

SERVICES TO BUSINESS

Business Training & Development

PROSPECTUS
2024



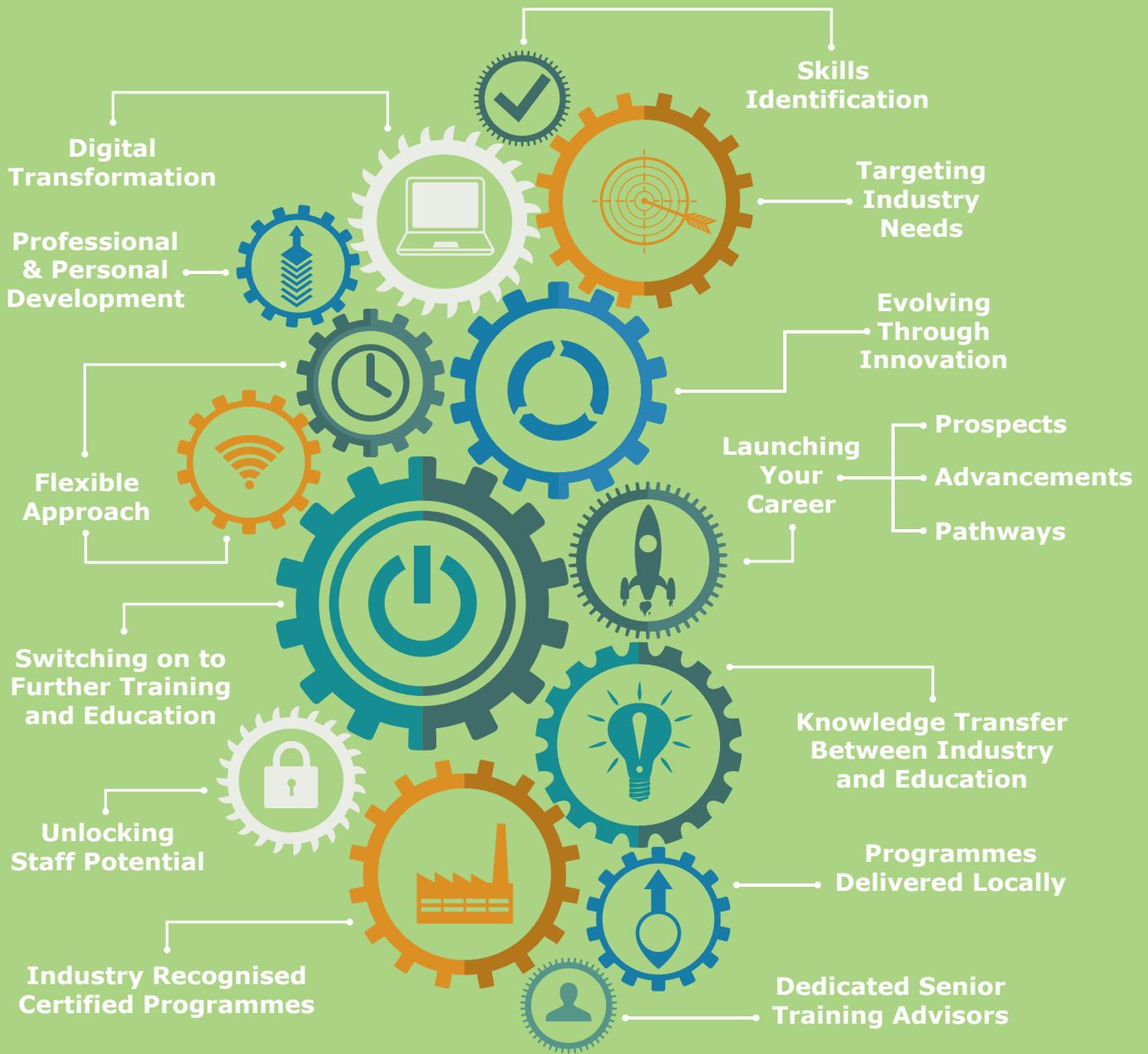
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Skills to Advance

boost skills - boost business



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WELCOME STATEMENT

A very warm welcome from Waterford and Wexford Education and Training Board, Services to Business to our further education and training 2024 programme prospectus.

Waterford and Wexford Education and Training Board is the largest further education and training provider in the Southeast region.

Services to Business provides a quality-based training and development service to industry and business, managing and coordinating all statutory apprenticeship programmes in Waterford and Wexford. We encourage and promote focused initiatives for the development of people in employment through the SOLAS national initiatives of Skills to Advance and Skills for Work Programmes.

Collectively we are very proud of our reputation for excellence of quality provision embedded throughout our programmes. It is of utmost importance that all individuals in employment are provided with the opportunity to participate in further education and training.

This prospectus is designed to assist employers and employees to make informed decisions when deciding their personal and professional development journey. All industry programmes are funded and accredited through the Quality and Qualifications Authority of Ireland (QQI), City & Guilds or other industry specific qualifications with a flexible mode of delivery i.e. part-time, self-directed, online, blended, face to face, evening time and modularisation.

Developing an individual's potential through further education and training is key for all industry sectors to unlock employee abilities, develop talent pools, embrace new technologies, staff retention, support growth and promote sustainability in the workplace.

We are grateful to you for taking the time to review our prospectus and hope that it inspires you to new beginnings in embracing further education and training in support of your chosen career path.

Warm regards,



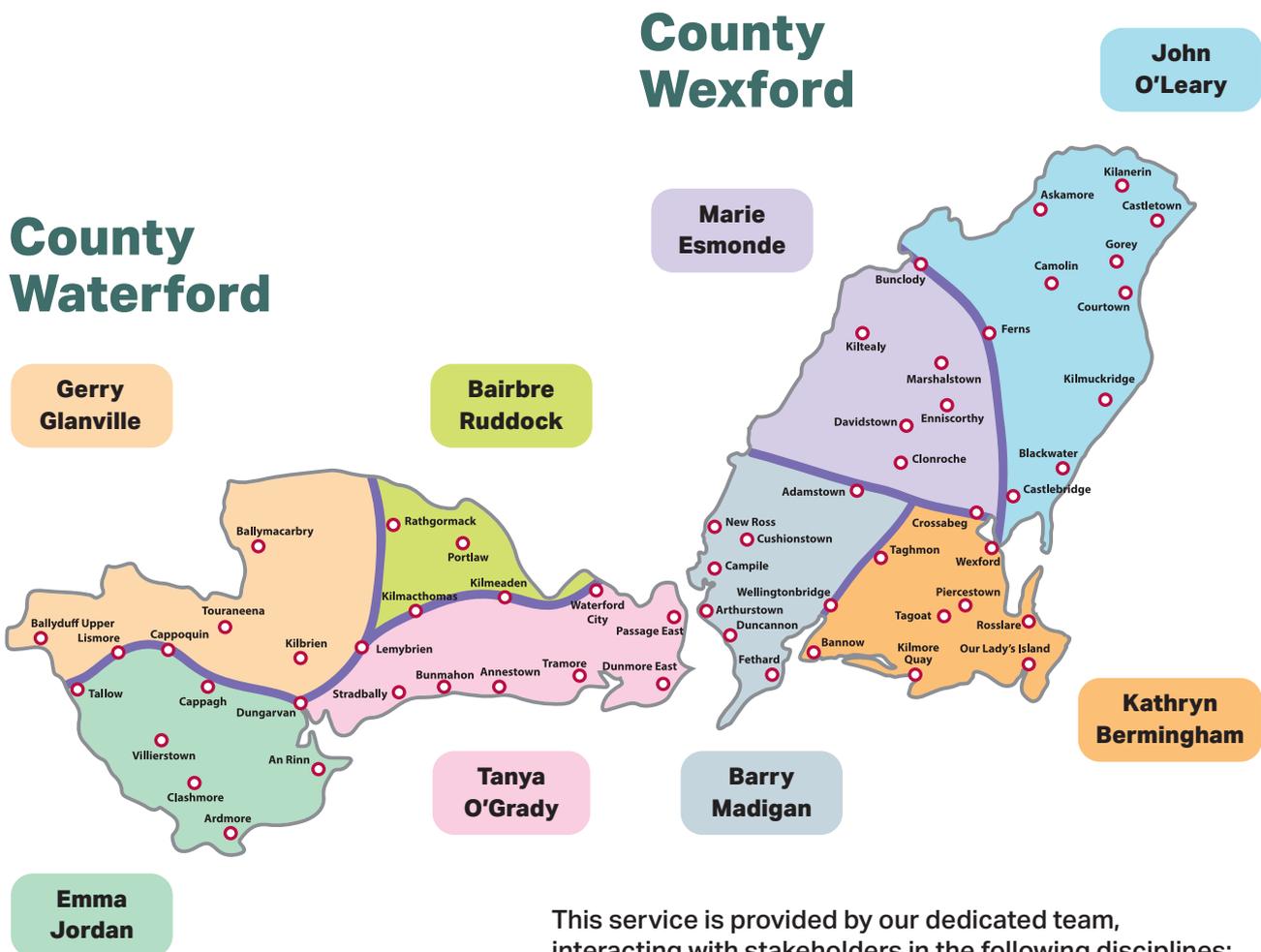
TREVOR SINNOTT

Services to Business Manager



SERVICES TO BUSINESS LOCATION MAP

Waterford and Wexford Education and Training Board (WWETB) **Services to Business** provide a quality-based information and administration service to support stakeholders to embrace personal and professional development through funded Further Education and Training opportunities in our region. Stakeholders would include but not limited to SME's and large multinational companies, post primary schools, PLC colleges, community schools, youthreach centres, further education training centres and outdoor education and training.



This service is provided by our dedicated team, interacting with stakeholders in the following disciplines:

- Statutory Apprenticeships (Team of SOLAS Authorised Officers)
- Skills for Work (Funded development of low skilled employees, QQI Level 1–4)
- Business development and training through Skills to Advance (Funded employee industry relevant training, QQI Level 4–6)



WEXFORD AND WATERFORD SENIOR TRAINING ADVISORS CONTACT DETAILS

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Waterford Senior Training Advisors

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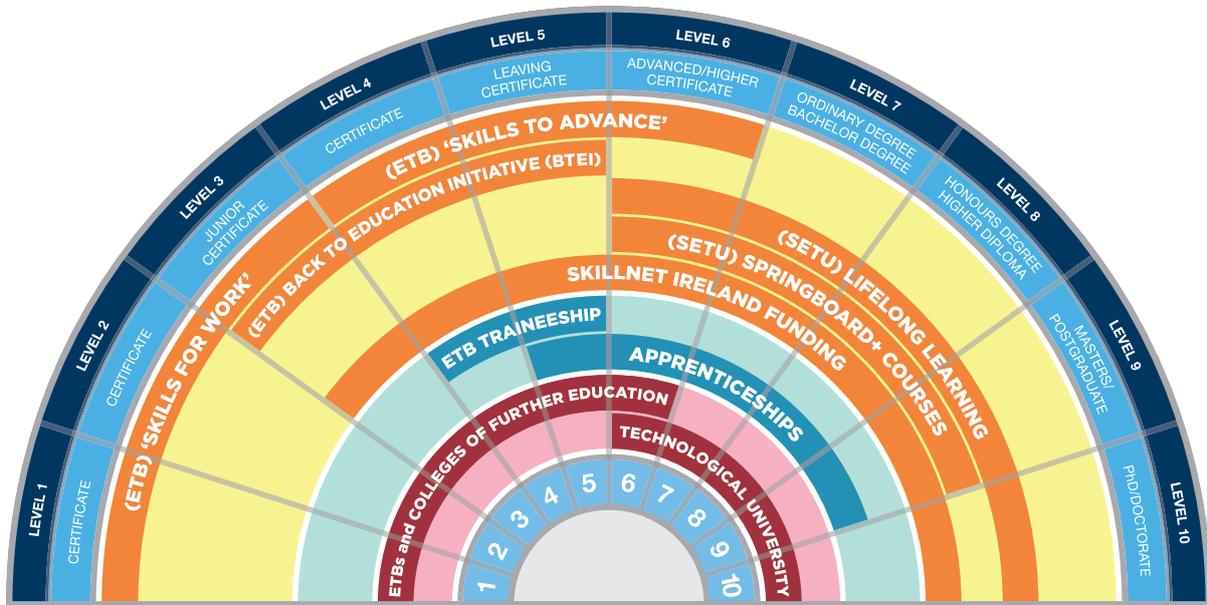
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REGIONAL INFOGRAPHIC ON EDUCATIONAL STAKEHOLDERS



FULL-TIME STUDY

APPRENTICESHIPS

Traineeships: 6 to 20 months, in-work training courses; levels 4-6; ETBs

Craft Apprenticeships: 4-year in-work, level 6; ETBs & TUs

Apprenticeships: multiple new areas; levels 6-10; ETBs & Universities

PART-TIME COURSES FOR EMPLOYEES

Skills to Advance: training programmes tailored to employer skills needs; delivered by ETBs

Springboard+: funded upskilling courses; levels 6-9; SETU

Skillnet Ireland: funded training for private business; all levels; Skillnet Networks

Lifelong Learning: multiple courses including evening, blended & outreach modes; levels 6-10; SETU

Back to Education Initiative: training programmes for persons who have not completed the Leaving Certificate or an equivalent qualification; delivered by ETBs.



Make skills work for your business



Skills to Advance is a national initiative that provides upskilling and reskilling opportunities to employees in jobs undergoing change and to those currently employed in vulnerable sectors.

Skills to Advance aims to equip employees with the skills they need to progress in their current role or to adapt to the changing job market. These programmes empower employees with the skills to progress in their personal and professional careers.

Working closely with small, medium-sized enterprises and multinationals in the region, Skills to Advance helps employers identify skills needs, adapt to market changes, and invest in their workforce by providing subsidised education and training to staff. Programmes on offer range from QQI Level 4-6, City & Guilds and other industry certified training.

These upskilling and reskilling options for your employees creates a straightforward way to help increase your productivity and competitiveness in a fast-changing business sector. This initiative provides your workforce with flexible training opportunities to fit around business hours and work schedules, helps develop skills relevant to your business needs, and responds to the changing nature of jobs and skills.

Learners must be employed on a full or part time basis. You may qualify for funding under the Skills to Advance Initiative (STA). STA is a SOLAS National Initiative in partnership with WWETB and supported by the Government of Ireland. You must have an Irish PPS number to apply for funding.

For further information contact one of our Senior Training Advisors as outlined in this prospectus, email: servicestobusiness@wwetb.ie or alternatively complete the training needs analysis questionnaire at the back of this prospectus.



RECEPTION & FRONTLINE OFFICE SKILLS

QQI Level 5 Minor Award (5N1407)

Course Description

The aim of the course is to enable the learner to develop the knowledge, skills and competence required to carry out reception related tasks and operations as a frontline representative in a range of organisations. This is a 60 hour course. Self directed learning is also required as part of the course.

