Skills to Advance

boost skills - boost business

LMETB Skills to Advance

Funded Training Courses for Employers and Employees

lmetb
Bord Oideachais agus Oiliúna Lú agus na Mí
Louth and Meath Education and Training Board

Rialtas na hÉireann
Government of Ireland

SOLAS
learning works

Louth and Meath Education and Training Board (LMETB)

Louth and Meath Education and Training Board (LMETB), through its dedicated Employer Engagement Unit, liaises with employers, employees, and enterprise representative bodies, to provide workforce development opportunities, across all sectors and to all businesses in the region.


Skills to Advance

The LMETB 'Skills to Advance' programmes provide support to enterprise through the upskilling and reskilling of employees, thereby increasing market competitiveness, and escalating economic growth.

Business opportunities include the following:

- Flexible training aligned to business needs
- Training Needs Identification to suit individual enterprise requirements
- Courses that are responsive to emerging and evolving markets

Benefits of Skills to Advance

- Supports Business Growth
- Develops your Workforce
- Helps Retain and Recruit Employees
- Increases Productivity and Competitiveness
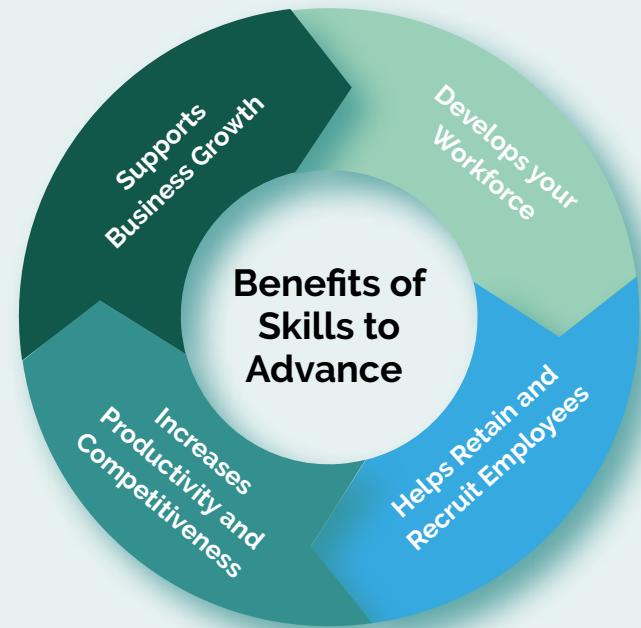
Supporting Working Lives and Enterprise Growth in Ireland

This policy document, published in 2018, provides the genesis of the Skills to Advance programme. The aim is to equip employees with the skills they need to progress in their current role, in addition to adapting to a changing job market. It also supports Small to Medium Enterprises (SMEs) to invest in and develop their workforce.

tinyurl.com/bd52tsxm

Additional detail about the 'Skills to Advance Scheme' is available here:

tinyurl.com/ycxr2xp4

LMETB Employer Engagement Unit

The Employer Engagement Unit is dedicated to working with employers and employees to support their education and training needs. Employers are supported to identify key skills needs and upskilling and reskilling opportunities are provided to support enterprise growth and economic development. The team can be contacted directly at skillstoadvance@lmetb.ie

Training Delivery, Accreditation and Progression Routes

Skills to Advance offers accredited tutor-led training courses at Levels 5 and 6 on the National Framework of Qualifications (NFQ).

Visit: nfq.ie

A diverse range of part time courses are available across a broad range of areas including:

Management & Leadership

Health & Safety

Team Development

Information Technology (IT)

Green Skills

Progression Routes

Skills to Advance courses are delivered as Special Purpose Awards or Minor Awards. These provide stackable blocks of learning, leading to Major Awards, if required, and/or progression opportunities on the NFQ. Further detail is available through the Employer Engagement Team in addition to the dedicated Adult Guidance Section in LMETB.

Access Routes

1. Employee Direct Access (Route 1)

2. Employer Led Access (Route 2)

3. Employer Led Access – Training Needs Analysis (TNA) (Route 2a)

4. Employer Led Access - Regional/ National/Sectoral Initiatives (Route 3)

Employee Direct Access (Route 1)

Under the Skills to Advance policy,'employees' are defined as those who work part-time or full-time under a contract of employment, whether oral or written, expressed or implied, have recognised rights and duties and are in receipt of pay for their service. Self-employed persons are also eligible to participate.

Eligible employees will have access to these training courses. However, where courses are oversubscribed priority is given to those who are:

- Employees educated to Irish NFQ Level 5 (or equivalent) and under

- Employees who are age 50 +

- Employees in an industry at risk of displacement.

- Employees in an industry with emerging opportunities

- Employees in lower skilled jobs

- Irish NFQ Level 5 courses (or equivalent), under Route 1, are fully funded, while Irish NFQ Level 6 courses (or equivalent) are 70% funded.

Employer Led Access (Route 2)

Employers can access training for their workforce under Route 2, which is particularly suited to sole traders and SMEs (companies of 249 staff and under). The Employer Engagement Unit, work directly with employers to determine skills gaps, training needs, and training solutions. Courses are funded up to 100% at Irish NFQ Level 5 (or equivalent) and up to 70% at Irish NFQ Level 6 (or equivalent) to eligible Employers and Employees, based on national eligibility criteria.

Employer Led Access – Training Needs Analysis (TNA) (Route 2a)

Under Route 2a, (companies of 249 staff and under), where an enterprise has limited capacity to carry out skills needs identification, the Employer Engagement Unit can work with the company to identify alternative options. A consultant may be also provided to assist in this process, where required. A Training Needs Analysis (TNA) may be fully funded if the company avails of at least one Level 5 or 6 training course to commence within 3 months of presentation of the findings of the TNA.

Employer Led Access - Regional/National/ Sectoral Initiatives (Route 3)

Where a Regional, National, or Sectoral Training need has become apparent, a training course will be developed to address this need. Route 3 courses are created in collaboration with other ETBs, Regional Skills Fora, and Industry Bodies. This route can be accessed by sole traders, SMEs and larger, multi-national organisations. Courses are funded up to 100% at Irish NFQ Level 5 (or equivalent) and up to 70% at Irish NFQ Level 6 (or equivalent) to eligible Employers and Employees, based on national eligibility criteria.

Who to contact?

For any further information, contact the Employer Engagement Unit:

skillstoadvance@lmetb.ie

Additional Services to Business

LMETB also offer additional supports to business such as Mentor Training, Work Experience Placements, Graduate Placements, Apprenticeships/Traineeships. Further information is available at lmetb.ie

## Advanced Manufacturing Training Centre of Excellence – Dundalk, Co Louth

The Advanced Manufacturing Training Centre of Excellence (AMTCE) was established to address the skills and training needs of the Irish Manufacturing Sector, in direct response to the digital advancements and emerging technologies transforming Irish businesses.

The centre and the training provided, working within the Skills to Advance funding policy, provides training opportunities for those adopting digitalisation and automation strategies and the emerging opportunities they bring, and for those potentially at risk of displacement, for upskilling and reskilling to enable them to work towards the jobs of the future.

Training is practically orientated with hands on experience, using state-of-the-art equipment, delivered by leading Industry trainers, using flexible delivery modes in response to identified industry needs.

The AMTCE course catalogue has an ever-increasing range of programmes, you can view upcoming training dates here: amtce.ie

*Course content may change from time to time.

LMETB Skills to Advance Funded Training Courses for Employers and Employees

▶ HOSPITALITY COURSES CNTD.

▶ HAIR AND BEAUTY COURSES

▶ GREEN SKILLS COURSES

I.T. Courses

Database Methods

CODE: 5N0783

ACCREDITATING BODY: QQI Level 5 Minor Award

CREDIT VALUE: 15

PURPOSE: This award will equip the learner with the competence to create and modify databases under limited supervision.

ON COMPLETION OF THIS PROGRAMME, LEARNERS WILL BE ABLE TO:

- Understand and describe essential database concepts, including typical uses, files, tables, records, fields, queries, and reports.

- Perform routine database operations like accessing records, entering, and editing data, and managing fields.

- Design and build queries, construct data entry forms, and create reports for email or printing.

- Import data from external sources and develop a database design to meet specific requirements.

- Create a complete database with tables, queries, forms, and reports.

- Improve problem-solving skills using resources like the help facility for both familiar and unfamiliar issues.

ICDL Workforce
Computer Essentials, Word, Excel, and PowerPoint

PURPOSE: The aim of this programme is to equip the learner with the digital skills to demonstrate their effective use of technology in the workplace.

COURSE CONTENT:

- ICDL Workforce - Computer Essentials

- ICDL Workforce - Presentation

- ICDL Workforce - Documents

- ICDL Workforce – Spreadsheets

ON COMPLETION OF THIS PROGRAMME, LEARNERS WILL BE ABLE TO:

- Use essential computer skills in daily life, academics, and the workplace.

- Understand the benefit of online tools.

- Use technology for presentations.

- Use word processing and spreadsheets.
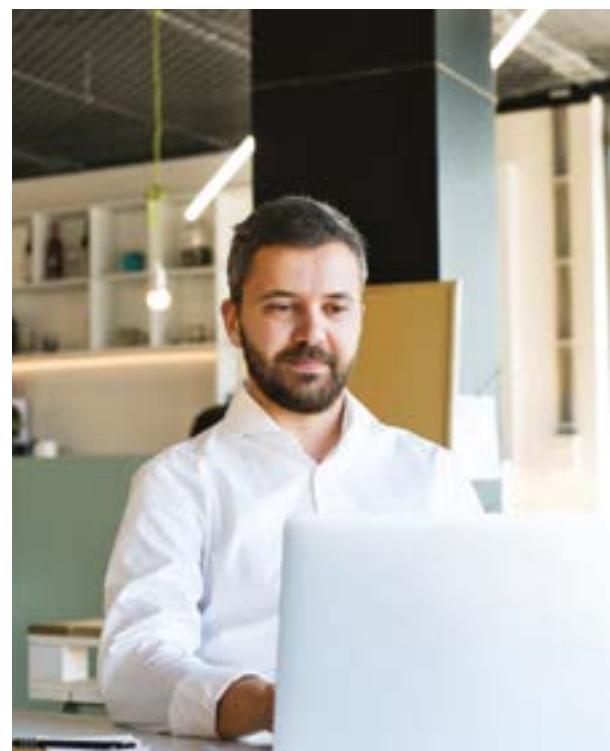
Microsoft Office Specialist Excel Core 2016

PURPOSE: This programme module aims to equip the learner with the knowledge, skills, and competence to confidently use Microsoft Excel for everyday use and in the workplace.

ON COMPLETION OF THIS PROGRAMME, LEARNERS WILL BE ABLE TO:

- Create and manage worksheets and workbooks.
- Navigate, format, and customise worksheets and workbooks.
- Insert, format, and manage data cells and ranges.
- Create and manage tables, including filtering and sorting.
- Perform operations with formulas and functions.
- Create and format charts and objects.
- Configure worksheets and workbooks for distribution.
- Summarise and organise data.

Microsoft Office Specialist Excel Expert 2016

PURPOSE: This programme aims to equip the learner with the competency in creating, managing, and distributing professional and more complex spreadsheets for a variety of specialised purposes and situations., using advanced tools and functions for collaborating with workgroups.

ON COMPLETION OF THIS PROGRAMME, LEARNERS WILL BE ABLE TO:

- Import and export data from various sources.
- Manage and format advanced data.
- Create advanced formulas and macros.
- Create and modify advanced charts, PivotTables, and Pivot Charts.
- Manage workbooks for collaboration.
- Use and configure language options.
- Fill cells, format, and validate data
- Apply advanced conditional formatting and filtering.
- Perform logical operations and data lookups in formulas.
- Use advanced date and time functions.
- Perform data analysis and troubleshoot formulas.

Microsoft Office Outlook

PURPOSE: To provide the trainees with the skills, knowledge and attitude that will enable them to create, format, organise and schedule emails. Organise appointments, create and manage contacts.

ON COMPLETION OF THIS PROGRAMME, LEARNERS WILL BE ABLE TO:

- Set up and customise Outlook.
- Create and send emails, manage mail, and organise the inbox.
- Use and manage Contacts, Tasks features and Calendar.
- Manage the Outlook environment.
- Create, format, and categorise items.
- Work with Tasks, Notes, and Journal entries.

Microsoft Office Specialist PowerPoint 2016

PURPOSE: This programme module aims to equip the learner with the knowledge, skills, and competence to confidently create, modify and deliver slide presentations using Microsoft PowerPoint for everyday use and in the workplace.

ON COMPLETION OF THIS PROGRAMME, LEARNERS WILL BE ABLE TO:

- Create and manage presentations.
- Insert and format text, shapes, images, tables, charts, SmartArt, and media.
- Manage multiple presentations and workbooks.
- Use Slide Master and modify slide layouts, headers, and footers
- Modify handout and notes masters, order, and group slides.
- Change slide size and presentation views; set file properties.
- Assess printing options and configure slide shows.
- Insert, configure, and manage media files.
- Set animation options, paths, and transition timing.
- Merge content from other presentations; insert and review comments.
- Protect, inspect, proof, preserve, and export presentations.
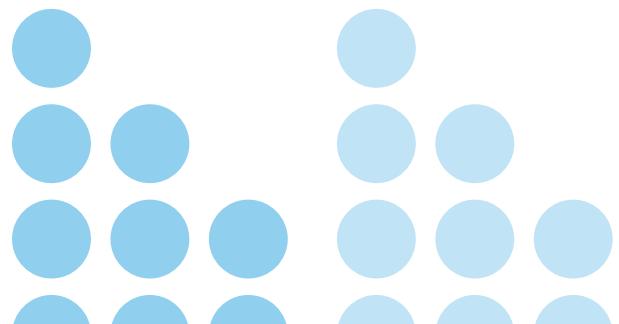
Spreadsheets
QQI Level 4

CODE: 4N1120
ACCREDITATING BODY: QQI Level 4 Minor Award
CREDIT VALUE: 10

PURPOSE: This award will equip the learner with the competence to use spreadsheet applications to supervised employment standard. It is designed to develop skills in editing and producing spreadsheets.

ON COMPLETION OF THIS PROGRAMME, LEARNERS WILL BE ABLE TO:

- Create and manage spreadsheet documents.
- Understand primary functions and processes of spreadsheets.
- Use spreadsheet-specific terminology.
- Confidently enter and edit text, numbers, and dates; insert and delete columns and rows.
- Perform basic arithmetic operations: add, subtract, multiply, divide.
- Use formulas and functions: sum, average, max, min, count.
- Apply formatting: font size/colour, background colour, bold, alignment, borders, number formatting, decimals, dates.
- Modify documents: add repeating titles, page numbers, headers, footers, fit to page.
- Produce basic charts and graphs: pie, column, bar, line with titles and labels.

Spreadsheets
QQI Level 5

CODE: 5N1977
ACCREDITATING BODY: QQI Level 5 Minor Award
CREDIT VALUE: 15

PURPOSE: This award will equip the learner with the competence to create and modify spreadsheets under supervision, using common spreadsheet features.

ON COMPLETION OF THIS PROGRAMME, LEARNERS WILL BE ABLE TO:

- Investigate common spreadsheet uses.
- Explore key elements: cells, references, data types, formulas, functions, graphs, macros.
- Use toolbars, window management, sorting, filtering.
- Apply data and cell formatting for clarity.
- Automate tasks with simple macros.
- Print spreadsheet sections, formatted for presentation.
- Use advanced features: absolute/relative references, IF statements, statistical/financial/date functions.
- Generate graphs with titles and labels.
- Create purpose-fit spreadsheets with minimal supervision.
- Edit and amend spreadsheets to ensure suitability.

Spreadsheets
QQI Level 6

CODE: 6N4089
ACCREDITATING BODY: QQI Level 6 Minor Award
CREDIT VALUE: 15

PURPOSE: This award will equip the learner with the competence to design and create spreadsheets using advanced spreadsheet techniques working independently or within a supervisory capacity.

ON COMPLETION OF THIS PROGRAMME, LEARNERS WILL BE ABLE TO:

- Describe spreadsheet design principles: requirements analysis, solution design, data inputs/outputs, formats, layout.

