

Employer Guide



Who are UCQ?

Established in 1994, UCQ work closely with employers, charities, referral organisations, and community groups to deliver vocationally specific courses to employed students across the North East and Tees Valley. UCQ also deliver management degree apprenticeships across England for a wide range of industry-leading public and private sector organisations.

Our learning programmes include:

Distance Learning

For employers wishing to train new staff or upskill existing staff, our distance learning courses ensure employees have the necessary training and qualifications to fulfil their job role.

Essential Employment Skills

Regulatory training required in the workplace such as Health and Safety, First Aid, Manual Handling and Food Hygiene, delivered in the workplace to support business requirements.

Work-Based Learning

A range of work-based learning courses and packages are available to support employers and employees across a range of sectors to provide upskilling and retraining opportunities.

Apprenticeships & Degree Apprenticeships

Developed by employers, for employers, apprenticeships are an innovative form of work-based learning, offering individuals an alternative way of achieving a qualification or degree while at work.





Types of Delivery

At UCQ we customise delivery to meet the needs of students, employers and stakeholders.

Classroom and Workshop-based

Scheduled classes, workshops and seminars support a range of face-to-face delivery across all our provision. These sessions are facilitated by dedicated UCQ tutors who provide vocational or academic expertise.

Remote Learning

Where classroom sessions are unavailable, all adult education programmes are available by remote learning and will be delivered online from enrolment to completion. Your dedicated tutor will provide scheduled support with online materials and assessment via telephone, Microsoft Teams, email and our e-portfolio system.

Distance Learning

Similar to remote learning, distance learning courses are delivered online using electronic resources, assessment and support from a distance learning tutor. Contact times are arranged to meet your needs and advice and guidance will be provided throughout.

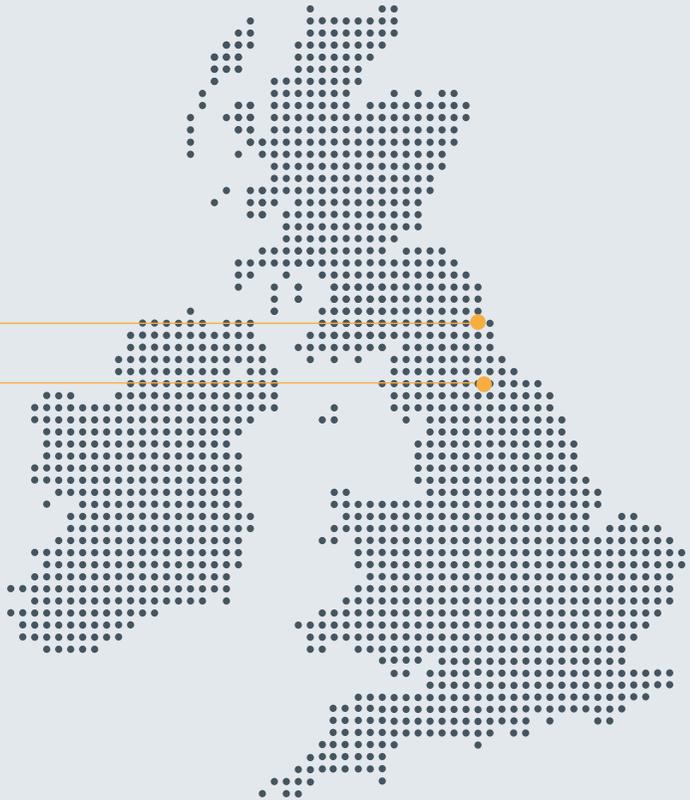
Work-based Learning

These programmes are delivered in the workplace to meet the needs and shift patterns of employers and employees. Delivery includes 1-2-1 sessions, workshops, training and development.

Our Sites

UCQ Newcastle

UCQ Stockton



Wherever you're located, we have delivery to meet your needs.

Programs are delivered across the North East of England, in all 6 local authority areas, and Tees Valley at our training centres, community locations and employer premises.

Training Centres

- Newcastle, Stockton

Community Locations

- Darlington, Durham, Gateshead, Hartlepool, Middlesbrough, North Tyneside, Northumberland, Redcar, and Sunderland

Degree Apprenticeships

- National



Essential Employment Skills (EES)

Our Essential Employment Skills courses help to prepare employees for the regulatory requirements of the workplace.

