

WWETB SERVICES TO BUSINESS

Business Training & Development

PROSPECTUS
2026 - 2027



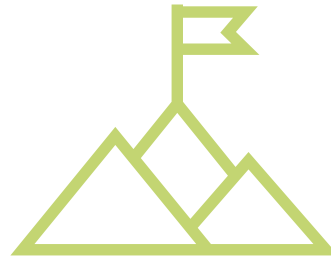
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WATERFORD AND WEXFORD EDUCATION AND TRAINING BOARD



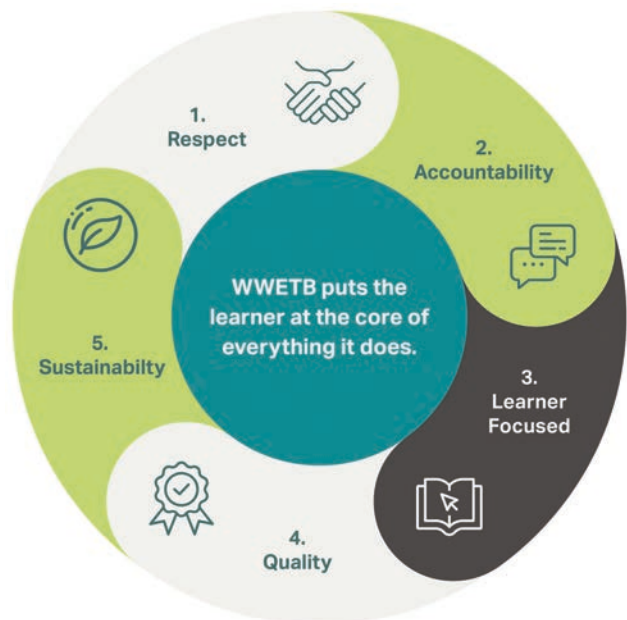
Vision

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



Mission

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



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WELCOME MESSAGE

A very warm welcome from Waterford and Wexford Education and Training Board (WWETB), Services to Business 2026 - 2027 programme prospectus.

WWETB is the largest further education and training provider in the South East region.

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

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

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

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

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



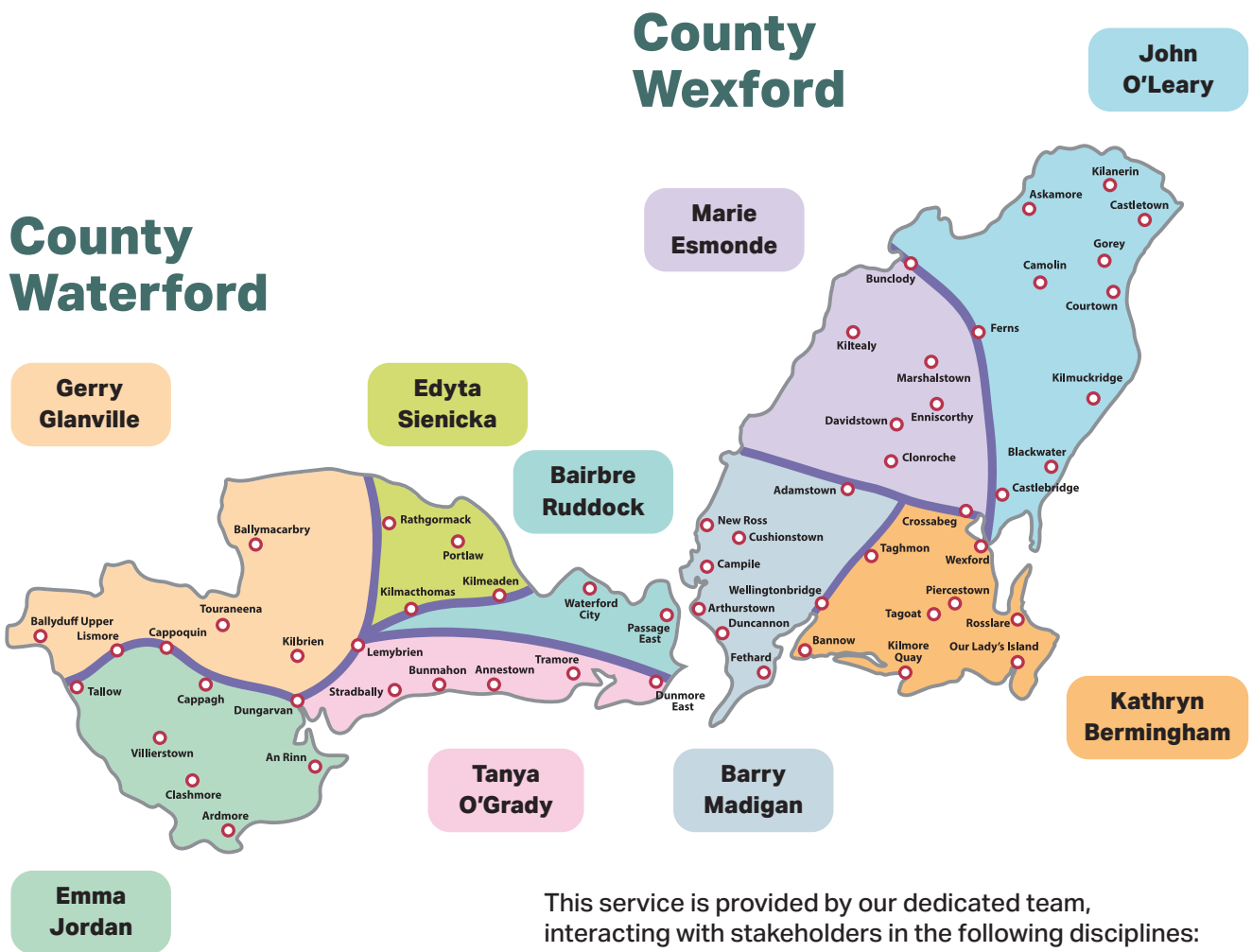
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SERVICES TO BUSINESS LOCATION MAP

Services to Business provide a quality-based information and administration service to support stakeholders to embrace personal and professional development through funded Further Education and Training opportunities in our region.

Stakeholders would include but not limited to SME's and large multinational companies, post primary schools, PLC colleges, community schools, Youthreach centres, further education training centres and outdoor education and training.



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

- Statutory Apprenticeships
(Team of SOLAS Authorised Officers)
- Business development and training through Skills to Advance
(Funded employee industry relevant training, QQI Level 4-6)