Course Content

On completion of the course the learner will be able to:

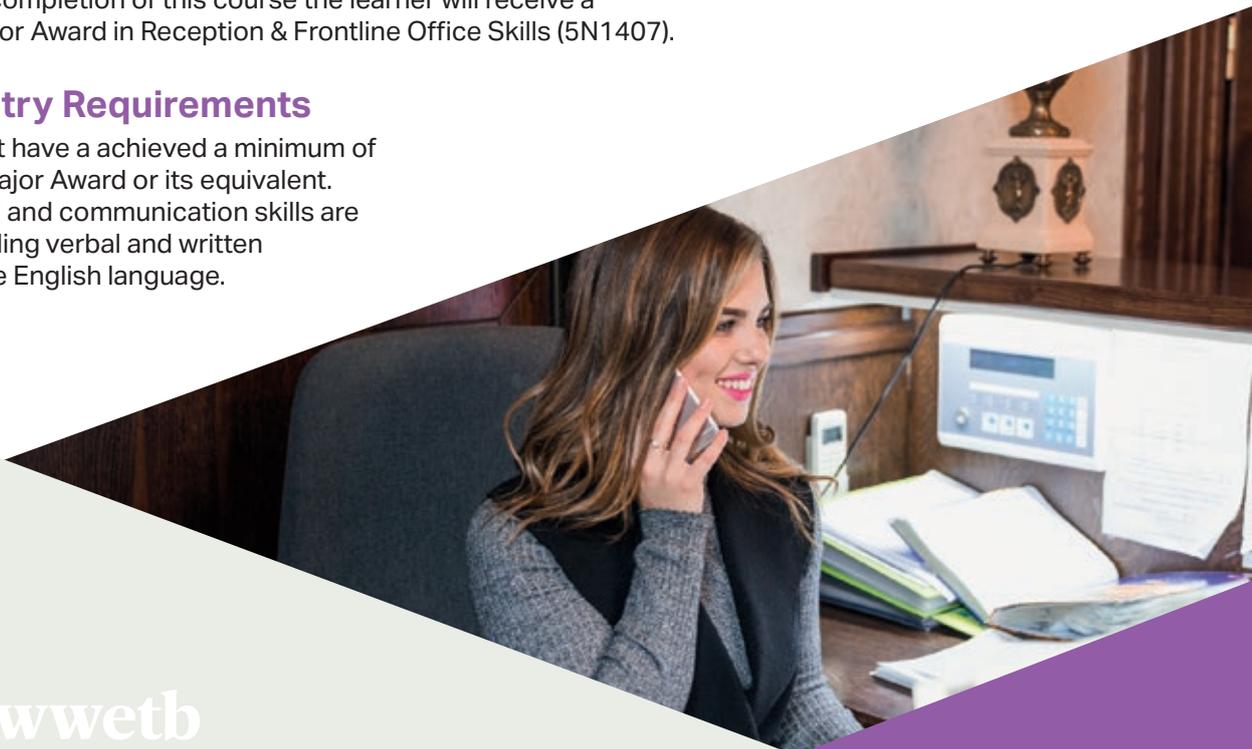
- Examine the skills, functions and responsibilities of a receptionist or frontline office representative within an organisation
- Outline the products, services, key policies, structures and personnel of an organisation
- Explore the range of telecommunications network equipment used within a reception and/or front office context
- Source information from the internet, reservation systems, postal services, call and/or courier logs and messaging service
- Explain a range of telephone communication terms
- Outline aspects of safety and health at work legislation pertaining to working within a reception context including security and emergency procedure requirements
- Identify the process for the flow of information to and from an organisation and sources of reference or information within an organisation
- Plan a reception layout and describe office equipment in the reception area
- Apply a range of communication skills including personal, interpersonal and technological proficiencies using effective tone, pitch, use of voice and body language
- Operate a range of equipment in the reception area
- Produce reception material to include notices, inventory of equipment, stock requisitions, petty cash system, diary, post log, visitors log and telephone messages
- Respond quickly in pressurised reception related circumstances requiring fast and efficient comeback
- Display a professional approach to receiving visitors, use effective customer service skills, upkeep of visitors logbook, use initiative around unexpected visitors and maintain composure when dealing with complaints
- Present a range of documents including order form, invoices and processing travel expenses
- Apply a range of general administrative skills within the reception and/or front office context

Course Certification

On successful completion of this course the learner will receive a QQI Level 5 Minor Award in Reception & Frontline Office Skills (5N1407).

Learner Entry Requirements

Applicants must have achieved a minimum of a QQI Level 4 Major Award or its equivalent. Good numerical and communication skills are essential, including verbal and written command of the English language.



HR TOOLKIT

QQI Level 6 Minor Award (6N3750)

Course Description

This course aims to facilitate the learner in understanding the role of human resources management in a range of organisations.

This course will be delivered as follows:

- Over 14 weeks with two 3-hour live online lectures per week (Full attendance mandatory)
- Approximately 6-8 hours per week of self-directed learning
- 30-minute 1:1 tutor support session per week
- One day in person at a WWETB Further Education and Training (FET) Centre for an exam

Course Content

- Evaluate the relevance of strategic human resource management to organisational performance and business strategy
- Evaluate the core objectives, benefits, challenges and methods of performance management, to include evaluation of what constitutes good performance management and reward systems
- Explore the role, benefits and methodologies of effective grievance and discipline handling within an organisation
- Generate appropriate recruitment and selection documentation to include job specification, person specification and interview making sheets
- Devise an interview strategy for a stated vacancy, to include an appropriate interview environment, panel and structure, and use of appropriate interview techniques and questions, taking cognisance of relevant employment legislation
- Formulate appropriate performance management methodologies for an organisation
- Apply theoretical principles and practical skills to solving human resource management issues in the work environment
- Support the effective operation of a human resource department in the business environment

Course Certification

On successful completion of this course the learner will receive a QQI Level 6 Minor Award in Human Resource Management (6N3750).

Learner Entry Requirements

Education: Applicants must have completed a QQI Level 5 or equivalent. Applicants must also be currently or have recently been in a Team Leadership / Managerial / Supervisory type role.



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BIG RED CLOUD PAYROLL & ACCOUNTS

Course Description

INTRODUCTION TO BIG RED BOOK PAYROLL INTRODUCTION TO BIG RED CLOUD ACCOUNTS INTERMEDIATE BIG RED CLOUD ACCOUNTS

The aim of these courses is to give learners an understanding of how to process the most common payroll conditions / accounting transactions using one of Ireland's most popular business software providers. Courses will be delivered 100% online using the Moodle Platform. Scheduled live Zoom support sessions will be available to supplement self-directed learning. Support is also available throughout via Moodle messaging. All material is available for download within the courses. Relevant Big Red Book software is available for the duration of the course. These are all part time courses, each running 4 hours per week for a total of 8 weeks. Learners will require access to a PC/laptop and have basic general computer skills.

Course Modules

INTRODUCTION TO BIG RED BOOK PAYROLL

- The Payroll Environment
- Accessing MyAccount and ROS
- Tax Rates, Band and Credits
- Calculating Gross Pay
- Cumulative Tax
- Universal Social Charge
- PRSI
- Using Big Red Book Payroll
- Setting up a Company
- Setting up Payments and Deductions
- Setting up Employees
- Processing Gross Pay
- Producing Payslips
- Producing Management Reports
- Revenue Submission Process

INTRODUCTION TO BIG RED CLOUD ACCOUNTS

- Business Structures
- Assets, Liabilities, Incomes and Expenses
- Using 'PEARLS'
- Chart of Accounts
- Capital and Drawings
- Credit Control and Discounts
- Double Entry Bookkeeping
- Business Documentation
- Using Big Red Cloud
- Setting up a new Sole Trader Business
- Setting up Customers and Suppliers
- Setting up Bank Accounts
- Creating and Amending Nominal Accounts
- Recording Invoices and Credit Notes
- Recording Payments and Receipts
- Bank Reconciliations
- Producing a Trial Balance

INTERMEDIATE BIG RED CLOUD ACCOUNTS

Underpinning Accounting Knowledge

- VAT Rules & Invoicing Requirements
- Understanding Financial Statements
- Dealing with Stock Transactions
- Putting a Value on Closing Stock
- Accounting Journals
- Introduction to Business Legislation
- Security and Accounting Records

Using Big Red Cloud

- Setting up a Company from Prior Accounting Records
- Setting up Customers and Suppliers with Opening Balances
- Setting up Products
- Recording Invoices and Credit Notes including VAT
- Customer Invoices and Statements
- VAT Returns
- Profit & Loss and Balance Sheet Reports

Course Certification

Vendor certification is provided by Big Red Cloud.



BUILDING DIGITAL BUSINESS SKILLS

QQI Level 5 Special Purpose Award (5S21869)

Course Description

The aim of this 12-week programme (indicative, 6 hours per week) is to facilitate learners to develop the knowledge, skills and competencies required to work with a range of digital tools and business applications within a business environment and to use these applications, including social media, to create and enhance the digital footprint of a business through its sales and marketing strategies. The programme will be delivered either face-to-face and/or classroom delivery using a virtual learning environment.

Course Modules

DIGITAL BUSINESS SOLUTIONS:

- Outline the key features of an effective digital customer experience
- Identify customer types and map the customer journey
- Identify a range of appropriate digital business solutions to enhance a business's digital interactions with customers, suppliers, and other businesses
- Explore how digital applications make business processes more effective and efficient and apply the use of a spreadsheet application as a digital business solution
- Respond appropriately to a variety of customer communications through digital applications to enhance customer experience
- Develop a digital customer experience strategy for a business

SOCIAL MEDIA FOR DIGITAL MARKETING:

- Describe the importance and benefits to a business of using social media marketing to enhance a business's sales and marketing approach
- Identify a variety of social media platforms currently available for a business's digital marketing requirements and e-tools to manage those platforms
- Identify the purpose of, and steps involved in, compiling a digital marketing strategy for social media
- Set up a social media business account for a business's digital marketing strategy, to include appropriate branding, choosing content appropriate to target audience and use of social media content calendar
- Use social media for the purpose of selling products or services online
- Examine, interpret, and apply essential social media analytics used within digital marketing.

Course Certification

This programme leads to a Special Purpose Award in Building Digital Business Skills at QQI Level 5 (5S21869), comprising of two standalone 5-credit modules, Digital Business Solutions and Social Media for Digital Marketing.

Learner Entry Requirements

Education: No formal education or qualifications are required, applicants will be expected to demonstrate a standard of knowledge, skill and competence equivalent to QQI Level 4 or have achieved the relevant skills, knowledge, and competences through work experience.



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DATA PROTECTION

ICS ICDL Workforce Module Certificate and Digital Badge

Course Description

The aim of this two day programme is to enable the learner to acquire essential knowledge relating to data protection concepts and principles, data subject rights, the implementation of data protection policies and measures and regulatory compliance giving the learner a clear understanding of their roles and responsibilities in protecting themselves and their clients in their environments.

Course Content

On completion of the training learners will be able to:

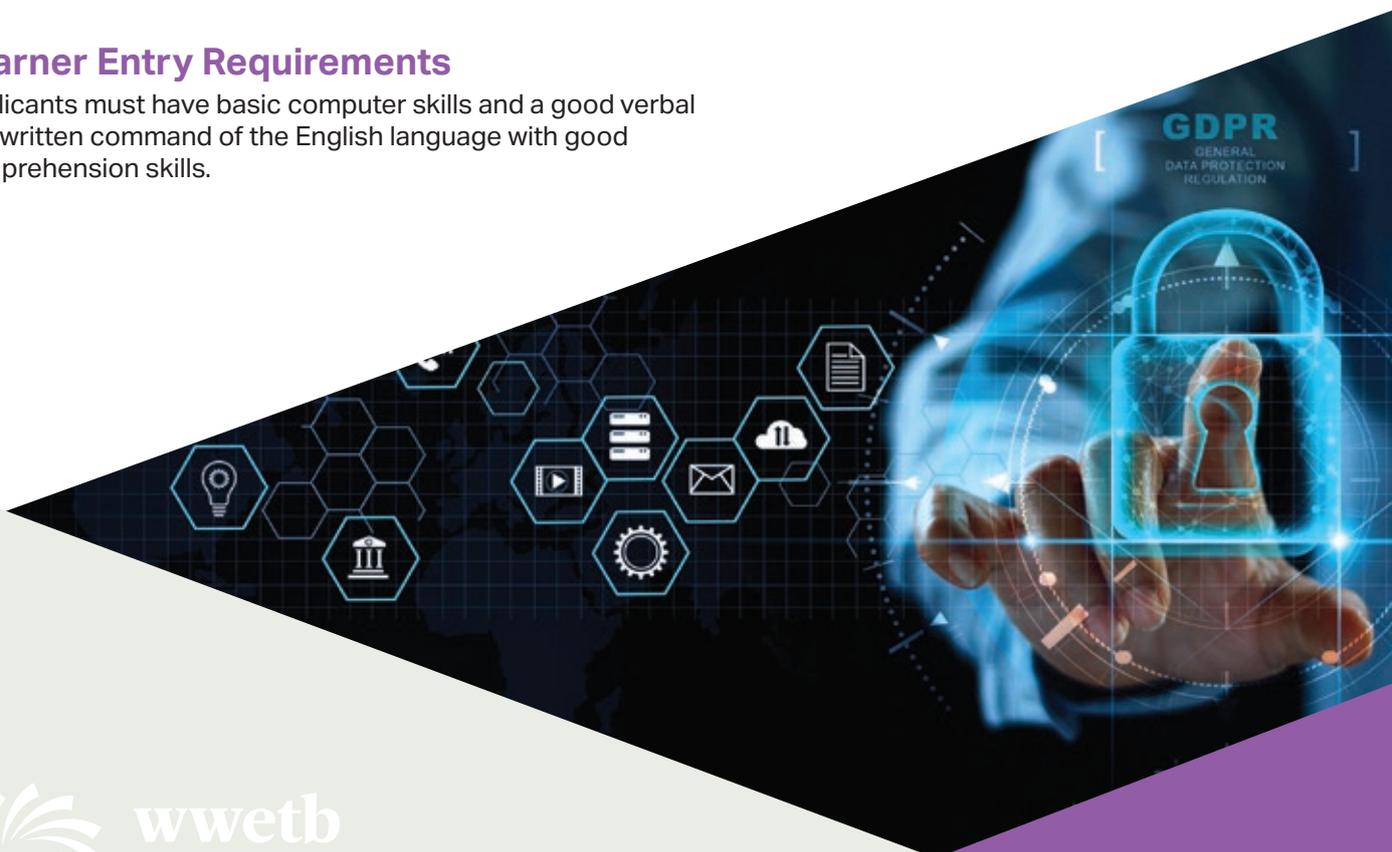
- Understand concepts relating to personal data and its protection
- Understand the rationale, objectives and scope of the European Union General Data Protection Regulation (GDPR)
- Outline the key principles of GDPR relating to the lawful processing of personal data
- Understand the rights of data subjects and how they are upheld
- Understand that company policies and methods should comply with data protection regulations and outline key technical and organisational measures to achieve this
- Understand how to respond to data breaches and the consequences of not complying with data protection regulations (i.e. fines, litigation, reputational damage)

Course Certification

On successful completion of an exam the learner will receive an ICS ICDL Workforce Module Certificate and Digital Badge.

