

response

referral education skills provision opportunities
networks sustainability engagement



kent adult education

Brochure



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.

Call: 03000 41 60 00

Email: response01@kent.gov.uk

Pathway towards employment

Working in catering, bars or front of house

Level 1 Food Safety in Catering

This course raises awareness of key food safety issues and provides learners with an introduction to food safety. On the course you will look at how to keep work areas clean and the role the individual food handler plays in reducing contamination. **This course is 4.5 hours.**

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. **This course is a full day.**

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. **This course is 5 hours.**

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. **This course is 1 hour online with cocktail a box or up to 2 hours face to face. Subject to availability. Additional requirements apply.**

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, first impressions, using the telephone/writing to interact with customers and dealing with complaints. **This course is 6 hours or two sessions of 3 hours.**

Pathway to a CSCS (Construction Skills Certification Scheme) Green Labourers' card

First things first... Get qualified

Level 1 Health and Safety in a Construction Environment

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. **This course is 2 days of 6 hours.**

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. **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 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 **www.cscs.uk.com/applying-for-cards/**



Pathway to working in health and safety, manual labour, warehousing and distribution and cleaning

Health & Safety in the Workplace

This 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 Working at Height

The objective of this course is to raise the awareness in the use of ladders, step ladders, harnesses and a variety of other equipment/principles that are used for working at height. Learners will focus on the safety considerations, legal obligations, hierarchy of control measures and reporting procedures for defective equipment. It is theory only. **This course is 3.5 hours.**

Level 2 Award in Safe Moving and Handling

This 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. **This 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. **This course is 5 hours.**



Pathway to 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. **This 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. **This 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. **This course is a full day.**



Pathway to stewarding at events

Level 2 Award in Front of Stage Pit Barrier Operations

This is aimed at those who are working or who wish to work in the live events industry positioned at the front stage pit barrier. It covers understanding the importance of the front of stage pit barrier area, being able to protect the health and safety of individuals within the barrier system and being able to recognise audience activity and respond appropriately. **This course is a full day.**



Pathway to working in the care sector

Introduction to Safeguarding Vulnerable Adults

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. **This course is 3 hours.**



Awareness courses

- **Deaf Awareness**
- **Visual Impairment Awareness**
- **Dementia 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.



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 e.g 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. **This course is a full day.**

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Pathway to working as a teaching assistant or in 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, speaking and listening as well as with written and mental maths. This can prepare you for the level 2 teaching assistant course. **This 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. **This course is 4 hours.**

Introduction to First Aid for Parents and Carers

This first aid introduction has a paediatric focus as learners examine the techniques involved in resuscitating a child and baby, burns and bleeding. **This course is 3.5 hours.**

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. **This 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. **This course is 4 hours.**

Communication and Listening Skills

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. **This course is 4 hours.**

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Pathway to IT, office work, starting a business and gathering tools to live in a digital world

Basic Computer Skills Absolute Beginners

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. **This courses is 4 to 6 hours.**

Next Level Computer Skills

For those who are confident with the basics of computing but would like to know more about specific areas, such as the internet and email, word processing, spreadsheets, web-based buying and selling, online banking and engaging with public services. **This courses is 4 to 6 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. **This course is 2 hours.**

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 and use Skype to make calls. **This course is 3 hours.**

Digital Focus: Staying Safe Online and Paying Bills

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. There is also an opportunity to look at how to pay bills and fill in forms online. **This 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. **This 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. **This 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. **This course is 2 sessions of 4 hours.**

Pathway to Employment Essentials modules

Mix and match 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. Also 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 using the job description.

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.

Pathway to Volunteering

Response works in partnership with several volunteer centres around Kent, including those below and CVS Northfleet, The Healthy Living Centre, Dartford, Optivo, 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. All courses run 9.30am to 3.30pm.

ASHFORD VOLUNTEER CENTRE

Courses run regularly throughout the year

Volunteering for a Better You

To better understand and (re) discover individual skills to help raise self-esteem and match those skills to community and individual opportunities. In better appreciating those skills we will then provide an overview of volunteering explaining what is expected of a volunteer, what should be expected in return and investigate the best match for those personal skills and the individual's life journey.