WEXFORD AND WATERFORD SENIOR TRAINING ADVISORS CONTACT DETAILS

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Location as per map

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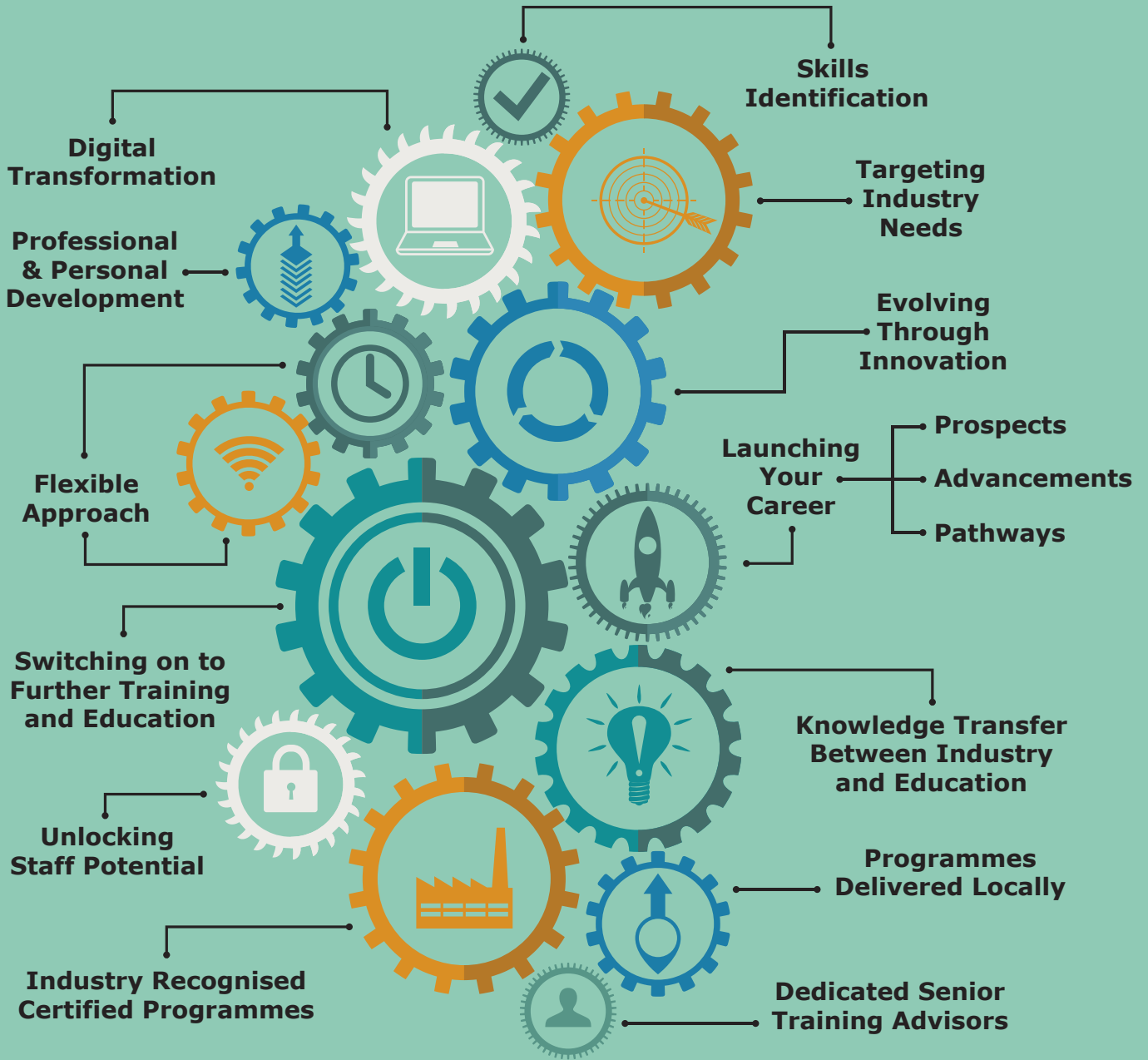
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Skills to Advance

boost skills - boost business



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Make skills work for your business



Fully or partially funded upskilling and reskilling opportunities to employers and employees across all sectors.

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

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

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

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

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



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BUILDING DIGITAL BUSINESS SKILLS

QQI Level 5 Special Purpose Award (5S21869)

Course Description

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

Course Duration

12-week programme module comprising of two standalone 5-credits (indicative, 6 hours per week).

Course Content

DIGITAL BUSINESS SOLUTIONS:

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

SOCIAL MEDIA FOR DIGITAL MARKETING:

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

Course Certification

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

Learner Entry Requirements

No formal education or qualifications are required, applicants will be expected to demonstrate a standard of knowledge, skill and competence equivalent to QQI Level 4 or have achieved the relevant skills, knowledge, and competences through work experience. Applicants must have a good command of the English language in written, numerical and verbal form.



ICDL

ICS ICDL Workforce Module Certificate and Digital Badge

Course Description

These modules are suitable for those who use computers to carry out specific tasks but also as a foundation for developing further competences in the effective use of technology in the workplace.

Course Duration

Each module will have 4/5 online 4-hour workshops with a one hour on-site exam at the end of this course.

Course Content

- Computer & Online Essentials
- Presentation
- Documents
- Spreadsheets
- Cyber Security
- Teamwork

Course Certification

Individuals who complete all six modules in the ICDL Core Programme receive an 'ICDL Certificate of Digital Competence'.

Learner Entry Requirements

Applicants must have relevant skills, knowledge and competencies of basic IT Applications. Applicants must have a good command of the English language in written, numerical and verbal form.



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DATA PROTECTION

ICS ICDL Workforce Module Certificate and Digital Badge

Course Description

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

Course Duration

Two day programme

Course Content

On completion of the training learners will be able to:

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

Course Certification

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

Learner Entry Requirements

Applicants must have a good command of the English language in written, numerical and verbal form and basic computer skills.



INTRODUCTION TO ARTIFICIAL INTELLIGENCE

QQI Level 4 Special Purpose Award (4S22963)

Course Description

This programme is designed to equip learners with foundational knowledge, skills and competencies in the rapidly evolving area of artificial intelligence (AI). Learners will gain an understanding of AI concepts, practical applications and ethical considerations, and have opportunities to enhance their problem-solving abilities.

Course Duration

This course will be scheduled over 10 weeks comprising of 50 learning hours . Flexible Programme delivery can be facilitated either by classroom based (in person) or blended learning (combination of in person/virtual with tutor support).

Course Content

On successful completion of the award in Introduction to Artificial Intelligence, the learner will be able to:

- Explain the evolution of AI, including key concepts, terminology, ethical uses, societal impact, and real-world applications
- Outline how data can be collected and used in AI applications
- Use a variety of AI applications to tackle real-world problems

Course Certification

QQI Level 4 Special Purpose Award in Introduction to Artificial Intelligence (4S22963).

Learner Entry Requirements

Applicants seeking entry to the programme must have achieved a minimum of an NFQ Level 3 Major Award or its equivalent, or have achieved the relevant skills, knowledge, and competence through previous work experience. Basic numeracy and digital literacy (including computer and internet familiarity) and a basic understanding of mathematics are desirable.



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ENHANCING PRODUCTIVITY WITH ARTIFICIAL INTELLIGENCE

QQI Level 5 Special Purpose Certificate (5S22965)

Course Description

The aim of the programme is to demystify GenAI and empower learners to confidently begin integrating tools and technologies into their professional environments. The programme seeks to bridge the gap between the theoretical knowledge of AI and its practical application, enabling learners to critically consider how to harness the potential of GenAI.

Over the course, participants will be introduced to what GenAI is and how it works, together with the foundational skills needed to begin to leverage and interact with GenAI tools responsibly and safely.

Course Duration

This course will be scheduled over 10 weeks comprising of 50 learning hours. Flexible programme delivery can be facilitated either by classroom based (in person) or blended learning (combination of in person/ virtual with tutor support).

Course Content

On successful completion of the programme learners should be able to:

- Explain the core principles of GenAI and its place within the broader context of Artificial Intelligence
- Demonstrate the ethical and legal use of GenAI tools to produce a range of content modes in a professional context
- Use prompt crafting skills to optimise the outputs of GenAI tools
- Evaluate suitable GenAI solutions in the context of their professional roles reflecting on their use, impact, limitations, and ethical implications in various business contexts

Course Certification

QQI Level 5 Specific Purpose Certificate in Enhancing Productivity with AI (5S22965).

