

Adult & Community Learning

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IMPROVE YOUR SKILLS ACHIEVE YOUR GOALS



St Helens College



Knowsley
Community
College

WorkWorld

Adult & Community Learning



WorkWorld offers FREE*, short courses to help build your confidence or support you into work or on to further learning.

Our flexible courses have start dates throughout the year and can be delivered at a number of our campuses in Knowsley, Kirkby and St Helens.

* Subject to eligibility checks.

DEVELOP YOUR SKILLS

Our courses are ideal for jobseekers and those looking to improve their employment prospects, or for anyone wanting to develop their skills and confidence or progress on to a higher level course. Many of our courses are nationally accredited to enhance your CV, and can also be taken in addition to others as a package of qualifications - all tailored to meet your individual needs and aspirations.

FRIENDLY AND SUPPORTIVE ENVIRONMENT

Our tutors are passionate about working with you to help you to achieve your goals. You will enjoy an informal, relaxed atmosphere with plenty of support from our friendly, experienced tutors.

NEXT STEPS

Interested in a course or finding out more?

Speak to your Jobcentre Adviser at your next appointment and ask for a referral to WorkWorld, or contact us directly:

📍 **St Helens College**
01744 623597
workworld@sthelens.ac.uk

📍 **Knowsley Community College**
0151 481 4752
workworld@knowsleycollege.ac.uk

PERSONAL DEVELOPMENT AND WELLBEING

This course is perfect for those who want to improve their own health and wellbeing, whilst exploring their skills and abilities. It can be tailored to suit individual requirements and themed around different areas, including mental health awareness, basic first aid, makeup masterclass, creative crafting and gardening skills.

This course will take up to 9 hours to complete, over two half days.

This course can be completed on its own or as part of a package of courses, tailored to meet your aspirations. It is a great confidence builder and is designed to improve your positivity and self-motivation! You will gain an understanding of your personal barriers, develop tools and approaches to overcome these, and learn how to set realistic goals.

The length of this course may vary depending on whether you are completing it on its own or as part of a package of courses.

This course is ideal for those who are looking to develop their personal and social skills and set achievable future goals. During the course, you will explore your skills and abilities, gain an understanding of mental wellbeing, build your confidence and self-esteem and discover ways to live more positively and healthily.

This course will take up to 30 hours to complete, over five days.



This course is perfect for anyone who would like to gain a better understanding of the causes, effects, and management of various mental health conditions, including stress, anxiety, phobias, depression and dementia. It is suitable for those currently working or hoping to start a career in a healthcare profession.

This course will take up to 12 hours to complete, over two days.

OUR COURSES

DIGITAL AND IT SKILLS

KNOW IT DIGITAL SKILLS (BEGINNERS)

If you feel that you lack confidence using a computer, this course is a great place to start! This course will help you to develop basic IT skills, which will support you with day-to-day activities, such as searching for information on the internet and sending or replying to emails.

This course will take up to 9 hours to complete, over three half days.

ESSENTIAL DIGITAL SKILLS (ENTRY LEVEL 3)

Develop the essential digital skills and knowledge needed for use in daily life, work or further study. Using well-known software packages and equipment, the course explores a range of key areas to help you use computers and various smart devices more confidently.

This course will take up to 45 hours to complete, over one half day per week for 15 weeks.

DIGITAL AND IT SKILLS (LEVEL 1)

Further develop the essential digital skills needed to use computers and smart devices confidently in daily life, work or further study. Using well-known software packages and equipment, you will gain an understanding of basic operating systems and applications, online safety, how to work on and manage various file types, and how to continue to maintain and improve your digital skills.

This course will take up to 54 hours to complete, over one half day per week for 18 weeks.

DIGITAL AND IT SKILLS (LEVEL 2)

Extend your skills and knowledge to effectively use software tools and techniques to work with a range of applications, including databases, spreadsheets, presentations and word processing. This course will also prepare you for employment for different roles where digital skills are required, including understanding the characteristics valued by employers, and identify career progression goals.

This course will take up to 54 hours to complete, over one half day per week for 18 weeks.



