

**Partner Services** \* Subject to change during pandemic/ so please check

New Leaf (Mentoring)	By referral		By Appointment
National Careers Service	By referral		By Appointment
Cheshire West - Chester Citizens Advice	Virtual/Phone	0344 5766 111	No drop in
ESOL Classes English for Speakers of Other Languages	By referral	<u>The Unity Centre</u> 01244 400730 17 Cuppin Street, Chester, CH1 2BN	Monday: 10 am – 4 pm Tuesday: 10 am – 7.30 pm Wednesday: 10 am – 12.30 pm Thursday: 10 am – 4 pm Friday: 10 am – 12.30 pm

**Service Overviews**

<b>New Leaf</b>	New Leaf brings together partners from across Warrington and Cheshire to change lives, create opportunities and make a positive contribution to local communities and the regional economy.
<b>National Careers Service</b>	Support with CV writing and advice & guidance for a chosen career.
<b>Cheshire West - Chester Citizens Advice</b>	Online free advice from Citizens Advice to help you find a way forward, whatever the problem. Our research enables us to campaign on issues affecting people's lives.
<b>ESOL Classes English for Speakers of Other Languages</b>	Conversational English classes (Pre Entry/Entry Level 1 level Beginners Class and Entry 3 + Advanced Class) Mondays 1.15-2.45pm and Fridays 10-11.30am @ the Unity Centre. Conversational Class Tuesday 7-8.30pm (volunteer led). We also run accredited ESOL through Ascentis – please contact for details of current courses and days.

All activities within this programme were confirmed at the time of creation, however are subject to alteration at the discretion of the Work Zone- so please check in plenty of time before attending a booked activity.

The Journey First Programme is funded by the European Social Fund



**Do you need help or guidance finding work?  
We can support you with the following:**

- Interview Skills Support
- CV Writing
- Cover and Speculative Letters
- FREE Internet Access
- Job Application Forms
- Vacancies and Recruitment
- Job Searching Online
- Information advice and guidance
- Job Brokerage
- Employer Liaison
- Sector specific courses
- Digital skills for work

And much more ....



**Chester Work Zone**



**The Bluecoat Buildings Tel: 01244 976028 Mobile: 07775 717122**

Upper Northgate Street, Chester, CH1 4EE

workzonechester@cheshirewestandchester.gov.uk

Due to the current Coronavirus situation we can see customers by appointment only. If you feel unwell please don't come into the centre. Please call us on the numbers above if you can't make your appointment.

**Term 1 August 2021—December 2021**

Course	Day/time	Day/time	Duration	Venue
<b>August</b>				
SIA (Security Industry Authority)	TBC	TBC	4 days online and 3 days face to face	Chester Work Zone
<b>September</b>				
Money Management	Thurs—Fri 9.30am – 2.30pm	9 & 10 Sep	2 days	Chester Work Zone
Pathway to Health & Wellbeing Entry L3	Tue – Fr 9.30am – 2.30pm	21 – 24 Sep	4 days	Lache Community Centre
Construction and Building Crafts (CSCS Card)	Tue – Thu 9.00am – 3.00pm	28—30 Sep	3 days	Chester Work Zone
<b>October</b>				
Customer Service	Mon—Tue 9.30am – 2.30pm	4 & 5 Oct	2 days	Chester Work Zone
Food Hygiene	Monday 9.30am – 4.00pm	18 Oct	1 day	Chester Work Zone
L1 Pathway to Business Admin Online	Tue – Fr 9.30am – 2.30pm	26 – 29 October	4 days	Chester Work Zone
<b>November</b>				
Introduction to Emergency First Aid (non-accredited)	9.30am – 12.30pm	4 Nov	half day	Chester Work Zone
Introduction to Emergency First Aid (non-accredited)	1pm – 3.30pm	4 Nov	half day	Chester Work Zone
Pathway to Health & Wellbeing Entry L3	Tue – Fr 9.30am – 2.30pm	9 – 12 Nov	4 days	Chester Work Zone
Construction and Building Crafts (CSCS Card)	Tue – Thu 9.00am – 3.00pm	29—30 Nov & 30 Dec	3 days	Chester Work Zone