Learner Entry Requirements

Applicants must have basic computer skills and a good verbal and written command of the English language with good comprehension skills.



EARLY LEARNING AND CARE

QQI Level 6 Advanced Certificate (6M21471)

Course Description

This part-time course prepares learners to take responsibility as Room Leader / Supervisor in a variety of early learning and care settings. This award also provides the learner with the opportunity to progress into further and higher education and training. This course will be a combination of directed (minimum of 60 hours per module) and self-directed learning.

Course Modules

- Advanced Professional Practice Placement in ELC Two settings:
Birth – 2.8 years and 2.8 years – 6 years
- Sociology and Social Policy in Early Learning and Care
- The Developing Child
- Curriculum and Pedagogy
- Inclusive Early Learning and Care
- Supervision and Administration in Early Learning and Care

Course Certification

QQI Level 6 Advanced Certificate in Early Learning and Care (6M21471).

Learner Entry Requirements

- QQI Level 5 major award in Early Learning and Care, or QQI Level 5 major award in Early Childhood Care and Education.
- English language - Minimum English language and literacy competence at entry to the programme for speakers of English as a second language i.e. B2 in writing, reading, listening and speaking. Evidence of achievement of this standard is necessary for entry to the programme.



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COMMUNICATIONS

QQI Level 5 Minor Award (5N0690)

Course Description

The aim of this course is to equip the learner with the relevant knowledge, skill, and competence to communicate verbally and non-verbally in standard everyday tasks and in work-related tasks, operating independently while under general direction. Duration approximately 50 hours.

Course Content

- Analyse a range of current issues in communications and information technology
- Summarise in practical terms the elements of legislation that must be observed in a personal and/or work context
- Use appropriate non-verbal and visual communication in personal and work-related settings
- Demonstrate verbal skills appropriate to working under general direction
- Demonstrate listening skills appropriate to working under general direction
- Critique information from a range of complex written material
- Use reading techniques appropriate to a task
- Research a relevant vocational topic, to include use of primary and secondary sources, acknowledgment of sources, use of enquiry techniques and methods to establish validity and reliability
- Use drafting, proofreading and editing skills to write a range of documents that follow the conventions of language usage (spelling, punctuation, syntax)
- Demonstrate communication styles and techniques relevant to different situations in work and leisure
- Choose the appropriate communications technology to give and receive requests, instructions, suggestions, discussion and feedback in both work and leisure

Course Certification

On successful completion of this programme the learner will receive a QQI Level 5 Minor Award in Communications (5N0690).

Learner Entry Requirements

Education: Applicants must have achieved a minimum of a QQI Level 4 Major Award or its equivalent in a care related area prior to entry to this programme. Applicants must be currently employed in the Healthcare Sector.



INTELLECTUAL DISABILITY STUDIES

QQI Level 5 Minor Award (5N1652)

Course Description

The aim of this programme is to equip the learner with the knowledge, skill, and competence in the causes, range and effects of intellectual disabilities, to develop an awareness of the importance of a social model of support and the role of various professionals in responding to the needs of persons with an intellectual disability. This is a five month course to include five workshop days supplemented by online activities, one live webinar and one pre-recorded session per week. It also includes online support through emails and discussion forums. Learners will also be required to undertake the Intellectual Disability Studies theory exam (duration 2 hours). Duration approximately 50 hours.

Course Content

- **Workshop 1** - Introduction to course and basic IT skills
- **Workshop 2** - MAPA Training (Management of Actual or Potential Aggression)
- **Workshop 3** - Intellectual Disabilities Studies
- **Workshop 4** - Intellectual Disabilities Studies
- **Workshop 5** - Intellectual Disabilities Studies

Course Certification

On successful completion of this course the learner will receive a QQI Level 5 Minor Award for Intellectual Disabilities Studies 5N1652 and a MAPA Foundation Level Certificate (Attendance Certificate).

Learner Entry Requirements

Education: Applicants must have achieved a minimum of a QQI Level 4 Major Award or its equivalent in a care related area prior to entry to this programme. Applicants must be currently employed in the Healthcare Sector.



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CARE OF THE OLDER PERSON

QQI Level 5 Minor Award (5N2706)

Course Description

The aim of this course is to equip the learner with the knowledge, skill, and competence to meet the full range of needs of older people in a variety of care settings. Duration approximately 50 hours.

Course Content

- Discuss a range of age-related issues such as healthy ageing, global and national demographic trends etc.
- Analyse the roles of the health care assistant in promoting positive attitudes to ageing and statutory and voluntary agencies in promoting the wellbeing of older people
- Examine a range of concepts and practices to include preparation for retirement and the ethnic and cultural influences on the older person
- Explore a range of older people's needs to include physical, social, emotional, psychological, recreational, financial, environmental, and spiritual needs
- Summarise the role of the health care assistant in providing care for older people
- Discuss the issues related to an older person with mental illness or dementia or living with chronic illness
- Summarise the range of the care settings for older people and the members of the healthcare team available in each care setting
- Recognise the individual needs of the dying older person and their families
- Explore a range of specific services that are available for older people
- Analyse current approaches towards developing quality in the provision of services for older people and their families to include standards and quality assurance
- Employ effective communication with the older person, their family, and the multidisciplinary team
- Adapt care and practices to meet the needs of the older person with cognitive and sensory impairment and physical disabilities
- Exercise duties in a way that is respectful to the person's body after death
- Promote a range of aspects of care for the older person such as empowerment, advocacy, independence etc.
- Give assistance in the identification of how health promotion issues can be promoted in care settings

Course Certification

On successful completion of this programme the learner will receive a QQI Level 5 Minor Award for Care of the Older Person (5N2706).

Learner Entry Requirements

Education: Applicants must have achieved a minimum of a QQI Level 4 Major Award or its equivalent in a care related area prior to entry to this programme.

Applicants must be currently employed in the Healthcare Sector.

CARE SKILLS

QQI Level 5 Minor Award (5N2770)

Course Description

The aim of this course is to equip the learner with the knowledge, skill, and competence to care for clients in a safe and hygienic environment. Duration approximately 50 hours.

Course Content

- Examine the physical, emotional, social, psychological, and spiritual needs of a range of groups of people
- Identify the hygiene needs and prevention of pressure sores
- Demonstrate knowledge of the correct procedures for the cleaning and replacement of a range of patient equipment
- Adapt levels of assistance to the needs of particular clients
- Demonstrate a range of interpersonal skills when dealing with clients in relation to their needs
- Exercise initiative to improve client involvement in social events
- Assist clients with dressing, grooming, eating, drinking, toileting, to include the safe disposal of soiled linen, continence promotion and mobility
- Apply client safety and security procedures to include washing, bathing etc.
- Give assistance to clients that enhances their privacy, dignity, and the use of a range of care equipment
- Report changes in the client's condition and complete client documentation

Course Certification

On successful completion of this programme the learner will receive a QQI Level 5 Minor Award in Care Skills (5N2770).

Learner Entry Requirements

Education: Applicants must have achieved a minimum of a QQI Level 4 Major Award or its equivalent in a care related area prior to entry to this programme. Applicants must be currently employed in the Healthcare Sector.



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PALLIATIVE CARE SUPPORT

QQI Level 5 Minor Award (5N3769)

Course Description

The aim of this programme is to equip the learner with the knowledge, skill, and competence to enable them to care for and address the needs of a person and their family after the diagnosis of a life-limiting illness, in a dignified, inclusive and holistic manner. Duration approximately 50 hours.

Course Content

- Discuss the philosophy and principles of palliative care
- Summarise the structure and organisation of palliative care services
- Discuss the role of the support worker in the promotion of key issues in palliative care work
- Explore different attitudes to death and dying
- Employ a range of communication strategies and processes which are central to the work in palliative care
- Apply a person-centered approach to caring for a person in the last days of their life
- Respond appropriately to the needs of the person who is confused in the last days of life
- Work effectively and with great sensitivity in relation to the dying person and their significant others in a palliative care setting
- Use the range of skills required from a palliative support worker in relation to end of life care

Course Certification

On successful completion of this programme learner will receive a QQI Level 5 Minor Award in Palliative Care Support (5N3769).

Learner Entry Requirements

Education: Applicants must have achieved a minimum of a QQI Level 4 Major Award or its equivalent in a care related area prior to entry to this programme. Applicants must be currently employed in the Healthcare Sector.



INFECTION PREVENTION & CONTROL

QQI Level 5 Minor Award (5N3734)

Course Description

The aim of this programme is to equip the learners with the knowledge, skill, and competence to prevent and control infection within the health services area. Duration approximately 50 hours.

Course Content

- Explain the basic principles of infection and the application of standard precautions in relation to infection control
- Discuss the importance of infection, prevention and control in the healthcare area
- Summarise the various types of microorganisms, knowledge of the chain of infection and the need for vigilance and safe practice at all times
- Analyse the predisposing factors to the development of healthcare acquired infections
- Discuss the role and functions of the local infection control team
- Explore the terms: cleaning, disinfection and sterilisation
- Identify the main blood borne viruses which pose a threat and the methods that prevent the spread of infections
- Understand the significance and risks of food borne infections in a healthcare setting
- Discuss innovative solutions to communicating with clients and patients whilst using PPE
- Discuss the role of antibiotics in managing infection
- Differentiate between social hand hygiene, antiseptic hand hygiene and surgical hand hygiene
- Implement the local terminal cleaning procedure
- Apply appropriate management of blood and body fluid spillages

Course Certification

On successful completion of this programme learner will receive a QQI Level 5 Minor Award in Infection Prevention & Control (5N3734).

Learner Entry Requirements

Education: Applicants must have achieved a minimum of a QQI Level 4 Major Award or its equivalent in a care related area prior to entry to this programme. Applicants must be currently employed in the Healthcare Sector.

WORK EXPERIENCE

QQI Level 5 Minor Award (5N1356)

Course Description

The aim of this course is to equip the learner with the relevant knowledge, skill, and competence to participate in the workplace for a limited time, carrying out work-related tasks independently while under general direction. Duration approximately 50 hours.

Course Content

- Examine work organisations and personal career opportunities in a particular vocational area
- Analyse key challenges and opportunities facing a particular vocational area
- Summarise the basic rights and responsibilities of employees and employers in a particular work environment
- Compile a personal and vocational skills audit and career plan for a specific vocational area
- Present relevant work experience material i.e. a CV, personal statement, letter of application etc.
- Participate effectively in work experience i.e. good timekeeping, meeting deadlines etc.
- Demonstrate effective communication skills in the workplace
- Reflect on workplace experiences
- Explore options for the future education, training, and employment in light of work experience

Course Certification

On successful completion of this programme the learner will receive a QQI Level 5 Minor Award in Work Experience (5N1356).

Learner Entry Requirements

Education: Applicants must have achieved a minimum of a QQI Level 4 Major Award or its equivalent in a care related area prior to entry to this programme.
Applicants must be currently employed in the Healthcare Sector.



FIRST AID RESPONDER

(PHECC Pre Hospital Emergency Care Council)

Course Description

First Aid Responder is a three-day certified course for first aid in a wide range of environments. It is designed to provide learners with the knowledge and skills necessary to provide emergency first aid should the need arise.

Course Content

- First Aid in the Workplace
- Patient Assessment
- Incident Procedure
- Cardiac First Response – Community Level
This includes CPR, use of a defibrillator, stroke, heart attack and dealing with a choking casualty
- Common Medical Emergencies (*Asthma, Diabetes, Seizures, Poisoning, Fainting etc.*)
- Injury Management & Shock
- Care of the Unconscious Patient
- Burns & Electrical Injury Care
- Hypothermia & Hyperthermia
- Information Management
- Communications
- The well-being of the First Aider

Course Certification

On successful completion of this programme (mandatory 3 days attendance) the learner will receive a joint Pre-Hospital Emergency Care Council / Recognised Institution First Aid Responder (FAR) card/certificate. The card/certificate is valid for 2 years.

Learner Entry Requirements

Education: QQI Level 4, Leaving Certificate or equivalent qualifications and/or relevant life and work experience.



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CARE SUPPORT

QQI Level 5 Minor Award (5N0758)

Course Description

The aim of this course is to equip the learner with the knowledge, skill, and competence to work effectively in a care setting. It aims to promote good practice and respect for diversity in lifestyle, religion and culture in care work. Duration approximately 50 hours.

Course Content

- Discuss the roles, responsibilities and entitlements of a care worker
- Examine the role of a care worker within the multidisciplinary healthcare team
- Demonstrate the ability to plan and provide enhanced quality care
- Apply knowledge gained to plan and meet the needs of the individual client
- Explore the need for personal planning and growth
- Plan strategies to improve own personal development
- Reflect on personal effectiveness as a care worker to include own strengths and weaknesses
- Reflect on relationships with clients, relatives and multidisciplinary team members and interpersonal issues that arise in care work

Course Certification

On successful completion of this programme the learner will receive a QQI Level 5 Minor Award in Care Support (5N0758).

Learner Entry Requirements

Education: Applicants must have achieved a minimum of a QQI Level 4 Major Award or its equivalent in a care related area prior to entry to this programme. Applicants must be currently employed in the Healthcare Sector.

PERSONAL EFFECTIVENESS

QQI Level 5 Minor Award (5N1390)

Course Description

The aim of this course is to equip the learner with the knowledge, skill, and competence to apply a range of personal and learning skills in a variety of personal, civil, and vocational contexts, operating with autonomy while under general direction. Duration approximately 50 hours.

Course Content

- Examine the principles and practice of personal effectiveness to include the mission of the organisation
- Reflect on an individual's own personal role
- Explore the concept of problem solving, advantages and disadvantages of a range of analysis methods
- Investigate the features and objectives of meetings and working in groups
- Organise a meeting on a chosen topic or issue and present structured content to a set agenda and time limit
- Carry out a presentation, to include interacting with the audience, responding to questions and comments, and self-evaluation of own performance
- Participate in a group to include communicating effectively, assessing personal strengths and weaknesses in their own contribution and evaluating the overall achievement of the group

Course Certification

On successful completion of this programme the learner will receive a QQI Level 5 Minor Award in Personal Effectiveness (5N1390).

Learner Entry Requirements

Education: Applicants must have achieved a minimum of a QQI Level 4 Major Award or its equivalent in a care related area prior to entry to this programme. Applicants must be currently employed in the Healthcare Sector.



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SAFETY & HEALTH AT WORK

QQI Level 5 Minor Award (5N1794)

Course Description

The aim of this course is to equip the learner with the knowledge, skill, and competence to promote and maintain safety and health in a work environment. Duration approximately 50 hours.