Learner Entry Requirements

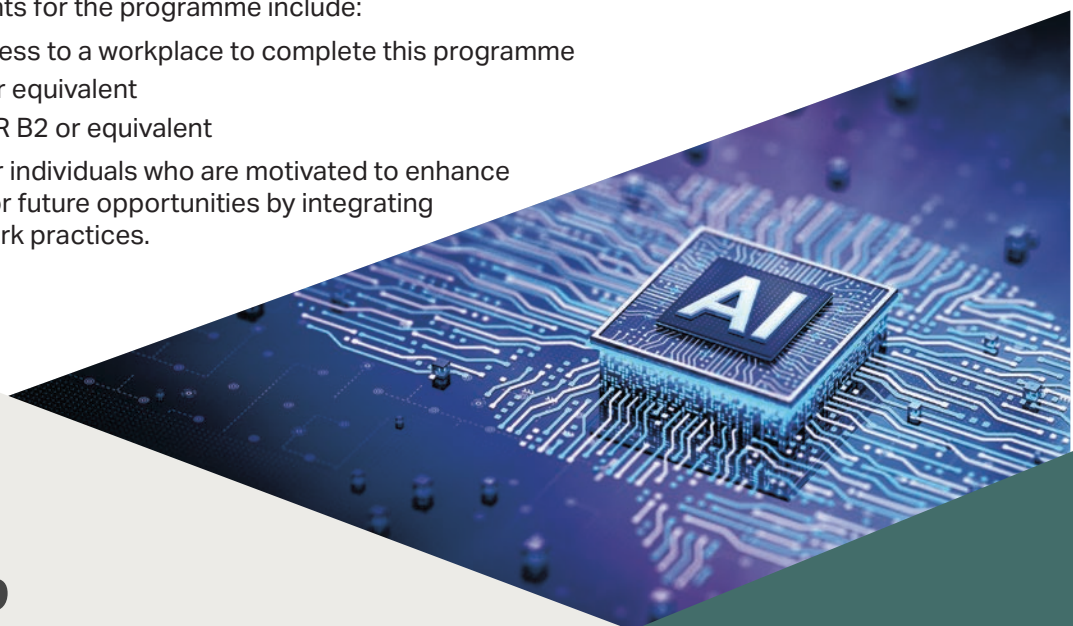
The programme is designed to equip employees with the skills they need to progress in their current role or to adapt to the changing job market.

Applicants do not need formal qualifications but must demonstrate a standard of knowledge, skill, and competence equivalent to NFQ Level 4. They should have a motivation to learn, an interest in AI, and the ability to acquire the competencies outlined in the programme.

Essential Eligibility requirements for the programme include:

- Be employed and have access to a workplace to complete this programme
- NFQ Level 4 qualification or equivalent
- Proficiency in English: CEFR B2 or equivalent

This programme is suitable for individuals who are motivated to enhance their current role or prepare for future opportunities by integrating AI tools into their everyday work practices.



INTRODUCTION AND INTERMEDIATE BIG RED BOOK PAYROLL

Vendor Certified by Big Red Cloud

Course Description

This course aims to give learners a sound understanding, to an employable level, of how to process the most common payroll and more complex payroll conditions using one of Ireland's most popular payroll software. It will be delivered 100% online using the Moodle Platform. Scheduled live Zoom support sessions will be available to supplement self-directed learning. Support is also available throughout via email and one to one Zoom. All material is available for download within the course. Big Red Book Payroll is available for the duration of the course. Learners will require access to a PC/Laptop with webcam, Microphone/Speakers.

Course Duration

This is a part-time course, 4 hours per week for a total of 8 weeks.

Course Content

INTRODUCTION TO BIG RED BOOK PAYROLL

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

Learner Entry Requirements

No prior knowledge required. Applicants must have reached the statutory school leaving age and have a good command of the English language in written, numerical and verbal form.

INTERMEDIATE BIG RED BOOK PAYROLL

- Minimum Wage & Holiday Rights
- Pension Relief
- Taxation of Couples
- Benefit in Kind (BIK) Rules
- Civil Service Rates of Subsistence
- Employee rights on termination
- Company, Employee, Pay & Deduction set up
- Processing Holidays and Bank Holidays
- Calculating and processing Pension Relief entitlements
- Processing a Mid-Year change in employee circumstances
- Processing Benefit in Kind
- Processing Mileage, subsistence and other expenses
- All period end processes and reporting

Learner Entry Requirements

Applicants should have completed the Introduction to Big Red Book Payroll. Applicants must have a good command of the English language in written, numerical and verbal form.

Course Certification

Vendor Certification is provided by Big Red Cloud.



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INTRODUCTION AND INTERMEDIATE BIG RED CLOUD ACCOUNTS

Vendor Certified by Big Red Cloud

Course Description

The aim of these courses is to give learners a sound understanding, to an employable level, of how to process the most common accounting transactions and transactions for a VAT Registered Company using one of Ireland's most popular payroll software. It will be delivered 100% online using the Moodle Platform. Scheduled live Zoom support sessions will be available to supplement self-directed learning. Support is also available throughout via Moodle messaging. All material is available for download within the course. Big Red Book Cloud Accounting is available for the duration of the course. Learners will require access to a PC/Laptop with webcam, Microphone/Speakers.

Course Duration

This is a part-time course, 4 hours per week for a total of 8 weeks.

Course Content

INTRODUCTION TO BIG RED CLOUD

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

Learner Entry Requirements

No prior knowledge required. Applicants must have reached the statutory school leaving age and have a good command of the English language in written, numerical and verbal form.

INTERMEDIATE BIG RED CLOUD ACCOUNTS

- VAT Rules & Invoicing Requirements
- Understanding Financial Statements
- Dealing with Stock transactions
- Putting a value on Closing Stock
- Accounting Journals
- Introduction to Business Legislation
- Security and Accounting Records
- Setting up a Company from Prior Accounting Records
- Setting up Customers and Suppliers with Opening Balances
- Setting up Products
- Recording invoices and Credit Notes including VAT
- Customer Invoices and Statements
- VAT Returns
- Profit & Loss and Balance Sheet Reports

Learner Entry Requirements

You must have completed the Introduction to Big Red Cloud Accounts before applying for the Intermediate course. Applicants must have a good command of the English language in written, numerical and verbal form.

Course Certification

Vendor Certification is provided by Big Red Cloud.



EARLY LEARNING AND CARE

QQI Level 6 Advanced Certificate (6M21471)

Course Description

This part-time course prepares learners to take responsibility as Room Leader / Supervisor in a variety of early learning and care settings. This award also provides the learner with the opportunity to progress into further and higher education and training.

Course Duration

This course will be a combination of directed (minimum of 60 hours per module) and self-directed learning.

Course Content

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

Course Certification

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

Learner Entry Requirements

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



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INTELLECTUAL DISABILITY STUDIES

QQI Level 5 Minor Award (5N1652)

Course Description

The aim of this programme is to equip the learner with the knowledge, skill, and competence in the causes, range and effects of intellectual disabilities, to develop an awareness of the importance of a social model of support and the role of various professionals in responding to the needs of persons with an intellectual disability.

Course Duration

This is a five month course to include five workshop days supplemented by online activities, one live webinar and one pre-recorded session per week. It also includes online support through emails and discussion forums. Learners will also be required to undertake the Intellectual Disability Studies theory exam (duration 2 hours). This course will be a combination of directed (minimum of 50 hours per module) and self-directed learning.

Course Content

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

Course Certification

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

Learner Entry Requirements

Applicants must have achieved a minimum of a QQI Level 4 Major Award or its equivalent in a care related area. Applicants must be currently employed in the Healthcare Sector. Applicants must have a good command of the English Language in written, numerical and verbal form.



CARE OF THE OLDER PERSON

QQI Level 5 Minor Award (5N2706)

Course Description

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

Course Duration

Approximately 50 hours.

Course Content

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

Course Certification

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

Learner Entry Requirements

Applicants must have achieved a minimum of a QQI Level 4 Major Award or its equivalent in a care related area. Applicants must be currently employed in the private Healthcare Sector. Applicants must have a good command of the English Language in written, numerical and verbal form.



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CARE SKILLS

QQI Level 5 Minor Award (5N2770)

Course Description

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

Course Duration

Approximately 50 hours.