**IT Skills & Digital Support**

Course	Day/time	Day/time	Duration	Venue
Basic Computers - Appointment Only	Tue 2.30pm – 3.30pm 3.30 – 4.30pm	Ongoing	1hr sessions	Chester Work Zone
Essential Digital Skills Qualification at Entry Level 3 & Level One	Friday	9.15am-12.15pm 12.45 - 3.30pm	Ongoing	Chester Work Zone & Online

\*Earning Less than £17,374 If you are in employment and earning less than £17,374.00 (gross salary) your course may be FREE. Please bring in your last two month's pay slips on enrolment.

Courses are FREE if you are in receipt of an income based benefit.

## Course Overviews

<b>Fork Lift Truck - Counterbalance &amp; Reach</b>	An ongoing five-day Forklift Truck course with an opportunity to acquire either a full or refresher FLT licence for Counter Balance or Reach trucks. On completion the learner will achieve an NVQ Level 2 Award for refresher or full FLT Licence.
<b>Introduction To Construction—CSCS</b>	This four day course has been designed to look at the industry, the size and scope of the organisations involved as well as the teamwork skills required and most importantly the health and safety for this high risk, high hazard environment.
<b>Prepare for interview</b>	This course explores current life situation, along with positive thinking and challenging barriers. It will identify a short term career goal and complete preparation work for interviews. The course includes a mock interview and feedback.
<b>Introduction to Emergency First Aid</b>	Course content includes: CPR in Adults, Children and babies recovery position, Choking and how to use and locate a Defibrillator (AED)
<b>Pathway to Business Administration Level 1</b>	This online 4-day course has been designed to enhance the learner’s skills to enable you to work in an office environment. It will develop your office administration skills and give you both practical and theoretical skills covering all aspects of business communications, customer’s service skills and understand the importance of respecting the needs of customers.
<b>Pathway to Work Level 1</b>	This course will provide the learners with the opportunity to achieve an Award in Employment Skills and will assist the learner in understanding the importance of employment standards, applying for jobs, positive attitudes, interview skills and application forms The course will offer the learner the chance to gain a 360 view of what’s required to get and sustain employment as well as being able to progress into a sector specific training course
<b>Pathway to Care Level 1</b>	This 5-day course is a great introduction to working in the health and social care, especially if you haven’t had the opportunity before. You will learn everything from drug awareness, healthy living and safeguarding to importance of confidentiality and the principles of care. You will also learn about organisational policies, procedures and boundaries when working in the care sector and gain the knowledge of the importance of being able to communicate clearly in written format. This will also include the chance to meet local employers in the care sector
<b>Pathway to Retail Level 1</b>	The course is aimed at people who want to develop their customer service skills and who may want to work in hospitality, retail or customer service environment.
<b>Customer Service In Hospitality</b>	This two day course will cover the essential skills and qualities needed with a hospitality or retail environment. It includes the impact of good and poor customers service, how to make a good first impression when dealing with customers including good communication skills, attention to detail, customer care and positive attitudes.
<b>E3 Pathway to Health &amp; Wellbeing</b>	Learners will have an opportunity to achieve an Award in Living and Work Skills. This course will assist them in understanding the importance of a balanced diet for a healthier lifestyle; know the importance of activity and the importance of emotional and mental wellbeing. It also covers building on own self-esteem, confidence and working towards setting short term goals by identifying and following an agreed plan. Completion and achievement of this course could see the learner progress to the Pathway to Work Award
<b>Money Management (New) Entry L3</b>	Dealing with money can sometimes be off-putting and this two day workshop will explore ways of how to manage your money and basic budgeting. It will explore why people get into debt and discuss what are priority debts. You will have the opportunity to look at cutting costs and explore free online money and debt advice websites including how to use an online budgeting tool
<b>Basic Computers</b>	This is the dedicated slot where residents can access free digital skills support where they can get help to access any Council service online. Residents with little or no computer knowledge will receive support to register with the Learn My Way platform to encourage further learning. This can be done online with tutor support.
<b>EDSQ Entry Three EDSQ Level One ECDL Level Two</b>	We now offer a full range of computer courses to suit all abilities. Our NEW Essential Skills Qualifications (EDSQ). Entry level EDSQ qualification is designed for adults with no or little prior experience of using digital devices or the internet. The Level 1 EDSQ qualification is designed for adults with some experience of using digital devices and the internet but lacking secure basic digital skills. This also includes using Word Processing and Spreadsheets. We are offering ECDL Level Two units is a flexible ITQ qualification enabling you to build qualifications around your needs. Select the relevant modules to create your tailored solution. Choose from a range of units including: word processing, spreadsheets, PowerPoint, Internet and Email—these courses are flexible so you can learn at your own pace. Now being offered online!
<b>E3 &amp; L1 English/Maths</b>	A course designed to help improve your English/Maths skills & achieve an Entry 3 Award. This will be taking place at Lache Community Centre.
<b>SIA Door Supervision &amp; CCTV</b>	This course is specifically aimed at those people who are interested in a gaining a recognised SIA security qualification Security Sector, it includes: working as a door supervisor within the private security industry and working as a CCTV operation. The SIA normally take 3 weeks to 4 weeks to process licences.