Course Content

- Analyse the duties of employers and employees as specified in current Safety, Health and Welfare at work legislation and examine the role of the Health and Safety Authority
- Explore the role of communication and training in the workplace and comment on the elements and functions of the safety statement
- Summarise the factors which contribute to safe and healthy working environments
- Outline the principles and procedures of good housekeeping in the workplace
- Explain the causes, prevention, emergency procedures, reporting and recording of accidents and dangerous occurrences i.e. fire related events
- Investigate how personal protective equipment (PPE) is used in the workplace and comment on specific hazards and risks when working with equipment
- Explore the control and associated risks of a range of health and safety issues to include noise, sound, fumes, dust, hazardous materials, or any vocationally specific work issue
- Examine a range of issues related to infection control
- Investigate risk factors in relation to safety
- Interpret a range of safety signs in the workplace and explain the typical contents of a first aid kit and their appropriate use
- Promote safe and healthy working practices in relation to oneself, others, and the workplace
- Outline risk factors in relation to health to include stress, lifestyle, diet, illness

Course Certification

On successful completion of this programme the learner will receive a QQI Level 5 Minor Award in Safety and Health at Work (5N1794).

Learner Entry Requirements

Education: Applicants must have achieved a minimum of a QQI Level 4 Major Award or its equivalent in a care related area prior to entry to the programme. Applicants must be currently employed in the Healthcare Sector.



ACTIVITIES OF LIVING PATIENT CARE

QQI Level 5 Minor Award (5N3707)

Course Description

The aim of this course is to equip the learner with the relevant knowledge, skill, and competence to provide holistic care for older people in a variety of care settings working under the direction and supervision of nursing and midwifery staff. Duration approximately 50 hours.

Course Content

- Discuss a range of work practices in the provision of individualised holistic care for clients
- Analyse the activities of living to include the five main concepts of the model of living
- Summarise the principles of maintaining a safe and hygienic environment
- Implement a range of tasks carried out when caring for a patient in a safe environment
- Employ the skills of a healthcare assistant in providing care for a patient, to include nutrition
- Practice skills involved in a pressure area care
- Demonstrate competence in a range of care techniques to include i.e. observations, manual and electronic counting
- Work independently and as part of a healthcare team

Course Certification

On successful completion of this programme the learner will receive a QQI Level 5 Minor Award in Activities of Living Patient Care (5N3707).

Learner Entry Requirements

Education: Applicants must have achieved a minimum of a QQI Level 4 Major Award or its equivalent in a care related area prior to entry to this programme. Applicants must be currently employed in the Healthcare Sector.



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FOUNDATION IN DIGITAL MANUFACTURING

Vendor Certified by SMC International Training

Course Description

This 2-day training programme has been designed by Waterford and Wexford Education and Training Board in conjunction with SMC International Training and in partnership with Industry Stakeholders. The aim of this two-day practical and hands-on programme is to provide the learner with the knowledge of the working principles used in advanced manufacturing systems and to equip the learner with the knowledge, skill, and competence to utilise a range of continuous improvement methodologies. Each SMC module can be standalone certification or amalgamated into Digital Manufacturing.

Course Modules

■ Identification Systems

- Identify the different types of identification systems in existence
- Configure different identification systems

■ Artificial Vision

- To understand the operation and use of an artificial vision system
- Identify the different types of control by artificial vision
- To carry out the programming of an artificial vision system

■ Augmented Reality

- Become familiar with the basic concepts of Augmented Reality (AR)
- Understand the applications and benefits of AR in industry
- Learn about practical uses in SMC International Training equipment
- Know the stages of a basic AR project development

■ Production Management MES / ERP

- Become familiar with the concepts of MES and ERP in industry
- Know the different functions included in the MES and ERP
- Know the practical uses of the different modules and applications of MES and ERP

■ Smart Innovative Factory

- Identify the component parts of the SIF-400 system
- Know the operation of the SIF-400 system
- Operate with the SIF-400 system

Course Certification

This programme is Vendor Certified by SMC International Training.

Learner Entry Requirements

Good numerical and communication skills are essential including verbal and written command of the English language.



WAREHOUSING

QQI Level 5 Minor Award (5N2725)

Course Description

The purpose of this award is to equip the learner with the knowledge, skill, and competence to apply the principles, concepts and processes of warehousing in the workplace whilst working under direction. The course will be a minimum of 50 hours of directed training.

Course Content

- Analyse the types and functions of warehouses and the goods stored therein
- Discuss the role of warehousing in logistics
- Examine the internal and external relationships of a warehouse with customers and suppliers
- Illustrate storage utilisation in a warehouse
- Summarise the legal requirements under current safety and health legislation
- Examine the types of fire extinguishers, the elements of fire and the correct prevention and protection procedures
- Investigate the safety needs of a warehouse and identify the likely hazards
- Detail the features and functions of zoning and location points, and their advantages and disadvantages
- Identify an appropriate system to manage receipt, storage and distribution of material, with regard to Just in Time (JIT), fixed stock levels and company policy options
- Summarise the principal types of equipment used in a warehouse
- Detail the criteria applied in choosing mechanical equipment
- Investigate the various types of stock control systems
- Explain the purpose and objectives of a product damage report
- Analyse the different physical types of stocktake and their advantages and or disadvantages
- Summarise the various systems of reconciliation
- Design a stock check sheet
- Record stock levels
- Plan a stocktake

Course Certification

On successful completion of this programme the learner will receive a QQI Level 5 Minor Award in Warehousing (5N2725).

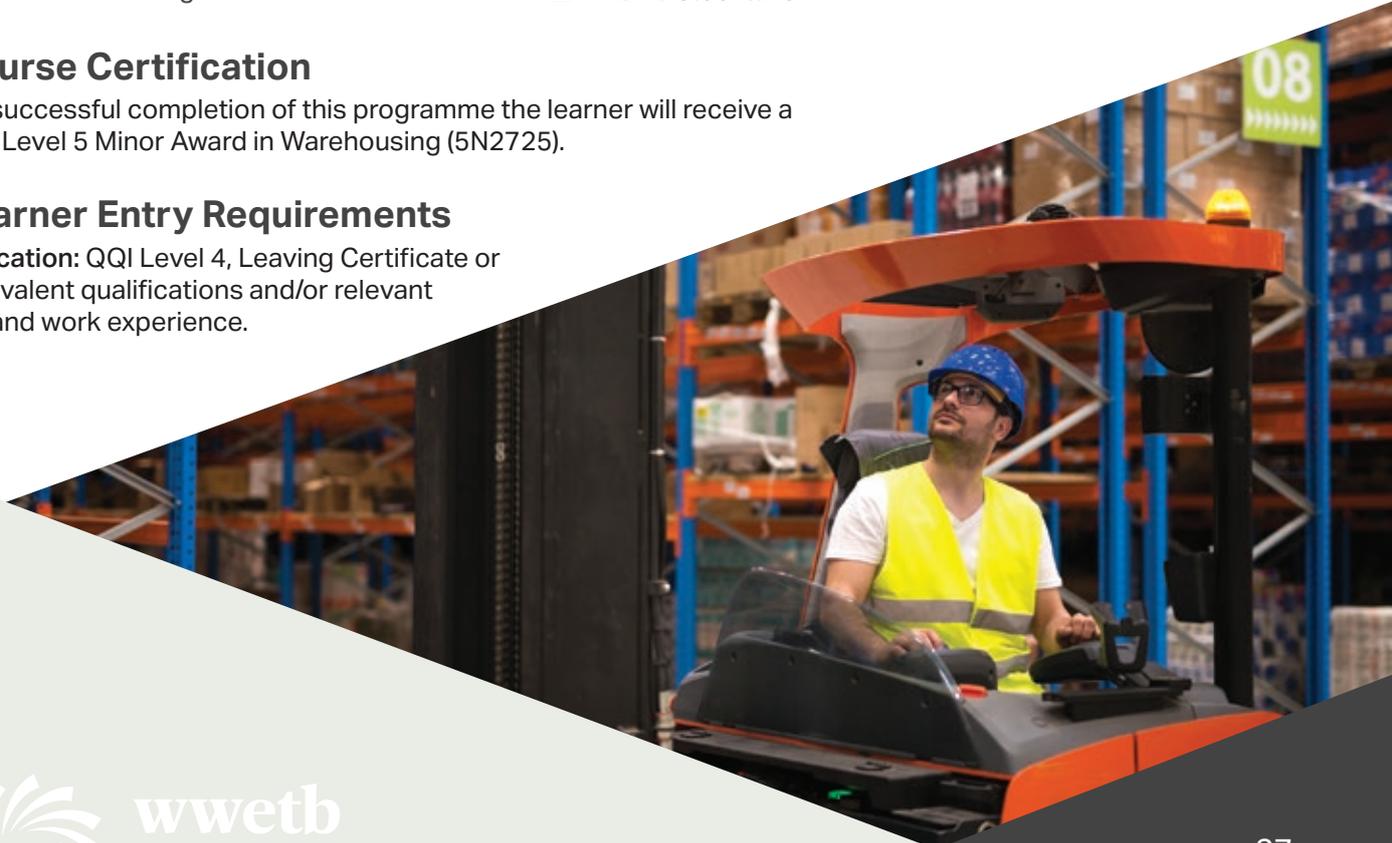
Learner Entry Requirements

Education: QQI Level 4, Leaving Certificate or equivalent qualifications and/or relevant life and work experience.



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LEAN PRACTICE FOR SUSTAINABLE BUSINESS

QQI Level 5 Special Purpose Award (5S22193)

Course Description

The aim of the programme is to facilitate learners to develop the knowledge, skill, and competence required to identify key sustainability issues and their relationship to a business's activities. You will learn how to apply the knowledge, skill, and competence in the concept of lean principles that will enhance the sustainable practices of a business to address climate and low carbon economic issues. The programme offers both theoretical and practical work, with a focus on skills development. The course will be a combination of directed and self-directed learning either face to face/classroom delivery using a virtual learning environment. Duration approximately 50 hours.

Course Modules

It consists of two modules which can be taken together as part of an overall Special Purpose Award or as independent awards:

■ Lean Principles for Sustainable Business

The purpose of this module is to introduce the learner to the broad concept of sustainability and to provide deeper understanding of business sustainability in the context of climate change and climate action. It will also introduce the concept of lean and how utilisation of lean principles, tools and skills can support organisations to become more resource efficient and reduce their carbon footprint. It will provide the learner with the skills, methods and techniques to identify both the environment wastes within an organisation and the opportunities to reduce identified environmental wastes. Direct training for this module will be 6 hours per week over 6 weeks and self-directed effort will be approximately 14 hours.

■ Lean Tools for Sustainable Business

The purpose of this module is to provide the learner with the lean methods and techniques that will enable them to identify their current state of their utilisation of resources, materials and processes and develop practical solutions that can be implemented within an organisation as a response to existing sustainability challenges. Direct training for this module will be 6 hours per week over 10 weeks and self-directed effort will be approximately 40 hours.

Course Certification

On successful completion of this programme the learner will receive a QQI Level 5 Special Purpose Award in Lean Practice for Sustainable Business (5S22193).

Learner Entry Requirements

The applicant should have reached the standards of knowledge, skill and competence associated with the preceding level of QQI Level 4 or equivalent. This may have been achieved through a formal qualification or through life and work experience. The learner must have a good standard of English, have proficient I.T. and numeracy skills.



UTILISING ROBOTICS IN ADVANCED MANUFACTURING

QQI Level 6 Special Purpose Award (6S21965)

Course Description

The purpose of this programme is to provide the specific training necessary for individuals who work in or aspire to work in the advanced manufacturing sector, to understand, deploy, program and operate state of the art robotic cells on production lines. The course will be a combination of directed and self-directed learning, classroom based learning (80%) and online learning (20%), timeframe will vary from 50 learner hours per module to 100 learner hours depending on the amount and which modules are undertaken.

Course Modules

- **Fundamentals of Robotics**
This module will provide an introduction and grounding in the understanding of industrial robotics, industry specific use cases, business case rationale and technical operation for industrial and mobile robotics in advanced manufacturing operations across various business verticals such as Aerospace, Metal Fabrication, Lifesciences Plastics, Pharma, Electronics and Food and Drink sectors.
- **Robotics Application Identification**
This module will provide the learner with the knowledge and skills to identify and evaluate deployment opportunities for robots within their own manufacturing organisation. Generate return on investment calculations and identify potential project implementation risks.
- **Robot Integration**
This module will provide the learner with the learning necessary to operate a robot cell compliant with robot safety regulations and perform operating tasks on the robot.
- **Robot Programming**
This module will provide the learner with technical understanding of industrial robot safety, how to operate and programme a robot in a manufacturing environment. It will provide an understanding of the potential robots have to be integrated with peripheral equipment and End of Arm Tools, Programmable Logic Controllers (PLC) and Control into the overall manufacturing systems and production environment.
- **Robotics Development and Future Trends**
This module will provide the learners with an understanding of current and emerging use cases showing where robotics can support the manufacturing environment. The learner will develop an understanding of their own operational environment so as to identify their own potential use case application.

Course Certification

On successful completion the learner will receive a QQI Level 6 Special Purpose Award in Utilising Robotics in Advanced Manufacturing (6S21965).

Learner Entry Requirements

The applicant will be expected to demonstrate an interest in the area of robotics and to work or have worked in a manufacturing environment with some degree of automation and application I.T. They will also be expected to have the knowledge, skills and competences of a QQI Level 5 or equivalent. A minimum English language and literacy competency of B2 in writing, reading, listening and speaking on the CEFR is required at entry to the programme for speakers of English as a second language or other language.

CNC SOLID WORKS

City & Guilds Certification (7689-101 & 2850-326)

Course Description

This course aims to provide learners with the skill and related knowledge in the application of Vcarve-pro software for CNC Machining of Materials (Soft Aluminium and Timber), as well as gaining the required knowledge of safe working practice, identifying different types of CNC Machines, generating manual and automatic G-Codes for CNC Machines. The learners will also be able to create and edit basic 3D models using SolidWorks for Parametric Modelling. The duration of this course is 15 weeks, 2 days per week.

