

Finchale College 2010/11



TrainingCollege
CourseGuide

Vocational Rehabilitation
Registered Charity Number 1001027

www.finchalecollege.co.uk



Vocational Rehabilitation

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Introduction to Finchale Training College



We are a national, specialist College providing customised programmes of vocational rehabilitation to unemployed, disabled adults. Our aim is to help you gain and sustain work. We are a Registered Charity and Company Limited by Guarantee. Situated approximately 3 miles from the Cathedral and University of Durham we have 13.5 acres of pleasant grounds, with easy access by road (the A1M), rail (East Coast Main Line station at Durham) or air (Newcastle and Durham/Tees Valley airports) and our trainees come to us from all over England, Scotland and Wales. (Please see the map on page 15)



We actively encourage health, welfare and employment professionals and anyone considering becoming a trainee, to visit the College. Every Wednesday afternoon we have a tour of the College for prospective trainees so please telephone our General Reception **(0191 3862634)** for further details or visit our website at **www.finchaleCollege.co.uk** where additional information is available.



How to Access Courses and Funding

Funding for you to attend Finchale Training College comes principally through **Jobcentre Plus**. This means that you should not have to meet any of the costs to attend the College because all training fees, training materials and course books needed during your studies are provided free of charge. You do not have to be formally registered as disabled to come to Finchale. Our trainees experience a wide range of physical, mental and medical health issues. What they all have in common is an experience of unemployment and barriers to work.

If you are interested in any of our courses, in the first instance please contact the **Disability Employment Adviser** at your local **Jobcentre Plus** office; alternatively, for further information contact Admissions (**0191 3746104**). We can also make arrangements for you to visit the College to help you make your decision. Once you have decided to apply for a course you must apply through your **Disability Employment Adviser** at your local **Jobcentre Plus** office. We will arrange for an assessment visit to the College and once you have been accepted we will enrol you on the first available vacancy on your chosen course. The College is open for 48 weeks a year and new trainees start every two weeks.

Employer Engagement Support

The Employer Engagement Team is here to help you achieve your aim of gaining employment.

During your first week at Finchale you will undertake the Employer Engagement induction. You will also participate in the Gaining Opportunities and Living Skills (GOALS) training programme and work with a member of the team to complete your CV and Pen Portrait. A copy of your CV will be held on our database and will be customised to employer requirements.

During your second week you will have an initial interview with your dedicated team member. This opportunity is to allow us to gain the necessary information required by the team to help support your search for employment. It also gives you the chance to discuss your own needs and what support you feel you may require.



From week two onwards you will also undertake weekly Employability sessions with a member of the team. These dedicated sessions are to help you progress with employer research and skills analysis, covering letter writing, application forms, effective communication, interview skills, team work, personal effectiveness, self-esteem and confidence and, where appropriate, updating of interview skills and techniques. Functional skills support is also available during these sessions.

During this time you will also be expected to provide, on a weekly basis, information about six companies (ie company name, address,

contact, telephone number, job title) you would like to gain employment with. This information may be obtained through your job search sessions in your training area or additional activities. We will work with you to make contact and process any positive outcomes. Information about organisations and companies in your home area is vital and your family and friends may have local information that will be of help to you. Your dedicated team member will look for opportunities for you using database information and by contacting your Disability Employment Adviser (DEA) for other available opportunities. Your dedicated team member will try to match you up with a local company in your area as soon as possible and this will become part of your training programme.

You will be expected to demonstrate your commitment by actively seeking work and applying for available vacancies during your time at the College and you will be expected to take suitable work should you be offered it.

We have a small library of books which you can sign out and also a range of activities covering identifying your skills, goal setting, CV preparation, letter writing, application forms and interview skills.

At regular intervals during your programme you will review your progress with your dedicated team member. Any feedback and action points will be recorded on your Individual Employment Plan (IEP).

Employment Trials:

The objective of an Employment Trial is to allow you to demonstrate to prospective employers the full range of skills you have acquired during your training course. There may be the opportunity of employment with the organisation or, if not, the experience of the trial will help you whilst you continue to seek work.



Trials are arranged for you in your home area and are part of your agreed Individual Employment Plan (IEP). Your dedicated team member will advise you on how your Employment Trial is organised. An Employment Trial will normally last for up to four weeks but it can also be flexible depending on the company circumstances and you may have an opportunity to spend some time there during your training period.

“You must believe in yourself before you can begin to convince an Employer”

Employer Engagement as a team will support you, but you are the person who will convince your new employer.....

Equal Opportunities and Access for People from Ethnic Minorities

At Finchale Training College we have a strong culture of equal opportunities and race equality and we welcome trainees regardless of sex, ethnic group or national origin, colour, social class, religion, age, marital status, disability or past history. We positively encourage entry onto College courses from those who cannot access suitable provision in their home areas. Facilities for private worship are available in the College and our location lends easy access to cultural and religious centres throughout the region. Special diets can also be arranged.

During inspection by the Adult Learning Inspectorate in March 2006 we were awarded a Grade 1 for our policies and practices in relation to inclusion of trainees.

Support Services

Finchale Training College has a national reputation for good practice in addressing individual need. A range of support services is available and integrated as part of your programme. In addition to your vocational training, we also provide:

ADVOCACY SUPPORT AND COUNSELLING

The Advocacy Support and Counselling Service (ASC) is available to all trainees at Finchale Training College and is part of our ongoing commitment to your emotional health and well-being, personal support, welfare rights and benefits. The service is discrete and confidential. Our Counsellors are available to

offer information and support with emotional, personal, family or any other issues and difficulties that you have. Finchale College provides residential programmes and being away from home can make minor problems seem much bigger than they are. Our team of trained counsellors can help shoulder the burden and offer practical information and active support to overcome them.

Advocacy support is available to assist and represent you in legal areas such as disability rights, housing and benefits and this support is provided by the Citizens Advice Bureau whose advisers work with the College. The College also has a working partnership with the North East Council on Addictions (NECA) whose advisers work with trainees in College. Special support services are also available to ex-offenders and veterans.



HEALTH CENTRE

We have two experienced nurses on duty in the health centre each day, ie a Registered General Nurse and a Registered Mental Health Nurse. Qualified First Aiders are available 24 hours a day, seven days a week. We are committed to your health, emotional well-being and physical fitness and can provide other services, such as physical or therapeutic support, if you require it. The College is dedicated to the success of trainees and their physical and mental health is vital to ensure this happens. Our facilities within the College are extensive enough to deal with most emergencies and we are within 3 miles of Durham's premier hospital should the need arise.