## Ongoing Courses & Support

Course	Day/time	Start date	Duration	Venue
<b>Steps to Work – By appointment</b>	Monday All day/ Thursday AM	1hr sessions	Ongoing	Chester Work Zone & Online
<b>Employment Support Mentoring Journey First/Non Journey First</b>	Daily	Ongoing	Ongoing	Chester Work Zone
<b>Structured Work Club - Appointment Only</b>	Tuesday 11.00am -1pm	Ongoing	2 h	Chester Work Zone
<b>Virtual Work Club – Appointment Only</b>	Thursday 11 am – 12 noon	Ongoing	1 h	Online
<b>Kudos Adult Directions – Digital support for career choices</b>	By appointment	Ongoing	Ongoing	Online Available
<b>NHS IAPT – Wellbeing Therapies</b>	By referral	Ongoing	Ongoing	Local Venue

## Ongoing Courses and Support overviews

<b>Steps To Work</b>	A personal one to one discussion and Work Zone registration that will determine your employability skills. It will help you to understand what you are good at and identify what skills you need to develop to increase your employability. During this session customers will complete a full assessment including Maths and English and agree an action plan of support.
<b>Structured Work Club</b>	An ongoing face to face tutor led 6 week structured and focused work club, it covers CV Health Check, Hidden Job Markets, interview essentials, maximise your application, using job sites, effectively, using LinkedIn to find work. These themes will be incorporated into job search activities.
<b>Virtual Work Club</b>	An ongoing tutor lead 6 week structured and focused Work Club via Teams, concentrating on an effective job search campaign, understanding the hidden job market, following up applications, looking at benefits vs hours, social media and personal profiles online, interview essentials, cover letters/emails and CV’s. These themes will be incorporated into job search activities
<b>Journey First Mentoring</b>	Available for customers who have been unemployed for six months or more. Tailored 1-2-1 wrap around employment support with a dedicated mentor including: work placement and experience to explore new paths, access to education and training regardless of your level, training and courses to gain qualifications with support and guidance to unlock your potential.
<b>Kudos Adult Directions</b>	A digital careers platform offering customers information and advice to support career choices. It matches customers to careers based on a personal profile developed through an interest inventory and skills analysis and identifies pathways into careers
<b>NHS IAPT – Wellbeing Therapies</b>	A confidential personal 1:1 assessment with an NHS Psychological Wellbeing Therapist to help and support with managing symptoms of depression, anxiety and stress. Review appointments ongoing. Speak to Work Zone staff for more details

## Wellbeing Services & Work Shops

Brio Leisure 7 day pass	Northgate arena	Online	Variable
West Cheshire Food Bank—Vouchers	By referral	Daily	9 am –2 pm

## Wellbeing Services & Work Shops Overviews

Brio Leisure 7 day pass	A FREE 7 day pass, giving you 7 days with brio leisure is available to Work Zone customers, please check with the Work Zone for eligibility.
West Cheshire Food Bank—Vouchers	Available to provide short term , emergency food to individuals and families in crisis.

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