Course Modules

- Parametric Modelling Level 1, using Solidworks 3D modelling software
- CNC Machining of Material, both practical and theory

Course Certification

City & Guilds Level 1 Award in Parametric Modelling (7689-101)

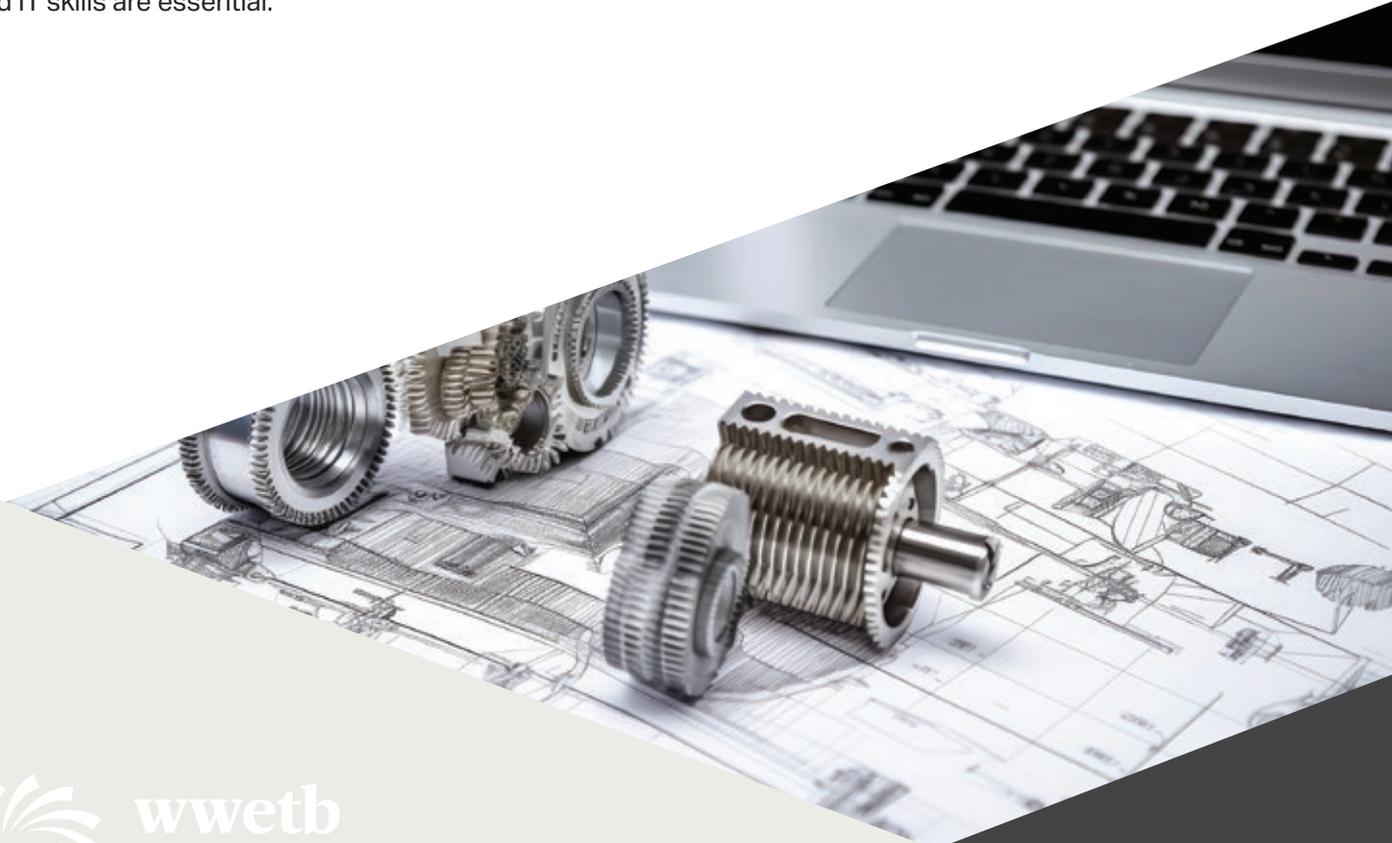
City & Guilds Level 3 CNC Machining of Material (2850-326)

Learner Entry Requirements

Education: Applicants seeking entry onto the programme must have reached the statutory school leaving age and achieved a Leaving Certificate standard or its equivalent.

Aptitude: Good numerical and communication skills are essential including good verbal and written command of the English Language. Spatial awareness and the ability to visualise 2D/3D shapes are desirable.

Previous Experience: Prior knowledge of working in a CNC environment is desirable, good IT skills are essential.



FENESTRATION INSTALLATION

GQA Level 2 NVQ Diploma (500/7825/2 & C00/0196/6)

Course Description

The aim of this programme is to equip existing sector employees with the relevant knowledge, skill, and competence required of a fenestration installer of new windows and doors, retro fitting of replacement windows and doors. On successful completion of the training programme learners will have the necessary prerequisites to progress to GQA Level 3 NVQ Certificate In Fenestration Surveying. Duration consists of one day theory, delivered via two online zoom workshops, plus two on site practical demonstrations/assessments.

Course Content

Mandatory Units

- Maintain health and safety in the fenestration installation working environment
- Communicating and working with others in the glass and related working environments
- Locate, transport, handle and position materials and components in the fenestration installation
- Identify and confirm installation requirements in glass and related work
- Additional optional units available

Course Certification

On successful completion of this course the learner will receive a GQA Level 2 NVQ Diploma in Fenestration Installation (Qualification Number: 500/7825/2 & C00/0196/6)

Learner Entry Requirements

There are no formal entry requirements for learners undertaking this qualification. However, as part of the assessment requires two on site skills assessments, learners must currently be working in the glazing industry, in order to be able to accommodate these visits.



BASIC & INTERMEDIATE WELDING

EN Certified

BASIC WELDING

Course Description

The aim of this course is to provide learners with the skills and related knowledge in the reading of drawings, manual metal arc welding, MIG/TIG welding. The course aims to assist learners to develop their personal effectiveness and job seeking skills to enable them to obtain employment as Welders. The programme duration will be by industry experience of the learner.

Course Content

- Mounting of Abrasive Wheels
- Manual Handling
- Machine Tools Welding
- Manual Metal Arc Welding
- MIG/MAG Welding
- TIG Welding
- Oxy-Acetylene Cutting
- Safe Pass
- Career Planning and Job Seeking Skills

Course Certification

On successful completion the learner will receive certificates for the following:

- Manual Metal Arc Welding EN9606-1
- MIG/MAG Welding EN9606-1
- (TIG) Stainless Steel Welding EN9606-1
- (TIG) Aluminium EN9606-1

Entry Requirements

Education: Junior Certificate or equivalent.

Aptitude: Good verbal and written command of the English language is required. Good spatial aptitude, good eye/hand co-ordination, good manual dexterity.

INTERMEDIATE WELDING

Course Description

The purpose of this programme is to enable learners to acquire the knowledge, skill, and competence to work in Carbon Steel Plate, Stainless Steel and Aluminium Welding at a variety of positions. The course aims to assist learners to develop their personal effectiveness and job seeking skills to enable them to obtain employment as Welders. The programme duration will be by industry experience of the learner.

Course Content

- Mounting of Abrasive Wheels
- Manual Handling
- Machine Tools Welding
- Introduction to TIG Pipe Welding
- MIG/MAG Welding Intermediate
- Oxy-Acetylene Cutting
- Theory of Welding
- Manual Metal Arc Welding Intermediate
- TIG Welding Stainless Steel Intermediate
- TIG Welding Aluminium Intermediate
- Safe Pass
- Career Planning and Job Seeking Skills

Course Certification

On successful completion the learner will receive certificates for the following:

- Manual Metal Arc (MMA) Vertical Open Butt EN9606-1
- Metal Inert Gas (MIG) Vertical Open Butt EN9606-1
- Tungsten Inert Gas (TIG) 50mm SCH10 Stainless Steel Pipe EN9606-1
- Tungsten Inert Gas (TIG) 3mm Fillet Weld Aluminium EN9606-2

Entry Requirements

Education: Learners must have successfully completed a Basic Welding Course or have previous work experience and successfully complete a practical welding test to a basic standard.



MIG & TIG WELDING

EN Certified

MIG WELDING

Course Description

The aim of this course is to provide participants with the skills, knowledge and competence which will enable them to use MIG welding equipment safely and correctly. This is a 60 hour course. Self-directed learning is also required as part of this course.

Course Content

On completion of this course the learner will be able to:

- Identify the safety hazards associated with MAG/MIG welding and state the safety procedures to be followed when working with MAG/MIG welding equipment
- Describe the MAG/MIG welding process, identify the MAG/MIG welding equipment, its parts and their function
- Set up the MAG/MIG/welding equipment, including cables, polarity, current and filler wire
- Weld runs on mild steel flat plates
- Weld a lap joint in position PB to Industrial Standard
- Weld tee joint in both PB and PF positions to Industrial Standard
- Weld outside corner joints in the PB position to Industrial Standard
- Weld outside corner joints in the PF position to Industrial Standard

Course Certification

To achieve this award the following assessment must be successfully completed:

Metal Active Gas (MAG) Weld CS10 EN9606-1

Entry Requirements

Applicants must have good hand/eye co-ordination and good manual dexterity.

TIG WELDING

Course Description

The aim of this course is to provide participants with the knowledge, skill, and competence which will enable them to use TIG welding equipment safely and correctly. This is a 60 hour course.

Course Content

On successful completion of the course welding learners will be able to source employment in the area of TIG welding in the horizontal, vertical, overhead positions and complete 'Lapp Fillet' and 'Tee Fillet' joints. Weld mild steel, stainless steel, aluminum plate in horizontal, vertical and overhead positions to complete 'Lapp Fillet' and 'Tee Fillet' joints.

Course Certification

To achieve this award the following assessment(s) must be successfully completed:

TIG Stainless Steel Weld SS01 EN9606-1 OR

TIG Aluminium Weld AL01 EN9606-1

Entry Requirements

Applicants must have good hand/eye co-ordination and good manual dexterity.

POLYETHYLENE BUTT FUSION WELDING

EN Certified

Course Description

This fully certified course has been developed in conjunction with Uisce Éireann as an upskilling initiative to meet the expansion of the use of Polyethylene Butt Fusion Welding in the Irish Construction sector. The objective of this course is to provide learners who have previous experience in Polyethylene Electro/Butt Fusion Welding with the skills to enable them to use Butt Fusion welding equipment to weld/join polyethylene pipe safely on potable water and waste water mains systems using Butt Fusion Techniques. This course also includes a module on Hydrostatic Pressure Testing & Chlorination/De-Chlorination. This is an on-site Classroom and Workshop course, and learners will need to be in attendance in full for the 5 days.

Course Content

This course will show course participants how to:

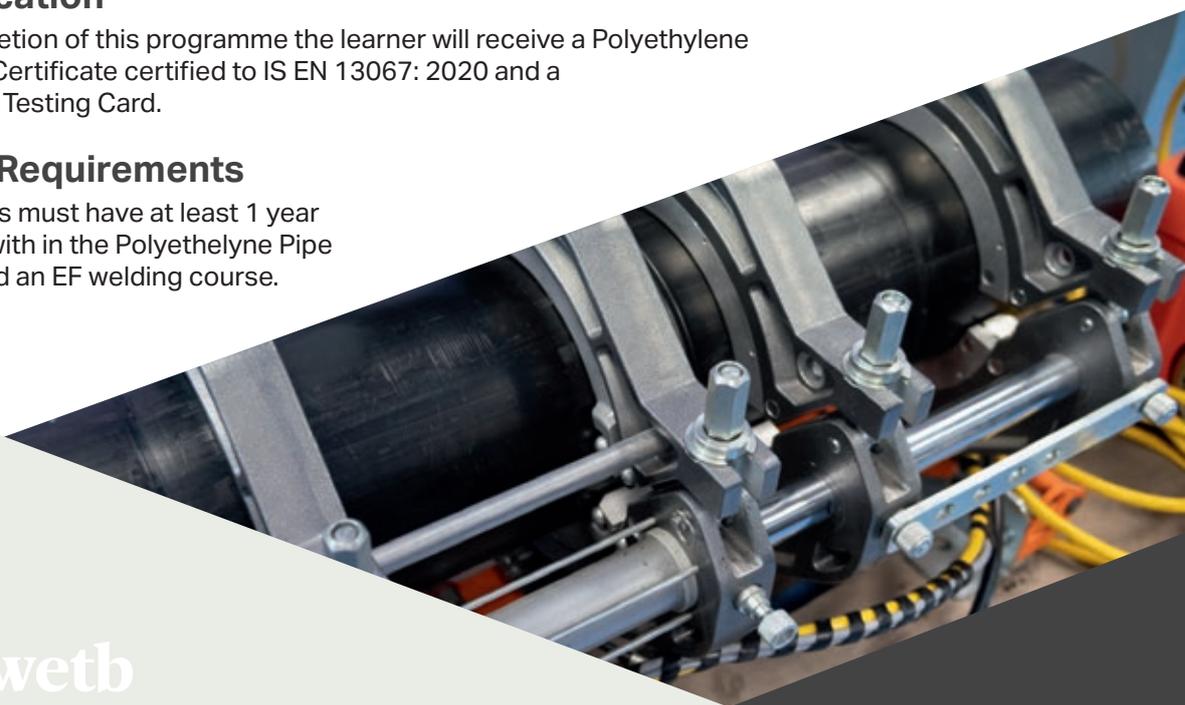
- Carry out pre-use safety and operational checks on equipment
- Carry out pre-use checks on fittings in accordance with manufacturer's instructions
- Check pipes and fittings for defects and deficiencies
- Have a strong understanding of the Uisce Éireann guidelines as laid out in the Code of Practice and standard detail drawings
- Describe visual faults in Butt Fusion joints and know how to prevent faults
- Explain the factors which affect the operation of fusion equipment
- Apply the correct procedure for preparing pipes for jointing
- Apply the correct procedure for butt-fusing pipes and fittings
- Outline the requirements for documentation required by the main contractor in order to sign off on the finished water main
- Understand destructive testing requirements
- Comprehend pre-requisites for chlorination and sterilisation
- Understand the pressure testing procedure requirements carried out post installation
- Understand the Drinking Water System and the process of clean drinking water from source to supply
- Perform Hydrostatic Pressure Testing as per IGN/DVGW specifications
- Adhere to IGN and DVGW specifications for chlorination

Course Certification

On successful completion of this programme the learner will receive a Polyethylene Butt Fusion Welding Certificate certified to IS EN 13067: 2020 and a Hydrostatic Pressure Testing Card.

Learner Entry Requirements

Education: Applicants must have at least 1 year experience working with in the Polyethylene Pipe industry or completed an EF welding course.



POLYETHYLENE ELECTRO FUSION WELDING

Welding Certificate (IS EN 13067: 2020) / Water Hygiene Card

Course Description

This fully certified course has been developed in conjunction with Uisce Éireann. It was developed as an up-skilling initiative to meet the expansion of the use of Polyethylene EF Welding in the Irish Construction sector. The objective is to provide the learners who have previous experience in Polyethylene Electro Fusion Welding with the skills to enable them to use Electro Fusion welding equipment to weld/join polyethylene pipe safely on potable water and waste water mains systems using Electro Fusion Techniques. This course now also includes a module on Water Hygiene. This is an on-site Classroom and Workshop course and learners will need to be in attendance in full for the 5 days. All training materials, polyethylene consumables and welding equipment supplied.