Course Content

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

Course Certification

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

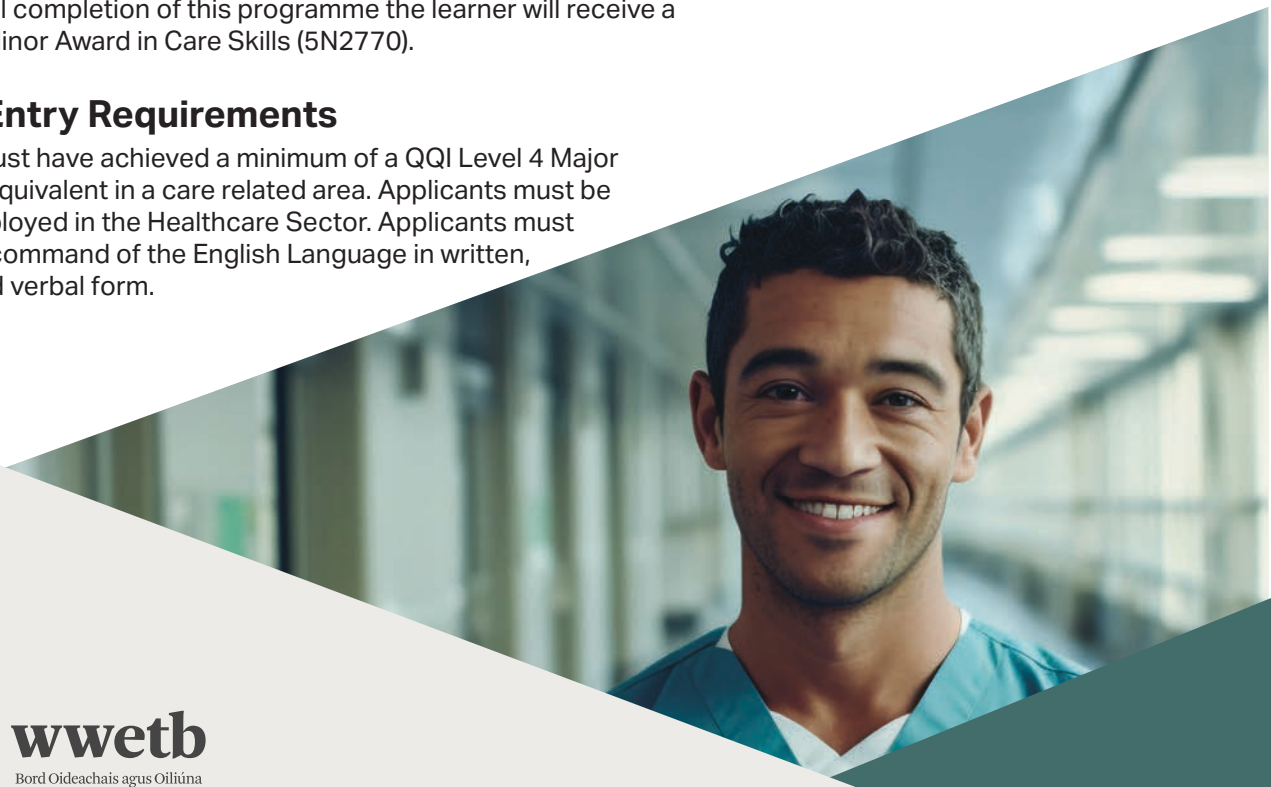
Learner Entry Requirements

Applicants must have achieved a minimum of a QQI Level 4 Major Award or its equivalent in a care related area. Applicants must be currently employed in the Healthcare Sector. Applicants must have a good command of the English Language in written, numerical and verbal form.



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PALLIATIVE CARE SUPPORT

QQI Level 5 Minor Award (5N3769)

Course Description

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

Course Duration

Approximately 50 hours.

Course Content

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

Course Certification

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

Learner Entry Requirements

Applicants must have achieved a minimum of a QQI Level 4 Major Award or its equivalent in a care related area. Applicants must be currently employed in the Healthcare Sector. Applicants must have a good command of the English Language in written, numerical and verbal form.



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INFECTION PREVENTION & CONTROL

QQI Level 5 Minor Award (5N3734)

Course Description

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

Course Duration

Approximately 50 hours.

Course Content

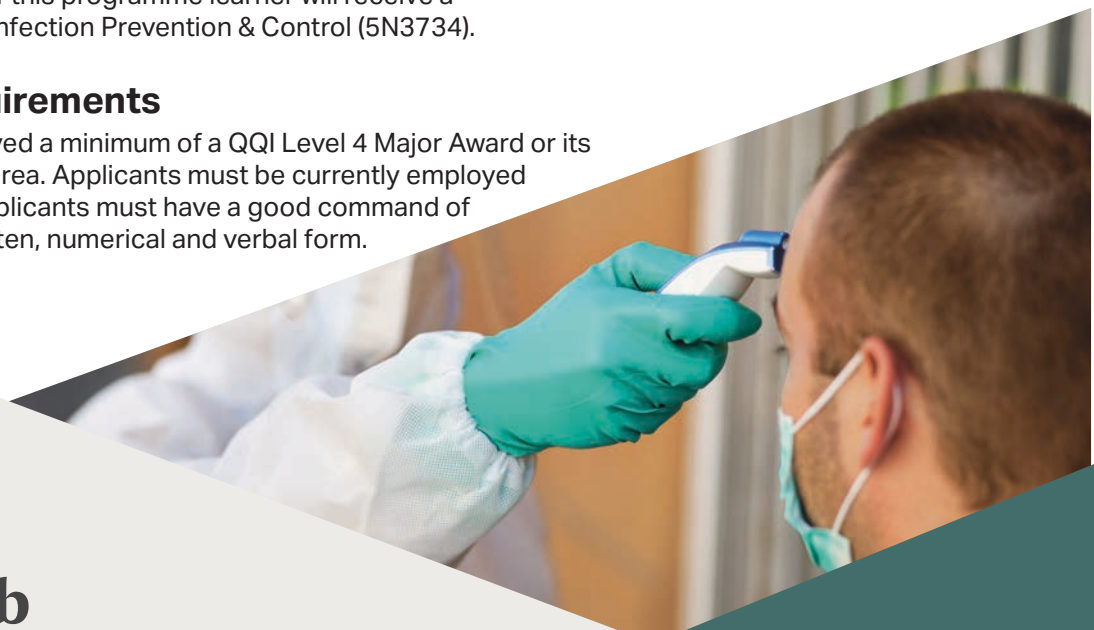
- Explain the basic principles of infection and the application of standard precautions in relation to infection control
- Discuss the importance of infection, prevention and control in the healthcare area
- Summarise the various types of microorganisms, knowledge of the chain of infection and the need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

Course Certification

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

Learner Entry Requirements

Applicants must have achieved a minimum of a QQI Level 4 Major Award or its equivalent in a care related area. Applicants must be currently employed in the Healthcare Sector. Applicants must have a good command of the English Language in written, numerical and verbal form.



WORK EXPERIENCE

QQI Level 5 Minor Award (5N1356)

Course Description

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

Course Duration

Approximately 50 hours.

Course Content

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

Course Certification

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

Learner Entry Requirements

Applicants must have achieved a minimum of a QQI Level 4 Major Award or its equivalent in a care related area. Applicants must be currently employed in the Healthcare Sector. Applicants must have a good command of the English Language in written, numerical and verbal form.



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FIRST AID RESPONDER

(PHECC Pre Hospital Emergency Care Council)

Course Description

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

Course Duration

3 days (Mandatory Attendance).

Course Content

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

Course Certification

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

Learner Entry Requirements

Applicants must have achieved a Leaving Certificate standard, QQI Level 4, or equivalent qualifications and/or relevant life and work experience. Applicants must have a good command of the English Language in written, numerical and verbal form.



CARE SUPPORT

QQI Level 5 Minor Award (5N0758)

Course Description

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

Course Duration

Duration approximately 50 hours.

Course Content

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

Course Certification

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

Learner Entry Requirements

Applicants must have achieved a minimum of a QQI Level 4 Major Award or its equivalent in a care related area. Applicants must be currently employed in the Healthcare Sector. Applicants must have a good command of the English Language in written, numerical and verbal form.



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SAFETY & HEALTH AT WORK

QQI Level 5 Minor Award (5N1794)

Course Description

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

Course Duration

Approximately 50 hours.

Course Content

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

Course Certification

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

Learner Entry Requirements

Applicants must have achieved a minimum of a QQI Level 4 Major Award or its equivalent in a care related area. Applicants must be currently employed in the Healthcare Sector. Applicants must have a good command of the English Language in written, numerical and verbal form.



