UCQ
UNIVERSITY
CENTRE QUAYSIDE

Employer Guide

www.ucq.ac.uk

Who are UCQ?

Established in 1994, UCQ works closely with employers, charities, referral organisations and community groups to deliver vocational and work-based training across the North East and Tees Valley.

UCQ also delivers Business Services and Management apprenticeship programmes nationally, supporting employers across England through blended and remote delivery models.

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.

Pathways to Employment - 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.

Sector Work-Based Academy Programmes (SWAPs) - SWAPs are recruitment training programmes designed with employers to meet their recruitment needs. These programmes are designed around the entry requirements and recruitment processes of the company, with guaranteed interviews from the employer, and with potential to lead to employment for those currently unemployed and looking for work.

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.

Supplementary Information

Information, Advice and Guidance (IAG)

As an apprentice at UCQ, individuals are supported through high-quality Information, Advice and Guidance (IAG), embedded throughout their programme. Employers can be confident that apprentices receive impartial, timely and personalised support from enrolment through to achievement and progression. IAG is about making confident, informed decisions at each stage of the learning journey.

From enrolment and induction through to achievement and progression, UCQ provides impartial, timely and personalised support to help you succeed. Whether you're choosing the right course, navigating your studies, or planning your next steps, IAG is here to guide you towards your goals.

UCQ is accredited to the matrix Standard for IAG, reflecting our commitment to excellence in student support. Our approach ensures that you are empowered with the knowledge, skills and confidence to shape your future career development.

For more details, please refer to:

GP-022 Applicant Policy

TLA-023 Information Advice and Guidance Policy

Available at: https://ucq.ac.uk/policies/

Safeguarding and Wellbeing

At UCQ, an OfS-registered provider, your safety and wellbeing are our highest priority. We are committed to fostering a secure, inclusive, and respectful learning environment for all students, where everyone is protected from harm, abuse, harassment, and discrimination.

Safeguarding is embedded throughout your learning journey, from enrolment through to completion, and includes a zero-tolerance approach to sexual misconduct, in line with OfS Condition E6. This covers all forms of unwanted sexual behaviour, harassment, and abuse of power.

Our trained staff maintain clear professional boundaries and respond swiftly and appropriately to any concerns raised. Students are supported through induction, handbooks, and access to our online Single Source of Information for safeguarding and wellbeing.

UCQ is dedicated to upholding the highest standards of safety, respect, and inclusion for all students across all further and higher education programmes.

For more information, please visit our **https://ucq.ac.uk/safeguarding-and-prevent/** and refer to the **https://ucq.ac.uk/policies/** for further guidance.

Types of Delivery

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

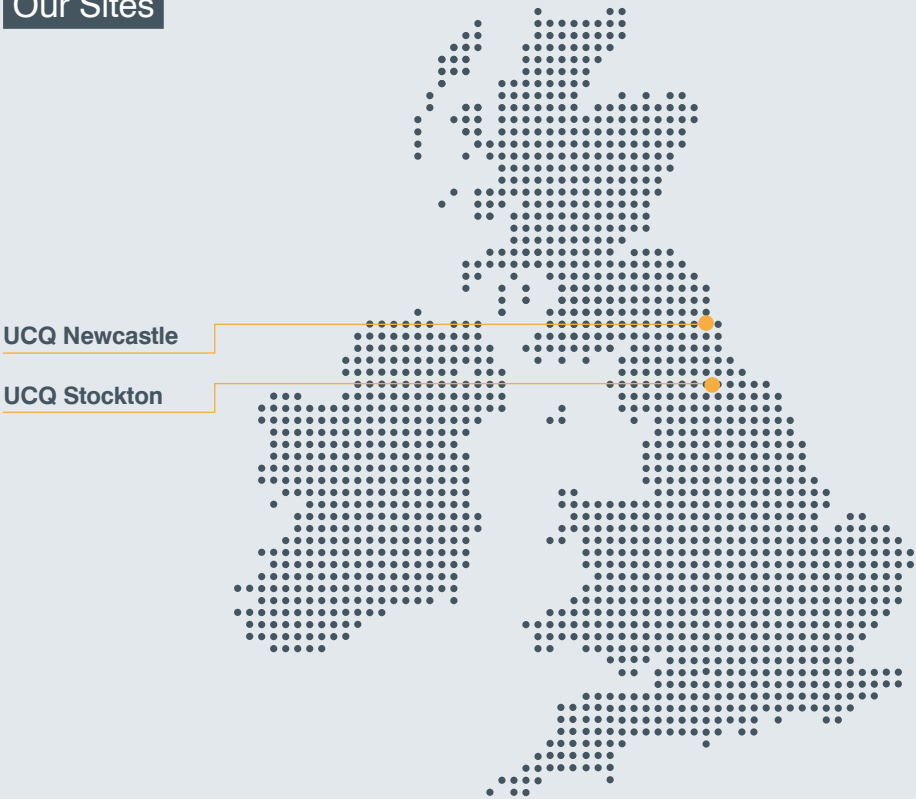
Classroom and Workshop-based
Scheduled classes, workshops and seminars support a range of face-to-face delivery across all our provision. These sessions are facilitated by dedicated UCQ tutors who provide vocational or academic expertise.

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.

Delivery methods are tailored to employer needs. Availability of programmes is subject to regional delivery arrangements, with most provision offered within the North East and Tees Valley, and selected apprenticeship programmes available nationally.