Course Content

- Carry out pre-use safety and operational checks on equipment
- Carry out pre-use checks on fittings in accordance with manufacturer's instructions
- Check pipes and fittings for defects and deficiencies
- Have a strong understanding of all of the Irish Water guidelines laid out in IW-TEC-1001, Code of Practice and standard detail drawings
- Describe visual faults in Electro Fusion joints and know how to prevent faults
- Explain the factors which affect the operation of fusion equipment
- Apply the correct procedure for preparing pipes for jointing
- Apply the correct procedure for electro-fusing pipes and fittings
- Outline the requirements for documentation required by the main contractor in order to sign off on the finished water main
- Understand destructive testing requirements
- Comprehend pre-requisites for chlorination and sterilisation
- Understand the pressure testing procedure requirements carried out post installation
- Understand the Drinking Water System and the process of clean drinking water from source to supply
- Conduct PH Water sampling
- How the safety of water can be maintained by good hygiene practices

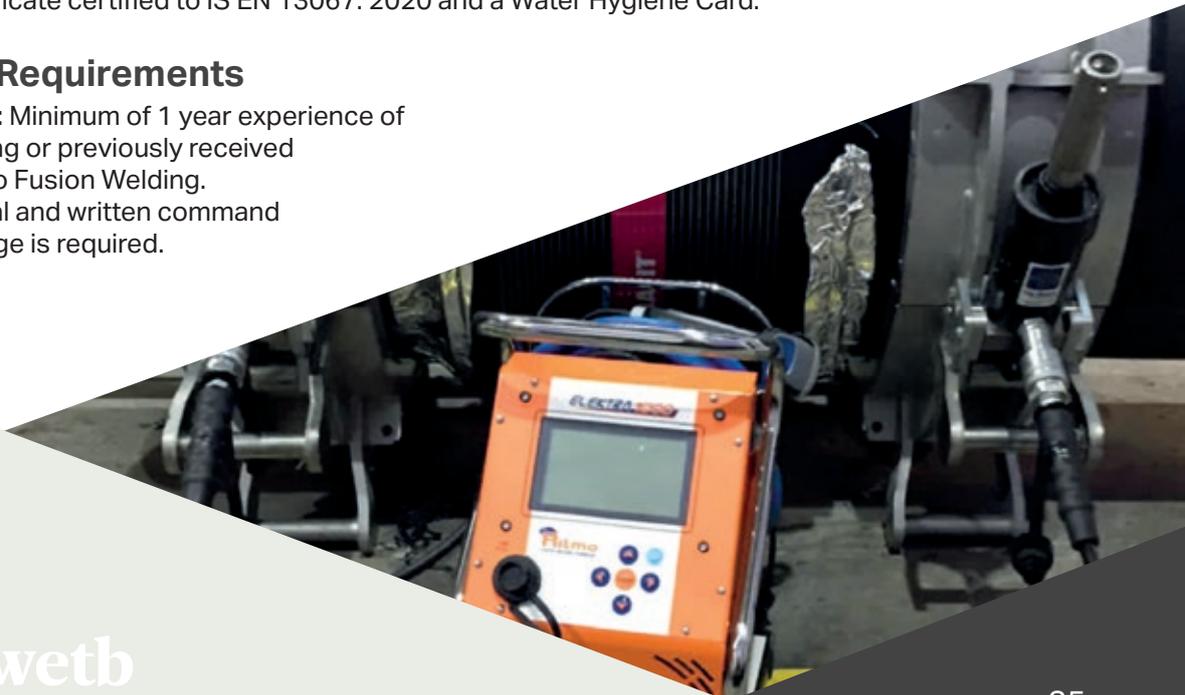
Course Certification

On successful completion of this programme the learner will receive a Polyethylene Electro Fusion Welding Certificate certified to IS EN 13067: 2020 and a Water Hygiene Card.

Learner Entry Requirements

Previous Experience: Minimum of 1 year experience of Electro Fusion Welding or previously received certification in Electro Fusion Welding.

Aptitude: Good verbal and written command of the English language is required.



TRAINING NEEDS IDENTIFICATION & DESIGN

QQI Level 6 Minor Award (6N3325)

Course Description

This is a 10 week part time tutor led blended learning course using a virtual classroom via Zoom. The purpose of this award is to equip the learner with the knowledge, skill, and competence to identify training and development needs at an organisation and/or individual level to devise a training plan and to explore the scope of training and development design to meet those needs. The course duration is 60 hours. Self-directed learning will be an important part of this course.

Course Content

- Understand the concepts of training and development in an organisation
- Factors that influence training and development
- Understand the impact of training and development in an organisation
- Conduct a training needs analysis (TNA)
- Design an effective training programme
- Apply skills and tools to identify barriers to training
- Assess a range of Instructional System Design models (ISD)
- Online Train the Trainer Course

Course Certification

On successful completion of this course, the learner will receive a QQI Level 6 Minor Award in Training Needs Identification and Design (6N3325). Successful completion of this award will constitute 15 of the 30 credits required to achieve the QQI Level 6 Special Purpose Award in Training and Development (6S3372) (more commonly known as Train The Trainer).

Learner Entry Requirements

Education: Applicants seeking entry onto the programme must have reached the Leaving Certificate standard and have two years relevant previous work experience or have a QQI Level 5 or equivalent qualification in a related subject.



TRAINING DELIVERY & EVALUATION

QQI Level 6 Minor Award (6N3326)

Course Description

This is a tutor led Blended Learning Course using a virtual classroom via Zoom. The purpose of this award is to equip the learner with the knowledge, skill, and competence to deliver, assess and evaluate in training and development intervention. The total learner effort for this course is 150 hours. Learners will be expected to complete 90 hours of the learning in their own time (self directed learning).

Course Content

- Examine the concepts and theories underlying the delivery and evaluation of training interventions
- Explore the elements which impact on the effectiveness of a training session
- Awareness of a range of issues to include equality, diversity and disability in the context of current legislation with regard to training provision
- Appraisal of a range of evaluation models, approaches, tools and techniques used in the evaluation and monitoring of a training and development intervention
- The delivery of appropriate training content using a range of training aids
- Analysis for determining whether or not training needs were met and objectives fulfilled
- Provision of constructive feedback to participants in relation to training intervention
- Application of a comprehensive range of specialised training delivery and evaluation skills in the delivery of an appropriate training intervention
- Devising an effective training evaluation process and selection from a range of evaluation tools, techniques and approaches to determine whether or not training objectives were fulfilled
- Reporting on a training and development evaluation and analysis of areas of success and of improvement opportunities

Course Certification

On successful completion of this course, the learner will receive a QQI Level 6 Minor Award in Training Delivery and Evaluation (6N3326). Successful completion of this award will constitute 15 of the 30 credits required to achieve the QQI Level 6 Special Purpose Award in Training and Development (6S3372) (more commonly known as Train the Trainer).

Learner Entry Requirements

Education: Applicants seeking entry onto the programme must have reached the Leaving Certificate standard and have two years relevant previous work experience or have a QQI Level 5 qualification or equivalent in a related subject.



YOUTH WORK

QQI Level 5 Major Award (5M4732)

Course Description

The purpose of this award is to enable the learner to acquire the knowledge, skill, and competence to work under supervision in a youth work context and/or to progress to further/higher education and training. Modular duration approximately 50 hours of directed learning and approximately 90 hours of self-directed learning.

Course Modules

- Understanding Youth Work
- Working with Young People
- Young People and Society
- Communications
- Work Experience
- Understanding Community Development
- Exercise and Fitness
- Peer education

Course Certification

On successful completion of this programme the learner will receive a QQI Level 5 Major Award in Youth Work (5M4732).

Learner Entry Requirements

Education: Applicants must have achieved a minimum of a QQI Level 4 Major Award or its equivalent. This may have been achieved through a formal qualification or through life and work experience.



SUPERVISORY MANAGEMENT

QQI Level 6 Minor Award (6N4329)

Course Description

The aim of this 8-week online programme is to equip the learner with the relevant knowledge, skill, and competence to understand the role and responsibilities of a supervisor and demonstrate a range of supervisory management skills in a wide range of industry sectors. The course will be a combination of directed (two three hour live online classes per week) and self-directed learning (approximately 10 hours per week).

Course Content

- Role of the Supervisor
- Building and Engaging Effective Teams
- Leadership Styles
- Motivation Practices
- Staff Performance Management
- Role of Delegation
- Recruitment and Selection
- Departmental Budgeting

Course Certification

On successful completion the learner will receive a QQI Level 6 Minor Award for Supervisory Management (6N4329).

Learner Entry Requirements

Education: Applicants seeking entry onto the programme must have reached the Leaving Certificate standard or have achieved a QQI Level 5 Major Award or equivalent.



MANAGING PEOPLE

QQI Level 6 Minor Award (6N3945)

Course Description

The aim of this course is to equip the learner with the knowledge, skill, and competence to develop standards, measure performance, motivate and empower staff while working in a supervisory role. The successful completion of the QQI 6 Managing People Award will enable applicants to work in a range of industry sectors independently in a supervisory capacity. This is a 60 hour course. Self-directed learning is also required as part of the course.

Course Content

- Evaluate the professional role and function of leadership in the context of a management role to include the importance of maintaining professionalism, supervisory management styles and reflective practice using a self evaluation audit
- Appraise the impact of different styles of leadership, motivational theory and its impact on staff and the importance of good working relationships at all levels in the organisation
- Research the main provisions of Legislation, such as Employment Legislation, Health Acts and European Union Directives
- Examine the impact that culture, attitudes and values have on work practice, such as diversity issues, client confidentiality policies, patient charter and rights
- Support the diversity of the social, cultural and linguistic backgrounds of internal and external stakeholders
- Manage underperformance and deviation from agreed standards in a manner that achieves an agreed positive outcome
- Perform effectively and fairly as a team member in a supervisory management role, recognising the importance of being a positive role model
- Utilise networks and agencies in a proactive way to achieve tasks and solve problems within a multidisciplinary framework
- Address skills and motivation deficits amongst staff through strategies such as skills audits, clear attainable goal setting, support for continuous professional development, team building exercises and enhancement of individual's self esteem
- Organise a partnership approach to engagement with stakeholders such as professionals, networks and agencies that support the supervisory role, and with trade union officials to enable the timely and constructive resolution of problems
- Utilise a range of appropriate communication styles and methods to provide management to staff and staff to management feedback in a culture that promotes engagement
- Lead through effective delegation and acting as a conduit from staff to the upper management levels

Course Certification

On successful completion the learner will receive a QQI Level 6 Minor Award for Supervisory Management (6N3945).

Learner Entry Requirements

Education: Applicants must have achieved a minimum of a QQI Level 5 Major Award or equivalent.



BUSINESS INNOVATION AND MARKET DEVELOPMENT

QQI Level 6 Special Purpose Award (6S22003)

Course Description

The aim of this programme is to enhance learner proficiency in modern entrepreneurial and business innovation and go-to-market skills, including product/service ideation and development and how best to take these to market successfully. The course will be a combination of directed and self-directed learning, and will include classroom based learning and online learning, the timeframe will be approximately 50 learner hours per module.

Course Modules

- **Business Idea Generation:** This module will aid learners in the development of ideation techniques. It offers learners the opportunity to generate creative ideas likely to produce innovations with feasible commercial potential. It does so by helping the learner to create concepts or ideas with meaningful value to the customer, utilising methodologies which prompt useable feedback in the refinement of those offerings
- **Business Idea Validation:** Develop product/service concepts or prototypical offerings, with the aim of demonstrating value to the customer. Useable customer feedback should inform the refinement of product/service offerings thereby laying the foundations of viable enterprises
- **Market Exploration:** Explore and define the appropriate customer types who will benefit from the proposed products or services. Learners must synthesise their market research into a comprehensive business plan
- **Customer Acquisition:** Identification and engagement of "sweet-spot customers" who will benefit from the proposed products and services. It involves the generation of winning proposals, persuasive pitches, marketing messages, and especially face-to-face and online engagement with customers
- **Market Development:** The cultivation of a wide range of market development skills, including the development of the brand, careful market positioning, integrated communications and cost-effective paid and earned marketing
- **Customer Retention & Scaling:** Consolidate the business by maintaining mutually beneficial relationships and ever-evolving customer relations, thereby increasing the opportunity for expanding sales of existing and new products into a widening customer base. More than simply responding to queries or serving the customer reactively, this involves a continuation of the entrepreneurial journey by proactively developing trusted relationships and cultivating new market opportunities

Course Certification

On successful completion of all modules the learner will receive a QQI Level 6 Special Purpose Award in Business Innovation and Market Development (6S22003).

Learner Entry Requirements

An existing interest in business, entrepreneurship, innovation or product/service development would be an advantage. Previous business experience, or an existing business project/idea is desirable but not essential. The learner will hold a qualification at QQI Level 5 or equivalent, however mature learners may access this programme via the Recognition of Prior Learning process. A minimum English language competency of B2 on the CEFR is required at entry to the programme and the onus will be on the learner to demonstrate this level of competency.

TEAM LEADERSHIP

QQI Level 6 Minor Award (6N1948)

Course Description

This is a tutor led blended learning course using a virtual classroom via Zoom to allow greater flexibility to learners who are working. There are two three hour live lectures per week on Zoom and full attendance at these lectures is mandatory. In addition to the two three hour live online classes per week, self-directed learning will be an important part of this course. Estimated time commitment for self-directed study and learning per week is 8-10 hours. The aim of this 10 week online programme is to equip the learner with the relevant knowledge, skill and competence to work as an effective leader and member of a team independently and/or in a supervisory capacity.

Course Content

- Research the elements and stages of team development
- Evaluate the concepts of leadership and management
- Participate in organisational planning and in teamwork planning
- Distinguish between organisational strategy, objectives and goals
- Evaluate a range of current motivation theories and practical strategies to enhance motivation in teams
- Demonstrate team leadership, to include team building, supporting team members, motivation strategies, time & meeting management, interpersonal communications & reporting structures
- Negotiate a plan or project with team members
- Lead progress on a work plan to include completion, monitoring and evaluation of the plan

Course Certification

On successful completion of this course the learner will receive a QQI Level 6 Minor Award for Team Leadership (6N1948).

Learner Entry Requirements

Education: Applicants seeking entry onto the programme must have reached the Leaving Certificate standard or have achieved a QQI Level 5 Major Award or equivalent.



BARISTA SKILLS

City & Guilds Level 2 Award (7102-53)

Course Description

This qualification provides learners with specialist skills and knowledge in one of the major growth areas of the hospitality industry – the beverage sector. The course is aimed at all first line operatives where coffee is served – this includes coffee bars, coffee houses, cafes, hotels and restaurants. Learners will be introduced to the full range of products used in making beverages. Participants will learn where the products come from, and some of the processes they go through, from growing to the final drink. They will also learn the importance of taking care of the products in order to provide an excellent final result.

The course also looks at the full range of equipment, identifies safety aspects and how to operate the equipment to deliver the desired drink quality. Learners will bring together the knowledge and skills acquired to produce good quality drinks consistently. Learners will be able to identify and correct problems as they arise. The course covers the importance of presenting a positive personal image and the use of effective communication techniques.

Course Duration and Assessment

- Three days of in-person tutor led classes with a 90-minute exam on day three
- Final exam to be booked after tutor led classes (this is one hour including set up and a 16 minute practical exam)

Learner Outcomes

Upon successful completion of this course the learner will:

- Be able to demonstrate product knowledge
- Be able to clean and check equipment
- Be able to display drink building techniques
- Be able to serve customers

Course Certification

On successful completion of this programme the learner will receive a City & Guilds Level 2 Award in Barista Skills (7102-53).