OUR COURSES

EMPLOYABILITY AND **INDUSTRY-BASED**



These courses are designed to provide you with the knowledge, skills and resilience to work in your chosen industry.

They will take up to up to 30 hours to complete, over five days.

PREPARING FOR WORK - EMPLOYABILITY SKILLS (LEVEL 1)

Improve your employability, self-development and social awareness. Learn how to identify and deal with problems, consider key qualities required for employment, discover how to present information in a CV, develop your job search skills, explore self-presentation and interview preparation, before working towards identifying and applying for job vacancies.

PREPARING FOR WORK IN CUSTOMER SERVICE (LEVEL 1)

Gain the skills and resilience to work in a range of customer facing environments and to deliver excellent customer service across various methods of customer communication such as face-to-face, telephone and email.

PREPARING FOR WORK IN BUSINESS ADMINISTRATION (LEVEL 1)

Develop the skills and knowledge to work in a business administration environment and to deliver an efficient service. The course covers key business administration functions in a practical way that are relevant to a range of job roles.

PREPARING FOR WORK IN FACILITIES AND CLEANING (LEVEL 1)

Covering key operations including managing waste, sustainable use of resources, cleaning in specialised areas, and safe use of equipment and products, the course will provide you with the skills to ensure sites are cleaned and maintained to a high standard.

OUR COURSES

EMPLOYABILITY AND INDUSTRY-BASED

PREPARING FOR WORK IN HEALTH AND SOCIAL CARE (LEVEL 1)

This course is designed to support you to make the transition to employment within the industry. Explore the scope of health and social care settings for adults, children and young people and develop a deeper awareness and understanding of a range of job roles within this sector.

PREPARING FOR WORK IN HOSPITALITY (LEVEL 1)

Providing a broad introduction to the hospitality sector, you will gain valuable knowledge and transferable practical skills including customer service and teamwork, to deliver the highest possible standard of service across a wide range of job roles.

PREPARING FOR WORK IN RETAIL (LEVEL 1)

Learn how to work successfully and efficiently in a range of retail environments, while delivering excellent customer service. This course covers the principles of key retail operations including stock control, management and merchandising and customer retention and loyalty.

PREPARING TO WORK IN WAREHOUSING AND STORAGE (LEVEL 1)

Covering the principles of key operations, including safely moving, handling and packing goods, in line with health and safety procedures, this course will provide you with the skills and knowledge to work safely and competently in a variety of job roles in this industry.

We offer these courses as Sector-based Work Academy Programmes (SWAPS), working in partnership with many local employers who have job opportunities available and guarantee learners an interview on completion of the course.

EMPLOYERS WE WORK WITH...



WHAT OUR STUDENTS SAY



JAMES

Preparing for Work in Customer Services Course

“ I decided to study Preparing for Work in Customer Service to improve my chances of finding a career in this sector. The classroom was a fun and friendly environment and our tutor was very supportive, providing great tasks and activities to make the learning diverse and enjoyable.

At the end of the course, WorkWorld arranged for Serco to interview the class for their customer service vacancies. I was successful in securing employment, and have been able to implement the skills I learnt during the course in my job role. ”



CAROL

Various Personal Development and Wellbeing, Digital and IT Skills and Employability Courses

“ I originally enrolled on a digital skills course to support my role as a child minder. Three years later, I am proud to say I have now completed 11 WorkWorld courses. These courses have allowed me to build my confidence in everyday life and have been the perfect way to fit learning around my circumstances.

After being diagnosed with cancer, I continued with my courses whilst going through treatment - the support from the amazing WorkWorld team really helped my mental health and gave me something to focus on. I have now progressed on to English and maths courses to brush up on my skills! ”

INTERESTED IN A COURSE?

To find out more or to apply for a course,
contact our WorkWorld Team!

📍 St Helens College

St Helens Town Centre Campus

Call: 01744 623597

Email: workworld@sthelens.ac.uk

📍 Knowsley Community College

Knowsley Main Campus

Kirkby Campus

Call: 0151 481 4752

Email: workworld@knowsleycollege.ac.uk



St Helens College

www.sthelens.ac.uk/workworld

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www.knowsleycollege.ac.uk/workworld

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