ACTIVITIES OF LIVING PATIENT CARE

QQI Level 5 Minor Award (5N3707)

Course Description

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

Course Duration

Approximately 50 hours.

Course Content

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

Course Certification

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

Learner Entry Requirements

Applicants must have achieved a minimum of a QQI Level 4 Major Award or its equivalent in a care related area. Applicants must be currently employed in the Healthcare Sector. Applicants must have a good command of the English Language in both written and verbal form.



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MENTAL HEALTH AT WORK

QNUK Level 3 Award (603/4549/4)

Course Description

This qualification is aimed at employees in any industry or sector and is suitable for managers and team members alike. Learners will develop knowledge of a range of mental health conditions, potential impacts on an individual in the workplace and where to refer them for help and support. Learners will hold a mental health conversation with the aim of providing support. This qualification gives learners personal growth and engagement in learning.

Course Duration

A minimum of 12 hours spread over at least two days. Ideally, the course should be run over two consecutive days, but must be completed within 6 weeks of starting the course, with each training session a minimum of two hours.

Course Content

- Define mental health and mental ill health
- Reducing stigma
- Stress
- Common mental health conditions (depression, anxiety, OCD, PTSD, and panic disorder)
- Psychosis
- Personality disorders
- Self-harm
- Substance misuse
- Eating disorders
- Suicide
- Reducing the impact of poor mental health and wellbeing
- Facilitating effective mental health conversation
- Self-care

Course Certification

QNUK Level 3 Award in Mental Health at Work (RQF).

Learner Entry Requirements

There are no specific recommended prior learning requirements for this qualification. Due to the language of the assessment, it is recommended that learners have sufficient command of the English language to understand the assessment and undertake the recommended assessment methods.



DEMENTIA CARE AND SUPPORT

QQI Level 5 Specific Purpose Certificate (5S21683)

Course Description

This course is designed to give students a comprehensive understanding of dementia and its impact on individuals and society. The course equips students with the skills and knowledge needed to develop effective, person-centred care strategies for individuals with dementia. Throughout this course, students will develop a solid foundation of knowledge and skills necessary for working with individuals affected by dementia in various care settings, including, but not limited to, residential facilities, home care, and hospitals.

Course Duration

Approximately 80 hours (inclusive of work placement).

Course Content

Modules:

- How we understand Dementia and why it matters
- Self-Awareness, Care and Boundaries
- Understanding emotion and Communication
- Roles & Relationships
- Everyday Ethics
- Wellbeing Approach

On completion of this Dementia Care & Support course, the student will be able to:

- Understand what dementia is, including its types, causes, and symptoms
- Recognise the needs of people with dementia and learn ways to meet those needs
- Explain what person-centred care is and how it benefits individuals with dementia
- Understand the policies and laws that affect people with dementia, their families, and caregivers, and how to apply them in real-life situations
- Learn how to handle challenging behaviours and create a supportive environment for people with dementia

Course Certification

On successful completion of this programme the learner will receive a QQI Level 5 Specific Purpose Certificate in Dementia Care and Support (5S21683).

Learner Entry Requirements

Education: To enrol on our Dementia Care & Support course, all learners must have a QQI Level 5 Major Award in Healthcare and are currently working as Healthcare Support Assistants. Applicants must have a good command of the English language in written, numerical and verbal form.



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SMC INTERNATIONAL TRAINING PROGRAMMES

Vendor Certified by SMC International Training

Course Description

This programme is provided by SMC International Training, in partnership with Industry Stakeholders and Waterford and Wexford Education and Training Board. The aim of this programme is to provide the learner with the knowledge of the working principles used in advanced manufacturing systems and to equip the learner with the knowledge skill and competence to utilise a range of continuous improvement methodologies. Each SMC module can be a standalone certification.

Course Duration

2-day training programme.

Course Content

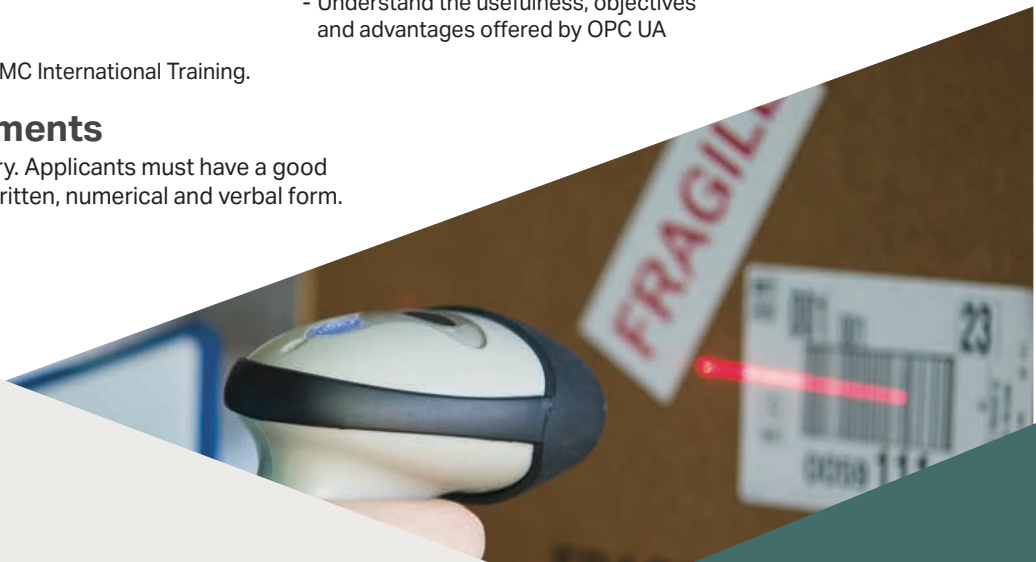
- **Identification Systems**
 - Identify the different types and configurations of different identification systems
- **Artificial Vision**
 - To understand the operation, types of control and programming of an artificial vision system
- **Augmented Reality**
 - Become familiar with the applications and benefits of using Augmented Reality in industry
 - Learn about SMC International Training equipment and stages of a basic AR project development
- **Production Management MES / ERP**
 - Become familiar with the concepts, modules and applications of different functions of MES and ERP in industry
- **Smart Innovative Factory**
 - Identify the component parts of the SIF-400 system, Operate with the SIF-400 system
- **Overview of Automated Systems and Processes**
 - Understand the advantages and the different levels of the Automation Pyramid, the different sources of energy and components that are part of an automated system.
- **Energy Efficiency in Pneumatic Systems**
 - Identify and contextualise opportunities for energy efficiency. i.e. use of compressed air
- **SCADA – HMI Remote Supervision and Control Systems**
 - Identify and design an industrial remote-control system, Programming a SCADA and HMI system
- **Control Techniques**
 - Identify the different types of control systems
 - Perform a manual adjustment of the PID parameters
- **Industrial Communications**
 - Identify the integral parts and their role within the design of a hardware industrial communication
- **Industrial Robotics**
 - Identify, design and program the integral parts of a robotic manipulation
- **Smart Devices**
 - Identify and configure the different types of existing intelligent systems
- **Programme Controllers**
 - Identify and configure the different types of industrial programmable controllers
- **Electric Actuators**
 - Identify, understand and design the integral parts of electric actuators
- **Industrial Maintenance**
 - Explore the techniques and tools within different maintenance models used in industry
- **Unified Architecture**
 - Understand the usefulness, objectives and advantages offered by OPC UA

Course Certification

This programme is Vendor Certified by SMC International Training.

Learner Entry Requirements

Employed in the Manufacturing Industry. Applicants must have a good command of the English language in written, numerical and verbal form.



UTILISING ROBOTICS IN ADVANCED MANUFACTURING

QQI Level 6 Special Purpose Award (6S21965)

Course Description

The purpose of this programme is to provide the specific training necessary for individuals who work in or aspire to work in the advanced manufacturing sector, to understand, deploy, program and operate state of the art robotic cells on production lines. The course will be a combination of directed and self-directed learning, classroom based learning (80%) and online learning (20%).