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Education and Training Board

PROFESSIONAL BARTENDING (COCKTAILS)

City & Guilds Level 2 Award (7106-11)

Course Description

The aim of this programme is to allow the learner to gain the knowledge and skills needed to prepare cocktails and provide a high standard of customer service. The Award in Professional Bartending is for people who work as or want to work as bartenders. You will learn in a group environment. You will be assessed using a practical assignment where you will demonstrate your ability to prepare and serve drinks. You will complete a short answer test covering the background knowledge essential to bartending. Duration is 45 guided learning hours.

Course Content

- The use and cleaning of equipment
- How to prepare the bar for service
- Cocktail-making techniques
- Cocktail recipes
- Beer, wine and spirits service
- Responsible serving of alcohol

Learner Entry Requirements

You must be at least 18 years old to take this qualification. You may be working in an environment that offers cocktails already, but it is not a requirement.

Course Certification

On successful completion the learner will receive a City & Guilds Level 2 Award (7106-11).



HOSPITALITY SUPERVISION & LEADERSHIP PRINCIPLES

City & Guilds Level 3 Award (7108-12)

Course Description

The aim of the programme is to provide learners with the knowledge required for a supervision and leadership role within the Hospitality industry. It covers the make up of the hospitality industry, communication, leading a team, the supervision of customer service, stock control and the effective use of resources. This course is 86 hours of directed learning.

Course Content

- Induction
- Principles of leading a team in the hospitality industry
- Supervision of operations in the hospitality industry
- Principles of supervising customer service performance in hospitality, leisure, travel and tourism

Course Certification

On successful completion of this programme the learner will receive a City & Guilds Level 3 Award in Hospitality Supervision and Leadership Principles (7108-12).

Learner Entry Requirements

Applicants must have a good command of English in both written and verbal form, good communication skills, previous experience in the hospitality sector would be an advantage but not essential.



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CUSTOMER SERVICE LEVEL 4

QQI Level 4 Minor Award (4N1989)

Course Description

The aim of this course is to equip the learner with the relevant knowledge, skill, and competence to offer efficient customer service within a work, social or voluntary environment operating with some autonomy while under direction. The course will be a combination of directed (minimum 50 hours) and self-directed learning.

Course Content

- Explain the principles of customer service
- Outline the importance of customer service to the development and success of an organisation
- Distinguish between internal and external customers and their respective needs
- Outline the role of communications in customer service to include writing and listening skills, appropriate use of language, personal interaction, body language
- Identify key customer service activities within a work, social or voluntary environment
- Identify the key roles of a range of individuals involved in providing customer service
- Assume responsibility for dealing with customer complaints in a range of familiar and unfamiliar situations
- Use with confidence the personal and practical skills required to carry out customer service in a work, voluntary or community environment
- Provide effective customer service to include consideration of specific customer needs
- Participate in group or team-based activities to contribute to effective customer care

Course Certification

On successful completion of this programme the learner will receive a QQI Level 4 Minor Award in Customer Service (4N1989).

Learner Entry Requirements

Education: A minimum of a QQI Level 3 Major Award or its equivalent, or have achieved the relevant skills, knowledge, and competence through work experience.



CUSTOMER SERVICE LEVEL 5

QQI Level 5 Minor Award (5N0972)

Course Description

The aim of this course is to equip the learner with the relevant knowledge, skill, and competence to provide effective customer service within a work, social or voluntary environment, operating independently while under general supervision. The course will be a combination of directed (minimum 50 hours) and self-directed learning.

Course Content

- Examine the principles of customer service within a range of environments
- Identify the key features of good customer service, i.e. making a good first impression, catering for diversity and/or disability
- Explain the standards or rating system by which customer service is developed and measured in an industry-specific area
- Identify, for vocationally specific area, key elements of consumer legislation and the functions of associated regulatory organisations providing customer protection, representation, and redress
- Explain how customer service enhances organisational effectiveness and success, to include practical examples of organisations with good customer care
- Describe how customer perceptions can be influenced
- Apply the personal skills, qualities and attitudes required to perform effectively when dealing with customers
- Use appropriate communication technologies i.e. telephone, email etc.
- Use written and verbal skills to include appropriate style, language, and tone
- Handle a range of correspondence and records providing a service to the customer i.e. invoices, payments etc.
- Respond to customer complaints and compliments in accordance with organisational policy
- Handle a range of challenging situations
- Demonstrate team or group work in providing customer care

Course Certification

On successful completion of this programme the learner will receive a QQI Level 5 Minor Award in Customer Service (5N0972).

Learner Entry Requirements

Education: A minimum of a QQI Level 4 Major Award or its equivalent, or have achieved the relevant skills, knowledge, and competence through work experience.



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THE CIRCULAR ECONOMY IN THE WORKPLACE

QQI Level 6 Special Purpose Award (6S22103)

Course Description

The programme aims to equip the learner, as an employee in the workplace, with the knowledge, skill, and competence, to identify, develop and assist with the implementation of circular economy actions relevant to their business. The programme is intended for all employees in business and enterprise across all sectors of economic activity. The course will be a combination of directed and self-directed learning (approximately) 50 hours.

Course Content

- The Circular Economy context; identifying and measuring your workplace impact
- Exploring circular strategies and techniques and their impacts in the workplace
- Methods to help identify circular opportunities
- The circular economy from an organisational point of view - developing a circular economy business case

By successfully completing the programme, you will be able to focus on Circular Economy and the current legislative drivers, the methods by which resources used by businesses can be measured and assessed in a consistent and informative manner. By applying a series of tools such as eco-design, life cycle costing, your business can evolve its processes and practices and become part of a more circular national economy.

Course Certification

Completion of this programme will lead to a QQI Level 6 Special Purpose Award in the Circular Economy in the Workplace (6S22103) and the learner will have options for progression to study Circular Economy and Sustainability.

Learner Entry Requirements

Education: The learner should have reached the standards of knowledge, skill and competence associated with the preceding level of QQI Level 5 or equivalent. This may have been achieved through a formal qualification or through life and work experience.



SUSTAINABLE SUPPLY CHAIN PROCUREMENT

QQI Level 5 Special Purpose Award (5S22199)

Course Description

This programme aims to equip the learner with the knowledge, skill, and competence to demonstrate an understanding of sustainable procurement and supply chain processes and consider the opportunities this affords for improving environmental and social issues. It will introduce participants to the role played by sustainability in procurement and discuss how this can be applied in practice within your organisation. The course will be a combination of directed and self-directed learning (approximately 50 hours).

Course Content

- Explain the main concepts of sustainable procurement and supply chains, in the context of current sustainability frameworks including Environment, Social and Governance Goals
- Summarise Irish procurement policy requirements, including current procurement practice, Green Public procurement and the Circular Economy, as they would apply to your work environment
- Identify the risks and opportunities that current environmental and social factors pose to procurement and supply chains
- Evaluate potential opportunities for positive environmental and social impacts through sustainable procurement and supply chains
- Review key governance practices required to implement sustainable procurement and supply chain management within an organisation
- Develop an outline sustainable procurement plan suitable for their workplace

Course Certification

Completion of this programme will lead to a QQI Level 5 Special Purpose Award in Sustainable Supply Chain Procurement (5S22199) and will mean that participants will be able to progress to other relevant programmes at Level 5 and 6.

Learner Entry Requirements

Education: The learner should have reached the standards of knowledge, skill and competence associated with the preceding level of QQI Level 4 or equivalent. This may have been achieved through a formal qualification or through life and work experience.



ENVIRONMENTAL SUSTAINABILITY AWARENESS

QQI Level 4 Special Purpose Award (4S21809)

Course Description

The aim of this programme is to develop learners awareness of the impacts of environmental change and the key sustainable practices that can be implemented at individual and community level. On completion of the programme the learner can progress on to more specialised training if desired such as Environmental Studies, Applied Ecology etc. The course will be approximately 50 hours learning (directed/self-directed).

Course Content

- Climate change, other environmental pressures, and global initiatives
- Energy management & renewable energy, water conservation
- Sustainable food and food waste prevention
- Sustainable consumption, the circular economy and waste
- Biodiversity and actions to take
- Generating a personal action plan - workshops
- Greening communities and greening your lifestyle

Course Certification

On successful completion of this programme the learner will receive a QQI Level 4 Special Purpose Award in Environmental Sustainability Awareness (4S21809).

Learner Entry Requirements

Education: A minimum of a QQI Level 3 Major Award or its equivalent, or have achieved the relevant skills, knowledge and competence through work experience.



ENVIRONMENTAL SUSTAINABILITY IN THE WORKPLACE

QQI Level 5 Special Purpose Award (5S21793)

Course Description

The aim of this programme is to develop learners awareness of the impacts of environmental change and the key sustainable practices that can be implemented by an individual and a business, you will be able to identify, prioritise and implement environmentally sustainable improvements in your workplace. The course will be approximately 50 hours learning (directed/self-directed).

Course Content

- Climate change and measures to address it; biodiversity loss and other environmental pressures
- Energy management and energy efficiency, renewable energy, and carbon management
- Sustainable food and food waste prevention
- The circular economy, waste and resource management, life cycle thinking, waste management and conservation
- Environmental management systems and green awareness for employees, government supports and guidance
- Greening lifestyles and communities

Course Certification

On successful completion of this programme the learner will receive a QQI Level 5 Special Purpose Award in Environmental Sustainability in the Workplace (5S21793).

Learner Entry Requirements

Education: A minimum of a QQI Level 4 Major Award or it equivalent.



DOMESTIC HEAT PUMP INSTALLATION

QQI Level 6 Minor Award (6N5646)

Course Description

The aim of this course is to equip the learner with the knowledge, skill and competence to design, install and commission domestic heat pump systems in a safe and competent manner and in accordance with appropriate legislation, regulations and standards. Successful candidates will meet the training criteria to register as an installer with the **Sustainable Energy Authority of Ireland (SEAI)**. This course is 5 full days or 31.25 hours in duration.

Course Modules

- Induction
- Introduction to Heat Pump Technology
- Principles of Heat Pump Operation
- Site & System Suitability for Heat Pump Installation
- Installation of Heat Pump Systems & Controls
- Commissioning & Maintenance of Domestic Heat Pump

Course Certification

On successful completion of this programme the learner will receive a QQI Level 6 Minor Award in Heat Pump Systems (6N5646).

Learner Entry Requirements

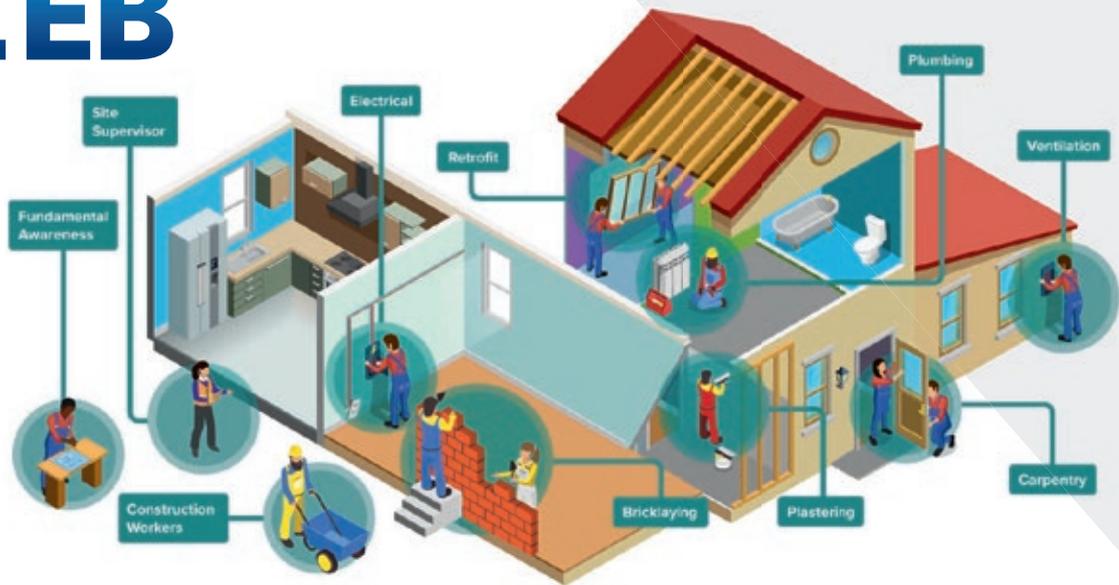
Learners must hold as a minimum the National Craft Certificate as a Plumber, Refrigeration Craftsperson or Electrician.

Aptitude: Good verbal and written command of the English language is required.



NZEB (NEARLY ZERO ENERGY BUILDING)

City & Guilds Assured



NZEB Training courses are being delivered in our Training Centres in Enniscorthy and Waterford and we also offer some of our courses online. Government funding to attend these courses is available for those **IN EMPLOYMENT**. Please contact nzeb@wwetb.ie to find out more. These courses are the first trade specific NZEB Courses being delivered in Europe!

NZEB Training Courses

COURSE	LOCATION	DURATION
NZEB Fundamental Awareness	Enniscorthy	1 day
NZEB Ventilation	Enniscorthy	3 days
NZEB Retrofit	Waterford	2 day
NZEB Site Supervisor	Enniscorthy	4 days
NZEB for Plasterers	Enniscorthy	Online + One Day Practical Workshop
NZEB for Bricklayers	Enniscorthy	Online + One Day Practical Workshop
NZEB for Carpenters	Enniscorthy	Online + One Day Practical Workshop
NZEB for Plumbers	Enniscorthy	Online + One Day Practical Workshop
NZEB for Electricians	Enniscorthy	Online + One Day Practical Workshop

SKILLS TO ADVANCE TESTIMONIALS

“

I recently completed an Environmental Sustainability course, and it was a transformative experience. The course broadened my understanding of the intricate relationships between human activities and the environment but also instilled a deep sense of responsibility towards creating a sustainable future. The course was well-designed, covering a huge range of topics from climate change and biodiversity conservation to sustainable resource management and green technologies.

I wholeheartedly recommend this course to anyone seeking a comprehensive and impactful learning experience. It equips participants with the knowledge, skills, and mindset needed to contribute meaningfully to the global effort towards a more sustainable and environmentally conscious future.

– DOYLE AGRI SERVICES LTD

Testimonial from the Environmental Sustainability in the Workplace programme

”

“

The benefits gained from the course are already showing in the day to day operations of the factory. There were some key areas covered on the course that were implemented straight away into our operations and have already made a massive difference.

– AMP ENGINEERING LTD

Testimonial from the Supervisory Management programme

”

“

WWETB have provided excellent training programmes to The Reg. The WWETB Senior Training Advisor and team are very easy and professional to deal with and make training our staff a pleasure.

– THE REG, WATERFORD

Testimonial from the Barista Skills programme

”

“

WEST Pharma visited the WWETB Waterford training centre and was introduced to the vast range of services that WWETB has to offer to industry. Twelve WEST Pharma employees participated in the WWETB “Foundation in Digital Manufacturing” in 2023 in the local WWETB Waterford centre. Our aim was to increase employee awareness of digitalisation trends within industry as WEST Pharma continue our path in digitalisation. The employees gave very positive feedback after the 2-day training course, which will aid in supporting employees to adapt to the future digital manufacturing environment. Supported by WWETB, the application process was very simple and the course was fully funded. WEST Pharma intends to continue participation in this course to develop our digital knowledge.