Support for Learning

Each of the training sections within the College has a dedicated fully qualified member of staff to provide literacy and numeracy support. Each one offers individual or group assistance to achieve certification at Level 1 and 2 in literacy and Entry Level 3, Level 1 and 2 in numeracy. The Learndirect Centre provides courses in IT skills up to a Level 2 qualification.

LITERACY – Almost everybody can benefit from some additional help in their basic English. An additional level of spelling and grammar can help you not only with writing a job application that sells you to an employer, but also in your everyday life. It's a skill which can enhance your life as well as your job opportunities. We will also accredit your achievement through City & Guilds Certificates in Adult Literacy Levels 1 & 2.

NUMERACY – Skill with numbers is key in securing a job as more and more employers require some knowledge of maths. It can also give you the confidence to discuss your personal finances with banks and building societies and in your social life. We will also accredit your achievement through City & Guilds Certificates in Adult Numeracy Entry Level 3, Levels 1 & 2.

COMMUNICATION – Good communication is essential in gaining and retaining a job. To make the most of yourself at interview you must be able to understand interview techniques and be able to answer questions plainly and with relevance. Once established in a job, you must be able to voice your opinions clearly and be able to take instruction from co-workers. Our team can help you achieve these skills.

INFORMATION AND COMPUTER SKILLS – Modern society demands that people have an understanding of computers and their usage. The College has specialists in this area who will offer high levels of tuition. You can earn qualifications such as the British Computer Society Information Technology Qualification ITQ Level 2 or just the basic skills to get you started.

PERSONAL SOCIAL DEVELOPMENT (PSD) – This programme helps you to organise your personal life so as to minimise stress, whilst improving your effectiveness. Specialists can help you improve your decision-making and problem-solving which can have an immediate impact on your private life as you gain greater control of your time. This programme includes “taster” sessions in occupational areas.



LEARNDIRECT – The College is a registered Learndirect Centre and part of the national network offering an extensive selection of Learndirect courses. Within the first 4 weeks you will be given the opportunity to enrol as a Learndirect trainee and can begin taking advantage of the courses on offer. The courses are available online, in our training and recreational IT suites and from home. They are intended to complement our comprehensive range of vocational courses and help to enhance your learning opportunities.

Many of the courses lead to recognised qualifications and cover areas such as Skills for Life, ICT, and Business and Management. The online courses make the learning experience both accessible and enjoyable and should help you to increase your skills and employment opportunities. All these courses are free to you as a trainee.

COMMUNICATION SUPPORT - We have specialist support in neuro-diversity which can encompass dyslexia, dyspraxia, Asperger's syndrome and ADHD (Attention Deficit Hyperactivity Disorder) but can include other communication differences. Tuition is provided on a 1:1 basis. This will include coaching to help develop strategies to limit the adverse effects of these conditions on both learning and work. Our specialists have extensive knowledge of systems and techniques to help you overcome problems in order to maximise the benefit derived from the training. Learning strategies are shared with the relevant vocational instructors in order to make training more effective.



Residential Services

We have a range of both smoking and non-smoking residential accommodation to suit all needs:

- Purpose-built bungalows which are fully wheelchair accessible and have en-suite wheelchair accessible showers
- Comfortable single bedroom accommodation which is fully wheelchair accessible and has en-suite wheelchair accessible showers
- Television lounges
- Play Station and computer games centre
- Learning Centre – for individual study and internet research
- A full size snooker table and a pool table
- A Sky Satellite television package. A DVD and VCR are also available for pre-recorded entertainment
- All rooms have power and aerial points should you wish to bring your own electrical equipment and channels are available in your room



- Patio games such as giant chess, draughts, Connect4 and Jenga
- Sports field for 5-a-side football, rounders, archery or other outdoor games
- On-site fitness room
- Off site leisure pursuits are available subject to the interests of trainees



LEISURE TIME - Whatever your interests or hobbies, you'll find something to suit you at Finchale. In the evenings you can choose from a wide range of activities supervised by qualified staff. So all you need is your enthusiasm! If you are feeling energetic, why not visit the nearby Leisure Centre which offers concessions to Finchale trainees. Alternatively, as mentioned, we have our own on site fitness facility. If you want to, you can do extra study in the Learning Centre. We always welcome suggestions for new leisure pursuits and will do our best to put your ideas into practice. So, from the day you join us, you're only limited by your imagination.

Some recent activities included:

- Deep sea fishing
- Walking & camping
- Film evenings
- Quiz nights
- Latest feature films
- Paintball
- Cycling
- Golf
- Ice skating
- Ten pin bowling
- Swimming
- Photography



Activities vary to mirror the interests of residential trainees and so change as trainees arrive and leave. Costs are kept to a minimum and College transport is used wherever possible.

MEALS - Breakfast and evening meals are provided free of charge to residential trainees and lunch is free to all trainees in our on-site cafeteria. Freshly-made sandwiches are available as is a range of salads. Cooked and continental breakfasts are available and a choice of three hot dishes, including a vegetarian option, is available on the lunch and dinner menus. Special diets for cultural or medical reasons are also available on advice. Vending machines are sited in the recreational areas of the College.

HOUSEKEEPING - Washing machines, tumble dryers, irons and ironing boards are available for your use. A small charge is made for washing and drying facilities. Bedding is provided and is washed and changed for you and the rooms and facilities are cleaned regularly by our domestic staff.

TRAVELLING EXPENSES - For residential trainees we will pay your expenses to travel home every two weeks when training finishes on a Thursday, allowing more time for you to visit your family and friends. You may, of course, travel home every weekend but you would pay for your own travel on these “short weekends”. If you choose to travel to and from the College on a daily basis the cost of your daily travel expenses will be reimbursed. If you are on Job Seekers’ Allowance, you will be expected to pay the first £4 per week.



Vocational Training & Employment Opportunities



VOCATIONAL TRAINING AND EMPLOYMENT OPPORTUNITIES

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APPLICATION & ENTRY

If you are interested in any of the following courses, in the first instance please contact the **Disability Employment Adviser (DEA)** at your local **Jobcentre Plus** office. To contact them phone **(0845 604 3719)** and give the **Jobcentre Plus** office you wish to speak to and ask for the **DEA**; alternatively, for further information contact the College Admissions **(0191 3746104)**.