Our Sites



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

Programes 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

Pathways to Employment (PTE)

Our Pathways to Employment 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

PTE 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

Emergency First Aid

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: QNUK Level 3 Award in Emergency First Aid at Work

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 1-2-1 tutorials

Duration: Flexible to employers' needs

Business Improvement Techniques (BIT)

The Business Improvement Techniques 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: EAL Business Improvement Techniques Level 2

Study Format: Work-based, workshop, classroom, group activity, assessment and 1-2-1 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 1-2-1 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: Diploma in Performing Manufacturing Operations

Study Format: Work-based, workshop, classroom, group activity, assessment and 1-2-1 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 1-2-1 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 1-2-1 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 1-2-1 tutorials

Awarding Organisation: TQUK

Distance Learning Courses

Adult Health and Social Care:

- Care Planning
- Common Health Conditions
- Control of Infection in Healthcare
- Principles of Dementia Care
- Understanding Dignity and Safeguarding in Adult Health and Social Care
- Safe Handling of Medication in Health and Social Care

Business Services:

- Principles of Team Leading

Distance learning programmes are available to eligible learners and employers within the North East and Tees Valley, subject to funding criteria or through direct-funding to support CPD.

Skills Bootcamps

Fast-track your career with Skills Bootcamps – intensive 2-16 week programmes designed to get you job-ready, fast.

Whether you're looking to break into a new industry or advance in your current field, Skills Bootcamps deliver the sector-specific skills employers actually need. Best of all? You're guaranteed an interview with a local employer upon completion.

Who can apply? Anyone aged 19+ who is employed, unemployed, or self-employed. The course is completely free if you're not taking the course through your employer.

Delivered through partnerships with employers, training providers, and local government, Skills Bootcamps are your direct route to better career opportunities.

Current course offerings:

Advanced Manufacturing

- Clean and Lean
- Improve and Sustain
- Lean Problem Solving
- Train the Trainer

Digital Skills

- AI and Digital Skills for Business
- AI and Digital Skills for Educators

Green Power

- Improving Performance in Green Power Operations
- Driving Team Performance in Green Power Operations

Green Transport

- Improving Performance in Green Transport Operations
- Driving Team Performance in Green Transport Operations
- Leadership and Management

Apprenticeships

Why choose between education and employment when you can have both?

Our apprenticeships offer a proven pathway to career success, combining practical work experience with formal qualifications from Level 2 to Level 7.

Real jobs, real skills, real qualifications. Our apprentices develop the knowledge, skills and behaviours employers value most, all while earning a salary and gaining hands-on experience.

Available across six key sectors:

Business Services

- Level 2 Customer Service Practitioner
- Level 3 Customer Service Specialist
- Level 3 Business Administrator
- Level 4 Associate Project Manager
- Level 5 Coaching Professional

Care

- Level 2 Adult Care Worker
- Level 3 Lead Adult Care Worker
- Level 5 Leader in Adult Care

Management

- Level 3 Team Leader/Supervisor
- Level 6 Chartered Manager Degree Apprenticeship

Production & Manufacturing

- Level 2 Lean Manufacturing Operative

Retail

- Level 2 Retailer
- Level 4 Retail Manager

Warehousing/Logistics

- Level 2 Supply Chain Warehouse Operative

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 1-2-1 and group tutorials, annual learning fair, and 1-2-1 assessor observations

Awarding Organisation: UCQ & CMI

About CMI: The Chartered Management Institute (CMI) is a professional institution for management. Working with business and education to inspire people to become skilled, confident and successful managers and leaders, CMI are recognised by organisations globally as the 'gold standard' for Management training.

Contact us 0113 397 9379 | hello@ucq.ac.uk

Terms and Conditions

The following terms and conditions as updated from time to time, applies to the below course categories provided by University Centre Quayside ("UCQ").

- Apprenticeships (excluding Degree Apprenticeships)
- Essential Employment Skills
- Distance Learning
- Higher Education (excluding the BA (Hons) Professional Management)
- Skills Bootcamps
- Work-based Learning

Enrolment implies your agreement to adhere to these terms. Registration becomes effective upon submission of the required enrolment forms and full course fee payment (if applicable), establishing a contractual relationship.Termination of enrolment may occur under specific conditions, including serious disciplinary offenses, inadequate progress, or failure to meet financial obligations.

Your privacy is valued, and personal information is handled in accordance with the Data and Privacy Policy (DA-001).

UCQ reserves the right to modify course structures, content, or schedules, with changes communicated promptly. Where applicable, fees must be settled before the course begins, and non-completion or withdrawal results in non-refundable fees. Attendance of at least 80% of scheduled sessions is expected, with prior notification for any absences.

Cancellation and refunds are permissible within 14 days of receiving confirmation, and UCQ may cancel the contract due to low demand, providing alternative course options or a refund of course fees paid.

Students are expected to maintain respectful behaviour throughout the course, with disruptive conduct leading to expulsion without refund.

Intellectual property rights apply to course materials, and students are prohibited from reproducing or distributing them without explicit written consent. Confidential information obtained during the course is to be kept private, except for safeguarding or health and safety concerns.

UCQ disclaims liability for direct or indirect damages arising from the course.

Disputes are resolved in accordance with UCQ's Complaints Procedure (AC-002), with an option to appeal decisions via the Appeals Procedure (AC-001).

Reasonable adjustments are facilitated based on the Reasonable Adjustments Policy (GP-011).

By enrolling, you acknowledge understanding and agreement with these terms and conditions.

UCQ UNIVERSITY CENTRE QUAYSIDE

Ofsted

Read our report

Work-Based Learning

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NORTH OF TYNE COMBINED AUTHORITY

TEES VALLEY

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