– WEST PHARMACEUTICAL SERVICES

Testimonial from the Foundation in Digital Manufacturing Programme

”

“

We are thrilled and excited for our staff who completed the Supervisory Management course QQI Level 6. It is a brilliant investment in our staff to upskill and give them even more tools and confidence to excel in their day-to-day duties.

– PINERGY SOLAR ELECTRIC

Testimonial from the Supervisory Management programme

”

“

Coolhull Farm Ltd has had a very fruitful partnership with Skills to Advance over the past few years. The service has been invaluable. We are extremely grateful for the opportunities awarded to us to upskill our staff without the effort and associated cost of sourcing and securing places on appropriate high-level courses.

– COOLHULL FARM LIMITED

Testimonial from the Environmental Sustainability in the Workplace programme

”

What is eCOLLEGE?

eCollege is a SOLAS fully-funded online training facility that provides a range of high quality interactive online learning courses, available any time through broadband Internet access for those who wish to learn at their own pace.

It offers part-time, flexible, continuous intake courses aligned to certification pathways. All courses include any necessary software, access to examinations and certification, and are supported by a tutor service.

People in employment, who are interested in accessing very flexible online courses, may benefit from eCollege through Skills to Advance.

eCollege offers varied programmes in Office Productivity, Databases, Web Design & Graphic Design, Business, Computer Programming and IT Professional. See next page for the eCollege Suite of Programmes.



eCollege Suite of Programmes



Online



eTutor
Supported



Certified

ecollege.ie

Leaders in Online Learning

Office Productivity

- ICDL Essentials
- Teamwork
- Cyber Security
- Data Protection
- Remote Working
- Artificial Intelligence
- Internet of Things
- Big Data
- Cloud Computing
- Databases
- Coding Principles for Beginners
- Data Analytics
- Microsoft Access Expert 2019*
- Microsoft Excel 2019
- Microsoft Excel Expert 2019
- Microsoft Powerpoint 2019
- Microsoft Word 2019
- Microsoft Word Expert 2019

Business

- Certified Digital Marketing Professional - CDMP
- Digital Design and Marketing Essentials

Databases

- IT Specialist in Database



IT Professional

- CompTIA Computer Fundamentals
- CompTIA A+
- CompTIA Network+
- CompTIA Server+
- Implementing and Administering Cisco Solutions (CCNA)
- Microsoft Azure Cloud Fundamentals
- IT Specialist in Networking
- IT Specialist in Network Security

Computer Programming

- IT Specialist in HTML and CSS
- IT Specialist in Python
- Certified Associate in Python Programming
- IT Specialist in Javascript
- Java Foundations Certified Junior Associate

Web Design and Graphic Design

- Graphic Design and Illustration using Illustrator
- Print & Digital Publication using InDesign
- Visual Design using Adobe Photoshop
- Digital Video using Premiere Pro



Rialtas na hÉireann
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E: servicestobusiness@wwetb.ie

T: 051 862638

GENERATION APPRENTICESHIP GENERAL INFORMATION

Ireland is driving ahead on expansion of its apprenticeship system to meet 21st century skills needs and to support dynamic growth of our economy and society. In 2023 **over 9,000 employers** used the system to support and grow their business, with **27,000+ apprentices** currently completing their training. There are **73+ apprenticeship programmes** currently available, spanning industries that include but not limited to engineering, construction, motor, electrical, finance, hospitality and ICT.

There is an ongoing drive by industry champions and the education and training system to showcase career opportunities for women via the apprenticeship route. Increasing numbers of females are choosing apprenticeship and the pace of positive change is accelerating, given 8.3% of the current apprenticeship population is female.

Apprenticeship opportunities are available in the following industry sectors outlined below. For additional information please go to www.apprenticeship.ie

APPRENTICESHIPS BY INDUSTRY SECTOR

AGRICULTURE & HORTICULTURE

Arboriculture (L6)
Farm Technician (L6)
Farm Manager (L7)
Horticulture (L6)
Sportsturf Management (L6)

BIOPHARMA

Laboratory Analyst (L7)
Laboratory Technician (L6)

CONSTRUCTION

Advanced Quantity Surveyor (L9)
Brick and Stonelaying (L6)
Carpentry and Joinery (L6)
Geo-Driller (L6)
Painting and Decorating (L6)
Plastering (L6)
Plumbing (L6)
Scaffolding (L5)
Stonecutting and Stonemasonry (L6)
Wood Manufacturing and Finishing (L6)

ELECTRICAL

Aircraft Mechanics (L6)
Electrical (L6)
Electrical Instrumentation (L6)
Electronic Security Systems (L6)
Industrial Electrical Engineer (L7)
Instrumentation (L6)
Refrigeration and Air Conditioning (L6)

ENGINEERING

Civil Engineering Technician (L6)
Civil Engineering (L7)
Engineering Services Management (L7)
Equipment Systems Engineer (L9)
Farriery (L6)
Industrial Insulation (L6)
Lean Sigma Manager (L9)
Manufacturing Engineering (L7)
Manufacturing Technology (L6)
Mechanical Automation and Maintenance Fitting (L6)
Metal Fabrication (L6)
OEM Engineering Technician (L6)
Pipefitting (L6)
Polymer Processing Technology (L7)
Principal Engineer (L10)
Sheet Metalworking (L6)
Toolmaking (L6)
Wind Turbine Maintenance Technician (L6)

FINANCE

Accounting Technician (L6)
International Financial Services Associate (L6)
International Financial Services Specialist (L8)

HAIRDRESSING

Hairdressing (L6)

HEALTHCARE

Advanced Healthcare Assistant Practitioner (L6)

HOSPITALITY & FOOD

Bar Manager (L7)
Butchery (L5)
Chef de Partie (L7)
Commis Chef (L6)
Sous Chef (L8)

INFORMATION AND COMMUNICATIONS TECHNOLOGY (ICT)

CGI Technical Artist (L8)
Cybersecurity Associate (L6)
Cybersecurity Practitioner (L8)
Computer Networking Associate (L6)
Software Development Associate (L6)
Telecommunications and Data Network Technician (L6)

INSURANCE

Insurance Practitioner (L8)

LOGISTICS

Logistics Associate (L6)
Supply Chain Associate (L7)
Supply Chain Manager (L9)
Supply Chain Specialist (L8)
Transport Operations and Commercial Driving (L6)

MOTOR

Agricultural Mechanics (L6)
Construction Plant Fitting (L6)
Heavy Vehicle Mechanics (L6)
Motor Mechanics (L6)
Vehicle Body Repairs (L6)

PROPERTY SERVICES

Auctioneering and Property Services (L6)

RECRUITMENT

Recruitment Executive (L8)

SALES & MARKETING

Retail Supervisor (L6)
Sales (L6)

*and much more
in development*



ADDITIONAL SUPPORT SERVICE FOR APPRENTICES

About Us

Our Additional Support Service for apprentices within Waterford and Wexford Education and Training Board (WWETB) provides each individual an assessment of need and an opportunity to avail of a wide range of supports while attending Phase 2 off the job placement with us.

What we do

We will ensure that all apprentices are provided with the most appropriate supports that will allow them to fully participate and benefit from the educational opportunities provided for them. This will enhance their learning journey and ensure success.

Supports we offer

- Maths Support Classes
- Counselling Support
- Study Skills Sessions
- Technical Drawing Support Classes
- English Language Support Classes
- Study Groups/One to One Support
- Literacy Support
- IT Support
- Theory Support
- Exam Report
- Support – Dyslexia, ADHD and other learning differences
- Disability Supports

These supports can be facilitated individually or within a group setting.

How to Register

Registration will take place following an assessment of need, or send an email to Joann Power (joannpower@wwetb.ie) or on WhatsApp on **087-7212481**.



WWETB CRAFT APPRENTICESHIP FEMALE SCHOLARSHIP

Who is Eligible?

Female students registered in a Waterford or Wexford post primary school or further education and training centre (FET) in the calendar year 2024 and who satisfy the following criteria:

- Aged 16 years or over
- Minimum of Grade D or equivalent in five subjects in the Department of Education and Skills Junior Certificate Examination or an approved equivalent
- Satisfy any additional criteria as laid down by Solas for the specific trade.

How can you benefit from a Scholarship?

- Guidance on placement with an approved employer
- Complete craft toolkit and personal protective equipment (PPE) provided
- Payment of college fees up to €2,000
- Appropriate textbooks supplied
- Dedicated support from a Senior Training Advisor for the duration of the apprenticeship
- Total contribution up to €1,500 towards expenses incurred during off the job phases
- Access to learning and well-being supports

Qualifying Crafts

- | | | |
|-------------------------------|---|------------------------------------|
| ■ Agricultural Mechanics | ■ Industrial Insulation | ■ Refrigeration & Air Conditioning |
| ■ Aircraft Mechanics | ■ Instrumentation | ■ Stonecutting and Stonemasonry |
| ■ Brick & Stone Laying | ■ Mechanical Automation & Maintenance Fitting | ■ Sheet Metalworking |
| ■ Carpentry and Joinery | ■ Metal Fabrication | ■ Toolmaking |
| ■ Construction Plant Fitting | ■ Motor Mechanics | ■ Vehicle Body Repairs |
| ■ Electrical | ■ Painting and Decorating | ■ Wood Manufacturing and Finishing |
| ■ Electrical Instrumentation | ■ Pipefitting | |
| ■ Electronic Security Systems | ■ Plastering | |
| ■ Farriery | ■ Plumbing | |
| ■ Heavy Vehicle Mechanics | | |

Further Information

For further information on the scholarship please contact your Career Guidance Teacher, Centre Coordinator or Services to Business Unit at the Waterford Training Centre, (051) 301535 or servicestobusiness@wwetb.ie



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Phort Láirge agus Loch Garman
Waterford and Wexford
Education and Training Board

WHAT IS SKILLS FOR WORK?

Skills for Work is a national programme to deliver education and training courses for full and part-time employees. The programme is particularly targeted at low skilled workers who, without the opportunity to participate in the training, may not have the confidence to embrace change in the workplace. It is funded by SOLAS and delivered by Waterford and Wexford Education and Training Board (WWETB).

Skills for Work recognises that the nature of the workplace is constantly changing and as work is becoming less routine, there is a requirement for a workforce to be flexible, continuously changing and capable of personal growth. In every workforce there are employees who do not have the necessary confidence in their own skills to put themselves forward for general training opportunities and/or take on new roles and tasks which is a feature of the modern day workplace. In general, Skills for Work participants would have left school before completing the Leaving Certificate.

WWETB is a quality assured QQI provider of Further Education and Training on the National Framework of Qualifications. The ethos of the WWETB is one of an open, friendly and welcoming learning environment with professionally trained tutors.

What are the benefits to the employer?

- Ensure a skilled and qualified workforce
- Increased ability to handle on-the-job training
- Better team performance
- Organisational flexibility
- Increased quality and output
- Better health and safety record
- Trained staff can be more productive

What are the benefits to the employee?

- An increase in self confidence, motivation and knowledge
- New skills and knowledge can be applied in practical work situations
- An ability to transfer skills learned into their working and personal life
- Can better manage changes in work practices
- Higher performance outcomes
- Enhanced promotional prospects
- An opportunity to embark and continue on a lifelong learning process



SKILLS FOR WORK PROGRAMMES

COMMUNICATIONS SKILLS QQQ Levels 1, 2 & 3

Course Content:

- Listening and speaking skills
- Reading and writing skills
- Spelling techniques
- Memory skills
- Non-verbal communication
- Writing formal letters
- Form filling
- Distinguish between formal and informal English
- Drafting and proofreading
- Being more assertive
- Working as a team

COMPUTER COURSES QQQ Levels 1, 2 & 3

Course Content:

- How to use a computer
- Word processing
- Keyboard skills
- Letter writing and form filling
- Using the internet
- Accessing websites
- Online banking
- Working with emails etc.

WORD PROCESSING QQQ Level 3

Course Content:

- Managing files and folders
- Creating, editing, saving documents
- Copying, moving, deleting
- Page breaks - inserting, deleting
- Creating business emails/letters etc., tabs, indents, line spacing
- Formatting - fonts, sizes, colour, alignment
- Margins, hanging, first line
- Search and replace, spell check
- Bullets and numbering
- Borders and shading etc.



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SKILLS FOR WORK CONTACT DETAILS

PERSONAL AND INTERPERSONAL SKILLS QQI Level 3

Course Content:

- Your personal profile
- Active listening
- Assertive communication
- Decision Making
- Negotiating skills
- Team working
- Rolls and responsibilities

Classes can be held on or off site, at your local Adult Education Centre or a convenient location in your area. Classes are fully funded to anyone working part-time/fulltime or self employed etc.

To find out more contact your local coordinator:

WATERFORD CITY AND ENVIRONS

Jackie Browne
jackiebrowne@wwetb.ie
086 853 3649

NORTH WEXFORD

Anne McDonnell
annemcdonnell@wwetb.ie
086 781 5062

DUNGARVAN

Nicola McCarthy-Hanlon
nicolamccarthyhanlon@wwetb.ie
087 653 5141

SOUTH WEXFORD

Siobhan Connors
siobhanconnors@wwetb.ie
087 667 8748



TRAINING NEEDS ANALYSIS QUESTIONNAIRE

We welcome you to follow the **QR code below** to complete a brief TNA survey to register your interest for our accredited programmes which are fully or partially funded through the Skills to Advance initiative.



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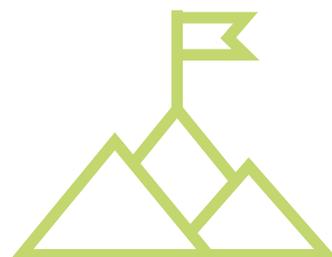
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Education and Training Board

WATERFORD AND WEXFORD EDUCATION AND TRAINING BOARD



Vision

WWETB aims to be the leader of learning through delivery of high quality, inclusive and innovative education and training services in our community.



Mission

To provide a wide range of high-quality education and training programmes, services and supports to children, young people and adults across the Waterford and Wexford region.



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Phort Láirge agus Loch Garman
Waterford and Wexford
Education and Training Board

Services to Business

Waterford and Wexford Education and Training Board,
Waterford Training Centre, Waterford Industrial Park,
Cork Road, Waterford, X91 PX02.

Seirbhisí Le Aonaid Ghnó

Bord Oideachas agus Oiliúna Phort Láirge agus Loch Garman,
Ionad Oiliúna Phort Láirge, Páirc Thionsclaíoch Phort Láirge,
Bóthar Chorcaí, Port Láirge, X91 PX02.

T: (051) 862 638

E: servicestobusiness@wwetb.ie



Go to FET Course Finder on www.wwetb.ie



WWETB Waterford and Wexford Education and Training Board



@WWETBofficial



Waterford and Wexford Education and Training Board



Rialtas na hÉireann
Government of Ireland



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SOLAS
learning works