You can also make arrangements to visit the College to help you make your decision. Once you have decided to apply for a course you must apply through your **Disability Employment Adviser** at your local **Jobcentre Plus** office. They will arrange for an assessment visit to the College and once you have been accepted we will enrol you on the first available vacancy on your chosen course. The College is open for 48 weeks a year and new trainees start every two weeks.

ITT Training

Gaining employment with the help of Finchale Training College as an ...**INFORMATION TECHNOLOGY TECHNICIAN**

The aim of these programmes is to enable you to enter open employment in your home area for a minimum of 16 hours per week. It will prepare you to work as a qualified IT technician in a variety of public organisations such as hospitals, Colleges, schools and local authorities, and private contractors servicing a wide range of employers.

Initial salaries will vary in different parts of the country but are likely to start at around £17,000. (Annual income figures obtained from Netacad CISCO Systems 2007 and ITJobsWatch 2008)

The courses are not intended to enable you to progress directly to further study in Further or Higher Education.



CompTIA A+ **CompTIA.**

EMPLOYMENT OPPORTUNITIES

To gain employment in the field of IT Technician you will need the appropriate skills. The CompTIA A+ is your first step in learning the functions of hardware and software including: identification of major desktop components, interfaces, names, locations, purposes, and contents of major system files. You will also need to know command-line functions and utilities to manage the operating system, basic concepts and procedures for creating, viewing, and managing disks, directories and files.

This course is intended to help you prepare and progress to employment of a minimum of 16 hours per week in a wide variety of advertised jobs.

This course will give you the necessary skills to apply for jobs across the commercial and public sectors in organisations which have a need for the maintenance of computer systems, desktop support, remote assistance and basic networks. Your skills will also be relevant to ICT Retail Businesses.

THE COURSE

The course is divided into two main areas of learning pertaining to hardware and operating systems.

Hardware

- Installation, configuration and upgrading
- Diagnosing and troubleshooting
- Preventive maintenance
- Motherboard/processors/memory
- Printers
- Basic networking

Operating Systems

- Operating System fundamentals
- Installation, configuration and upgrading
- Diagnosing and troubleshooting Networks

LENGTH OF COURSE

The length of the course is flexible including holidays, followed by an Employment Trial of up to 4 weeks with an employer in your home area. This course could be taken as an addition to one of the other technical courses run in the College.

QUALIFICATION(S)

CompTIA A+ Certification

COURSE REQUIREMENTS

- Relevant employment opportunities within your travel to work area
- Literacy and numeracy levels at or working toward Level 2
- Good manual dexterity
- Ability to distinguish colours
- Ability to sit and work at a bench/desk
- Good social skills



EMPLOYMENT OPPORTUNITIES

To gain employment in the IT Technician, support and administration field you will need to demonstrate technology expertise and skills appropriate to the infrastructure of modern day business. The content of the MCP courses is designed by Microsoft to enable you to acquire knowledge, skills and expertise to gain employment as a qualified IT Technician within this context.



This course is intended to help you prepare and progress to employment of more than 16 hours per week in a wide variety of jobs that are constantly being advertised.

This course will give you the necessary skills to apply for jobs across the commercial and public sectors in organisations which have

a need for the maintenance of computer systems, desktop support, remote assistance and networks. Your skills will be particularly relevant to businesses requiring expert ICT infrastructure support.

THE COURSE

70-271 Supporting Users and Troubleshooting a Microsoft Windows XP Operating System

Installing a Windows Desktop Operating System

- Perform and troubleshoot an attended installation of a Windows XP operating system.
- Perform and troubleshoot an unattended installation of a Windows desktop operating system.
- Upgrade from a previous version of Windows.

Managing and Troubleshooting Access to Resources

- Monitor, manage, and troubleshoot access to files and folders.
- Manage and troubleshoot access to shared folders.
- Connect to local and network print devices.
- Manage and troubleshoot access to and synchronization of offline files.

Configuring and Troubleshooting Hardware Devices and Drivers

- Configure and troubleshoot storage devices.
- Configure and troubleshoot display devices.
- Configure and troubleshoot Advanced Configuration and Power Interface (ACPI).
- Configure and troubleshoot I/O devices.

Configuring and Troubleshooting the Desktop and User Environments

- Configure the user environment.
- Configure support for multiple languages or multiple locations.
- Troubleshoot security settings and local security policy.
- Configure and troubleshoot local user and group accounts.
- Troubleshoot system startup and user logon problems.
- Monitor and analyze system performance.

Troubleshooting Network Protocols and Services

- Troubleshoot TCP/IP. Tools include ARP; the Repair utility; connection properties; and the ping, ipconfig, pathping, and nslookup commands.
- Troubleshoot name resolution issues.
- Configure and troubleshoot remote connections.
- Configure and troubleshoot Internet Explorer.
- Configure and troubleshoot end-user systems by using remote connectivity tools.

QUALIFICATION(S)

Microsoft Certified Professional (MCP) status:-
Windows XP OS Troubleshooting

NB To earn the additional Microsoft Certified Desktop Support Technician certification, you must pass both the 70-271 and 70-272 exams, in any order.

COURSE REQUIREMENTS

- Relevant employment opportunities within your travel to work area
- Literacy and numeracy levels at, or working toward, Level 2
- Good manual dexterity
- Ability to distinguish colours
- Ability to carry out manual handling tasks
- Ability to sit and work at a bench/desk
- Ability to carry out high and low level practical tasks
- Good social skills



Microsoft Programmes: (MCP)

**Windows XP OS Desktop Apps
Troubleshooting Professional**



EMPLOYMENT OPPORTUNITIES

To gain employment in the IT Technician, support and administration field you will need to demonstrate technology expertise and skills appropriate to the infrastructure of modern day business. The content of the MCP courses is designed by Microsoft to enable you to acquire knowledge, skills and expertise to gain employment as qualified IT Technician within this context.



This course is intended to help you prepare and progress to employment of more than 16 hours per week in a wide variety of jobs that are constantly being advertised.

This course will give you the necessary skills to apply for jobs across the commercial and public sectors in organisations which have a need for the maintenance of computer systems, desktop support, remote assistance and networks. Your skills will be particularly relevant to businesses requiring expert ICT infrastructure support.