- Customise the user interface: default file locations, toolbars, custom menus, rows/columns visibility, freezing panels, multiple windows.

- Use advanced data manipulation: logical, mathematical, text, financial functions/formulas.

- Automate tasks with complex macros

- Debug errors with formula auditing.

- Analyse data using pivot tables, charts, graphics.

- Enhance usability: worksheet/cell protection, data validation, conditional formatting.

- Design spreadsheets to meet advanced specifications.

- Assess spreadsheet suitability for requirements.

- Critique and recommend changes for others' spreadsheets.

Word Processing
QQI Level 5

CODE: 5N1358
ACCREDITATING BODY: QQI Level 5
                                  Minor Award
CREDIT VALUE: 15

PURPOSE: This award will equip the learner with the competence to use a word processing application to produce documents in a variety of contexts to a mailable or publishable standard whilst working autonomously and under general direction.

ON COMPLETION OF THIS PROGRAMME, LEARNERS WILL BE ABLE TO:

- Describe word processing applications and their features: text manipulation, document formatting, graphics, tabs, tables, mail merge, label printing.

- Identify frequently used toolbar icons for file handling and text formatting.

- Create documents with text processing features: margins, line spacing, indenting, borders, shading, numbering, bullets, copying, pasting, enhancing text.

- Configure documents with page setup features: headers, footers, page numbering, paper size, orientation.

- Use proofing tools: spell check, thesaurus, search and replace.

- Manage files: create, save in different formats, copy, rename, access file details, search.

- Create and work with various documents including tables.

- Perform mail merge and label creation.

- Track changes using markup capabilities.

- Print documents and labels.

- Create files from document templates.

- Use help facilities to solve word processing problems.

Word Processing
QQI Level 6

CODE: 6N4977
ACCREDITATING BODY: QQI Level 6
Minor Award
CREDIT VALUE: 15

PURPOSE: This award will equip the learner with the competence to use a word processing application to produce complex documents within a range of specific contexts working independently and or taking responsibility for the work of others

ON COMPLETION OF THIS PROGRAMME, LEARNERS WILL BE ABLE TO:

- Manage word processing applications: customise menus, toolbars, automate tasks with macros.

- Use advanced file handling: convert files, create folders, use advanced search functions, extract data.

- Generate complex documents: create templates, insert headings, footnotes, endnotes, watermarks, numbered paragraphs, indexes, tables of contents, cross-references.

- Organise information: export/import objects between software, reference external data with hyperlinks, embed documents.

- Format complex documents: characters, paragraphs, sections, columns; format text, create/modify styles.

- Edit complex documents: advanced editing techniques, change security settings, use authoring tools, modify versions, sort/merge data sources, generate labels.

- Create efficient work practices, take responsibility for own work or supervise others.

Team Development Courses

Bookkeeping
Manual and Computerised

CODE: 5N1354
**ACCREDITATING BODY:** QQI Level 5 Minor Award

CREDIT VALUE: 15

PURPOSE: This award will equip the learner with the competence to produce and maintain accurate bookkeeping records for a range of organisations, using manual and computerised systems.

ON COMPLETION OF THIS PROGRAMME, LEARNERS WILL BE ABLE TO:

• Explain key bookkeeping terminology: manual and computerised systems.

• Compare advantages/disadvantages: computerised vs. manual record keeping.

• Complete books of first entry: VAT and departmental analysis from source docs (invoices, credit notes, bank records, petty cash vouchers).

• Post daybook information: appropriate accounts in ledgers

• Extract trial balance: end of accounting period.

• Prepare Bank Reconciliation Statement: supplied data.

• Prepare end-of-period VAT Return: Revenue Commissioners' requirements.

• Process tasks with accounts package: compare manual vs. computerised results.

• Analyse tasks: correct errors, edit data.

• Print reports: backup computerised data on suitable medium.
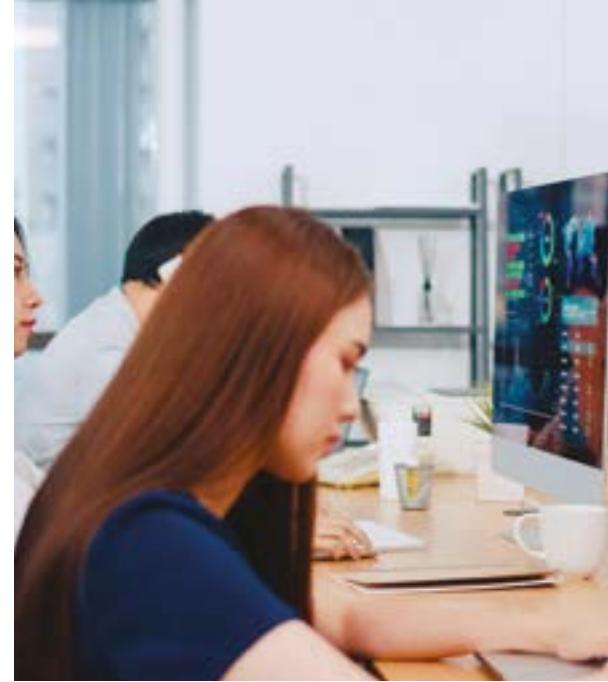
Building Digital Business Skills

CODE: 5N21870
ACCREDITATING BODY: QQI Level 5 Special Purpose Award

CREDIT VALUE: 10 (5 per module)

This programme comprising of two standalone 5 credit modules - Digital Business Solutions and Social Media for Digital Marketing. These modules are also stackable, allowing learners to undertake both to achieve the Special Purpose Award.

PURPOSE: The programme aims to equip learners with the knowledge and skills to use digital tools and business applications, including social media, to enhance a business's digital footprint and marketing strategies. It covers business writing, communications, and customer experience. The curriculum combines theoretical and practical work, focusing on skills development. Graduates will be able to integrate digital skills into business planning and decision-making, create effective marketing strategies, and ensure a positive customer experience

ON COMPLETION OF THIS PROGRAMME, LEARNERS WILL BE ABLE TO:

- Outline the key features, benefits and personnel relating to an effective digital customer experience.

- Differentiation between customer service and customer experience in a digital business Environment.

- Understand legislative requirements regarding personal data in the digital environment.

- Identify customer types, ways to approach them and map the customer journey.

- Understand the impact of digital technology on customer behaviour.

- Identify key criteria to develop customer personas and how a business can create an emotional connection with those customers.

- Explain customer experience metrics and their use.

- Outline how customer shopping habits have changed.

- List techniques for incorporating customer feedback for continuous improvement.

- Identify a range of appropriate digital business solutions and business applications for use in interactions with customers, suppliers, and other businesses to enhance.

  - Recording and tracking customer interactions.

  - Communications-live chats, emails etc.

  - Social media management.

  - Online selling and customer feedback

  - Differentiate between Business to Business and Business to Consumer interactions.

- Explore how digital applications make business processes more effective and efficient in these areas: Procurement – Billing – Ordering - Maintaining accounts - Tracking orders - Maintenance of customer details.

- Create spreadsheet applications within a business context to improve efficiencies.

- Establish and maintain good customer relationships through timely and professional responses to customer communications such as:

  - Types of customer communications – feedback, initial queries.

  - Techniques for obtaining customer feedback through digital applications.

  - Techniques to create interest leading to opportunities to convert potential customers to customers .

  - Identifying opportunities to improve product or service through analysis of customer feedback.

  - Setting up digital responses and acknowledgement.

- Apply Digital Communication Etiquette: Layout – Language – Tone - Salutation/Closure - Punctuation/ Grammar – Content - Appropriate use of Abbreviations/Vocabulary.

- Develop a digital customer experience strategy for a business.

  - Develop a clear customer experience vision.

  - Identify key criteria to develop customer personas and how a business can create an emotional connection with those customers.

  - Explain customer experience metrics and their use.

  - Techniques for incorporating customer feedback for continuous improvement.

Business Administration Skills

CODE:	5N1610
ACCREDITATING BODY:	QQI Level 5 Minor Award
CREDIT VALUE:	15

PURPOSE: The purpose of this award is to equip the learner with the knowledge, skill, and competence to apply the principles, concepts, and processes of business administration skills in the workplace.

ON COMPLETION OF THIS PROGRAMME, LEARNERS WILL BE ABLE TO:

- Explain various organisational structure.

- Explore different departments within an organisation, focusing on internal cooperation.

- Analyse the impact of the external environment on business operations.

- Identify the key functions of management and evaluate the role and impact of Human Resource Management (HRM) in organisations.

- Examine a variety of recruitment options and current employment rights legislation pertaining to staff selection and appointment.

- Explain the importance of quality, the role of quality systems, and various techniques for ensuring quality in organisations, including quality accreditations.

- Explore sources of finance for businesses, the need for financial controls, including cash flow management.

- Analyse different types of organisational meetings, their functions, roles, & documentation requirements.

- Identifying appropriate insurance coverage for various types of risks.

- Implement organisational systems and procedures, including quality control systems, financial controls, employee procedures, and health and safety protocols.

- Maintain human resources documentation, including employment contracts, attendance records, and personnel files, using appropriate hardware and software.

Customer Services

CODE: 5N0972

ACCREDITATING BODY: QQI Level 5 Minor Award

CREDIT VALUE: 15

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PURPOSE: The award will equip the learner with the competence to provide effective customer service within a work, social or voluntary environment, operating independently while under general supervision.

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ON COMPLETION OF THIS PROGRAMME, LEARNERS WILL BE ABLE TO:

- Examine customer service principles across environments.

- Identify key features of good customer service: customer types, first impressions, meeting diverse needs, disability accommodation, perception management.

- Explain industry-specific standards for measuring customer service.

- Identify consumer legislation and regulatory bodies.

- Discuss how customer service enhances organisational effectiveness.

- Describe factors influencing customer perceptions: physical environment, printed materials, personal conduct.

- Apply personal skills in customer interactions: active listening, positive body language, observation.

- Use communication technologies: telephone, audio-visual, conferencing, email.

- Use written and verbal communication skills: style, language, tone.

- Manage correspondence and records: orders, invoices, payments, electronic communications.

- Handle customer complaints and compliments according to policy.

- Manage challenging situations: late arrivals, customer errors, difficult customers, changing environments.

- Demonstrate teamwork in customer care: roles, responsibilities, communication, feedback.
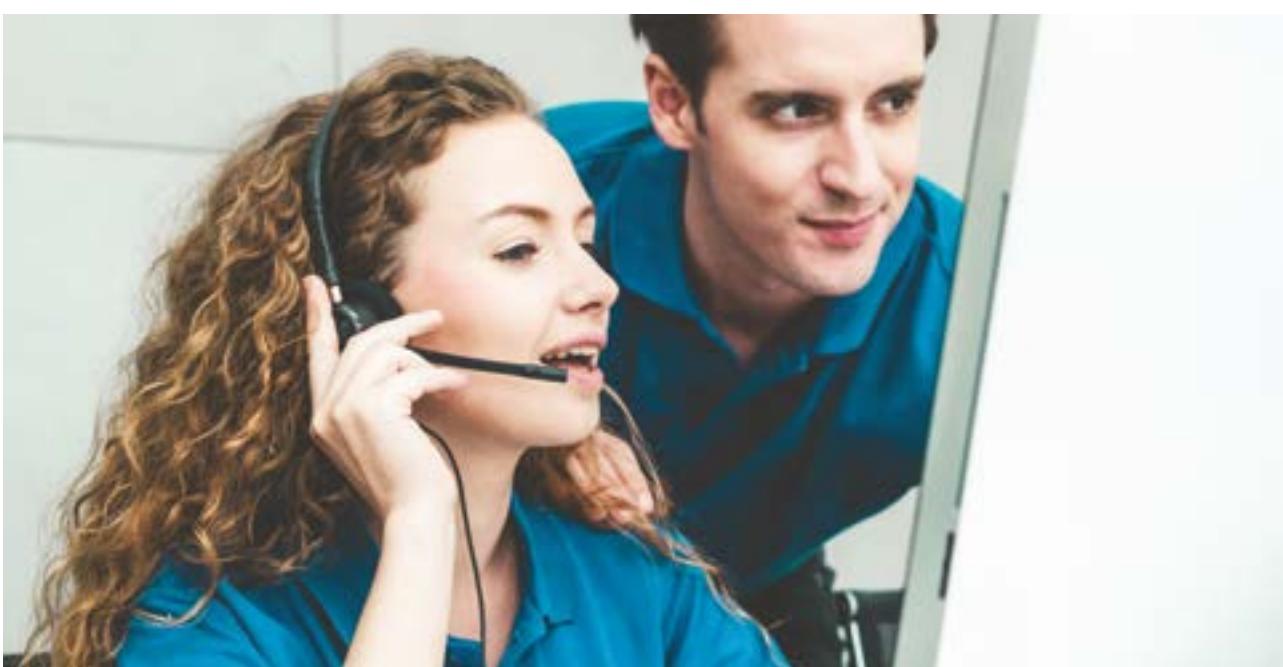
Digital Marketing

CODE: 5N1364

ACCREDITATING BODY: QQI Level 5 Minor Award

CREDIT VALUE: 15

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PURPOSE: The award will equip the learner with the competence to develop and execute digital marketing strategies and activities, under supervision, using a range of e-tools within a range of digital marketing contexts.

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ON COMPLETION OF THIS PROGRAMME, LEARNERS WILL BE ABLE TO:

- Outline unique web marketing characteristics.

- Differentiate digital marketing from traditional methods.

- Identify digital marketing strategies and their integration with traditional approaches

- Outline stages of digital marketing campaign: analysis, development, implementation, control.

- Identify e-tools: social media, blogs, rich media, email marketing, SEO, online ads.

- Assess strengths and weaknesses of various e-tools.

- Evaluate campaign effectiveness with analytical e-tools.

- Develop digital marketing campaigns from inception to completion.

- Monitor campaigns using web analytics, social media monitoring, social bookmarking.

- Demonstrate client management skills in business-to-business relationships.

Marketing Practice

CODE: 5N1400
ACCREDITATING BODY: QQI Level 5 Minor Award
CREDIT VALUE: 15

PURPOSE: The award will equip the learner with the competence to operate effectively in a range of marketing related contexts using the principles and concepts underpinning marketing practice.

ON COMPLETION OF THIS PROGRAMME, LEARNERS WILL BE ABLE TO:

- Explore the marketing role in organisations.

- Differentiate Business-to-Business and Business-to-Consumer markets.

- Examine Marketing Mix elements: Product, Price, Promotion, Place.

- Explore stages in buying decision process for organisations and consumers.

- Analyse Market Research: primary vs secondary, quantitative vs qualitative methods.

- Examine and apply product life cycle: new product development, design, packaging, branding.

- Analyse pricing elements: techniques, strategies, competitor pricing, market conditions.

- Explore promotional mix: budget, strategies' effectiveness for products/ services

- Examine distribution role in Marketing Mix: types of channels, selection criteria

- Conduct market research using appropriate techniques.

- Analyse market research findings, provide recommendations.

- Develop promotional plan using an element of the promotional mix

- Conduct SWOT analysis (Strengths, Weaknesses, Opportunities, Threats)

- Evaluate marketing strategy effectiveness for products/services.

- Develop marketing plan for specific product/service.

Payroll
Manual and Computerised

CODE: 5N1546
ACCREDITATING BODY: QQI Level 5
Minor Award
CREDIT VALUE: 15

PURPOSE: This award will equip the learner with the competence to operate and maintain accurate payroll records using manual and computerised systems, for an organisation, working under general direction and supervision.

ON COMPLETION OF THIS PROGRAMME, LEARNERS WILL BE ABLE TO:

- Explain key terminology in personal taxation and payroll records.

- Outline advantages and disadvantages of computerised vs manual payroll systems.

- Process payroll under cumulative tax system: gross pay, holidays, deductions.

- Process payroll under emergency and temporary tax systems.

- Demonstrate changes in personal tax due to employment factors.

- Prepare mid-year and year-end tax forms for employees.

- Prepare end-of-period and year-end returns for Revenue Commissioners.