Short courses are available in the workplace in small groups, 1-2-1 sessions, or in a classroom setting.

Funding is currently available for employers based in the North East, subject to eligibility and availability, allowing you to provide training to your employees at no cost to your organisation.

Course Fees: Funded subject to eligibility

Course Delivery: 9.30 am-3.30 pm but can be customised to meet the needs of the employer

Duration: 1 day

Study Format: Work-based in a small group classroom or remote

EES Courses

Health and Safety Level 2

Designed to provide your employees with the necessary knowledge, skills and behaviours required to meet health and safety in the workplace.

Your employees will learn basic concepts of health and safety including roles and responsibilities, the process of risk assessments, and the procedures to follow for accidents, near misses and ill health.

Qualifications: Highfield Level 2 Award in Health and Safety within the Workplace

Study Format: Classroom, remote group work activity and assessment

Duration: 1 day

Food Safety Awareness Level 1

This course provides an understanding of the personal responsibilities when working in catering.

Key topics covered include personal hygiene, keeping the work area clean and hygienic, and understanding how to keep food safe.

Qualifications: Highfield Level 1 Food Safety Awareness in Catering

Study Format: Classroom followed by assessment

Duration: 1 day

Diploma in Retail Skills Level 2

Equip your employees with the tools needed to carry out first aid on-site.

The course content covers the roles and responsibilities of the first aider, how to assess an incident, providing first aid care to unresponsive casualties, dealing with choking, external bleeding, shock, and minor injuries, and following protocols.

Qualifications: QNIK Level 3 Award in Emergency First Aid at Work Study

Format: Classroom, remote group work activity and assessment

Duration: 1 day

Principles of Food Safety Level 2

This Level 2 course covers the requirements and principles of food safety in more depth.

Personal hygiene, legal responsibilities, and safe waste disposal are covered as well as the importance of recognising pest control, transportation of food, how to store food correctly, and more.

Qualifications: Highfield Level 2 Award in the Principles of Food Safety

Study Format: Classroom followed by assessment

Duration: 1 day

Work-Based Learning

Upskilling and retraining opportunities that meet your business needs.

Available across the North East and Tees Valley, our work-based learning courses and packages support employers and employees across a range of sectors with each programme providing training for future opportunities and helping employees improve their current practices.

We can help both existing and new employees with succession planning, personal development and inter-work progression.

In addition, when you choose to partner with UCQ you can access bespoke programmes at no additional cost.

To discuss your training requirements drop us an email today.

Course Fees: Funding available depending on your requirement

Course Delivery: In the workplace, scheduled to avoid disruption

Duration: To meet employer needs

Construction Labouring

This course covers health and safety requirements, effectively receiving and checking incoming materials, ensuring effective safety precautions and much more.

Employees undertake the Health and Safety Construction Level 1 qualification and attend an external centre to undertake the Health, Safety and Environment test. Achieving this will allow UCQ to apply for their CSCS Card ensuring that your team are compliant to work on a construction site.

Qualifications: 2 x EAL PMO Level 2 qualifications in Receiving and Checking Incoming Materials; Transferring Materials; Health and Safety in Construction L1; and Health, Safety and Environment Test

Study Format: Work-based, workshop, classroom, group activity, assessment and 121 tutorials

Duration: Flexible to employers' needs

Retail

From processing payments and working in a team, to dealing with customer queries and complaints, this programme has been carefully designed to provide students with the necessary knowledge, skills and behaviours required when working in a retail environment.

Qualifications: NCFE Level 2 Diploma in Retail Skills

Study Format: Work-based, workshop, classroom, group activity, assessment and 121 tutorials

Duration: 10 weeks with flexible start dates

Business Improvement Techniques (BIT)

The Business Improvement Technique programme allows you to work on business improvements and creating solutions as part of a team.

Units can be chosen based on your business requirements. Typical topics include complying with statutory regulations, effective team working, visual management systems, workplace organisation techniques and continuous improvement techniques

Qualifications: NCFE Level 1

Study Format: Work-based, workshop, classroom, group activity, assessment and 121 tutorials

Duration: Flexible to employers' needs

Warehousing, Transport and Logistics

This course will improve employees' knowledge and understanding of safely receiving and moving materials, packaging, processing, and more.