THE COURSE

70-272 Supporting Users and Troubleshooting Desktop Applications on a Microsoft Windows XP Operating System

Configuring and Troubleshooting Applications

- Configure and troubleshoot Office applications.
- Configure and troubleshoot Internet Explorer.
- Configure and troubleshoot Outlook Express.
- Configure the operating system to support applications.

Resolving Issues Related to Usability

- Resolve issues related to Office application support features. Tasks include configuring Office applications and interpreting error messages.
- Resolve issues related to Internet Explorer support features. Tasks include configuring Internet Explorer and interpreting error messages.
- Resolve issues related to Outlook Express features. Tasks include configuring Outlook Express and interpreting error messages.
- Resolve issues related to operating system features. Tasks include configuring operating system features and interpreting error messages.

Resolving Issues Related to Application Customization

- Resolve issues related to customizing an Office application.
- Resolve issues related to customizing Internet Explorer.
- Resolve issues related to customizing Outlook Express.
- Resolve issues related to customizing the operating system to support applications.

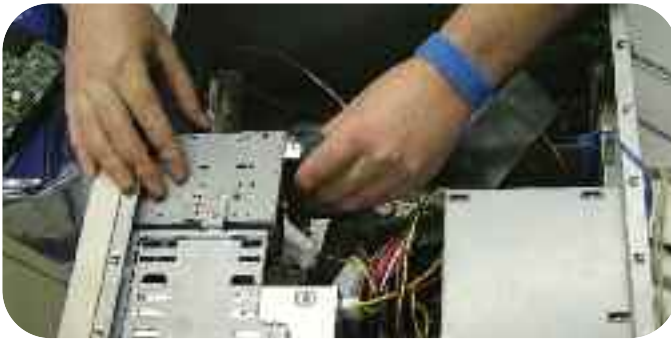
Configuring and Troubleshooting Connectivity for Applications

- Identify and troubleshoot name resolution problems. Indications of such problems include application errors.
- Identify and troubleshoot network adapter configuration problems. Indications of such problems include application errors.
- Identify and troubleshoot LAN and Routing and Remote Access configuration problems. Indications of such problems include application errors.
- Identify and troubleshoot network connectivity problems caused by the firewall configuration. Indications of such problems include application errors.
- Identify and troubleshoot problems with locally attached devices. Indications of such problems include application errors.

Configuring Application Security

- Identify and troubleshoot problems related to security permissions.
- Identify and respond to security incidents.
 - Answer end-user questions related to security incidents.
 - Identify a virus attack.
 - Apply critical updates.
- Manage application security settings.





Credit toward Certification

When you pass Exam 70-272: Supporting Users and Troubleshooting Desktop Applications on a Microsoft Windows XP Operating System, you complete the requirements for the following certification(s):

- Core credit toward Microsoft Certified Desktop Support Technician (MCDST) on Microsoft Windows XP certification
- Microsoft Certified Professional (MCP)

QUALIFICATION(S)

Microsoft Certified Professional (MCP) status:-
Windows XP OS Desktop Apps Troubleshooting

NB To earn the additional Microsoft Certified Desktop Support Technician certification, you must pass both the 70-271 and 70-272 exams, in any order.

Examples of trainees who have achieved employment as a result of the course are:

GAYLE, 39, had no formal PC maintenance qualifications and a background of dyslexia, dyscalculia and depression. After completing her course she undertook a Work Trial at a local comprehensive school. This experience led to employment with a prestigious pharmaceutical company and a bright future in IT.

LARRY, 49, had experienced a brain haemorrhage, together with sciatica and severe back pain. He had no relevant previous work experience or IT qualifications but after the training programme, was ready for work and committed to employment thanks to his own hard work, the encouragement of the College and a Work Trial. As a direct result of this commitment he gained employment with a specialist IT company installing and configuring systems.

COURSE REQUIREMENTS

- Relevant employment opportunities within your travel to work area
- Literacy and numeracy levels at, or working toward, Level 2
- Good manual dexterity
- Ability to distinguish colours
- Ability to carry out manual handling tasks
- Ability to sit and work at a bench/desk
- Ability to carry out high and low level practical tasks
- Good social skills



Electrics & Wiring



Gaining employment with the help of Finchale Training College as a...

WIRING INSTALLATION TECHNICIAN

EMPLOYMENT OPPORTUNITIES

The aim of this programme is to enable you to enter open employment directly in your home area for a minimum of 16 hours per week. It will prepare you to work as a qualified entry-grade Wiring Installation Technician in a variety of public organisations such as hospitals, site work, Colleges, schools and local authorities, and private contractors servicing a wide range of employers.

The most common types of employment achieved by trainees have been:

- Wiring Installation Technician (1st and 2nd fix)
- Street Lighting Installation
- Portable Appliance Testing
- Data Cabling Installation

Initial salaries will vary in different parts of the country but are likely to start at £17 -18,000. (Annual income figures obtained from JIB)

The course is not intended to enable you to progress directly to further study in Further or Higher Education.

THE COURSE

During your training you will undertake both theoretical and practical training using the classrooms and laboratories available in the College, or simulated practical work on the College's Wiring Rig.

The course will commence with the City & Guilds 2382 Certificate for the Requirements for Electrical Installation: BS 7671: 2008, which will give you an in-depth exposure to domestic electrical installations. Obtaining the certification requires passing exams. The BCS Information Technology Qualification (ITQ) Level 2 is also available to raise the level of IT and computer skills and allow candidates to be more productive at work and build on their knowledge of information technology.

Training for the Part P (Level 2 Certificate for domestic electrical installers) is also available where employers are seeking this qualification as a pre-condition of employment.

The CITB CSCS card is built into the training as a prerequisite for site work.

Good levels of literacy and numeracy skills are vital for employment in this sector and additional individual support will be provided to enable you to achieve this standard by the time you commence your placement with an employer.

You will start to identify employers and employment opportunities from the beginning of your programme. An integral part of your course will be to learn the skills necessary to find and apply for jobs and to be successful at interview. A placement with an employer in your home area will be a compulsory part of the course.

LENGTH OF COURSE

The length of the course is flexible including holidays, followed by an Employment Trial of up to 4 weeks with an employer in your home area.



Examples of trainees who have achieved employment as a result of completing the course:

GEORGE, 35, had a history of depression and stress-related issues. He had no previous experience in the electrical field and lived in the Newcastle upon Tyne area. After training at the College with our multi-disciplinary team of experts, he gained his 17th Edition Institute of Electrical Engineer, Portable Appliance Testing and CITB qualifications. After a Work Trial with a local cabling company he obtained employment as an electrician's mate with a top electrical company installing domestic equipment.