- Assess alternative assessment methods for married couples' tax liability.

- Analyse legislative changes' impact on personal tax and take-home pay.

- Print reports from backed-up computerised payroll data.

Personal Effectiveness

CODE: 5N1390
ACCREDITATING BODY: QQI Level 5
Minor Award
CREDIT VALUE: 15

PURPOSE: The award will equip the learner with the 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.

ON COMPLETION OF THIS PROGRAMME, LEARNERS WILL BE ABLE TO:

- Examine principles of personal effectiveness.

- Comment on organisation structure, vision, mission, and goals.

- Reflect on personal role in the organisation..

- Explore problem-solving concepts and resolution determination.

- Investigate meeting features and objectives: types, participant roles, attitude impact, productivity issues.

- Examine effective group work, participate in a group and evaluate group achievement.

- Prepare a presentation: content, structure, anticipated questions, supporting aids, room layout, feedback sheet design.

- Organise a meeting: purpose, agenda, time management.

- Conduct a presentation: audience interaction, Q&A handling, self-evaluation.

- Participate in a meeting: contribute to discussion, note-taking, evaluate impact of personal contribution.

Principles and Practices of Selling

CODE: 5N2062
ACCREDITATING BODY: QQI Level 5
Minor Award
CREDIT VALUE: 15

PURPOSE: The award will equip the learner with the competence in the principles and practices underpinning the psychology of selling to enable the leaner to apply best practice in the sales process.

ON COMPLETION OF THIS PROGRAMME, LEARNERS WILL BE ABLE TO:

- Examine psychology and philosophy of selling.

- Explore personality concepts for self and customers.

- Identify stages in consumer decision making and influencing factors.

- Summarise six psychological stages in the selling process.

- Explore questioning techniques for selling.

- Evaluate importance of planning and preparation in sales.

- Identify legal responsibilities based on current legislation.

- Employ methods to build rapport and trust.

- Design pre-planned questions to guide customer purchase.

- Identify post-sales activities for long-term customer relationships.

- Execute comparative analysis on competing products.

- Employ techniques to handle objections during a sale.

- Use techniques to effectively close a sale.

Problem Solving

CODE: 5N1615
ACCREDITATING BODY: QQI Level 5
Minor Award
CREDIT VALUE: 15

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PURPOSE: The award will equip the learner with the competence required to practice effective problem solving in everyday life and vocationally specific contexts, operating independently while under general direction.

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ON COMPLETION OF THIS PROGRAMME, LEARNERS WILL BE ABLE TO:

- Examine principles and practices of problem-solving across work and social contexts.

- Explain the concept of problem-solving and cite examples of effective problem-solving in public and private spheres, alongside examples of unsolved challenges.

- Identify reasons why problems can be challenging, including impacts from people, circumstances, events, resources, and technological barriers.

- Describe various problem-solving techniques and methods and demonstrate personal skills essential for effective problem-solving.

- Apply appropriate problem-solving techniques to real or potential issues in personal and professional contexts, documenting progress, and outcomes.

- Collaborate with others as necessary to support problem-solving efforts, seeking advice and practical assistance from team members and supervisors.

- Reflect on problem-solving experiences, identifying lessons learned, personal strengths and weaknesses, and areas for improvement.

Purchasing

CODE: 5N2727
ACCREDITATING BODY: QQI Level 5
Minor Award
CREDIT VALUE: 15

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PURPOSE: The purpose of this award is to equip the learner with the knowledge, skill, and competence to apply the principles, concepts, and processes of purchasing in the workplace.

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ON COMPLETION OF THIS PROGRAMME, LEARNERS WILL BE ABLE TO:

- Identify diverse sources for researching information on products and suppliers.

- Explain key factors to consider when selecting suppliers.

- Analyse critical factors influencing sourcing procedures within an organisation.

- Summarise considerations when issuing an invitation to tender.

- Examine criteria for evaluating quotations.

- List essential skills for negotiating in purchasing, incl... negotiation planning & strategies.

- Detail basic legal considerations in purchasing contracts, focusing on terms & conditions.

- Describe criteria for conducting product performance audits, including economic justification, cost-benefit analysis, quality assurance, and information flow.

- Design a procedure for handling complaints/claims related to purchased goods/ services.

- Investigate the impact of new technologies on purchasing and order processes.

- Execute the process of requisitioning, placing orders, and receiving goods into stock, ensuring efficiency and accuracy in inventory management.

Reception and Front Office Skills

CODE: 5N1407

ACCREDITATING BODY: QQI Level 5
Minor Award

CREDIT VALUE: 15

PURPOSE: The award will equip the learner with the competence required to carry out reception related tasks and operations as a front-line representative in a range of organisations.

ON COMPLETION OF THIS PROGRAMME, LEARNERS WILL BE ABLE TO:

• Examine the skills, functions, and responsibilities of a receptionist.

• Outline organisational products, services, key policies, structures, and personnel.

• Explore telecommunications equipment used in reception and front office contexts.

• Source information from internet, reservation systems, postal services, call logs, and messaging services.

• Explain various telephone communication terms.

• Outline safety and health legislation relevant to reception work, including security and emergency procedures

• Identify processes for information flow within and outside an organisation.

• Plan reception layout and describe office equipment in the reception area.

• Apply communication skills, including personal, interpersonal, and technological.

• Operate reception equipment e.g., telecommunications systems, intercoms, pagers, computerised data entry systems, electronic diaries, photocopiers, scanners etc.

• Produce reception materials, including notices, equipment inventories, stock requisitions, petty cash records, diaries, post logs, visitor logs, and telephone messages.

• Demonstrate professionalism in receiving visitors, using effective customer service skills, maintaining visitor logs, handling unexpected visitors, and managing complaints.

• Present various documents, including order forms, invoices, and travel expense reports.

• Apply general administrative skills in reception and front office contexts.

Team Working

CODE: 5N1367
ACCREDITATING BODY: QQI Level 5
Minor Award
CREDIT VALUE: 15

PURPOSE: The award will equip the learner with the competence required to work as an effective member of a team, operating independently while under general direction and within a range of diverse, team-oriented environments.

ON COMPLETION OF THIS PROGRAMME, LEARNERS WILL BE ABLE TO:

• Examine teamwork, including its concept, features, types, and impact.

• Analyse the roles, responsibilities, characteristics, and skills required of team members, including leaders, coaches, and trainers.

• Analyse the elements and stages of team development.

• Summarise the key opportunities and challenges of team environments.

• Participate in setting team objectives and evaluating outcomes.

• Engage in core team activities such as negotiation, problem-solving, solution-finding, decision-making, and conflict resolution.

• Demonstrate effective communication, problem-solving, and negotiation techniques in various team roles and situations.

• Monitor personal strengths and weaknesses as a team participant.
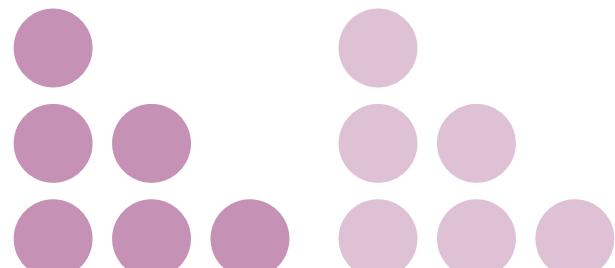
Health
& Safety

Infection, Prevention and Control

CODE: 5N3734
ACCREDITATING BODY: QQI Level 5
Minor Award
CREDIT VALUE: 15

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PURPOSE: The award will equip the learner with the competence to prevent and control infection within the health services area.

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ON COMPLETION OF THIS PROGRAMME, LEARNERS WILL BE ABLE TO:

- Explain basic principles & application of standard precautions in infection control.

- Discuss the importance of infection prevention in healthcare settings for maintaining a healthy environment for patients, staff, and visitors.

- Summarise all microorganisms, their growth requirements, spread mechanisms, and infection processes, including direct and indirect contact and chain of infection.

- Analyse predisposing factors contributing to healthcare-acquired infections.

- Discuss the roles and responsibilities of local infection control team members, focusing on policies related to attire, staff health, and travel-associated infections.

- Investigate terms like cleaning, disinfection, and sterilisation, detailing standards, procedures, and frequencies.

- Identify major blood-borne viruses and methods to prevent their spread.

- Examine role of antibiotics and their correct & safe use to mitigate antibiotic resistance.

- Differentiate between social hand hygiene, antiseptic hand hygiene, and surgical hand hygiene, including the use of alcohol hand gels and the need for good personal skin care.

- Implement local terminal cleaning procedures in various settings, including isolation rooms and for single-use items, and understand outbreak management.

- Apply appropriate management protocols for blood/body fluid spillages, including policies for handling clean and soiled linen, disposal of sharps, and management post-exposure incidents.
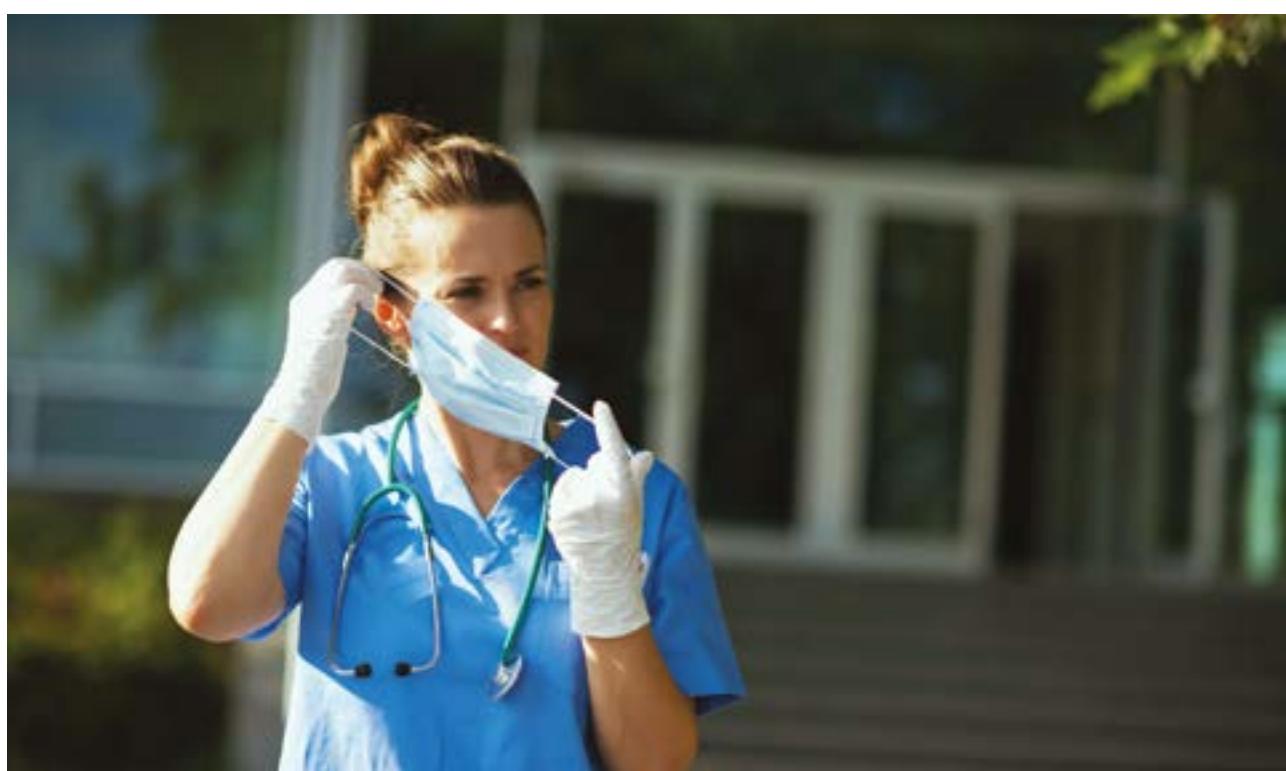
Safety and Health at Work

CODE: 5N1794
ACCREDITATING BODY: QQI Level 5
Minor Award
CREDIT VALUE: 15

PURPOSE: The award will equip the learner with the competence to promote and maintain safety and health in a work environment.

ON COMPLETION OF THIS PROGRAMME, LEARNERS WILL BE ABLE TO:

• Analyse the responsibilities of employers and employees according to current Safety, Health, and Welfare at Work legislation.

• Examine the role and functions of the Health and Safety Authority in promoting workplace safety.

• Explore how factors, communication and training contribute to promoting and ensuring health and safety in the workplace

• Comment on the elements and functions of a safety statement within an organisation.

• Outline principles and procedures for maintaining good housekeeping in the workplace.

• Explain the causes, prevention, emergency procedures, reporting, and recording of accidents and dangerous occurrences.

• Analyse causes and prevention methods for fire-related incidents, including emergency procedures, the fire triangle, and fire equipment.

• Discuss specific hazards and risks associated with mechanical and electrical equipment in the workplace

• Investigate the use of Personal Protective Equipment (PPE) in the workplace.

• Explore appropriate procedures for the use and disposal of hazardous materials and waste, referencing Material Safety Data Sheets (MSDS).

• Examine the control measures and associated risks for various workplace health and safety issues, including noise, fumes, dust, and specific vocational hazards.

• Explain the typical contents of a first aid kit and their proper usage.

• Investigate infection control issues, including conditions for microbial growth, infection routes, symptoms, preventative measures, and emergency procedures for suspected contamination.

• Identify risk factors related to safety, including hazards, work environment conditions, work practices, and the effects of medications, alcohol, and drugs.

• Interpret various safety signs commonly found in the workplace.

• Promote safe and healthy working practices for oneself, colleagues, and the workplace.

• Outline health risk factors such as stress, lifestyle choices, diet, and illness.

• Outline the role of diet and exercise in promoting overall health and well-being.

Safety Management

CODE: 6N1782
ACCREDITATING BODY: QQI Level 6 Minor Award
CREDIT VALUE: 15

PURPOSE: The award will equip the learner with the competence to design safety and risk management strategies, supervise implementation and to evaluate workplace safety policies.

ON COMPLETION OF THIS PROGRAMME, LEARNERS WILL BE ABLE TO:

- Evaluate factors influencing a safe workplace: work practices, safety policies, culture, environment, training, and human factors.

- Appraise current health and safety legislation and explain stakeholders' legal responsibilities: duty of care, tort of negligence, resource provision, health surveillance, and safety statements.

- Evaluate key characteristics of a safety statement within an organisation.

- Assess key principles of risk management in workplace safety.

- Evaluate benefits of fostering a workplace safety culture.

- Evaluate the use of risk controls: reduction, referral, removal, and retention.

- Appraise key principles of ergonomics in ensuring workplace safety.

- Design an induction training program for safety awareness at work.

- Design a hazard analysis sheet for identifying workplace hazards.

- Devise and conduct a training session on the use of personal protective equipment and the correct application of safety signs.

- Design a procedure for recording and monitoring data from safety audits/inspections.

- Devise a health and safety strategy aimed at improving workplace safety culture.

- Devise a strategy for controlling identified workplace risks.

- Formulate an administrative system for recording and monitoring workplace health and safety issues.

- Conduct a training needs analysis for a group of employees regarding safety at work.

Management Development Courses

Business Management

CODE: 6N4310

ACCREDITATING BODY: QQI Level 6 Minor Award

CREDIT VALUE: 15

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PURPOSE: The purpose of this award is to equip the learner with the knowledge, skill and competence in the principles and practice of management within the business environment to enable the learner to develop management skills to work independently or within a supervisory capacity.

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ON COMPLETION OF THIS PROGRAMME, LEARNERS WILL BE ABLE TO:

• Explore a range of organisations to include different organisation types, purpose, mission, vision and objectives and structures.

• Examine the need to and various ways that organisations adapt to and manage change.

• Examine the difference between management and leadership and the impact of different management and leadership styles on group and individual performance within an organisation.

• Conduct a SWOT & PESTLE analysis to assess internal a external factors affecting an organisation.

• Explore management roles including planning, organising, motivating, monitoring, reviewing, and controlling within organisations.

• Evaluate various business management techniques such as budgetary and non-budgetary forms of control, and key performance indicators.