Course Duration

Timeframe will vary from 50 learner hours per module to 100 learner hours depending on the amount and which modules are undertaken.

Course Content

■ Fundamentals of Robotics

This module will provide an introduction and grounding in the understanding of industrial robotics, industry specific use cases, business case rationale and technical operation for industrial and mobile robotics in advanced manufacturing operations across various business verticals such as Aerospace, Metal Fabrication, Lifesciences Plastics, Pharma, Electronics and Food and Drink sectors.

■ Robotics Application Identification

This module will provide the learner with the knowledge and skills to identify and evaluate deployment opportunities for robots within their own manufacturing organisation. Generate return on investment calculations and identify potential project implementation risks.

■ Robot Integration

This module will provide the learner with the learning necessary to operate a robot cell compliant with robot safety regulations and perform operating tasks on the robot.

■ Robot Programming

This module will provide the learner with technical understanding of industrial robot safety, how to operate and programme a robot in a manufacturing environment. It will provide an understanding of the potential robots have to be integrated with peripheral equipment and End of Arm Tools, Programmable Logic Controllers (PLC) and Control into the overall manufacturing systems and production environment.

■ Robotics Development and Future Trends

This module will provide the learners with an understanding of current and emerging use cases showing where robotics can support the manufacturing environment. The learner will develop an understanding of their own operational environment so as to identify their own potential use case application.

Course Certification

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

Learner Entry Requirements

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



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CNC SOLID WORKS

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

Course Description

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

Course Duration

The duration of this course is 15 weeks, 2 days per week.

Course Content

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

Course Certification

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

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

Learner Entry Requirements

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

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

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



BASIC & INTERMEDIATE WELDING

EN Certified

BASIC WELDING

Course Description

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

Course Duration

The programme duration will be by industry experience of the learner.

Course Content

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

Course Certification

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

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

Learner Entry Requirements

Junior Certificate or equivalent. Good spatial aptitude, good eye/hand co-ordination, good manual dexterity. Applicants must have a good command of the English language in written, numerical and verbal form.

INTERMEDIATE WELDING

Course Description

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

Course Duration

The programme duration will be by industry experience of the learner.

Course Content

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

Course Certification

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

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

Learner Entry Requirements

Learners must have successfully completed a Basic Welding Course or have previous work experience and successfully complete a practical welding test to a basic standard. Applicants must have a good command of the English Language in written, numerical and verbal form.



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MIG & TIG WELDING

EN Certified

MIG WELDING

Course Description

The aim of this course is to provide participants with the skills, knowledge and competence which will enable them to use MIG welding equipment safely and correctly.

Course Duration

This is a 60 hour course. Self-directed learning is also required as part of this course.

Course Content

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

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

Course Certification

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

Metal Active Gas (MAG) Weld CS10 EN9606-1

Learner Entry Requirements

Applicants must have good hand/eye co-ordination and good manual dexterity. Applicants must have a good command of the English Language in written, numerical and verbal form.

TIG WELDING

Course Description

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

Course Duration

This is a 60 hour course.

Course Content

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

Course Certification

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

TIG Stainless Steel Weld SS01 EN9606-1 OR

TIG Aluminium Weld AL01 EN9606-1

Learner Entry Requirements

Applicants must have good hand/eye co-ordination and good manual dexterity. Applicants must have a good command of the English Language in written, numerical and verbal.



POLYETHYLENE BUTT FUSION WELDING

EN Certified

Course Description

This fully certified course has been developed in conjunction with Uisce Éireann as an upskilling initiative. The objective of this course is to provide learners who have previous experience in Polyethylene Electro/ Butt Fusion Welding with the skills/techniques to enable them to use Butt Fusion welding equipment to weld/join polyethylene pipe safely on potable water and wastewater mains systems. This course also includes a module on Hydrostatic Pressure Testing & Chlorination/De-Chlorination.

Course Duration

This is an on-site Classroom and Workshop course, and learners will need to be in attendance in full for the 5 days.

Course Content

This course will show course participants how to:

- Prior safety and operational checks on equipment and fittings in accordance with manufacturer's instructions
- Check pipes and fittings for defects and deficiencies
- Have a strong understanding of the Uisce Éireann IW-TEC-1001 Code of Practice and guidelines
- Describe visual faults in Butt Fusion joints and know how to prevent faults
- Explain the factors which affect the operation of fusion equipment
- Apply the correct procedure for preparing pipes for joining butt-fusing pipes and fittings
- Requirements for documentation in order to sign off on the finished water main
- Understand destructive testing requirements
- Comprehend pre-requisites for chlorination and sterilisation
- Understand the pressure testing procedure requirements carried out post installation
- Understand the Drinking Water System and the process of clean drinking water from source to supply
- Perform Hydrostatic Pressure Testing as per IGN/DVGW specifications
- Adhere to IGN and DVGW specifications for chlorination

Course Certification

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

Learner Entry Requirements

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



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POLYETHYLENE ELECTRO FUSION WELDING

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

Course Description

This fully certified course has been developed in conjunction with Uisce Éireann as an upskilling initiative. The objective is to provide the learners who have previous experience in Polyethylene Electro Fusion Welding with the skills/Techniques to enable them to use Electro Fusion welding equipment to weld/join polyethylene pipe safely on potable water and wastewater. This course now also includes a module on Water Hygiene.

Course Duration

This is an on-site Classroom and Workshop course, and learners will need to be in attendance in full for the 5 days.

Course Content

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

Course Certification

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

Learner Entry Requirements

Minimum of 1 year experience of Electro Fusion Welding or previously received certification in Electro Fusion Welding. Applicants must have a good command of the English language in written, numerical and verbal form.



HIGH PURITY PIPE FABRICATION & WELDING

EN Certified

Course Description

This fully certified course has been developed in conjunction with stakeholders in the Engineering/High Purity sector. It was developed as an up-skilling initiative to meet the expansion of the use of High Purity Orbital Welding & Pipe Fabrication across multiple industry sectors including Semi-Conductor, Pharma, and Bio Pharma and Food Manufacturing.

Course Duration

This course is 5 weeks full time.

Course Content

This course will show course participants how to:

- Demonstrate an understanding of Stainless-Steel tubing/piping systems
- Demonstrate an understanding of the different types of pipe and piping systems for high purity systems
- Understand the importance of secure transport of high purity pipe
- Recognise situations where contamination may occur
- Identify isometric and schematic designs of high purity piping systems to include valve and component identification charts
- Prepare and install high purity pipework using a variety of tools and jointing techniques in the completion of a pipework project
- Install, test, and maintain high purity pipework systems using a range of piping and bracketing/support material
- Display an understanding of the importance of flushing and pressure testing
- Demonstrate a knowledge of the processes associated with particle testing on piping systems
- Display an understanding of the criteria that causes a test to pass or fail

Course Certification

On successful completion of this programme learners will receive certification in:

- EN ISO 14732 - 1/4" Ø 316 L Electro Polished Stainless Steel (KET)
- EN ISO 14732 - 1 1/2" Ø 316 L Electro Polished Stainless Steel (KET)
- EN ISO 14732 - 4" Ø 316 L Electro Polished Stainless Steel (KET)

Learner Entry Requirements

The course is aimed at qualified craftspeople and apprentices in their 4th year of their apprenticeship in the trades of Plumbing, Pipe Fitting, Electrical Instrumentation, Metal Fabrication and Mechanical Automation and Maintenance Fitting seeking to develop skills to work in high purity pipeline systems manufacture and assembly and welding.

Funding

This course is fully funded for those who are eligible. To be eligible for funding you must have an Irish PPS number.

For further information contact 086 0787057 or email: nzeb@wwetb.ie

Go to FET Course Finder on www.wwetb.ie

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CAD – COMPUTER AIDED DESIGN

City & Guilds 2D Computer Aided Design L3 (7689-04/7689-05)

Course Description

This course has been designed to provide the learners with the skills and related knowledge in the application and modification of 2D and 3D computer aided design (CAD), to expose students to the latest state of the art CAD software and to develop their knowledge and competency with a view to obtaining employment using various CAD software.