On top of the PMO units, people who enrol on this course will also develop a range of transferable skills including communication, time management and organisational skills

Qualifications: Level 1 qualifications in moving materials, packaging operations, processing operations and more

Study Format: Work-based, workshop, classroom, group activity, assessment and 121 tutorials

Duration: 10 weeks with flexible start dates

Performing Manufacturing Operations

Designed to support robust working teams to follow standardised operations within your organisation. This programme is particularly suitable for those working in the manufacturing, warehousing, retail and catering industries.

Course subjects can include transferring materials safely, statutory regulations, and receiving and checking incoming goods.

Qualifications: EAL Level 2 Diploma performing Manufacturing Operations

Study Format: Work-based, workshop, classroom, group activity, assessment and 121 tutorials

Duration: Flexible to employers' needs

Care

This course is designed to support employees to develop the knowledge and skills that are required to work effectively in a range of clinical healthcare settings.

It includes both mandatory and optional units, for example, safeguarding, principles of care, and having a person-centred approach when working with service users.

Qualifications: NCFE Level 2 Diploma in Health and Social Care

Study Format: Work-based, workshop, classroom, group activity, assessment and 121 tutorials

Duration: Flexible to employers' needs

English and Maths

We offer a range of training to improve English and/or Maths skills in the workplace. Courses are fully funded and functional skills are delivered from Entry Level to Level 2. Employees can do either Maths/English or both.

Qualifications: NCFE Functional Skills Entry Level to Level 2

Study Format: Work-based, workshop, classroom, group activity, assessment and 121 tutorials

Duration: Flexible to employers' needs





Distance Learning

UCQ deliver distance learning programmes supporting students to achieve a Level 2 certificate in a range of subjects.

Employers who wish to train new staff or upskill existing staff can benefit from funding and make sure their employees have the necessary training and qualifications to fulfil their job role.

Students are given a designated tutor and can access the course and learning materials online anytime so it fits around working hours and other commitments. Funding is available so employees can access this training for free subject to eligibility.

Course Fees: Funded subject to eligibility

Course Delivery: Online

Duration: Up to 10 weeks

Study Format: Remote work activity, assessment and robust feedback, and 121 tutorials

Awarding Organisation: TQUK



Distance Learning Courses

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- Awareness of Mental Health problems
 - Principles of Dementia Care
 - Principles of End of Life Care
 - Equality & Diversity
 - Principles of the Prevention and Control of Infection in Health Care Settings
 - Principles of Team Leading
 - Safeguarding, Prevent & British Values
 - Understanding Behaviour that Challenges in Children
 - Understanding the Care and Management of Diabetes
 - Understanding Dignity and Safeguarding in Adult Health and Social Care
 - Understanding the Safe Handling of Medication in Health & Social Care
 - Prevention and Control of Infection
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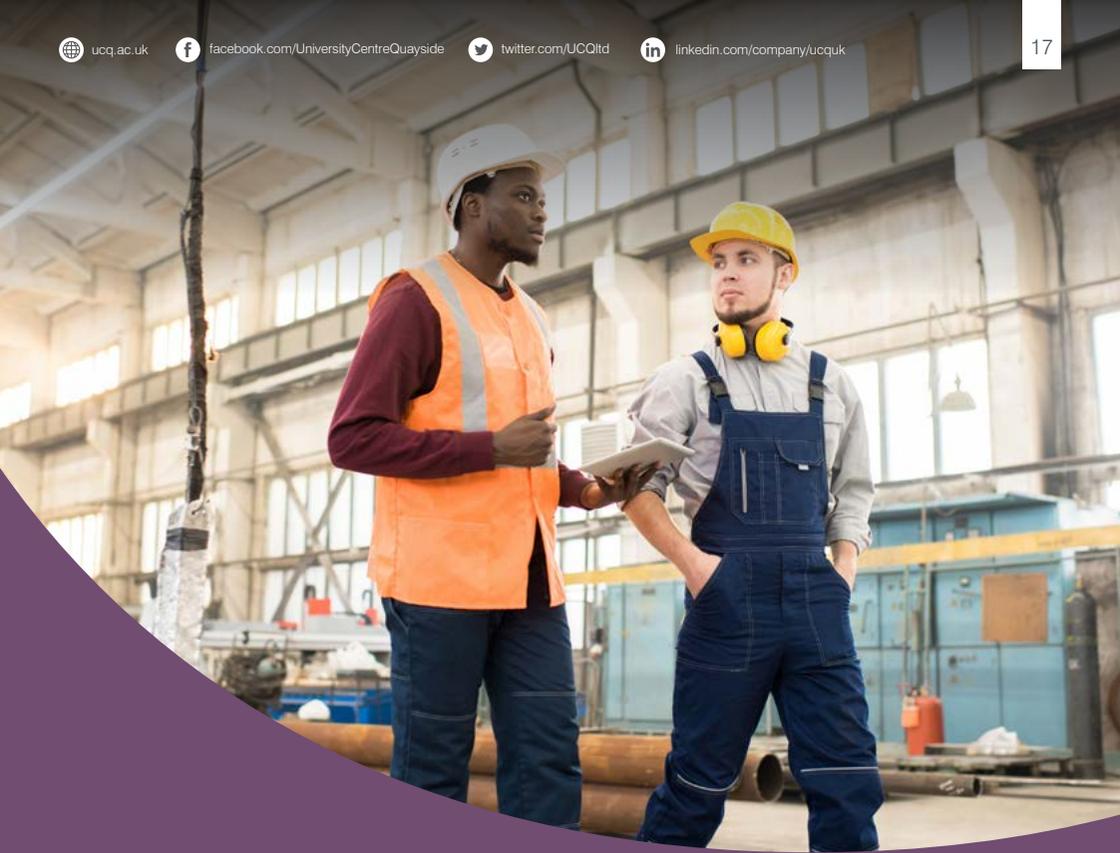
Apprenticeships