• Appraise the role of human resources function in recruitment, selection, performance appraisal, and conflict resolution.

• Design management process procedures to streamline organisational workflows and enhance efficiency.

• Develop appropriate workflow systems by documenting processes, assigning responsibilities, and defining expected outputs.

• Compile comprehensive management process reports to review and evaluate the effectiveness of implemented strategies.

• Evaluate individual or group performance by setting objectives and using performance indicators to monitor progress and outcomes.

Coaching Models of Practice

CODE: 6N3087

ACCREDITATING BODY: QQI Level 6 Minor Award

CREDIT VALUE: 15

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PURPOSE: The award will equip the learner with the competence in the concepts and theories underpinning coaching models of practice to enable the learner to select and use effective coaching models to progress the clients agenda to care for clients in a safe and hygienic environment.

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ON COMPLETION OF THIS PROGRAMME, LEARNERS WILL BE ABLE TO:

- Evaluate coaching models like Co-Active Coaching and GROW.

- Outline levels of active listening for attending to verbal and non-verbal cues effectively.

- Explore core coaching principles and coaching techniques.

- Describe conditions for effective coaching: session planning and maintaining records.

- Explain coaching's positive impacts on individuals and workplaces.

- Assess client learning styles to enhance coaching effectiveness and select appropriate coaching models and styles tailored to clients.

- Manage coaching arrangements: frequency, ground rules, cost, evaluation, monitoring, and contract closure.

- Employ coaching strategies promoting client responsibility.

- Demonstrate how beliefs, values, and attitudes shape coaching approaches.

- Facilitate client goal generation and outcome exploration in coaching.

- Guide clients in exploring alternatives and challenging assumptions positively.

Employment Law

CODE: 6N4322
ACCREDITATING BODY: QQI Level 6 Minor Award
CREDIT VALUE: 15

PURPOSE: This programme module aims to equip the learner with the knowledge, skill, and competence in the principles of employment law and the statutory frameworks which regulate the employment relationship.

ON COMPLETION OF THIS PROGRAMME, LEARNERS WILL BE ABLE TO:

- Understand the influence of current legislation on employment practices.

- Recognise the legal framework regulating workplace equality and best practices and assess the role of employment laws in combating workplace discrimination/harassment.

- Evaluate theoretical models of individual employment rights, covering discrimination, leave policies, wages, working hours, pensions, health and safety, equality, and privacy.

- Apply specialised skills to employment contracts across various employee categories, including terms, pay, termination, duties, and leave.

- Formulate employer responses to Data Protection and Freedom of Information regulations in managing employee information.

- Evaluate legal procedures and remedies for employment law breaches via labour relations institutions and courts, including the roles of unions and legal remedies in disputes.

- Demonstrate understanding of Collective Bargaining.

- Appreciate the legal significance of HR grievance and disciplinary policies in dispute resolution.

- Investigate health, safety, and welfare regulations and their compliance requirements.

Finance

CODE: 6N4165

ACCREDITATING BODY: QQI Level 6 Minor Award

CREDIT VALUE: 15

PURPOSE: This programme module aims to provide the learner with understanding, knowledge, and practical skills in the area of finance to support management decision making.

ON COMPLETION OF THIS PROGRAMME, LEARNERS WILL BE ABLE TO:

- Facilitate investigation of external organisational environments and analysis of financial statements using ratio analysis.

- Develop analytical skills to interpret budgeting data and cash flow projections for planning and decision-making.

- Explore costing concepts to aid in management decision-making.

- Investigate the regulatory framework for financial reporting and required financial statements.

- Analyse financial statements.

- Evaluate the role and types of budgets suitable for various contexts.

- Interpret budget data and cash flow projections for planning and decision-making.

- Use marginal and absorption costing for management decisions.

- Demonstrate expertise in cost classification and behaviours.

- Price products/services, analyse margin/markup, and consider time value of money.

- Apply Cost Volume Profit analysis, including break-even point, margin of safety, and contribution per unit.

- Evaluate investment appraisal methods, determining project feasibility.

- Calculate Net Present Value (NPV) and Internal Rate of Return (IRR).

- Assess cash flow vs. profit relevance in capital investment appraisal.

- Schedule short-term, medium-term, and long-term funding sources and uses, considering financial credit facilities, Return on Investment (ROI), and legal requirements.

Financial Reporting

CODE: 6N4166
ACCREDITATING BODY: QQI Level 6
Minor Award
CREDIT VALUE: 15

PURPOSE: This programme module aims to explore in detail the principles and practice of maintaining and interpreting financial records for internal and external use.

ON COMPLETION OF THIS PROGRAMME, LEARNERS WILL BE ABLE TO:

- Perform double-entry accounting and prepare final accounts from original books of prime entry.

- Analyse and interpret accounts effectively.

- Understand the legal and regulatory framework in accounting.

- Prepare financial statements for publication, including formal notes and be able to critically analyse and evaluate them.

- Prepare control and suspense accounts.

- Evaluate the purpose of financial accounting, distinguishing it from management accounting.

- Understand how to record financial transactions and maintain accounting records.

- Appraise the roles of professional accounting bodies and the impact of legislation on financial statement preparation.

- Apply accounting standards as per Company Law.

- Utilise financial reporting techniques to prepare financial statements for sole traders.

- Prepare cash flow statements following International Accounting Standards (IAS) guidelines, emphasising cash importance.

- Draft published financial statements for limited companies in IAS format.

- Apply ratio analysis for decision-making and performance evaluation.

International Marketing

CODE: 6N3926
ACCREDITATING BODY: QQI Level 6
Minor Award
CREDIT VALUE: 15

PURPOSE: This programme module aims to equip the learner with the knowledge, skill and competence in the theory, principles, and practice of international marketing to enable the learner to apply international marketing techniques in the design, implementation and control of the international marketing plan working independently and or taking responsibility for the work of others.

ON COMPLETION OF THIS PROGRAMME, LEARNERS WILL BE ABLE TO:

- Develop an understanding of international marketing techniques.

- Explore international marketing research strategies and benefits.

- Establish a global marketing mix.

- Understand and use International Marketing Plans.

- Examine international marketing and e-trade in the global context.

- Assess global trading environments and their impact on marketing.

- Appraise the relevance of international market research.

- Formulate international marketing research strategies.

- Generate market entry and distribution strategies.

- Use the international marketing mix for products and services, including pricing and promotion.

- Illustrate issues in international product and service policy decisions, considering relevant legislation.

- Examine international marketing channels of distribution, considering people, process, and physical evidence.

- Critique benefits of the international marketing process, including monitoring and control factors.

Human Resources

CODE: 5N3586

ACCREDITATING BODY: QQI Level 5 Minor Award

CREDIT VALUE: 15

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PURPOSE: The award will equip the learner with the competence to understand the role and function of Human Resources within an organisation and their application in the workplace.

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ON COMPLETION OF THIS PROGRAMME, LEARNERS WILL BE ABLE TO:

- Explore the development and function of Human Resources in an organisation.

- Examine stages of the Human Resource planning process.

- Outline recruitment and selection procedures and strategies.

- Assess the role of training and development in organisational effectiveness.

- Explore motivation theories and their workplace applications.

- Identify performance management strategies and techniques.

- Outline health, safety, and welfare facilities provided by employers.

- Explore grievance, discipline, and conflict resolution procedures.

- Summarise key features of Employment Legislation.

- Apply a broad range of Human Resource Management skills and tools.

- Implement Human Resource theories and techniques to achieve organisational objectives.

- Participate effectively in teams using Human Resource Management tools and strategies.

- Evaluate personal performance.

Human Resources Management

CODE: 6N3750
ACCREDITATING BODY: QQI Level 6
Minor Award
CREDIT VALUE: 15

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PURPOSE: The award will equip the learner with the competence in human resource management principles to enable the learner to apply these to the planning, organising, implementation, evaluation, and revision of human resource management practices for the attainment of organisational goals.

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ON COMPLETION OF THIS PROGRAMME, LEARNERS WILL BE ABLE TO:

- Assess the evolution, nature, scope, and policy goals of human resource management.

- Evaluate the relevance of strategic human resource management to organisational performance and business strategy.

- Explore the benefits and process of human resource planning, including strategies for managing labour shortages and surpluses.

- Assess goals, benefits, processes, and methods of organisational motivation, training, and development.

- Evaluate core objectives, benefits, challenges, and methods of performance management, including good performance management and reward systems.

- Explore effective grievance and discipline strategies within an organisation.

- Evaluate the theoretical basis for Industrial Relations and its business application.

- Generate recruitment and selection documentation, including job specifications, person specifications, and interview marking sheets.

- Devise an interview strategy for a vacancy, including interview environment, panel structure, techniques, and questions, considering relevant employment legislation.

- Formulate performance management methodologies for specific roles in an organisation.
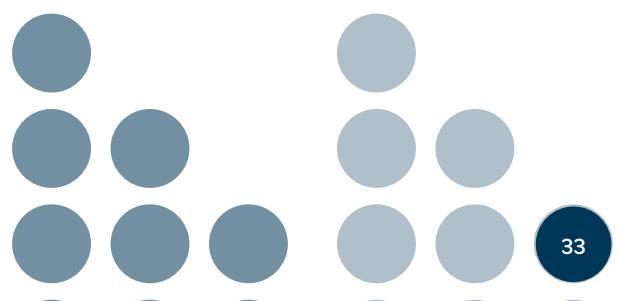
Managing People

CODE: 6N3945

ACCREDITATING BODY: QQI Level 6 Minor Award

CREDIT VALUE: 15

PURPOSE: The award will equip the learner with the competence to develop standards, measure performance, motivate and empower staff while working in a supervisory role.

ON COMPLETION OF THIS PROGRAMME, LEARNERS WILL BE ABLE TO:

- Evaluate the role and function of leadership in management, focusing on professionalism, supervisory styles, and reflective practice through self-evaluation.

- Assess the impact of various leadership styles, motivational theories, and the importance of good working relationships at all levels of the organisation.

- Research key legislation, including Employment Law, Health Acts, and EU Directives.

- Examine how culture, attitudes, and values affect work practices.

- Support diversity among internal and external stakeholders.

- Manage under performance to achieve positive outcomes.

- Perform effectively as a supervisory team member, acting as a positive role model.

- Address staff skills and motivation deficits through strategies such as skills audits, goal setting, continuous professional development, team building etc.

- Organise a partnership approach with stakeholders and trade unions for problem resolution.

- Use a range of communication styles to foster a culture of engagement and feedback.

- Lead through effective delegation and liaising between staff and upper management.

Prince 2
Foundation Project Management

ACCREDITATING BODY: Prince 2 Foundation

PURPOSE: PRINCE2® (Projects IN a Controlled Environment) is a leading-edge approach to managing projects. With the launch of PRINCE2® also came its recognition as the de facto standard for managing projects, not just in the IT/IS environment, but for projects of any size and complexity, run in any industry sector. The programme is delivered combining live online workshops and tutor supported remote learning. This course is delivered over four days virtually using Zoom technology.

COURSE CONTENT & LEARNING OUTCOMES:

- Introduction to Project Management
- Overview of PRINCE2®
- Starting up a project
- The Project Management Team
- The Business Case
- Risk and Quality Management
- All aspects of Planning
- Controls
- Managing Stage Boundaries
- Quality in a PE Controlling a Stage
- Managing Product Delivery
- Change Control
- Project Closure

Project Management

CODE: N4090
ACCREDITATING BODY: QQI Level 6 Minor Award
CREDIT VALUE: 15

PURPOSE: The award will equip the learner with the competence in the theory, principles, and practice of project management to enable the learner to take responsibility for the planning, implementation, and review of a project, working independently and or supervising the work of others.

ON COMPLETION OF THIS PROGRAMME, LEARNERS WILL BE ABLE TO:

- Examine key principles and concepts in project management theory and practice.
- Investigate various project management approaches, tools, and techniques for planning, costing, and managing projects.
- Communicate project management plans through various information channels.
- Examine techniques for project monitoring and evaluation.
- Apply controls and evaluation techniques to achieve project aims and objectives.
- Formulate a project management proposal with rationale based on needs analysis.
- Devise a risk analysis and contingency plan for a project.
- Evaluate the methodology and process of a selected project.
- Utilise financial planning and budget models in project management.
- Manage a project, taking corrective actions to meet goals.

Supervisory Management

CODE: 6N4329
ACCREDITATING BODY: QQI Level 6
Minor Award
CREDIT VALUE: 15

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PURPOSE: The award will equip the learner with the competence to work in a range of industry sectors independently in a supervisory capacity.

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ON COMPLETION OF THIS PROGRAMME, LEARNERS WILL BE ABLE TO:

- Summarise the duties and responsibilities of a supervisory manager.

- Evaluate current industry standards, guidelines, and recommended practices, including supervision methods, staff code of conduct, pros and cons of in-house vs. contract staff, and benefits of professional associations, trade unions, and works committees.

- Describe necessary precautions to safeguard information and records.

- Outline key steps in recruiting staff: pre-planning, sourcing, and screening methods.

- Analyse risks requiring adequate insurance coverage.

- Draft procedures for work-related activities: communication lines with clients and colleagues, maintaining service standards, staff recruitment criteria, and supervisory procedures.

- Devise a system for maintaining work-related records: operational records, staff work roster, equipment, and vehicle maintenance schedules.

- Prepare a departmental budget with planned and contingency spending details.

- Train staff using current industry standards, appropriate aids, and supporting material, assessing suitability during training.

- Conduct staff evaluations, including objective achievement, performance feedback, and personal development opportunities.

Training Delivery and Evaluation

CODE: 6N3326

ACCREDITATING BODY: QQI Level 6 Minor Award

CREDIT VALUE: 15

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PURPOSE: The award will equip the learner with the competence to deliver, assess and evaluate a training and development intervention.

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ON COMPLETION OF THIS PROGRAMME, LEARNERS WILL BE ABLE TO:

- Outline the concepts and theories underlying the delivery and evaluation of training interventions.

- Explore the factors impacting the effectiveness of a training session, including the learning environment, the trainer, learning methodologies, and group dynamics.

- Demonstrate awareness of issues such as equality, diversity, and disability in the context of current legislation regarding training provision.

- Appraise a range of evaluation models, approaches, tools, and techniques for evaluating and monitoring training interventions.

- Deliver training content and materials using a variety of training aids.

- Formulate evaluation tools, techniques, and approaches for training sessions to assess whether training needs were met, and objectives fulfilled, identifying areas of success and opportunities for improvement.

- Provide constructive feedback to participants on training interventions.

- Apply specialised training delivery and evaluation skills in conducting training interventions.

- Devise a training evaluation process, including identifying key stakeholders, gathering feedback from trainees, addressing challenges, and selecting appropriate evaluation methods.
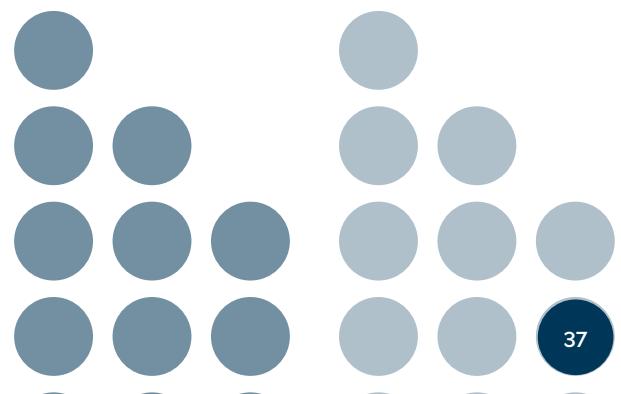
Training Needs Identification and Design

CODE: 6N3325

ACCREDITATING BODY: QQI Level 6 Minor Award

CREDIT VALUE: 15

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PURPOSE: The award will equip the learner with the 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.

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ON COMPLETION OF THIS PROGRAMME, LEARNERS WILL BE ABLE TO:

- Examine internal and external factors influencing training and development.

- Differentiate between learning, training, development, and education.

- Assess the impact of organisational strategy, policy, vision, and mission on training and development.

