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Ayrshire  
College 

# Kickstart Placement Skills Information

2020-2021



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**Introduction:**

Ayrshire College is committed to delivering a quality learning experience for learners within the community. Courses are designed to assist those who are looking to return to the workplace, or have gained a Kickstart placement by gaining knowledge and current accreditation, which in turn inspires confidence in the learner.

Although there are a number of established courses, further bespoke courses can be developed to provide the correct content, level and experience for learners. All courses can be delivered flexibly to meet the needs of partners and learners.

Ayrshire College also has a range of short, vocational courses on offer. Details of these can be provided upon request.

For further information or to enquire about these courses, please contact:

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## Pathway Apprenticeship in Business Skills

### Who this course is aimed at:

Individuals who have secured an office based Kickstart placement.

### Aims of the course are:

To develop the skills of participants in order to help them secure a future permanent job or apprenticeship.

### Content of Course:

Participants will develop a range of business related skills through a combination of college based and work based learning. These skills are devised to assist the learner to progress towards a Modern Apprenticeship or job in the future.

The individual's time will be split between the Kickstart placement, where they will develop on-the-job skills, and college where off-the-job knowledge and skills will be developed.

### On completion participants will be able to:

Use practical skills and underpinning knowledge of business to progress their career.

### Qualifications attached to this course:

<b>GL8H 46</b>	<b>National Progression Award (NPA) in Business Skills at SCQF Level 6</b>
H20R 76	Understanding Business
H20S 76	Management of People and Finance
F1FE 12	PC Passport: Working With IT Software – Word Processing and Presenting Information
F1FJ 12	PC Passport: Working With IT Software – Spreadsheet and Database
HE9E 46	Contemporary Business Issues
	<b>Work Based Challenge Unit</b>
J4YL 04	WBCU with Meta-skills
	<b>Work Based Learning</b>
FD9Y04	Plan how to manage and improve own performance in a business environment
FE02 04	Communicate in business environment
FE04 04	Support other people to work in a business environment
FE0X 04	Design and produce documents in a business environment
<b>HE6E 04</b>	<b>Certification Unit</b>

## ICT L3 with Keyboard Skills and Word L4

### Who this course is aimed at:

Individuals who have zero or very limited knowledge/skills in using computers of any kind.

### Aims of the course are:

To provide participants with the basic skills to use a computer to communicate. In particular, participants will be introduced to word processing, internet and email in relation to job searching.

### Content of Course:

- Basic introduction to using a computer, including using a keyboard
- Basic introduction to Microsoft Office, in particular Word Processing
- Job Searches and applications
- CV Building
- Cover letters
- Interview Practice

### On completion participants will be able to:

Use word processing to communicate to employers, be familiar with accessing and browsing the internet to search for jobs. Set up an email account and be able communicate via this media. They will also be able to evidence communication skills in writing, listening and speaking at a basic level.

### Qualifications attached to this course:

1	F3GC09	ICT
1	D51909	Using a Keyboard
1	HA6M44	Web Apps: Word Processing L4

## Elevate – Level 3/4

### Who this course is aimed at:

Individuals who are seeking to improve their basic employability skills with a view to returning to the job market.

### Aims of the course are:

To assist participants in building personal confidence and problem solving skills, through developing the relevant skills for employment and raising their awareness of the responsibilities of employment.

### Content of Course:

- Writing CVs
- Writing speculative letters
- Interview preparation
- Interview skills
- Introduction to employment rules and regulations
- Introduction to problem solving strategies
- Job searching activities

### On completion participants will be able to:

Job search effectively, complete a CV, write speculative letters and be competent in using ICT to do this.

### Qualifications attached to this course:

1	F3GD09	Problem Solving
0.25	F78610	Preparing for Employment
0.5	F78710	Building Own Employability Skills
0.25	F78810	Responsibilities of Employment
	<b>G9CY44</b>	<b>Group Award</b>
1	D51909	Using a Keyboard

## Good to Go – Level 4

### Who this course is aimed at:

Individuals who have introductory level employability skills and who are looking to develop these further with a view to taking up employment as soon as possible.

### Aims of the course are:

To assist participants in building personal confidence and problem solving skills, through developing the relevant skills for employment and raising their awareness of the responsibilities of employment. This course will also introduce participants to aspects of personal self-development with a view to making them more autonomous and self-supporting in their pursuit of employment.

### Content of Course:

- Development of IT skills in relation to employability skills
- Development of problem solving and group work skills
- Exploring self-awareness
- Exploring the relationship between self and work

### On completion participants will be able to:

Job search effectively, complete a CV, write speculative letters and be competent in using ICT to do this.

### Qualifications attached to this course:

1	F3GC10	ICT
1	F3GD10	Problem Solving
1	H18X44	Personal Development: Self Awareness
1	H18P44	Personal Development: Self and Work
1	D51909	Using a Keyboard

## Customer Care – Level 4

### This course is aimed at:

Individuals looking to improve their employability skills in sectors where interaction with customers occurs.

### Aims of the course are:

To introduce participants to all aspects of customer care.

### Course content:

- Explore what customer care means
- Identify good customer care practice
- Explore health and safety in regards to food preparation
- Develop ICT skills

### On completion participants will be able to:

Evidence customer care skills in practical contexts. Identify and appreciate appropriate health and safety practice in food preparation and evidence improved ICT skills.