FRED 46, had a history of spinal injuries and hypertension and had lost confidence in his own abilities to regain employment. He commenced a Work Trial with a utilities company carrying out street lighting and has now been employed in a supervisory role. He had no previous history of work in this sector but his commitment to work meant that he completed the full programme early.

ALEC 59, had a history of depression and stress related issues relating to a background of abuse. He had little experience in the electrical sector and initially felt completely out of his depth. However thanks to the support of the training and specialist support staff at Finchale he achieved qualifications in Portable Appliance Testing and his 17th Edition Institute of Electrical Engineering. With the contacts he had from a previous area of interest he set up his own successful PAT business in his home area.

COURSE REQUIREMENTS

- Relevant employment opportunities within your travel to work home area
- Literacy and numeracy levels at, or working toward, Level 2
- Good manual dexterity
- Ability to distinguish colours
- Ability to climb ladders, kneel down and sit and work at a bench
- Good social skills

In-Service Inspection & Testing of Electrical Equipment

Gaining employment with the help of Finchale Training College as a...
PORTABLE APPLIANCE TESTER

EMPLOYMENT OPPORTUNITIES

The aim of this course is to give you the technical and practical skills needed to provide support in the testing of electrical equipment.

This course is intended to help you prepare and progress to employment of a minimum of 16 hours per week in a wide variety of jobs that are constantly being advertised.

On successful completion of this course you will have the necessary skills to find employment as a Support Technician, testing electrical equipment for safety. Work is available in Schools, Further and Higher Education, Health, Social Services and the Public Sector in general. Many large private employers require Technicians with these skills and self-employment is also an option.

THE COURSE

The programme will provide both the theory and practical skills to enable personnel to provide support to a wide range of employers and customers in a variety of environments. Whilst the main object of the course is to provide for the requirements of the practical operative, the needs of managers and administrators can also be catered for and there are opportunities for self-employment.



Part 1 Administration of Inspection and Testing

1. Scope
2. Definitions
3. The Law
4. Fixed Electrical Installation
5. Types of Electrical Equipment
6. The Electrical Tests
7. In-Service Inspection and Testing
8. Procedures for In-Service Inspection and Testing
9. Training
10. Test Instruments

Part 2 Inspection and Testing (including user checks)

1. Equipment Constructions
 2. Types of Inspection and Testing
 3. The User Check
 4. The Formal Visual Inspection
 5. Combined Inspection and Testing
- Plus 10 appendices

LENGTH OF COURSE

The length of the course is flexible including holidays, followed by an Employment Trial of up to 4 weeks with an employer in your home area.

QUALIFICATION

City & Guilds 2377-200: Certificate of Competence for the In-Service Inspection and Testing of Electrical Equipment.
(This is the qualification for the practical inspector and tester)

COURSE REQUIREMENTS

See Page 31 Wiring Installation Technician requirements

Accounting and Customer Service Training



Gaining employment with the help of Finchale Training College as an...

ACCOUNTING TECHNICIAN

EMPLOYMENT OPPORTUNITIES

The aim of this programme is to enable you to enter open employment directly in your home area for a minimum of 16 hours per week. It will prepare you to work as a qualified Accounting Technician for a range of employers including financial service companies, accounting firms and various large and small businesses. You will also be able to register with local employment agencies for a variety of temporary posts which will enhance your CV as well as leading to permanent work.



The most common types of employment gained by trainees who have completed this programme have been:

- Accounts Assistant
- Credit Control Assistant
- Book Keeper
- Purchase Ledger Clerk
- Sales Ledger Clerk



The course is not intended to enable you to progress directly to further study in Further or Higher Education. Payroll is not offered as part of this package.

Initial salaries will vary in different parts of the country but are likely to start from £12,000 to £20,000 approximately. Local agency work is paid by the hour and is likely to range from £6.00 - £12.00 per hour depending on the nature of the work. (Source: local agency)

THE COURSE

During your training programme at Finchale, you will gain up-to-date knowledge and skills in appropriate subject areas which are essential for working in this sector. You will be trained to meet a variety of accounting responsibilities to meet employer demands which will include a proficient understanding of double-entry booking keeping, ledger management and reconciliations. This will also include accurate skills in information technology and good communication skills.

We will advise you as to the most appropriate course requirements according to your ability, previous experience, knowledge and employment goals.

The programme content will ensure that you are suitably equipped with the necessary knowledge and skills to meet today's employment needs and offer both the Association of Accounting Technicians Certificate, and Diploma in Accounting.

You will start to identify employers and employment opportunities from the beginning of your programme. An integral part of your programme will be to learn the skills necessary to find and apply for jobs and to be successful at interview. This will include CV and job application preparation.

A Work Trial with an employer in your home area will be a compulsory part of the course.

Good literacy and numeracy skills are essential for employment in this sector and additional individual support will be provided to enable you to achieve this standard by the time you commence your placement with an employer, if required.

LENGTH OF COURSE

The length of the course is flexible including holidays, followed by an Employment Trial of up to 10 weeks with an employer in your home area.



Examples of trainees who have achieved employment as a result of the course are:

SALLY, 21, had previously worked in numerous short term jobs and had developed significant anxiety and depression. Thanks to her dedication and effort she completed her programme, undertook a work placement and gained employment as a Purchase Ledger Clerk with a specialist accountancy recruitment agency. She is now well on the way to building a lasting career in accountancy.



JOHN, 36, had previously worked as an industrial metal worker before injuring his back in a work accident. He was unable to continue his previous employment but attained the Diploma in Accounting within 42 weeks of joining the College. He also completed the ITQ2 programme to improve his employability and after a work placement, gained employment as an Interim Purchase Ledger Clerk through a well-known national recruitment agency.



COURSE REQUIREMENTS

- Relevant employment opportunities within your travel to work home area
- Literacy and numeracy skills of a level that will enable you to achieve Level 2 by the end of your course
- Ability to sit and work at a desk

Gaining employment with the help of Finchale Training College as a...**CUSTOMER SERVICES COLLEAGUE**

EMPLOYMENT OPPORTUNITIES

The aim of this programme is to prepare you for work in a variety of customer service roles. These may vary from region to region but may include retail, hospitality & service industry jobs along with call centre advisers and catering staff.

This course is intended to help you prepare and progress to employment for a minimum of 16 hours per week in a wide variety of jobs that are constantly being advertised.