- Examine the purpose of training and development in organisational and individual settings.

- Outline the benefits of training needs analysis at both organisational and individual levels.

- Assess various approaches, techniques, and stages for conducting a training needs analysis.

- Evaluate different Instructional System Design (ISD) models.

- Identify barriers to training and attitudes towards training in an organisation.

- Devise a training plan based on prioritised training needs, including a cost-benefit analysis.

- Design a training intervention considering trainees, adult learning theories, motivation theories, objectives, exercises, training methods, learning aids, location, and facilities.

- Evaluate various performance management approaches to identify training and development needs.

- Conduct a Training Needs Analysis (TNA) to identify training and development needs for an organisation or individual.

- Identify TNA outcomes in terms of gaps in knowledge, skills, and attitudes.

Healthcare Courses

Care of the Older Person

CODE: 5N2706
ACCREDITATING BODY: QQI Level 5
Minor Award
CREDIT VALUE: 15

PURPOSE: The award will equip the learner with the competence to meet the full range of needs of older people in a variety of care settings.

ON COMPLETION OF THIS PROGRAMME, LEARNERS WILL BE ABLE TO:

- Discuss age-related issues including healthy ageing, demographic trends, physiological and psychological processes of ageing, social impacts, and attitudes towards ageing.

- Analyse the health care assistant's role in fostering positive attitudes towards ageing and the contributions of statutory and voluntary agencies to older people's wellbeing.

- Examine concepts and practices related to retirement preparation and ethnic/cultural influences on older individuals.

- Explore the diverse needs of older people encompassing physical, social, emotional, psychological, recreational, financial, environmental, and spiritual aspects.

- Summarise the health care assistant's role in caring for older people.

- Discuss issues related to older persons with mental illness, dementia, and chronic illness.

- Recognise the individual needs of dying older persons and their families.

- Summarise various care settings for older people and the roles of healthcare team members in each setting.

- Explore specific services available for older people, including education, lifelong learning, retirement/workplace support, and leisure activities.

- Analyse current approaches to enhancing service quality for older people and their families, encompassing standards and quality assurance.

- Utilise effective communication with older persons, their families, and multidisciplinary teams.

- Adapt care practices to meet the needs of older people with cognitive, sensory, and physical impairments.

- Handle post-mortem care duties with respect and sensitivity.

- Promote aspects of care for older persons such as empowerment, advocacy, independence, individualised care, dignity, respect, choice, self-esteem, and involvement of family and caregivers.

- Assist in identifying health promotion strategies and therapeutic interventions to enhance social interactions and quality of life for older persons in care settings.

Care Skills

CODE: 5N2770

ACCREDITATING BODY: QQI Level 5 Minor Award

CREDIT VALUE: 15

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PURPOSE: The award will equip the learner with the competence to care for clients in a safe and hygienic environment.

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ON COMPLETION OF THIS PROGRAMME, LEARNERS WILL BE ABLE TO:

- Identify various groups requiring healthcare services.

- Examine the diverse needs of different groups, considering individual variations.

- Identify hygiene requirements for clients who are dependent on assistance.

- Discuss strategies for preventing pressure sores.

- Understand correct procedures for cleaning and replacing various patient equipment.

- Adapt assistance levels based on client needs.

- Demonstrate interpersonal skills including empathy, respect, patience, and effective communication when interacting with clients.

- Take initiative to encourage client participation in social events, outings, occupational therapy, and physiotherapy.

- Contribute to maintaining safe and hygienic environments for clients.

- Assist clients with activities such as dressing, grooming, eating, drinking, toileting, continence promotion, mobility, and social needs as appropriate.

- Apply client safety and security protocols, including on-site care procedures for washing, bathing, showering, positioning, moving, and handling.

- Help preserve client privacy, dignity, independence and positive self-image.

- Assist clients in using various care equipment including sensory aids, aids for independence, and mechanical aids like mobility aids, feeding aids, washing aids, elimination aids, and hoists.

- Report changes in client conditions to the relevant supervisor promptly.

- Complete necessary client documentation accurately and efficiently.
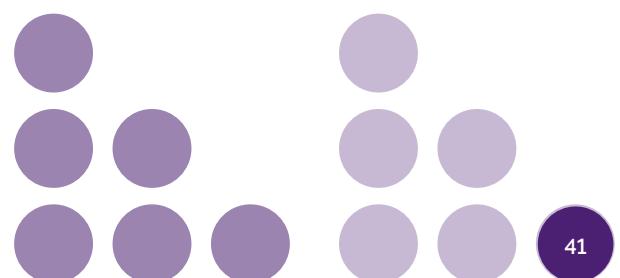
Care Support

CODE: 5N0758
ACCREDITATING BODY: QQI Level 5
Minor Award
CREDIT VALUE: 15

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PURPOSE: The award will equip the learner with the 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.

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ON COMPLETION OF THIS PROGRAMME, LEARNERS WILL BE ABLE TO:

- Discuss the roles, responsibilities, and entitlements of care workers.

- Examine the role of care workers within multidisciplinary healthcare teams.

- Demonstrate the ability to plan and deliver enhanced quality care.

- Apply acquired knowledge to effectively plan and meet individual client needs.

- Explore the importance of personal planning and growth in care work.

- Develop strategies to enhance personal development.

- Reflect on personal effectiveness as a care worker, including strengths and weaknesses.

- Reflect on relationships with clients, relatives, and multidisciplinary team members, and address interpersonal issues that arise in care work.
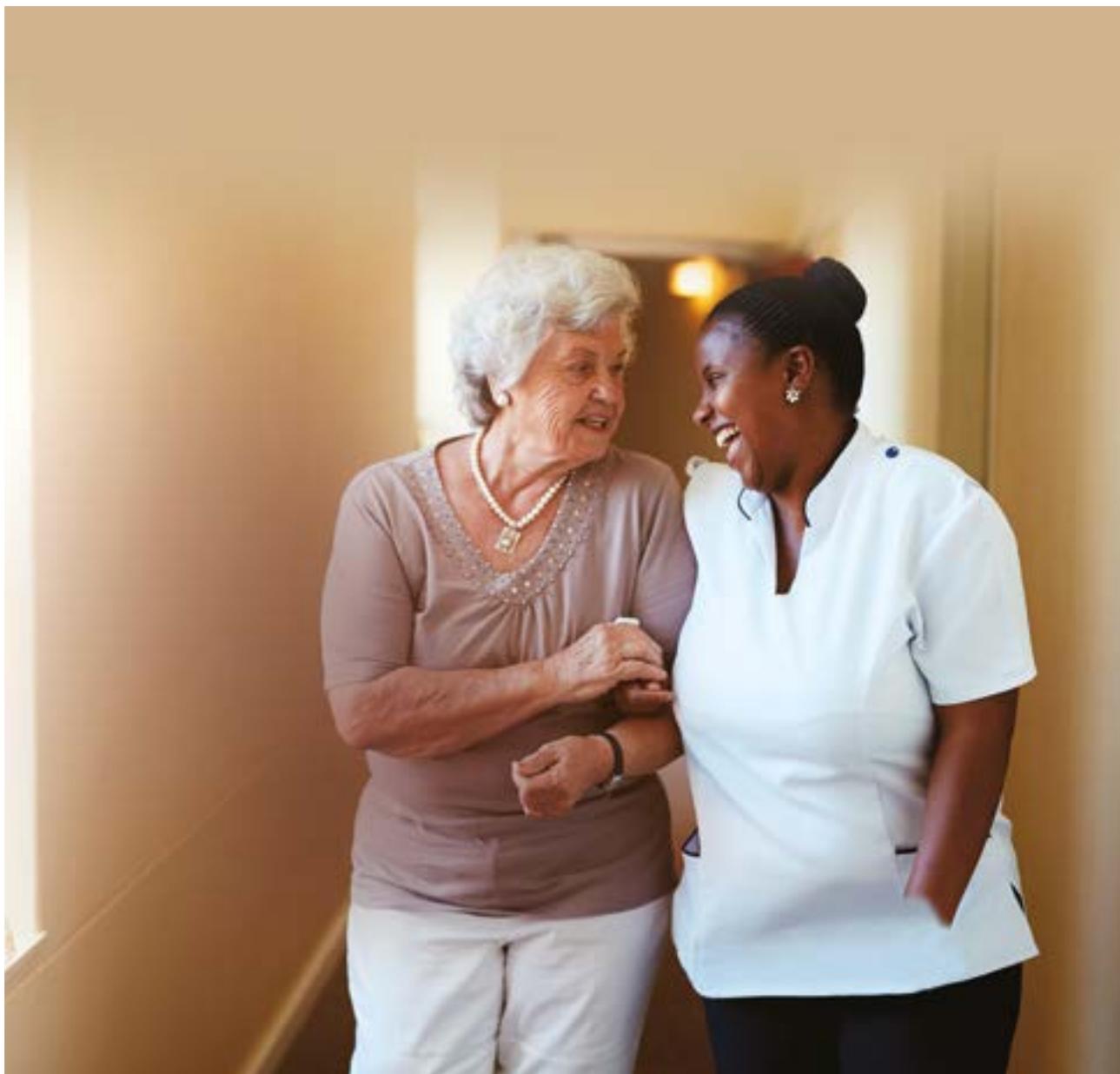
Challenging Behaviour

CODE: 5N1706
ACCREDITATING BODY: QQI Level 5 Minor Award
CREDIT VALUE: 15

PURPOSE: The aim of this programme module is to equip the learner with the knowledge, skill and competence in understanding and supporting individuals with intellectual disability who present with challenging behaviour. This module will be particularly appropriate for people who support and care for children and adults with learning disabilities and behaviours that challenge.

ON COMPLETION OF THIS PROGRAMME, LEARNERS WILL BE ABLE TO:

- Explain the concept and underlying causes of "challenging behaviour".

- Identify inappropriate behaviour exhibited by individuals with intellectual disabilities.

- List the goals of "Positive Behaviour Support".

- Explain how internal and external factors can contribute to challenging behaviour.

- Define and recognise examples of "positive & negative reinforcement", "antecedent", and "setting events" in the daily lives of people with intellectual disabilities.

- Demonstrate how the parts of the antecedent, behaviour, consequence (ABC) model work together.

- Use an ABC chart to record observations of challenging behaviour.

- Gather and record information about individuals with intellectual disabilities for behaviour analysis and support plan development.

- Differentiate between inappropriate behaviour and challenging behaviour.

- Describe challenging behaviour in observable and measurable terms for individuals with intellectual disabilities.

- Outline typical strategies used by staff and carers to address inappropriate behaviour.

- Outline the values underlying Positive Behaviour Support and assess their alignment with service provider policies on challenging behaviour.

- Explain why negative reinforcement and punishment are not used in the Positive Behaviour Support model.

- Describe the four types of strategies in Positive Behaviour Support.

- Outline guidelines for selecting skills to teach.

- Discuss characteristics that promote positive environments.

# Intellectual Disability Studies

CODE: 5N1652
ACCREDITATING BODY: QQI Level 5
Minor Award
CREDIT VALUE: 15

PURPOSE: The award will equip the learner with the 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.

ON COMPLETION OF THIS PROGRAMME, LEARNERS WILL BE ABLE TO:

- Categorise labels used for people with intellectual disabilities.
- Define intellectual disability and multiple disability.
- Compare medical and social models of support.
- Examine effects of caregiving on family members.
- Define "front-line staff".
- Promote dignity, choice, relationships, and contribution in care
- Promote positive attitudes towards intellectual disabilities.
- Outline history and attitudes towards intellectual disabilities in Ireland.
- Explain causes and assessment of intellectual disabilities.
- Describe impact of multiple disabilities.
- Provide examples of medical and social support services.
- Discuss quality standards in disability services
- Identify progressive service models.
- Outline physical, social, emotional, psychological, and spiritual needs of people with intellectual disabilities.
- Explain roles of therapists and social workers in support.
- Illustrate front-line staff's role in individualised care.
- Highlight importance of teamwork in meeting needs.

Mental Health Awareness

CODE: 6N2209

ACCREDITATING BODY: QQI Level 6 Minor Award

CREDIT VALUE: 15

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PURPOSE: The purpose of this award is to equip the learner with the knowledge, skill and competence to work independently or in a supervisory capacity in an organisation which provides services to individuals with mental health difficulties.

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ON COMPLETION OF THIS PROGRAMME, LEARNERS WILL BE ABLE TO:

- Understand theoretical foundations of mental health issues

- Examine moral, ethical, and legal considerations in mental health.

- Differentiate major classifications of mental illness.

- Identify strategies for maintaining positive mental health.

- Recognise barriers to positive mental health.

- Describe symptoms and characteristics of mental illness.

- Understand the impact of mental illness on individuals and society.

- Outline models used to understand mental illness.

- Discuss advantages and disadvantages of treatment approaches.

- Explain roles of mental health professionals and treatment approaches.

- Describe the recovery process and the recovery movement in Ireland.

- Understand key issues in current legislation.

- Recognise factors influencing mental health (positive and negative).

- Demonstrate awareness of mind-body interaction in promoting mental health.

- Examine features of recovery.

- Understand community interventions and supports for positive mental health.

- Appreciate various treatment approaches.

- Apply best practices in working with individuals with mental health difficulties.

Palliative Care Support

CODE: 5N3769
ACCREDITATING BODY: QQI Level 5 Minor Award
CREDIT VALUE: 15

PURPOSE: The award will equip the learner with the 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.

ON COMPLETION OF THIS PROGRAMME, LEARNERS WILL BE ABLE TO:

- Discuss philosophy and principles of palliative care.

- Summarise structure and organisation of palliative care services, including roles of multidisciplinary teams and family dynamics.

- Explore support worker's role in promoting life quality, self-esteem, respect, privacy, and dignity in palliative care.

- Examine diverse attitudes towards death, dying, grief, bereavement, and loss.

- Utilise communication strategies essential in palliative care.

- Apply person-centred approach in caring for individuals in their last days, ensuring safety, dignity, respect, and comfort.

- Respond appropriately to needs of confused individuals in their final days.

- Work sensitively with dying individuals and their loved ones in a palliative care setting.

- Apply diverse skills required of palliative support workers in end-of-life care.

Recovery in Mental Health

CODE: 5N3773
ACCREDITATING BODY: QQI Level 5 Minor Award
CREDIT VALUE: 15

PURPOSE: This award is will equip the learner with the knowledge, skill and competence to understand the concepts, principles and values of recovery in mental health and to enable the learner to develop key skills necessary to work more effectively with mental health service users.

ON COMPLETION OF THIS PROGRAMME, LEARNERS WILL BE ABLE TO:

- Summarise definitions, concepts, and key principles of recovery, including supportive conditions and contexts.

- Examine the role of mental health workers in supporting service users with mental health difficulties in their recovery process.

- Discuss helpful factors for recovery, including internal and external factors.

- Explore methods individuals use to maintain positive mental health.

- Collaborate effectively with service users to help them achieve lifestyles consistent with their hopes and aspirations.

- Practice empathy, active listening, and understanding in supporting individuals in recovery.

- Apply a holistic approach to understanding the unique needs of individuals with mental health difficulties.

- Utilise verbal and non-verbal communication skills to assist individuals living with mental health issues.

- Demonstrate a range of skills necessary to work effectively, independently and as part of a healthcare team, to meet the needs of individuals in recovery and those living with mental health issues.

Special Needs Assistant
QQI Level 5

CODE: 5N1786
ACCREDITATING BODY: QQI Level 5 Minor Award
CREDIT VALUE: 15

PURPOSE: The award will equip the learner with the competence in the practices and principles underpinning the role of a Special Needs Assistant to enable the learner to work effectively under direction in a special needs assisting capacity.

ON COMPLETION OF THIS PROGRAMME, LEARNERS WILL BE ABLE TO:

- Explore the role and responsibilities of the Special Needs Assistant.

- Examine qualities and skills of an effective Special Needs Assistant.

- Review relevant legislation on disability.

- Explore rights of children with disabilities in personal autonomy, participation, and decision-making.

- Relate effectively to children with additional needs.

- Perform care routines in feeding, toileting, and hygiene.