Course Duration

- Level 2 2D CAD – 60 hours
- Level 3 2D CAD – 66 hours

Course Content

- Induction
- Using 2D Computer Aided Design Software Level 2
- Using 2D Computer Aided Design Software Level 3

Course Certification

Upon successful completion of this course, and the required examinations the learner will receive a:

- City & Guilds Using Level 2 award in 2D Computer Aided Design Software 7689-04
- City & Guilds Using Level 3 award in 2D Computer Aided Design Software 7689-05

Learner Entry Requirements

It is essential that learners have good computer skills, which includes file management and the use of word processing and spreadsheet applications. Applicants must have a good command of the English language in written, numerical and verbal form. Previous relevant technical design experience is desirable.



TRAINING NEEDS IDENTIFICATION & DESIGN

QQI Level 6 Minor Award (6N3325)

Course Description

The purpose of this award is to equip the learner with the knowledge, skill, and competence to identify training and development needs at an organisation and/or individual level to devise a training plan and to explore the scope of training and development design to meet those needs. Self-directed learning will be an important part of this course.

Course Duration

This is a tutor led blended learning course via a virtual classroom and face-to-face. The total learner effort for this course is 150 hours (directed approximately 60 hours) and self-directed learning (approximately 90 hours).

Course Content

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

Course Certification

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

Learner Entry Requirements

Applicants seeking entry onto the programme must have reached the Leaving Certificate standard or have a QQI Level 5 or equivalent qualification in a related subject.

Applicants must have a good command of the English language in written, numerical and verbal form.



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TRAINING DELIVERY & EVALUATION

QQI Level 6 Minor Award (6N3326)

Course Description

The purpose of this award is to equip the learner with the knowledge, skill, and competence to deliver, assess and evaluate training and development intervention.

Course Duration

This is a tutor led blended learning course via a virtual classroom and face-to-face. The total learner effort for this course is 150 hours (directed approximately 60 hours) and self-directed learning (approximately 90 hours).

Course Content

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

Course Certification

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

Learner Entry Requirements

Applicants seeking entry onto the programme must have reached the Leaving Certificate standard or have a QQI Level 5 or equivalent qualification in a related subject. Applicants must have a good command of the English language in written, numerical and verbal form.



HUMAN RESOURCES MANAGEMENT

QQI Level 6 Minor Award (6N3750)

Course Description

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

Course Duration

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

Course Content

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

Course Certification

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

Learner Entry Requirements

Applicants seeking entry onto the programme must have reached the Leaving Certificate standard or have a QQI Level 5 or equivalent qualification in a related subject. Applicants must also be currently or have recently been in a Team Leadership / Managerial / Supervisory type role. Applicants must have a good command of the English language in written, numerical and verbal form.



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SUPERVISORY MANAGEMENT

QQI Level 6 Minor Award (6N4329)

Course Description

The aim of this 8-week online programme is to equip the learner with the relevant knowledge, skill, and competence to understand the role and responsibilities of a supervisor and demonstrate a range of supervisory management skills in a wide range of industry sectors.

Course Duration

The course will be a combination of directed (two three hour live online classes per week) and self-directed learning (approximately 10 hours per week)

Course Content

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

Course Certification

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

Learner Entry Requirements

Applicants seeking entry onto the programme must have reached the Leaving Certificate standard or have achieved a QQI Level 5 Major Award or equivalent. Applicants must have a good command of the English Language in written, numerical and verbal form.



MANAGING PEOPLE

QQI Level 6 Minor Award (6N3945)

Course Description

The aim of this course is to equip the learner with the knowledge, skill, and competence to develop standards, measure performance, motivate and empower staff while working in a supervisory role. The successful completion of the QQI Level 6 Managing People Award will enable applicants to work in a range of industry sectors independently in a supervisory capacity.

Course Duration

This is a 60 hour course. Self-directed learning is also required as part of the course.

Course Content

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

Course Certification

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

Learner Entry Requirements

Applicants must have achieved a minimum of a QQI Level 5 Major Award or equivalent. Applicants must have a good command of the English Language in written, numerical and verbal form.



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BUSINESS INNOVATION AND MARKET DEVELOPMENT

QQI Level 6 Special Purpose Award (6S22003)

Course Description

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

Course Duration

The timeframe will be approximately 50 learner hours per module.

Course Content

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

Course Certification

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

Learner Entry Requirements

Applicants seeking entry onto the programme must have reached the Leaving Certificate standard or have achieved a QQI Level 5 Major Award equivalent, however mature learners may access this programme via the Recognition of Prior Learning process. A minimum English language competency of B2 on the CEFR is required at entry to the programme and the onus will be on the learner to demonstrate this level of competency.



TEAM LEADERSHIP

QQI Level 6 Minor Award (6N1948)

Course Description

This is a tutor led blended learning course using a virtual classroom via Zoom to allow greater flexibility to learners who are working. There are two three-hour live lectures per week on Zoom and full attendance at these lectures is mandatory. In addition to the two three hour live online classes per week, self-directed learning will be an important part of this course.

Course Duration

Estimated time commitment for self-directed study and learning per week is 8-10 hours. The aim of this 10 week online programme is to equip the learner with the relevant knowledge, skill and competence to work as an effective leader and member of a team independently and/or in a supervisory capacity.

Course Content

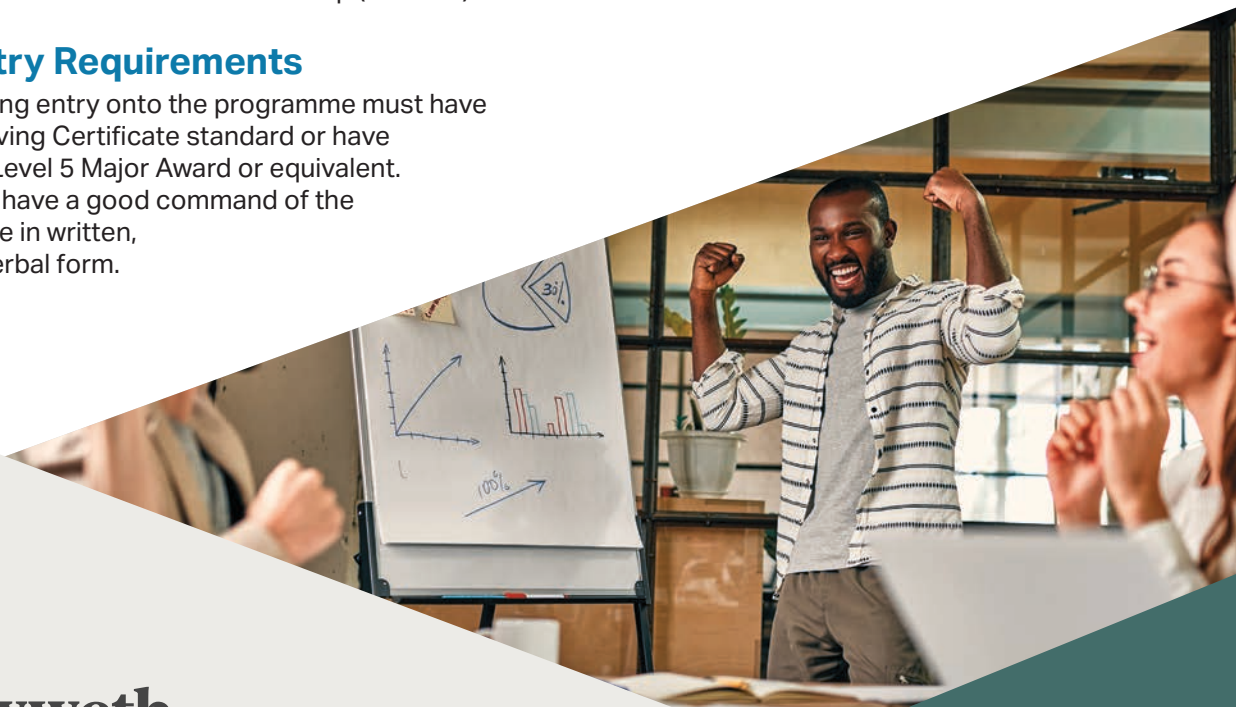
- Research the elements and stages of team development
- Evaluate the concepts of leadership and management
- Participate in organisational planning and in teamwork planning
- Distinguish between organisational strategy, objectives and goals
- Evaluate a range of current motivation theories and practical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

Course Certification

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

Learner Entry Requirements

Applicants seeking entry onto the programme must have reached the Leaving Certificate standard or have achieved a QQI Level 5 Major Award or equivalent. Applicants must have a good command of the English Language in written, numerical and verbal form.