The course is not intended to enable you to progress directly to further study in Further or Higher Education.

Initial salaries will vary in different parts of the country but are likely to start from £10,000 to £15,000 approximately. Local agency work is paid by the hour and is likely to range from £6.00 - £10.00 per hour depending on the nature of the work. (Source: local agency)

THE COURSE

The following elements can be selected to meet employers' needs:

- Confidence Building
- Team work
- Personal Effectiveness/Assertiveness
- Call/Contact Centre Awareness/Training

IT Skills

- Keyboard Training
- Internet and E-mail
- Data Entry Training
- Word Processing*
- Database*
- Spreadsheets*

*for IT literate candidates

Customer Services

- Understand Customer Relations
- Creating and Maintaining Business Relationships
- Legislation
- Security in the workplace
- Good Housekeeping/safety procedures in the workplace
- Telephone Technique
- Methods of Communication
- Telecommunications
- Filing
- Reception

Skills for Life Qualifications & Examinations

- Literacy – Level 1 – Level 2
- Numeracy – Level 1/Level 2
- English for Office Skills Level 2
- Initial Text Processing
- Initial Data Entry

LENGTH OF COURSE

The length of the course is flexible including holidays, followed by an Employment Trial of up to 4 weeks with an employer in your home area but will be a maximum of 26 weeks.

QUALIFICATION

The units for this course will be accredited according to national standards using a variety of awarding bodies and will be customised to meet individual employer's needs in order to maximise the trainee's likelihood of employment.

JOYCE, 44, had not worked for 16 years and had experienced significant stress, anxiety and depression as well as physical difficulties. Commencing the Level 2 programme she completed it fully and also achieved certificates in literacy and numeracy at Level 2 and ECDL. As a direct result of a Work Trial in the regional HQ of an important Government Office she obtained a full time position as an administration clerk.

RON, 27, had had a variety of factory and labouring jobs but due to physical problems was unable to cope with the work. He completed his training programme in Administration and added ECDL, data processing, literacy and numeracy awards to increase his employability. Trainees are encouraged to improve their job seeking skills by applying to companies for vacancies. In this instance Ron had applied to a local company and was offered a job as an Administrative Assistant without needing a work placement.

COURSE REQUIREMENTS

- Relevant employment opportunities within your travel to work home area
- Literacy and numeracy levels at or working toward Level 2
- Ability to operate and use relevant office equipment
- Good social skills



Distribution and Warehousing and Forklift Truck Training



Gaining employment with the help of Finchale Training College as a...

FORKLIFT TRUCK OPERATOR

EMPLOYMENT OPPORTUNITIES

The aim of this work-related programme is to enable you to enter open employment directly for a minimum of 16 hours per week. The content of the programme will prepare you to work as a qualified Forklift Truck Operator for a range of employers including warehousing and logistics companies and large and small retail organisations. You will also be able to register with local employment agencies for a variety of temporary posts which will enhance your CV as well as leading to permanent work.

The most common types of employment gained by trainees who have completed this programme have been:

- Forklift Truck Operator

The course is not intended to enable you to progress directly to further study in Further or Higher Education.

Initial salaries will vary in different parts of the country but are likely to start from £12,000 to £15,000 approximately.

Local agency work is paid by the hour and is likely to range from £6.00 - £12.00 per hour depending on the nature of the work. (Source: local agency)

THE COURSE

During your training programme at Finchale, you will gain up-to-date knowledge and skills in appropriate subject areas which are essential for working in this vocational field. For example, being able to assist with a variety of warehousing responsibilities to meet company demands will require a proficient understanding of health and safety, truck operation, vehicle loading/unloading, care and maintenance and good communication skills. The programme content will ensure that you are suitably equipped with the necessary knowledge and skills to meet today's employment needs. The programme will commence with work towards the RTITB Counterbalance and Reach Truck certificates. Also included are certificates in low level order picking and powered pallet truck.

We will advise you as to the most appropriate course requirements according to your ability, previous experience, knowledge and employment goals.

You will already have identified employment vacancies in your home area before you start the course. An integral part of your programme will include CV writing and job applications.

Good literacy and numeracy skills are essential for employment in this sector and additional individual support will be provided to enable you to achieve this standard by the time you commence your employment.



LENGTH OF COURSE

The length of the course is up to 6 weeks.

Examples of trainees who have achieved employment as a result of the course are:

DAN, 45, had worked as a boatman/labourer. Having experienced significant depression he fully completed his programme within 4 weeks, gaining both certificates in counterbalance and reach. This led to employment as a Warehouse Operative with a national chain of DIY superstores.

HENRY, 37, a former member of HM Forces, had a history of chronic knee and back pain when he came to the College and completed his forklift truck programme within 4 weeks. Through a recruitment agency he has now gained employment as a Forklift Truck Operator with a major national engineering company.

COURSE REQUIREMENTS

- Relevant employment opportunities within your travel to work home area
- Literacy and numeracy levels at or working toward Level 2
- Ability to qualify under the RTITB medical standards as having the necessary level of physical and mental fitness and learning ability for the task. Exclusions include serious cardiac conditions
- Ability to read a vehicle registration mark at 20.5 metres

Gaining employment with the help of Finchale Training College as a... **WAREHOUSE OPERATIVE**



EMPLOYMENT OPPORTUNITIES

The aim of this work-related programme is to enable you to enter open employment directly in your home area for a minimum of 16 hours per week. The content of the programme will prepare you to work as a qualified Warehouse Operative for a range of employers including warehousing and logistics companies and large and small retail organisations. You will also be able to register with local employment agencies for a variety of temporary posts which will enhance your CV as well as leading to permanent work.

The most common types of employment gained by trainees who have completed this programme have been:

- Warehouse Operative
- Store Person
- Warehouse Order Picker/Packer
- Stock Controller
- Trade Counter Assistant/Forklift Truck Operator

The course is not intended to enable you to progress directly to further study in Further or Higher Education.

Initial salaries will vary in different parts of the country but are likely to start from £12,000 to £15,000 approximately. Local agency work is paid by the hour and is likely to range from £6.00 - £8.00 per hour depending on the nature of the work. (Source: local agency)

THE COURSE

During your training programme at Finchale, you will gain up-to-date knowledge and skills in appropriate subject areas which are essential for working in this sector. For example, the ability to assist with a variety of warehousing responsibilities according to employer standards. This includes proficient understanding of delivery of goods, dispatch, picking stock and processing orders together with stock storage. Accurate skills in information technology and good communication skills are also vital. The programme will ensure that you meet today's employment needs. The programme will commence with work towards a vocational qualification in Warehousing & Storage.