- Maintain appropriate relationships with children's parents, carers, teachers, and multidisciplinary team.

- Support children with disabilities under the direction of the classroom teacher.

- Assist children with disabilities in various activities, ensuring equality and safety.

- Reflect on personal practice to promote children's individuality and meet their needs.

Special Needs Assistant
QQI Level 6

CODE: 6N1957

ACCREDITATING BODY: QQI Level 6 Minor Award

CREDIT VALUE: 15

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PURPOSE: The award will equip the learner with the competence in the theory and practice underpinning the education and care of those who present with special educational needs to enable the learner to assist in the provision of this education and care.

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ON COMPLETION OF THIS PROGRAMME, LEARNERS WILL BE ABLE TO:

- Evaluate education provision for people with special educational needs under current legislation.

- Assess educational options available in Ireland for people with special educational needs.

- Examine theories, skills, and processes relevant to curriculum implementation.

- Explore differences between integration and inclusion.

- Organise learning opportunities to foster independence and responsibility.

- Evaluate the role of multidisciplinary teams in developing Individual Education Plans (IEPs).

- Analyse skills aiding teachers in administering the national curriculum

- Assess interventions and behaviour management techniques in the learning environment.

- Manage meaningful activities aligned with individuals' needs, experiences, and interests.

- Identify strategies for handling workplace stressors.

- Assist in providing education and care for individuals with special educational needs.

- Reflect on personal attitudes, values, beliefs, and assumptions in working with people with disabilities.

Hospitality Courses

Barista Skills
QQI Level 4

CODE: 1013
ACCREDITATING BODY: QQI Level 4 Special Purpose Award
CREDIT VALUE: 5

PURPOSE: The aim of this module is to equip the learner with the knowledge, skill, and competence in the art of coffee making, Barista, in a range of Hospitality settings.

ON COMPLETION OF THIS PROGRAMME, LEARNERS WILL BE ABLE TO:

- Work in a food and beverage service environment.

- Develop competencies to create a wide range of hot and cold Barista drinks to professional standards.

- Understand coffee history and varieties.

- Identify the main parts of an espresso machine and related accessories.

- Deal with challenging situations and major hazards that occur in the hospitality industry.

- Identify current practices and future trends in beverage service in the hospitality industry.

- Demonstrate the knowledge and skills of coffee art to professional standards.

- Understand the issues pertaining to ethical, sustainable and environmentally aware production, distribution and sale of coffee.

Culinary Techniques
QQI Level 5

CODE: 5N0630
ACCREDITATING BODY: QQI Level 5
Minor Award
CREDIT VALUE: 30

PURPOSE: The award will equip the learner with the competence to produce a range of classical and contemporary dishes, using a wide range of skills in their preparation, under supervision.

ON COMPLETION OF THIS PROGRAMME, LEARNERS WILL BE ABLE TO:

• Describe professional kitchen organisation.

• Explain personal presentation, attitudes, time management, and teamwork importance.

• Discuss food sensory properties: visual, taste, colour, texture, aroma.

• Differentiate fresh vs. convenience, organic vs. non-organic, artisan vs. mass-produced foods.

• Describe food production systems: organic, free-range, battery, artisan.

• Explain cuts and quality criteria for meats, poultry, fish, vegetables, fruits, dairy, grains.

• Describe meat butchery processes.

• Explore commercial ethnic cuisines: ingredients, cooking methods, presentation.

• Explain contemporary food production issues.

• Outline roles of national food safety agencies.

• Demonstrate knife skills

• Complete mise en place for cooking preparation.

• Prepare stocks, soups, sauces, and glazes.

• Prepare meats, poultry, fish, shellfish, vegetables, grains, dairy, fruit, beverages.

• Prepare fully cooked and continental breakfasts.

• Prepare short order dishes.

• Prepare vegetarian meals, salads, sandwiches, hors d'oeuvres, farinaceous foods.

• Prepare traditional and contemporary Irish and European dishes.

• Use smoking, curing, tenderising, marinating, pickling techniques.

• Select commodities based on seasonality and availability.

• Implement cost and quality control in menu planning and food preparation.

• Practice food hygiene and workplace safety best practices.

Culinary Techniques
QQI Level 6

CODE: 6N0642
ACCREDITATING BODY: QQI Level 6 Minor Award
CREDIT VALUE: 30

PURPOSE: The award will equip the learner with the competence required to autonomously develop and produce a range of culinary menus using specialised skills.

ON COMPLETION OF THIS PROGRAMME, LEARNERS WILL BE ABLE TO:

- Analyse factors contributing to best practice in professional kitchen organisation.
- Develop standard recipes and menus for consistent high-quality dishes.
- Evaluate marketing's role in culinary contexts.
- Evaluate purchasing, food costing, and dish yield management systems.
- Explain manual and electronic accounting systems for effective kitchen control.
- Evaluate current culinary trends in food storage, preparation, and service.
- Create varied, innovative low-cost menus using seasonal, local produce.
- Critique food items for flavour, seasoning, texture, appearance, and aroma.
- Demonstrate classical cookery and larder preparation skills in volume cooking.
- Create authentic dishes from Irish, European, Indian, Japanese, Chinese, and Thai cuisines.
- Utilise advanced precision cutting skills and a wide range of knife techniques.
- Implement cost and quality control procedures across the food control cycle.
- Devise systems to monitor and minimise food wastage.
- Promote best practices in supervising food hygiene and workplace safety.

Culinary Food Safety Management

CODE: 6N0641
ACCREDITATING BODY: QQI Level 6 Minor Award
CREDIT VALUE: 5

PURPOSE: The award will equip the learner with the competence to devise and evaluate professional kitchen food safety systems in line with the principles of Hazard Analysis and Critical Control Points (HACCP).

ON COMPLETION OF THIS PROGRAMME, LEARNERS WILL BE ABLE TO::

- Describe roles and enforcement powers of food safety bodies like the Food Safety Authority of Ireland and the European Food Authority.

- Evaluate the role, principles, requirements, procedures, and implementation of a food safety management system based on HACCP principles aligned with legislation.

- Create a HACCP-based food safety management system for volume cookery, meeting international standards.

- Ensure food safety in a professional kitchen according to national and international guidelines such as IS: 340 standards.

- Evaluate recent technological advancements in food production systems and critical food safety watch points.

Diploma in Hospitality Supervision and Leadership

ACCREDITATING BODY: City & Guilds (UK Level 3)

CREDIT VALUE: 37

PURPOSE: The aim of this programme is to prepare learners to lead teams effectively in hospitality and tourism settings, contributing to business success. It focuses on responding professionally to customer needs, ensuring a positive customer experience. Completion of the programme prepares candidates for various team leadership roles in the Hospitality and Tourism sector.

NON-ACCREDITED COURSE MODULES

- Induction
- Digital Skills
- Workplace Wellness
- Green Skills

CITY & GUILDS ACCREDITED COURSE MODULES

- Set objectives and provide support for team members (C&G 7250-401).
- Develop working relationships with colleagues (C&G 7250-402).
- Contribute to the control of resources (C&G 7250-403).
- Maintain the health, hygiene, safety, and security of the working environment (C&G 7250-404).
- Lead a team to improve customer service (C&G 7250-405).
- Supervise functions (C&G 7250-408).
- Supervise practices for handling payments (C&G 7250-426).
- Manage the Environmental impact of work activities (C&G 7250-428).

ON COMPLETION OF THIS PROGRAMME, LEARNERS WILL BE ABLE TO:

- Understand and fulfil own role and department's responsibilities.
- Maintain knowledge of establishment's products and services to maximise sales.
- Demonstrate time management, problem-solving, and decision-making skills.
- Prepare for departmental service and manage billing and payment procedures.
- Provide customer service while adhering to professional standards.
- Lead and coach a team to deliver effective consistent customer service.
- Support new business ideas to enhance competitive value and differentiation.
- Demonstrate awareness of costs and profitability within the establishment.
- Show awareness of sustainable practices in hospitality and tourism.
- Apply knowledge of HR practices, legislation, health and safety, and technology.
- Understand career pathways and progression opportunities within the industry.

Event Management

CODE: 6N4800
ACCREDITATING BODY: QQI Level 6 Minor Award
CREDIT VALUE: 15

PURPOSE: This programme module aims to equip the learner with the skills and knowledge to competently devise, produce, manage, and evaluate an event.

ON COMPLETION OF THIS PROGRAMME, LEARNERS WILL BE ABLE TO:

• Identify essential components of event planning: feasibility studies, client objectives, formulation of event contract, audience profile, budget, program, publicity, health & safety, risk assessment, evaluation.

• Outline current regulations for venue safety, fire, and insurance in public spaces.

• Understand the event planning process.

• Recognise the importance of organisational, negotiation, and communication skills in event management and staff supervision.

• Explore current issues, health & safety, and legislation in event regulation.

• Outline and design promotional elements, tools, and media for event management.

• Outline employment legislation for event staff recruitment, training, and management.

• Apply project management skills in event design, planning, and evaluation.

• Demonstrate effective supervision and negotiation in event organisation.

• Create effective event presentation formats.

Food Preparation

CODE: 5N1909
ACCREDITING BODY: QQI Level 5
Minor Award
CREDIT VALUE: 15

PURPOSE: This aim of this programme module is to equip the learner with the relevant knowledge, skills, and competence to prepare a range of standard dishes under supervision in a professional kitchen, demonstrating an understanding of the principles of food safety, nutrition, menu planning, food, and cost control.

ON COMPLETION OF THIS PROGRAMME, LEARNERS WILL BE ABLE TO:

- Explain nutrition basics, food stability, digestion, common allergies, dietary needs and intolerances.

- Identify best practices in food sourcing, quality, and cost control for catering.

- Develop basic culinary skills and food preparation knowledge.

- Demonstrate teamwork, hygiene, and professional kitchen practices.

- Describe professional kitchen organisation.

- Outline roles of national food safety agencies, regulations, and HACCP principles.

- Identify categories and characteristics of catering operations.

- Explain pricing, profit margins, and cost calculations in catering.

- Describe domestic and international food commodities.

- Explain food cost control, portioning, quality, and waste reduction.

- Use kitchen terminology, weights, measures, and equipment features.

- Utilise knife skills for food preparation.

- Demonstrate cooking temperatures, times, and techniques.

- Prepare a variety of meals

- Source fresh produce seasonally and locally.

- Understand menu planning, nutrition, and dietary trends.

- Implement food cost and quality control procedures.

- Promote energy conservation and recycling.

- Adhere to food safety, hygiene, health, and safety regulations.

Gastronomy

CODE:	6N0647
ACCREDITATING BODY:	QQI Level 6 Minor Award
CREDIT VALUE:	5

PURPOSE: The award will equip the learner with the competence to appreciate the role of gastronomy in the culinary arts.

ON COMPLETION OF THIS PROGRAMME, LEARNERS WILL BE ABLE TO:

- Describe the role of eating in socio-cultural and gastronomic terms, including sensory evaluation and the meal experience.

- Explain the evolution of international gastronomy, the impact of notable chefs and authors on food history from the industrial revolution onward.

- Evaluate the development of Irish gastronomy, including historic influences and current trends.

- Identify changes in home eating habits and the factors driving these changes.

- Evaluate emerging trends in gastronomy, such as eco-gastronomy, slow food, and molecular gastronomy.

- Explain the growth of gastronomic tourism.
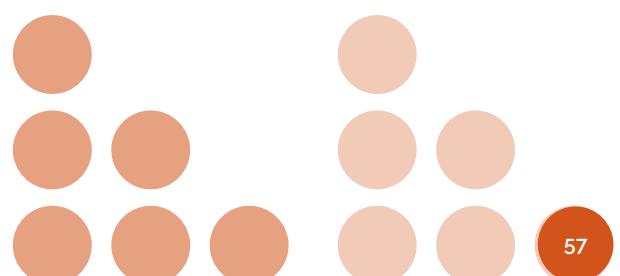
Green Skills:
Certificate in Environmental Sustainability Management in Hospitality

ACCREDITATING BODY: CTH (UK Level 4)

PURPOSE: The programme awarded by the Confederation of Tourism and Hospitality Awards and accredited by Ofqual, provides a credible programme of study to support learners in being competent in the measuring, monitoring, and managing of carbon emission reduction. It is a management level programme that has been built around an understanding of what hospitality businesses need to 'build back greener'. There are clear benefits to learners, educational institutions, and employers in undertaking the programme.

COURSE BENEFITS:

- Formally recognised skills that have tangible value to any employer. Tasks undertaken can lead to savings in the workplace/institute or home.

- The only Carbon Emissions reduction programme at Level 4 designed specifically for the Hospitality sector.

- Teaches green skills that are growing in demand by employers, according to Linkedin.

- All materials provided.

- Full support from the FSG team for the online option or the Fifty Shades Greener licensed trainer for the in-house coaching programme.

HOW IT WORKS:

Green managers who are already engaged with the Green Business programme through the Kildare & Wicklow Education & Training Board led project, can put themselves forward upon starting the programme, to complete the two assessments required in order to pass and receive this qualification.

Once a student completes the Green Manager module, they will be eligible to sit the online exam to attain this award. The Green Manager must notify the FSG team that they wish to register for the qualification and provide the required details. Once they have been registered, they will then need to complete the green manager module and implement the actions accordingly as per the provided student assessment handbook.

ASSESSMENT:

The exam comprises of two components:

1. Implementation of the learning at a Hospitality business or college building.
2. Online written exam.

IMPLEMENTATION:

The first part of the assessment is the implementation of the learning from the programme. In order to demonstrate this part, the student will need to complete the required workbooks as listed in their student assessment handbooks and submit them to the FSG team for review.

Once the green manager's work has been reviewed and assessed and a pass achieved, Fifty Shades Greener submit their work to CTH for further review. Once both parties are satisfied with the submitted work, they can then register for the online examination.

ONLINE EXAMINATION:

The exam takes 90 minutes and will consist of:

· Multiple choice questions

· Short written answers

Green Managers wishing to register for the qualification must contact training@fiftyshadesgreener.ie

50 Shades Greener: ONLINE Training Programme for the Hospitality Industry

PURPOSE: The aim of this programme is to provide the knowledge and skills a hospitality or tourism business need, to be able to control and reduce their use of utilities.

- A reduction of utilities will result in a reduced Carbon Footprint & reduced running costs for the business.

- This course is "The easiest way to implement sustainable actions at your Hospitality business" rather than asking a business to invest in infrastructure, solar, lighting etc.

- This programme upskills the business workforce to affect change in reducing the amount of energy or water it uses and how to reduce the amount of waste it produces.

- Focused on the three pillars of sustainability-energy, water and waste this programme:
  - Establishes Baselines & Green KPI's (Carbon Calculations).
  - Monthly Benchmarking of Utilities.
  - Short and easy to follow videos, to train all staff members of each organisation.

This programme enables an organisation to embed sustainability practices and spread green messaging to all employees within the hospitality/tourism business & is delivered as a convenient self-directed online programme.

CONTENT:

This course is divided into 6 modules. How quickly a company completes each module is completely up to them as it is determined by their business. There is 4.5 hours of video tuition over 4 months, this does not include the implementation time and tasks as this would be determined by each business.

It is envisaged that Modules 1 & 2 will be completed in the first month, Module 3 in the following 2 weeks, then allow a month to implement each of Modules 4 & 5 and the final 2 weeks to implement Module 6. This is an on-going learning process for the company, and they have support from 50 shades greener for 1 year.

On completion of this programme learners will have the knowledge and skills to develop, implement and monitor the three pillars of sustainability, energy, water, and waste.

KEY LEARNING OUTCOMES:

- Set key performance indicators identifying cost and carbon footprint.

- Develop, implement, and run an effective green management team.

- Raise the awareness of staff across all departments to the benefits and policy of sustainable practices within the business.

- Understand and know how to calculate water flow rates and usage within a business setting and complete a water action plan.

- Understand and know how to implement a waste management policy within a business setting and complete a water action plan.

- Understand and know how to implement energy reduction and management practices within a business setting and complete an energy action plan.

- Understand how to develop and implement an environmental policy to your business and leverage marketing opportunities from your sustainable business practices.