### Qualifications attached to this course:

1	F38W10	Skills for Customer Care
0.175	REHIS	Food Hygiene (or)
0.5	F79211	Food Hygiene in the Hospitality Industry
1	F3GC10	ICT
1	D51909	Using a Keyboard

## Core Skills – Levels 3 and 4

### This course is aimed at:

Individuals looking to improve Communication skills. Communication skills underpin personal, social, learning and working activities. They are essential in clarifying one's own thoughts in interacting and conversing with others and expressing thoughts and in conveying information, feeling and opinions.

### Aims of the course are:

- To provide learners with the skills and abilities that everyone uses in their family and personal life, at work, in public, in the community and in education and training.
- To enable learners to use interpersonal skills appropriately to recognise and value the roles of other people, taking responsibility for your own contribution and supporting cooperative working in appropriate ways.

The five Core Skills are; Communication, Numeracy, Information and Communication Technology, Problem Solving and Working With Others.

### On completion participants will:

- Be more confident
- Be enabled to learn more easily
- Have improved career prospects

### Qualifications attached to Core Skills:

0.25	F3GN (09) (10)	Reading
0.25	F3GR (09) (10)	Writing
0.25	F3GP (09) (10)	Speaking
0.25	F3GM (09) (10)	Listening
1	F3GB (09) (10)	Communication
1	F3GE (09) (10)	Working With Others
1	F3GD (09) (10)	Problem Solving
1	F3GC (09) (10)	Information and Communication Technology

## Enterprise Activity Levels 3 and 4

### This course is aimed at:

This course is aimed at those people who are interested in contributing to arranging or planning an enterprise activity and then carrying out tasks while the enterprise activity is being carried out.

### Aims of the course are:

- To develop planning, organisational, investigative, and interpersonal skills along with self-awareness through enterprise activity.
- To plan and arrange an enterprise activity.
- To carry out allocated tasks during the enterprise activity and relating effectively to others.
- To analyse their own undertaking of the enterprise activity.

### On completion participants will:

- Plan, undertake and analyse an enterprise activity with limited input from their tutor.
- Improve their planning, organisational, investigative, and interpersonal skills.

### Qualifications attached:

1	D36N (09)	Enterprise Activity L3
1	D36N 10	Enterprise Activity L4

## Leadership Award

The leadership award is endorsed by the Chartered Management Institute and is available at SCQF levels 5 and 6.

### **This course is aimed at:**

*The award is designed for learners who take, or plan to take, a leading role in their activities.*

*It is suitable for:*

- S5/S6 pupils
- College students who wish to improve their leadership skills
- Learners taking part in the More Choices, More Chances initiative
- Individuals involved in voluntary activities.

### **Aims of the course are:**

To allow the learner to develop knowledge of leadership styles and qualities, whilst encouraging the learner to respect the cultures and beliefs of others working alongside them.

### **On completion participants will:**

Considering the factors involved in activities, such as resources, people, time and potential risks, monitoring progress and making changes as needed. At the end, candidates review their experience, drawing conclusions about themselves as a leader

### **Award Qualifications attached:**

G9D3 45	Leadership Award (SCQF Level 5)
G9D4 46	Leadership Award (SCQF Level 6)

0.5	F78C (45)(46)	Leadership: An Introduction
1	F78D (45)(46)	Leadership in Practice

## Personal Development Award

### This course is aimed at:

Learners who want to become more independent and to develop their potential as contributing members of their societies.

Learners will develop self-reliance, self-esteem and confidence through supported and independent learning.

### Aims of the course are:

To allow the learner to develop knowledge of self and their own development needs through self-evaluation and review, and to develop self-reliance, self-esteem and confidence through supported and independent learning. They will develop practical abilities by developing task management and interpersonal skills and also demonstrate and recognise their own achievement.

### On completion participants will:

Be able to prepare to develop task management skills within a vocational project and carry out the project. They will be able to review their own task management skills and analyse their strengths and complete a SWOT analysis. They will use Strengths as part of this process. Their report will be printed out for them to use and reflect upon in future.

### Award Qualifications attached:

GF21 43	Personal Development Award (Level 3)
GF2K 44	Personal Development Award (Level 4)

*For the learner to attain this award at level 3 they must complete 3 units at the appropriate level and for the Level 4 award they must complete 4 units at the appropriate level.*

1	H18P 4 (3) (4)	Personal Development: Self and Work
1	H18N 4 (3) (4)	Personal Development: Self in Community
1	H18X 4 (3) (4)	Personal Development: Self Awareness
1	H18W 4 (3) (4)	Personal Development: Practical Abilities

## NPA Customer Service

### This course is aimed at:

Learners who are looking for the correct skills and knowledge needed for working in the customer service sector.

### Aims of the course are:

To develops:

- basic practical communication skills — including how to deal with customer complaints
- an understanding of roles and structures within organisations
- knowledge of how to use social media to deliver customer service
- employability skills

Customer service impacts on all occupational sectors. Employees working in hotels, retail outlets, travel organisations, beauty therapy, hairdressing, sports centres, local authorities or voluntary organisations all require effective customer service skills and knowledge.

### On completion participants will:

Have knowledge of basic practical communication skills — including how to deal with customer complaints and have an understanding of roles and structures within organisations. They will display knowledge of how to use social media to deliver customer service.

### Award Qualifications attached:

GP84 44	NPA Customer Service Level 4
GP85 45	NPA Customer Service Level 5

1	J2GA 44 (45)	Communication skills for Customer Service
1	J2GG 44 (45)	Social Media for Customer Service
1	J2GD 44 (45)	Product and Service Requirements









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