertaken while seated. It can be as energetic as Zumba or as relaxed as Tai Chi. Routines can be adapted for individual ability.

Courses 4 x 1.5 hour

Introduction to Healthy Eating

Learners are introduced to the different aspects of nutrition and lifestyle that come together to create a healthy diet. It looks at how we define a healthy diet and why we want to aspire to be healthy. You will look at the eat well plate, vitamins and minerals, meal planning, portion sizes and calories. Where facilities allow, learners can make a light lunch.

Course is 4 hours

Positive Steps – a social prescribing package



Kent Adult Education's social prescribing offering – called Positive Steps – has been created specifically to address some of the barriers to learning that people may face, thereby helping to make the first step into learning more achievable.

The scheme includes a distinct set of pathways:

- Accessibility Pathway - for those living in remote areas who may need help with transport issues;
- Positivity Pathway - If stress and anxiety is holding you back from joining an adult education class, we can arrange for you to bring a friend for support, or schedule a phone call or meeting with the tutor before attending;
- Financial Pathway – we can provide a discount for those referred by a health professional to a course that is linked with improving your condition;
- Health and Wellbeing Pathway – for those who need help and advice on choosing a course supporting their health and wellbeing.

Referrals will be accepted via a link worker, community connector or any health professional.

For more information, please email:
kaepositivesteps@kent.gov.uk

Or scan the QR code for details and to access the referral form.



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Please note that in order to assess your eligibility for this funding, we will need to ask information regarding employment and earning status, about benefits and residency.

We aim to provide you with the best possible learning experience. To help us to do that we need to know if you have any disabilities or additional support needs.

Response works with a range of partners to deliver this programme, including but not limited to: People Plus; Recovery College; BeChange; Porchlight; The Blackthorn Trust; Canterbury and Faversham Umbrella Centres; Folkestone Nepalese Community; CAS Swanscombe; Kent Coast Volunteering; Healthy Living Centre; Shaw Trust; Swale and NW Kent CVS, Dover Big Local and The Perfect Place to Grow.

We are always interested to hear about any ideas or suggestions you have for new courses. We work with community partners but are happy to receive general enquires via email.