- Identify and apply for the most appropriate green awards available to your business.

Hospitality Business Systems

CODE: 6N0650

ACCREDITATING BODY: QQI Level 6 Minor Award

CREDIT VALUE: 15

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PURPOSE: The award will equip the learner with the competence to implement business systems, principles, and practices relevant to the hospitality sector.

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ON COMPLETION OF THIS PROGRAMME, LEARNERS WILL BE ABLE TO:

- Evaluate the structure and roles of key sectors in the tourism and hospitality industry.

- Assess the operations of hospitality organisations in a competitive environment.

- Analyse the role of human resource management in service delivery and employee retention within hospitality.

- Explain marketing, sales, product development, and customer relationship management in tourism and hospitality.

- Evaluate best practices in hospitality departments and quality management systems.

- Explain principles of budgeting, bookkeeping, and financial control in hospitality.

- Identify employment and operational legislation relevant to the hospitality sector.

- Use information technology and e-commerce applications in hospitality.

- Demonstrate skills in staff recruitment, motivation, training, and induction in hospitality.

- Perform financial calculations and analyse financial statements in hospitality operations.

- Evaluate operational efficiency, sustainability, and environmental impact in hospitality.
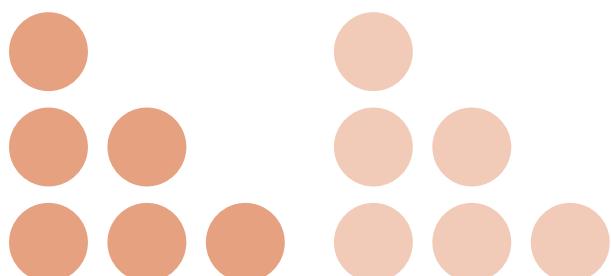
Leisure Facility Administration

CODE: 5N4666

ACCREDITATING BODY: QQI Level 5 Minor Award

CREDIT VALUE: 15

PURPOSE: This programme module aims to equip the learner with the knowledge, skills, and competence necessary to implement effective facility administration and safe work practices working in an assistant capacity in a range of multi-purpose leisure facilities.

ON COMPLETION OF THIS PROGRAMME, LEARNERS WILL BE ABLE TO:

- Understand the role of teamwork, customer service and organisational effectiveness in the leisure industry.

- Recognise health and safety legislation specific to leisure facilities and design a safety statement tailored to leisure facilities, addressing diverse safety needs.

- Demonstrate knowledge of safety procedures, equipment maintenance, and risk reduction in indoor leisure environments.

- Explore various types of leisure facilities and their operations.

- Discuss the impact of personal presentation and communication on customer perceptions in leisure.

- Summarise employer and employee rights and responsibilities under legislation and industry codes, including duty of care and negligence.

- Implement customer service skills, including complaint handling and telephone etiquette, in leisure settings.

- Execute leisure assistant duties such as membership management, bookings, financial transactions, and reporting.

- Create promotional posters for leisure facility events and apply marketing strategies.
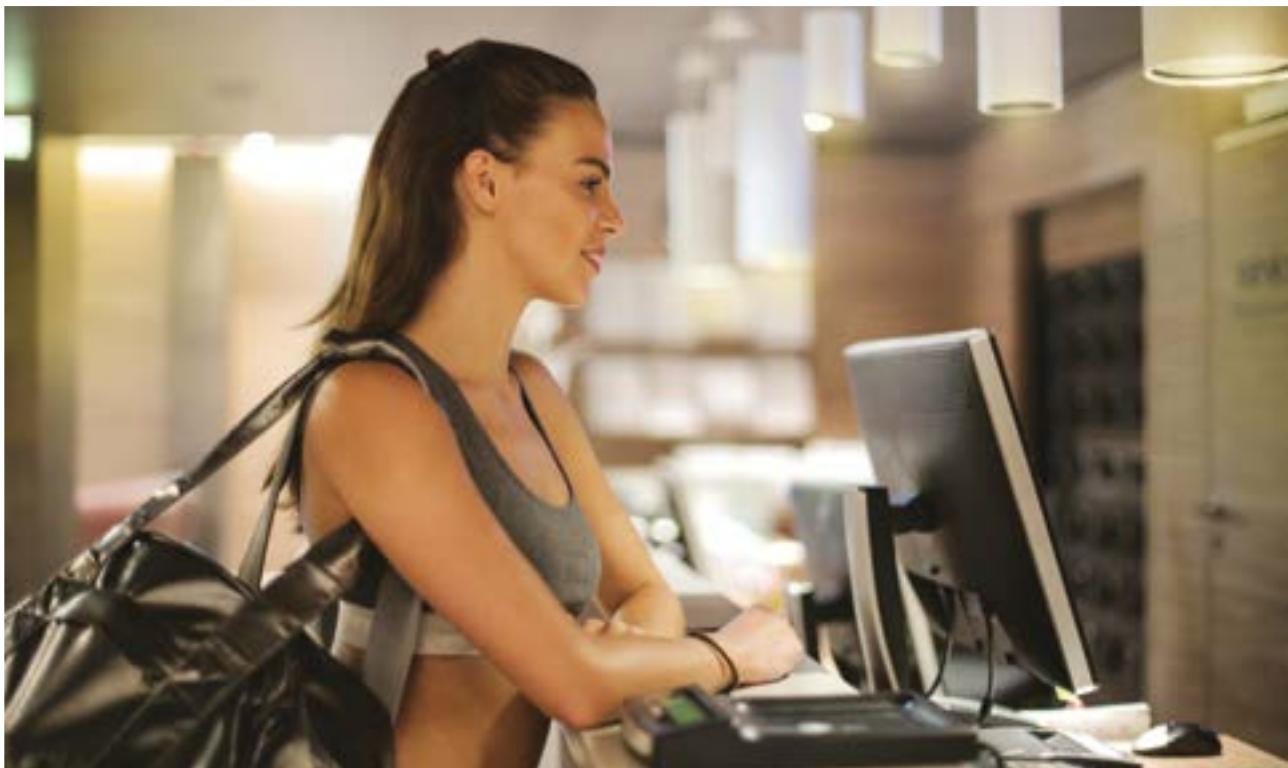
Leisure Facility Operations

CODE: 6N4649

ACCREDITATING BODY: QQI Level 6
                                                Minor Award

CREDIT VALUE: 15

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PURPOSE: This programme module aims to equip the learner with the knowledge, skill, and competence to work in a supervisory capacity in a leisure centre setting.

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ON COMPLETION OF THIS PROGRAMME, LEARNERS WILL BE ABLE TO:

- Explain the importance of having effective documented systems for all aspects of the day to day running of a leisure facility.

- Explain the role of the employer in providing training, development, and consultation.

- Outline the training needs required to effectively operate leisure machinery, equipment, and pool plant operations.

- Identify relevant legislation and industry codes of practice and determine how to meet these requirements in a leisure facility.

- Analyse the requirements for the management of operations to include maintenance and hygiene, energy management, pool water quality and staff management.

- Evaluate the content of an induction-training programme for new and existing staff in relation to the normal operating procedures.

- Evaluate the role of the supervisor in relation to providing safe plant, machinery, and equipment to effectively operate a safety management system.

- Oversee the health, safety and welfare of customers and staff who are using the building and equipment.

- Devise training programmes to address training needs analysis within a facility.

- Manage the maintenance, energy, and pool water quality requirements of a leisure facility.
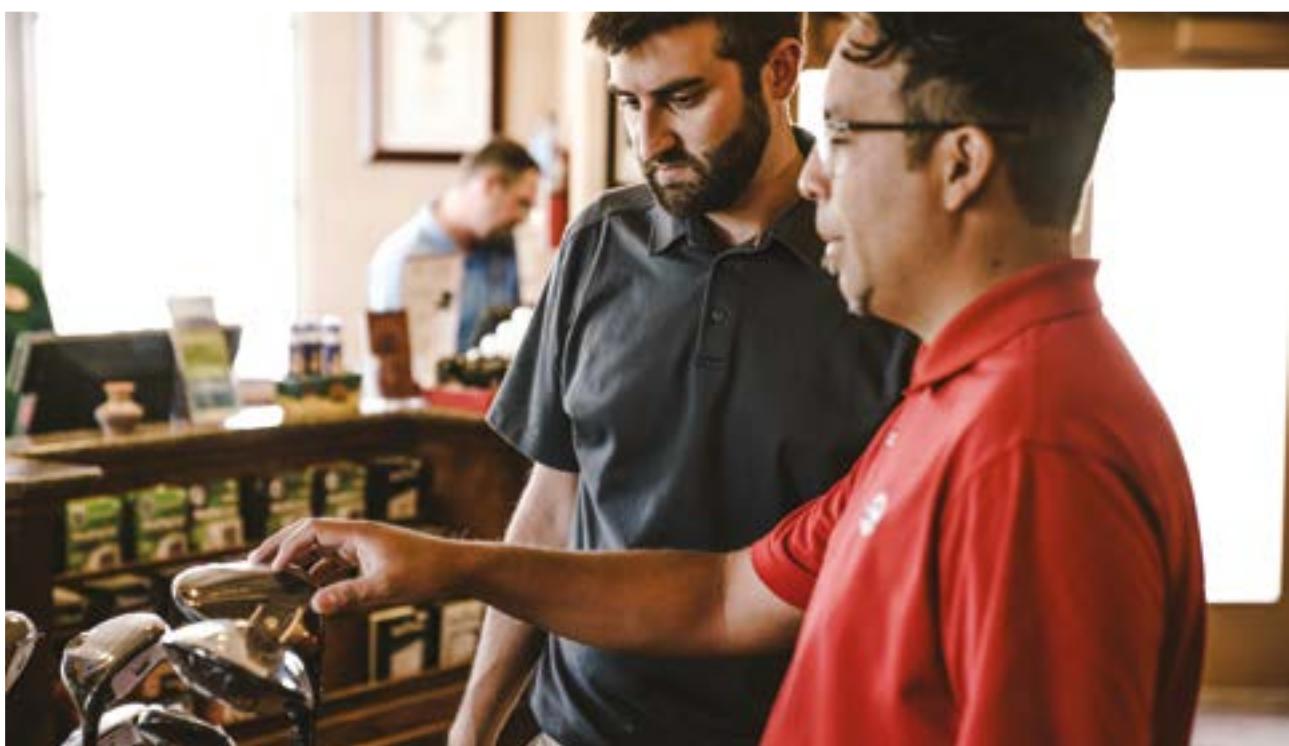
Meal Service

CODE: 5N0635

ACCREDITATING BODY: QQI Level 5 Minor Award

CREDIT VALUE: 5

PURPOSE: The award will equip the learner with the competence to understand the meal experience concept and serve plated food and accompanying beverages to customers, under supervision.

ON COMPLETION OF THIS PROGRAMME, LEARNERS WILL BE ABLE TO:

- Identify factors contributing to the meal experience.

- Outline various service styles.

- Align food service styles with customer needs and expectations.

- Describe mise-en-place requirements for different service styles.

- Explain the sequence of service.

- Manage reservation records.

- Welcome and greet customers with an Irish hospitality approach.

- Take customer orders.

- Serve plated food and wine with effective communication.

- Address customer complaints and compliments, involving supervisors as needed.

- Present bills to customers.

- Evaluate guest feedback and act accordingly.

- Ensure best practices in food hygiene and workplace safety.

Menu Design and Applied Nutrition

CODE: 6N2097

ACCREDITATING BODY: QQI Level 6
Minor Award

CREDIT VALUE: 10

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PURPOSE: The award will equip the learner with the competence to devise a range of creative menus considering nutritional requirements, special dietary needs, and current nutritional trends.

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ON COMPLETION OF THIS PROGRAMME, LEARNERS WILL BE ABLE TO:

- Explain menu structure, planning, pricing, and design.

- Evaluate ethics and transparency in menu writing.

- Describe current trends, contemporary nutritional and global issues affecting food choice and menu design.

- Explain the absorption and use of nutritional components in food.

- Adapt cooking techniques and storage methods to maximise nutrient retention.

- Assess the impact of additives, supplements, and presentation techniques on food's nutritional value.

- Evaluate diets based on recommended dietary allowances.

- Incorporate considerations for food allergies and intolerances in menu design and presentation.

- Evaluate menus from both nutritional and gastronomic perspectives.

- Apply nutritional knowledge to creatively plan menus.

- Explain the menu's role as a showcase of an establishment's culinary offerings.

- Develop marketing strategies for menus.

- Adapt classical menus and dishes to include healthy options and cater to specific dietary needs.

- Create innovative menus.

- Devise a two-week menu cycle featuring varied, low-cost menus using seasonal and local ingredients.

- Implement procedures for consistent and seasonal menu updates.

Pastry, Baking and Desserts
QQI Level 5

CODE: 5N2084
ACCREDITATING BODY: QQI Level 5
                             Minor Award
CREDIT VALUE: 10

PURPOSE: The award will equip the learner with the competence to produce a range of baked goods, including breads, pastries, and hot and cold desserts.

ON COMPLETION OF THIS PROGRAMME, LEARNERS WILL BE ABLE TO:

- Explain the scientific principles of baking and pastry production processes.

- Describe ingredient standards and grades for baking, including flours, fats, sugars, liquids, eggs, leavening agents, and pre-prepared products.

- Describe fresh and convenience commodities used in hot and cold dessert production.

- Prepare a variety of baked dishes, breads and products using fresh and convenience pastry (short, sweet, choux, puff).

- Prepare a range of sponges and sponge products, with appropriate coatings and fillings.

- Prepare hot, cold desserts and sauces.

- Describe various Irish cheeses and their quality attributes.

- Prepare a cheese board with suitable accompaniments.

- Implement cost and quality control measures in pastry, baking, and dessert production.

- Perform tasks with safe and hygienic practices under supervision.

- Implement best practices in food hygiene and workplace safety.

Pastry, Baking and Desserts
QQI Level 6

CODE: 6N2096
ACCREDITATING BODY: QQI Level 6 Minor Award
CREDIT VALUE: 10

PURPOSE: The award will equip the learner with the competence to adapt classical dishes and confectionery products to a contemporary style and develop a range of innovative products, using their own initiative.

ON COMPLETION OF THIS PROGRAMME, LEARNERS WILL BE ABLE TO:

• Explore composition, taste, design, texture, and current trends in pastry, including healthy options and dietary requirements.

• Evaluate modern plated and individually styled pastry products.

• Assess the production and use of centrepieces in the hospitality industry.

• Adapt classical dishes and confectionery to contemporary styles using advanced pastry, baking, and dessert techniques.

• Demonstrate chocolate tempering techniques.

• Produce a variety of decorated petit fours.

• Prepare traditional cakes and puddings, including Easter, Christmas, and Wedding cakes, with appropriate decorations.

• Use a range of icings for gateaux and confectionery.

• Implement cost and quality control procedures in pastry, baking, and dessert production and service.

• Promote best practices in food hygiene and workplace safety.

Producing a Culinary Event

CODE: 6N0657

ACCREDITATING BODY: QQI Level 6 Minor Award

CREDIT VALUE: 15

PURPOSE: The award will equip the learner with the competence to design, organise, implement, and evaluate a meal experience for a designated customer segment.

ON COMPLETION OF THIS PROGRAMME, LEARNERS WILL BE ABLE TO:

- Design a cost-effective and aesthetically pleasing menu for an event, ensuring nutritional balance and catering to special dietary needs.

- Provide nutritional analysis for specific dietary requirements.

- Use various techniques to promote and market culinary events effectively.

- Plan the complete food production and service cycle for events, including purchasing, kitchen organisation, aesthetics, work schedules, cost control, hygiene, and safety.

- Supervise the execution of planned events.

- Evaluate events based on impact, innovation, staff motivation, customer feedback, operational efficiency, profitability, value for money, safety, and hygiene.

- Assess environmental aspects of events, focusing on energy management, water usage, waste reduction, and recycling efforts.

Supervisory Management
For the Hospitality Industry

CODE:	6N4329
ACCREDITATING BODY:	QQI Level 6 Minor Award
CREDIT VALUE:	15

PURPOSE: The award will equip the learner with the competence to work in a supervisory capacity within the hospitality industry.