The Team Leader/Supervisor apprenticeship is the perfect apprenticeship for practising or aspiring team leaders, supervisors and early-career managers who support, manage and develop teams.

The Level 3 Apprenticeship incorporates the CMI Level 3 Diploma in Principles of Management and Leadership. The programme will put aspiring and early-career managers on a guided development pathway to becoming a fully-fledged Chartered Manager.

Learning

- Managing Personal Development
- Principles of Communication in the Workplace
- Building Stakeholder Relationships Using Effective Communication
- Presenting for Success
- Principles of Management and Leadership
- Contributing to the Delivery of a Project
- Managing Meetings
- Managing Data and Information
- Development of Knowledge, Skills and Behaviours



Qualifications

- Level 3 Team Leader and Supervisor Apprenticeship
- CMI Level 3 Diploma in Principles of Management and Leadership
- Functional Skills in English and Maths (where required)
- Foundation Chartered Manager Status

Assessment

Assignments, presentations, reports, project, reflection, work-product
End Point Assessment (EPA):
Presentation and Q&A;
Professional Discussion

Duration

13 months + EPA
Hybrid learning (online and interactive lectures/tutorials)

Entry Criteria

Aged 16+
Employed in a suitable role

Course Fees

Funded through the Apprenticeship Levy or via the Education and Skills Funding Agency with a 5% employer contribution.

Degree Apprenticeships

The Chartered Manager Degree Apprenticeship (CMDA) is ideal for new or experienced managers or for employees who aspire to move into their first management role.

The programme has been specifically developed, and is delivered, by our work-based academic specialists to students nationally. The majority of activities focus on the students' job role and the employer's business so they are of direct benefit to the organisation from the get go.

The UCQ programme is delivered and assessed using a range of methods and activities including live webinar, academic assignments, projects, case studies, reports, portfolio building, presentations, self-directed study and also group working.

Awards include the UCQ BA (Hons) Professional Management degree, CMI Level 5 Diploma in Management and Leadership, Chartered Manager

status (CMgr MCMI) and Chartered Manager Degree Apprenticeship certificate of completion.

Course Fees: Funded through the Apprenticeship Levy or via the Education and Skills Funding Agency with a 5% employer contribution

Course Delivery: Remote

Course Location: Online delivery and work-based

Duration: 40 months

Study Format: Live online lectures, remote 121 and group tutorials, and 121 assessor observation

Awarding Organisation: UCQ & CMI





Work-Based Learning

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