Match your Skills for Volunteering

Volunteering is an excellent way of developing new skills and utilising existing ones. It can also be a stepping-stone back into employment or simply to a different life direction. Ashford Volunteer Centre, will help you recognise your skills and match them with the many local opportunities available.

CANTERBURY AND DISTRICT VOLUNTEER CENTRE

Skills for Volunteers

This course is tailored to meet local needs. It covers the benefits of volunteering; the role and responsibilities of being a volunteer; and how volunteering can improve skills and offer relevant experience.

Introduction to Virtual Volunteering and Home-based Working

This course 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. This course is 3 hours.

KENT COAST VOLUNTEERING

Courses in Shepway, Thanet and Dover districts

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.

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.

Introduction to Customer Service

This course looks at being the public face of the business, dealing with customers, the importance of product knowledge, what is good and what is bad customer service and coming across well.



VOLUNTEER CENTRE
CANTERBURY | HERNE BAY



Kent Coast Volunteering

Connecting Communities In
Dover, Thanet, Folkestone & Hythe



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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...

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. **This course is 3 hours over 2 days.**

Mindfulness

Explore the reasons behind Mindfulness and try out some practical activities. 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. **This 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. **This 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. **This course is 4 to 6 hours.**

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 and how they were created and how understanding each step in turn can benefit our wellbeing. **This course is 2 hours.**

Pathway towards improving your wellbeing

Introduction to Floristry

This introductory course will allow you to design a single flower wrap using different wrapping materials. You will learn to make a floristry bow, identify some flowers by their Latin names and design a hand-held posy arrangement for a table centre with a jam jar. **This course is 2 to 4 hours.**

Introduction to Arts and Crafts

Arts and crafts take many forms. On these introductory courses you can try a variety of simple arts and crafts. **These courses are 2 to 4 hours.**

Body...

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. **These courses are 4 sessions of 1.5 hours.**

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. **These courses are 4 sessions of 1.5 hours.**

Hearts Matter – (cardio-style workout)

Heart matters is an energetic workout designed to introduce you to fitness at a pace comfortable to you. Each week we will pay attention to a different area of the body completing a full body work out focusing on mainly cardiovascular fitness, but also flexibility, resistance and toning. **These courses are 4 sessions of 1.5 hours.**

Walking and Talking in Nature

On this course you will be on a group walk led by a tutor in your local area, taking some gentle exercise while connecting to the outside world. You will also be engaging your creativity by taking time to absorb your surroundings and can photograph things that interest or inspire you. **This course is 2 sessions of 2 hours.**

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Introduction to Aromatherapy Oils

You will learn how essential oils can benefit the mind and body and how they can be incorporated into a hand massage blend. There will be a brief history of Aromatherapy, what it is and how it works. You will also identify a selection of at least 5 oils and identify their main properties and experience the power of the olfactory system through an aromatic demonstration. **This course is 3 hours.**

Working in Partnership

Response works in partnership with several organisations around Kent to deliver courses according to local needs. Romney Resource Centre in New Romney delivers the following courses for Response which run throughout the year:

- **Absolute Beginners IT**
- **Next Step IT**
- **Job Search and CV Skills**
- **Application and Interview Skills**
- **Self Esteem and Confidence**
- **Chair-based Exercise**
- **Introduction to Mental Health First Aid Lite**
- **Emergency First Aid at Work**
- **Level 2 Manual Handling**
- **Level 2 Health and Safety in a Construction Environment**
- **Level 2 Health and Safety in the Workplace**
- **Level 2 Food Safety in Catering**



Contact us

To enquire please call:

03000 41 60 00

The Response programme is funded by the Education and Skills Funding Agency as part of the Neighbourhood Learning in Deprived Communities initiative.

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Please note that in order to assess your eligibility for this funding, we will need to ask for information regarding employment, earning status, 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: The Healthy Living Centre, Dartford; CAS in Swanscombe, Romney Resource Centre, Ashford, Canterbury and Kent Coast Volunteering, BeChange, Shaw Trust, Porchlight, Swale and NW Kent CVS and Optivo.