ON COMPLETION OF THIS PROGRAMME, LEARNERS WILL BE ABLE TO:

- Summarise the duties and responsibilities of a hospitality supervisory manager, including adherence to relevant policies and services.

- Evaluate current industry standards, guidelines, and practices impacting the work environment, covering supervision methods, staff codes of conduct, advantages/disadvantages of in-house vs. contract staff, and professional/trade associations.

- Describe precautions for safeguarding information and records.

- Outline key steps in staff recruitment, including pre-planning, sourcing, screening, application form usage, and benefits of chosen methods.

- Analyse recommended insurance coverage for identified risks.

- Draft procedures for work-related activities, covering communication, service standards, staff recruitment, and supervisory protocols.

- Devise a system for maintaining work-related records, such as operational logs, staff schedules, and equipment maintenance schedules.

- Prepare a departmental budget detailing planned expenditures across categories and contingency funds.

- Train staff using industry standards and appropriate materials, assessing individual suitability during training.

- Conduct staff evaluations, including goal achievement, performance feedback, and identifying personal development opportunities.

Hair & Beauty Courses

Anatomy & Physiology

CODE: 5N0749

ACCREDITATING BODY: QQI Level 5
Minor Award

CREDIT VALUE: 15

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PURPOSE: The award will equip the learner with the competence to understand the structure and function of the human body and the interrelationship between its systems.

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ON COMPLETION OF THIS PROGRAMME, LEARNERS WILL BE ABLE TO::

- The cell structure and function and the various types of tissues in the body.

- The skeletal and muscular systems and their interconnections in body movement.

- The circulatory and lymphatic systems and their inter-relationship.

- The digestive system, the composition of proteins, fats, and carbohydrates, and the digestive process.

- The respiratory system and the process of gas exchange in the alveoli.

- The male and female reproductive systems, and the role of hormones.

- The central, peripheral, and autonomic nervous systems.

- The endocrine system.

- The urinary system.

- The structure and function of the skin, and the relationship between skin, circulatory, and nervous systems.

- The role of the human body and the interrelationship between its systems.

Award in Indian Head Massage

QUALIFICATION CODE: 603/4070/8
PRODUCT CODE: iBT3A2
ACCREDITATION: VTCT(ITEC)
UK LEVEL: 3

PURPOSE: The award will equip the learner with the competence to work autonomously and independently to carry out Indian Head Massage treatments.

ON COMPLETION OF THIS PROGRAMME, LEARNERS WILL BE ABLE TO:

Perform Indian Head Massage Treatments – to include the use of techniques such as classical Indian head massage movements, massage mediums and adapting the treatment to meet the clients' specific treatment needs.

Award in Skin Needling

QUALIFICATION CODE: 610/1635/4
PRODUCT CODE: BT4A2
ACCREDITATION: VTCT(ITEC)
UK LEVEL: 4

PURPOSE: This qualification is an advanced therapy qualification aimed at level 3 qualified practitioners aged 18 and over, who wish to add Skin Needling to their repertoire of treatment offerings.

ON COMPLETION OF THIS PROGRAMME: Learners will have the knowledge, understanding and practical skills required when using superficial skin needling equipment and techniques to rejuvenate the condition of the skin. Learners will acquire skills involved in providing a thorough consultation, skin health checks to establish the client's suitability for treatment and to formulate a specific treatment plan tailored to suit individual client needs. Learners will prepare and apply a range of skin needling treatments, as well as providing the relevant pre and post care.

ENTRY REQUIREMENTS: At a minimum, learners are required to hold either VTCT Level 2 Award in Facial Massage and Skin Care or VTCT (ITEC) Level 2 Certificate in Facial Skincare (or equivalent) and a qualification in level 3 Anatomy and Physiology or a Level 3 beauty therapy qualification or equivalent.

Award in Skin Peeling

QUALIFICATION CODE: 610/1638/X
PRODUCT CODE: BT4A7
ACCREDITATION: VTCT(ITEC)
UK LEVEL: 4

PURPOSE: This qualification is an advanced therapy qualification aimed at level 3 qualified practitioners aged 18 and over, who wish to add Skin Peeling to their repertoire of treatment offerings.

ON COMPLETION OF THIS PROGRAMME:

Learners will have the knowledge, understanding and practical skills required when using superficial skin peel products and techniques to rejuvenate the condition of the skin. Learners will acquire skills involved in providing a thorough consultation, skin health checks to establish the client's suitability for treatment and to formulate a specific treatment plan tailored to suit individual client needs. Learners will prepare and apply a range of skin peels as well as providing the relevant pre and post care.

ENTRY REQUIREMENTS: At a minimum, learners are required to hold either VTCT Level 2 Award in Facial Massage and Skin Care or VTCT (ITEC) Level 2 Certificate in Facial Skincare (or equivalent) and a qualification in level 3 Anatomy and Physiology or a Level 3 beauty therapy qualification or equivalent.

Certificate for Beauty Specialists

Skin & Eye Treatments

QUALIFICATION CODE: 603/4074/5
PRODUCT CODE: iBT2C12
ACCREDITATION: VTCT(ITEC)
UK LEVEL: 2

PURPOSE: The main aim of this qualification is to enable learners to gain the necessary practical and theoretical skills in order to provide facial skincare and eye treatments to the general public and to gain employment in the beauty therapy industry.

ON COMPLETION OF THIS PROGRAMME, LEARNERS WILL BE ABLE TO PERFORM THE FOLLOWING SKILLS:

- Care of the skin – to include client care, communication skills, consultation techniques, health and safety, hygiene, facial cleansing, skin analysis, pre-heat treatments, exfoliation, facial massage, use of face masks and recommendation of home care.

- Care of the eyebrows and eyelashes – to include brow shaping and lash & brow tinting.
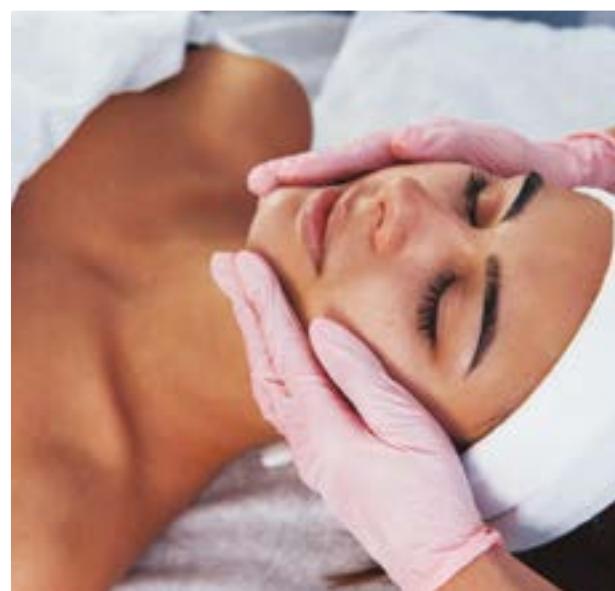
Certificate in Make Up

QUALIFICATION CODE: 603/4071/X
PRODUCT CODE: iBT2C11
ACCREDITATION: VTCT(ITEC)
UK LEVEL: 2

PURPOSE: The main aim of this qualification is to enable learners to gain the necessary practical and theoretical skills in order to provide make-up treatments to the general public and to gain employment in the make-up industry.

ON COMPLETION OF THIS PROGRAMME, LEARNERS WILL BE ABLE TO:

Perform a professional make-up application – to include client care, communication skills, consultation techniques, health and safety, hygiene, skin analysis, preparation of the skin, corrective make-up, airbrush make-up and the application of day, evening, special occasion, and bridal make-up.

Certificate in Manicure & Pedicure

QUALIFICATION CODE: 603/4079/4
PRODUCT CODE: iBT2C14
ACCREDITATION: VTCT(ITEC)
UK LEVEL: 2

PURPOSE: The main aim of this qualification is to enable learners to gain the necessary practical and theoretical skills in order to provide manicure and pedicures treatments to the general public and to gain employment in the make-up industry.

ON COMPLETION OF THIS PROGRAMME, LEARNERS WILL BE ABLE TO:

Perform a professional manicure and pedicure treatments – to include client care, communication skills, consultation techniques, health and safety, hygiene, nail care, cuticle care, exfoliation, hand & arm massage, foot & leg massage, and nail polishing.

Certificate in Microdermabrasion

QUALIFICATION CODE: 603/4035/6
PRODUCT CODE: iBT3C13
ACCREDITATION: VTCT(ITEC)
UK LEVEL: 3

PURPOSE: The main aim of this certificate is to enable learners to gain the necessary practical and theoretical skills in order to provide microdermabrasion treatments to the general public and to gain employment in the beauty therapy industry.

ON COMPLETION OF THIS PROGRAMME, LEARNERS WILL BE ABLE TO:

Perform Microdermabrasion treatments - to include health and safety, client care, communication, equipment knowledge and care, consultation techniques, skin analysis, recognising contraindications and contra-actions, carrying out relevant tests prior to treatment and adapting the treatment to the client's needs.

ENTRY REQUIREMENTS: Learners must hold a Level 2 Diploma for Beauty Specialists or equivalent.

Certificate in Waxing

QUALIFICATION CODE: 603/4076/9
PRODUCT CODE: iBT2C13
ACCREDITATION: VTCT(ITEC)
UK LEVEL: 2

PURPOSE: The main aim of this qualification is to enable learners to gain the necessary practical and theoretical skills in order to provide waxing treatments to the general public and to gain employment in the make-up industry.

ON COMPLETION OF THIS PROGRAMME, LEARNERS WILL BE ABLE TO:

Perform professional waxing treatments – to include client care, communication skills, consultation techniques, health and safety, hygiene, the removal of hair using hot and cool wax methods, and after care advice.

Diploma in Epilation

QUALIFICATION CODE: 603/4042/3
PRODUCT CODE: iBT3D11
ACCREDITATION: VTCT(ITEC)
UK LEVEL: 3

PURPOSE: The main aim of this qualification is to enable learners to gain the necessary practical and theoretical skills in order to provide epilation treatments to the general public and to gain employment in the make-up industry.

ON COMPLETION OF THIS PROGRAMME, LEARNERS WILL BE ABLE TO PROVIDE MASSAGE TREATMENTS TO INCLUDE:

- Consultation techniques – to include communication skills, understanding the needs of clients and when and when not to treat them, contra-indications, referral procedures explaining possible contra-actions and providing aftercare and homecare advice.

- Health, safety, and hygiene – contextualised to the environment in which the learner is working.

- Epilation – to include carrying out skin and hair analysis and using products, tools, equipment, and techniques to suit the client's treatment needs .

ENTRY REQUIREMENTS: Learners must hold a Level 2 Diploma for Beauty Specialists or equivalent.

Diploma in Facial Electrical Treatments

QUALIFICATION CODE: 603/4052/6
PRODUCT CODE: iBT3D15
ACCREDITATION: VTCT(ITEC)
UK LEVEL: 3

PURPOSE: The main aim of this qualification is to enable learners to gain the necessary practical and theoretical skills in order to provide facial electrical treatments to the general public and to gain employment in the make-up industry.

ON COMPLETION OF THIS PROGRAMME, LEARNERS WILL BE ABLE TO PROVIDE MASSAGE TREATMENTS TO INCLUDE:

- Consultation techniques – to include communication skills, understanding the needs of clients and when and when not to treat them, contra-indications, referral procedures explaining possible contra-actions and providing aftercare and homecare advice.

- Health, safety, and hygiene – contextualised to the environment in which the learner is working.

- Facial electrical treatments – to include preparing the client, checking for contraindications and setting up and use of brush cleanse, micro-current, high frequency, faradic, galvanic, vacuum suction and heat treatments.

ENTRY REQUIREMENTS: Learners must hold a Level 2 Diploma for Beauty Specialists or equivalent.

Diploma in Holistic Massage

QUALIFICATION CODE:	603/4097/6
PRODUCT CODE:	iCT3D8
ACCREDITATION:	VTCT(ITEC)
UK LEVEL:	3

PURPOSE: The main aim of this qualification is to enable learners to gain the necessary practical and theoretical skills in order to provide massage treatments to the general public and to gain employment in the beauty industry.

ON COMPLETION OF THIS PROGRAMME, LEARNERS WILL BE ABLE TO PROVIDE MASSAGE TREATMENTS TO INCLUDE:

- Consultation techniques – to include communication skills, understanding the needs of clients and when and when not to treat them, contra-indications, referral procedures explaining possible contra-actions and providing aftercare and homecare advice.

- Health, safety, and hygiene.

- Holistic massage techniques – to include client care, selecting a suitable massage medium for the client's skin type, classical massage movements and adapting the treatment to the client's specific needs.

ENTRY REQUIREMENTS: Learners must hold a Level 3 Diploma in Anatomy & Physiology and Level 2 Certificate in Professional Conduct & Business Awareness or equivalent.
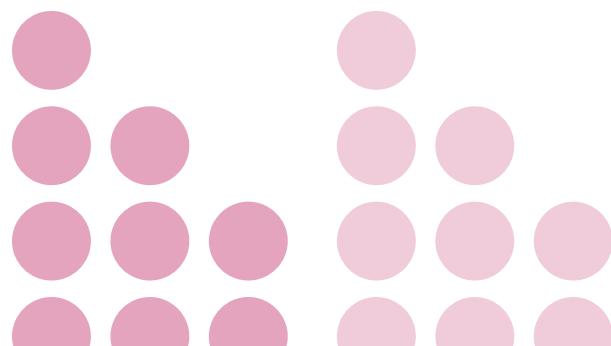
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Green Skills Courses

Environmental Sustainability in the Workplace

CODE: 5S21793
ACCREDITATING BODY: QQI Level 5 Special Purpose Award
CREDIT VALUE: 5

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PURPOSE: The programme aims to develop learners' awareness of the impacts of environmental change and the key sustainable practices that can be implemented by a business and by an individual. It includes an element of experiential learning where the employee will apply the skills learned to identify sustainability improvement options for the business/workplace involved.

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ON COMPLETION OF THIS PROGRAMME, LEARNERS WILL BE ABLE TO:

- Outline the principal effects of human activities on the environment, to include depletion of natural resources, climate change, pollution, and loss of biodiversity.

- Examine the key National, European and Global measures that have been taken to address these environmental issues, to include all relevant national, international, and European policy instruments or agreements.

- Identify and assess the environmental impacts of individuals and recommend actions that can be taken to reduce these impacts.

- Scope an environmental improvement programme that could be carried out in the workplace.

Certificate in Resource Efficiency for Sustainability

CODE: PG25037
ACCREDITATING BODY: QQI Level 5 Special Purpose Award
CREDIT VALUE: 5

PURPOSE: The aim of this qualification is to equip the learner, as an employee in the workplace, with the knowledge, skills, and competence to identify, prioritise, and implement a series of resource efficiency actions. These actions are in the areas of water, energy, waste, and materials and can be implemented by employees in the business/ workplace.

ON COMPLETION OF THIS PROGRAMME, LEARNERS WILL BE ABLE TO:

- Outline the process required to implement resource efficiency improvements in their workplace or business.

- Assess the performance of their workplace or business in terms of energy use, material use, water use and waste production through tracking use and costs, and benchmarking.

- Identify and prioritise resource efficiency improvement actions suitable for their workplace or business in the areas of energy, water, waste, and material use.

The Circular Economy in the Workplace

CODE: PG25182
ACCREDITATING BODY: QQI Level 6 Special Purpose Award
CREDIT VALUE: 5

PURPOSE: The programme aims to equip the learner, as an employee in the workplace, with the knowledge, skills, and competence, to identify, develop, and assist with the implementation of circular economy actions relevant to their business.

ON COMPLETION OF THIS PROGRAMME, LEARNERS WILL BE ABLE TO:

- Identify and measure your workplace impact on The Circular Economy.

- Explore circular strategies and techniques and their impacts in the workplace.

- Apply various methods to help identify circular opportunities.

- Develop the Circular Economy business case from an organisational point of view.

NOTES

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