Forklift truck training is also available with this programme in both Counterbalance and Reach Truck operations. Also included are certificates in low level order picking and powered pallet truck.

We will advise you as to the most appropriate course requirements according to your ability, previous experience, knowledge and employment goals.

You will start to identify employers and employment opportunities from the beginning of your programme. An integral part of your programme will be to learn the skills necessary to find and apply for jobs and to be successful at interview. This will include CV and job application preparation.

A Work Trial with an employer in your home area will be a compulsory part of this course.

Good literacy and numeracy skills are essential for employment in this sector and additional individual support will be provided to enable you to achieve this standard by the time you commence your employment.

LENGTH OF COURSE

The length of the course is flexible including holidays, followed by an Employment Trial of up to 4 weeks with an employer in your home area.

Examples of trainees who have achieved employment as a result of the course are:

STAN, 26, had been diagnosed with Asperger's syndrome and experienced anxiety and depression. He fully completed his level 2 programme in distribution, warehousing and storage operations and the fork lift truck certificates in both counterbalance. During his placement he impressed his employers so much they created a position for him and he is now a Warehouse Order Picker/Packer with a major high street catalogue retail company.

DAISY, 31, had never worked and had a history of depression. She successfully completed her programme gaining her level 2 qualification as well as forklift truck certificates in counterbalance and reach. After proving herself on work placement she secured full-time employment as a Warehouse Operative/Forklift Truck Operator with an international supermarket group.

COURSE REQUIREMENTS

- Relevant employment opportunities within your travel to work home area
- Literacy and numeracy levels at or working toward Level 2
- Ability to handle basic lifting operations

Horticulture Training



Gaining employment with the help of Finchale Training College as a...

HORTICULTURE OPERATIVE

EMPLOYMENT OPPORTUNITIES

The aim of this programme is to enable you to enter open employment directly in your home area for a minimum of 16 hours per week. You will gain experience and qualifications to prepare you to work as a qualified Horticulture Operative in a variety of public organisations such as local authorities, landscapers, grounds maintenance contractors and private contractors servicing a wide range of employers.



The most common types of employment achieved by trainees have been:

- Grounds Staff
- Landscape Operative
- Gardener
- Garden Centre Staff
- Nursery Assistant



Initial salaries will vary in different parts of the country but are likely to commence at £12,000.



The course is not intended to enable you to progress directly to further study in Further or Higher Education. During your training you will undertake both theoretical and practical training using the classrooms, workshops and grounds available in the College.

THE COURSE

The course will commence with work towards the NPTC/ City & Guilds Diploma in Horticultural Skills and can include NPTC/ City & Guilds Level 2 Certificate of Competence in Tractor Driving and Certificates in Safe use of Mowers, Hedge Trimmers, Brush Wood Cutters and a CSCS Health and Safety Certificate. The Safe use of Pesticides (PA1 & PA6) is an optional qualification which is highly sought by employers. The certificates require an individual test for each piece of equipment; some require both a practical and an on-line theory test. The units chosen will determine the areas of specialisation and can be tailored to suit employers or job opportunities in your home area.

Good levels of literacy and numeracy skills are vital for employment in this sector and additional individual support will be provided to enable you to achieve this standard by the time you commence your placement with an employer.

You will start to identify employers and employment opportunities from the beginning of your programme. An integral part of your course will be to learn the skills necessary to find and apply for jobs and to be successful at interview. A Work Trial with an employer in your home area may be a compulsory part of the course subject to finding employment prior to completing the course.

LENGTH OF COURSE

The length of the course is flexible including holidays, followed by an Employment Trial of up to 4 weeks with an employer in your home area.



Examples of trainees who have achieved employment as a result of completing the course:



TERRY, 37, was an ex-offender who had experienced significant stress, anxiety and depression. A keen fisherman, he had always dreamt of having a job which covered his hobby. He completed his Horticulture course and undertook a placement at a local fly fishery. This turned into a full time job as there was substantial landscaping to be done within the site.



JULIE, 49. had dyslexia but kept her condition a secret which led to both anxiety and depression. She was a trained machinist in a clothing factory but after redundancy had moved into work with an engineering component manufacturer. After her second redundancy she retrained in Horticulture at the College and successfully completed her course. After a placement she gained a full time job at a local nursery 5 miles from her home. She now has a bright future as the opportunity for promotion, which she previously turned down because of her dyslexia, is now a distinct opportunity.

COURSE REQUIREMENTS

- Relevant employment opportunities within your travel to work home area
- Literacy and numeracy levels at or working toward Level 2
- Physically fit as the job requires heavy lifting, walking and bending
- Be able to use machinery
- Social skills
- A driving licence would be an advantage to help gain employment

Construction, Maintenance and Joinery Training



Construction - Joinery Training

Gaining employment with the help of Finchale Training College as a...**JOINER**

EMPLOYMENT OPPORTUNITIES

The aim of this programme is to enable you to enter open employment directly in your home area for a minimum of 16 hours per week. It will prepare you to work as a newly-qualified and experienced joiner in a variety of public organisations such as hospitals, site work, Colleges, schools and local authorities, and private contractors servicing a wide range of employers.

The most common types of employment achieved by trainees have been:

- Site joiner (1st and 2nd fix)
- Bench joiner

Initial salaries will vary in different parts of the country but are likely to commence at £17,000. (Building and Allied Trades Joint Industrial Council)

The course is not intended to enable you to progress directly to further study in Further or Higher Education.

THE COURSE

During your training you will undertake both theoretical and practical training, including technical drawing, using the classrooms and workshops available in the College or simulated practical work in the College.

The courses on offer are the new industry recognised Level 1 Diploma in Carpentry and Joinery and Level 2 Diploma in Site Carpentry. These will replace the existing Intermediate Construction Awards and can lead to employment depending on work available, where employers are seeking this qualification as a pre-condition of employment in your home area.

The Level 2 Diploma in Site Carpentry will provide you with an industry recognised qualification covering a wide range of construction and maintenance skills achieved through practical assessments, a knowledge test and phase test (practical exercise). Also as part of the course you will gain a CSCS Health and Safety card which is now a requirement for employment in the industry.

Good levels of literacy and numeracy skills are vital for employment in this sector and additional individual support will be provided to enable you to achieve this standard by the time you commence your placement with an employer.

You will start to identify employers and employment opportunities from the beginning of your programme. An integral part of your course will be to learn the skills necessary to find and apply for jobs and to be successful at interview. A Work Trial with an employer in your home area will be a compulsory part of the course.



LENGTH OF COURSE

The length of the course is flexible including holidays, followed by an Employment Trial of up to 4 weeks with an employer in your home area.

Examples of trainees who have achieved employment as a result of completing the course:

RICK, 28, was involved in a serious road traffic accident which left him unable to walk unaided and meant that he could not continue with his work as a warehouse operative. His natural aptitude for his new career shone through and this was recognised during his placement at a local internationally-renowned musical instrument manufacturer. His placement became a job and he is now involved in a multi-million pound project for a leading European cultural centre.

CLAIR, 32, had never worked and had a history of physical problems, anxiety and depression. She decided that she would like to set up her own joinery business and with support from the College realised her ambition in a small village near her home.

COURSE REQUIREMENTS

- Relevant employment opportunities within your travel to work home area
- Literacy and numeracy levels at or working toward Level 2
- Good manual dexterity
- Ability to distinguish colours
- Ability to climb ladders, kneel down, and sit and work at a bench
- Social skills

Decorative Occupations Training

Gaining employment with the help of Finchale Training College as a...**PAINTER & DECORATOR**

EMPLOYMENT OPPORTUNITIES

The aim of this programme is to enable you to enter open employment directly in your home area for a minimum of 16 hours per week. It will prepare you to work as a competent Painter and Decorator in a variety of public organisations such as hospitals, site work, Colleges, schools and local authorities, and private contractors servicing a wide range of employers. The most common types of employment achieved by trainees have been:

- Painter and decorator
- Self employed painter and decorator
- Maintenance painter

Initial salaries will vary in different parts of the country but are likely to commence at £15,000.

The course is not intended to enable you to progress directly to further study in Further or Higher Education.

THE COURSE

During your training you will undertake both theoretical and practical training using the classrooms and workshops available in the College, or simulated practical work on the College's Construction Project.



The course will commence with work towards the City & Guilds/Construction Skills Diploma in Painting & Decorating Level 1 or Level 2. Level 1 consists of 8 units (Health & Safety, communication, building methods, access equipment, preparing surfaces, brush & roller work, applying plain wallpapers, specialist decorative effects) and a synoptic practical assignment and knowledge test.

Level 2 consists of 9 units (Health & Safety, communication, building methods, access equipment, preparing surfaces, brush & roller work, applying plain wallpapers, specialist decorative effects, HVLP spraying) and a synoptic practical assignment and knowledge test. The Construction Diploma in Painting & Decorating Level 2 relates to the NVQ Level 2 units but does not require work based evidence from the workplace/site.

Additional training will be delivered in Health & Safety to pass the CITB Construction Skills Certification Scheme (CSCS) Health and Safety Test, which is the health & safety qualification required to work on building sites.

Good levels of literacy and numeracy skills are vital for employment in this sector and additional individual support will be provided to enable you to achieve this standard by the time you commence your placement with an employer.

You will start to identify employers and employment opportunities from the beginning of your course. An integral part of your course will be to learn the skills necessary to find and apply for jobs and to be successful in interview.

A placement with an employer in your home area will be a compulsory part of the course.

LENGTH OF COURSE

The length of the course is flexible including holidays, followed by an Employment Trial of up to 4 weeks with an employer in your home area.

Examples of trainees who have achieved employment as a result of completing the course:

LES 40, was an HGV driver until he developed diabetes and was unable to renew his licence. Although having no previous experience of painting and decorating his enthusiasm and natural abilities ensured he was successful. He completed a CAA Construction Diploma in Painting & Decorating at the College and whilst on a Work Trial at a leading painting and decorating company based on Teesside he was offered a full time job.

GRAHAM 44, suffered from extreme anxiety and depression and had had a variety of jobs since leaving school. He had very limited experience of painting and decorating but had a natural aptitude for it and his sociability and easy going nature made him fit in easily. However his disability prevented him from performing well at interviews but thanks to the support of the staff at the College he succeeded in acquiring a Work Trial with a local educational establishment which went on to become a permanent job.

COURSE REQUIREMENTS

- Relevant employment opportunities within your travel to work home area
- Literacy and numeracy skills of a level that will enable you to achieve Level 2 by the end of your course
- Good manual dexterity
- Ability to distinguish colours
- Ability to carry out manual handling tasks
- Ability to carry out high and low level practical tasks
- Ability to use access equipment
- Social skills

Employment Routeways

EMPLOYMENT OPPORTUNITIES

This course is intended to help you prepare and progress to employment for a minimum of 16 hrs per week in a wide variety of jobs.

Examples of the intended employment destinations are as follows:

- Cleaning Operative
- Kitchen Assistant
- Catering Assistant
- Support Worker
- Bowling Assistant
- Bar Assistant
- Domestic Support Worker
- Kitchen Assistant
- Retail Sales
- Sales Assistant
- Food Service Assistant
- Waiting Staff
- Room Attendant
- Works Canteen Assistant
- Care Assistant
- Shelf-Stacker
- Leisure Assistant
- Production Operative

Salary levels are at or near the National Minimum Wage.



THE COURSE

This course will consist of two parts:

1. A programme of up to 10 weeks delivered at Finchale on a residential or daily-travel basis and consisting of the following elements:

- Personal profile and confidence building
- Work communication and handling conflict.
- Identification of personal skills and strengths
- Individual barriers to learning and resolution strategies
- Team working and social skills
- Work attitude and behaviour
- Anxiety management
- Occupational decision making
- Realistic goal setting and achievable outcomes
- Job finding behaviours, ie identifying and applying for jobs
- Interview techniques
- Health & Safety in the Workplace Certificate
- Individual Literacy, Numeracy and ICT support to the level required by the sector
- Individual mental and physical health support if required
- Professional counselling and medical support if required
- Specialist dyslexia and ASD support if required
- Preparation of a Transition Support Plan
- Completion of a CV

2. The course will prepare you for direct entry to employment. A further 5 weeks of support for both you and your employer will be available to help you retain your employment. Specific training for the job will be provided by your employer.



Durham Cathedral



Finchale Priory



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Vocational Rehabilitation
Registered Charity Number 1001027