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LEADERSHIP AND MANAGEMENT (ILM)

City & Guilds Level 4 Award (8605)

Course Description

This Level 4 Award in Leadership & Management is designed for new and aspiring middle managers. This qualification helps learners to gain comprehensive business knowledge and develop the technical skills they need to lead effectively at this level. Each unit in this qualification focuses on a specific set of skills and knowledge in six broad areas – working with people, managing yourself and personal skills, providing direction, facilitating innovation and change, achieving results, and using resources. Employers can work with learners to find the units that best fit individual and organisational requirements.

Course Duration

This course will be delivered over 50 hours, inclusive of 33 Guided Learning Hours.

Course Content

Learners must gain a minimum of 5 credits and a maximum of 12 credits from a choice of units from Group 1. Each unit in this qualification focuses on a specific set of skills and knowledge, in six broad areas.

- Working with people – a range of units including how to motivate your team and techniques and strategies to develop the people you manage
- Managing yourself and personal skills – including units that focus on assessing your own leadership performance, and developing the mental toughness to handle challenges, opportunities and stresses in your role
- Providing direction – for example, the skills to plan and lead a complex team activity
- Facilitating innovation and change – for example, assess the implications of change so you can manage it effectively, and strategies to encourage innovation in your teams
- Achieving results – such as techniques for making strong, effective decisions and finding and implementing solutions
- Using resources – including solid abilities to plan and control budgets

Below are a sample of some of the units covered in Group 1, please scan QR code for full listing

Group 1

- Developing your Leadership Styles
- Understanding Financial Management
- Managing Equality and Diversity in Own Area
- Managing the Analysis of Secondary Data
- Managing Meetings



Course Certification

City & Guilds Level 4 Award in Leadership & Management (8605).

Learner Entry Requirements

You must be at least 18 years of age and achieved a Leaving Certificate, QQI Level 5 Major Award or its equivalent. Applicants must have a good command of the English Language in written, numerical, and verbal form.



LEADERSHIP AND MANAGEMENT (ILM)

City & Guilds Level 4 Certificate (8605)

Course Description

The Level 4 Certificate, Leadership and Management is designed for new and aspiring middle managers. These qualifications help learners to gain comprehensive business knowledge and develop the technical skills they need to lead effectively at this level. Each unit in this qualification focuses on a specific set of skills and knowledge in six broad areas – working with people, managing yourself and personal skills, providing direction, facilitating innovation and change, achieving results, and using resources. Employers can work with learners to find the units that best fit individual and organisational requirements.

Course Duration

Total Qualification Time - 130 hours (inclusive of 86 Guided Learning Hours).

Course Content

Learners must gain a minimum of 13 credits from a choice of units from Group 1 and Group 2.

- Minimum of 7 credits from Group 1
- Maximum of 6 credits from Group 2

Below are a sample of some of the units covered, please scan QR Code for full listing.

Group 1

- Understanding the Management Role to Improve Management Performance
- Planning and Leading a Complex Team Activity
- Management Communication
- Managing Risk in the Workplace
- Managing and Implementing Change in the Workplace
- Delegating Authority in the Workplace
- Budgetary Planning and Control

Group 2

- Managing Improvement
- Managing Stress and Conflict in the Organisation
- Solving Problems and Making Decisions
- Understanding Conflict Management in the Workplace
- Managing Remote Workers
- Managing Recruitment



Course Certification

City & Guilds Level 4 Certificate, Leadership and Management (8605).

Learner Entry Requirements

You must be at least 18 years of age and achieved a Leaving Certificate, QQI Level 5 Major Award or its equivalent. Applicants must have a good command of the English Language in both written, numerical and verbal form.



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RESTORATIVE PRACTICE FOR PROFESSIONALS

QQI Level 5 Special Purpose Certificate (5S22441)

Course Description

Restorative Practices (RP) are an evidence-based set of skills that help develop and sustain strong and happy organisations and communities by actively developing good relationships, preventing the escalation of conflict and handling conflict and wrongdoing in a creative and healthy manner.

This course explains what restorative practices are and how the RP approach works. The training provides an overview of the origins and development of RP; the evidence of outcomes that can be expected from adopting RP; and an outline of the skills that are used when taking a restorative approach.

Course Duration

The programme comprises a total of 100 hours, including 42 hours of direct delivery across six days (7 hours per day) and additional time for self-directed learning and reflection. Sessions are scheduled with sufficient intervals to enable learners to integrate their learning into professional practice. The recommended delivery pattern is either one day per week over six weeks or two non-consecutive days per week over three weeks, ensuring flexibility and time for meaningful engagement.

Course Content

Upon completion of the course, the learner will be able to:

- Explain the aim of Restorative Practice, the importance of building relationships and the role and impact its approach can have on society
- Identify the importance of values, feelings and emotional intelligence, and the role they play in Restorative Practice
- Competently use Restorative Practice language and terminology when conducting restorative conversations to address/resolve interpersonal conflicts
- Demonstrate good practice in organising and guiding participants through Restorative Practice circles, meetings, and conferences
- Reflect on own practice and application of the principles and tools of Restorative Practice

Course Certification

QQI Level 5 Specific Purpose Certificate in Restorative Practice for Professionals (5S22441).

Learner Entry Requirements

Applicants who have either successfully completed a programme leading to a Level 4 QQI qualification or can demonstrate the levels of knowledge, skills and competence associated with NFQ Level 4 will be eligible to apply for entry to this programme.

A minimum English language and literacy competency of B2 or equivalent in writing, reading, listening and speaking on the Common European Framework of Reference for Languages (CEFR) is required at entry to the programme for speakers of English as a second or other language.



LEARNING & SKILLS DEVELOPMENT FOR BUSINESS

QQI Level 6 Special Purpose Award (6S23127)

Course Description

The aim of this training programme is to equip the participants with the skills and tools to conduct a comprehensive skills assessment, aligning skills development with business goals.

Course Duration

50 Hours per module inclusive of 36 hours self-directed, 14 hours classroom based and 1 hour mentoring.

Course Content

The programme is comprised of 3 micro-qualifications (modules) of 5 FET credits and successful completion of all 3 embedded programmes will lead to the full Level 6 Specific Purpose Certificate in Learning & Skills Development for Business (15 FET credits).

You may also avail of the following individual micro-qualifications if you do not wish to complete the full programme, as each micro-qualification can be delivered as a standalone minor award.

- Skills Planning for Business
- Skills Solutions for Business
- Skills Strategy for Business

On completion of this programme, the learner will be able to:

1. Determine how skills development can align with and support key organisational goals
2. Develop and implement a skills assessment to identify organisational skill gaps
3. Design a delivery method tailored to the workforce and organisational goals
4. Plan and make the business case for resources, including funding, to support skills development
5. Design, formulate and communicate a skills development strategy supporting strategic goals and growth of a organisation
6. Design a skills development strategy tailored to company size to enhance operational effectiveness and achieve the strategic goals of the organisation

Course Certification

On successful completion **of all 3 modules** the learner will receive a QQI Level 6 Special Purpose Award (6S23127) or each module the learner will receive:

Skills Strategy for Business leads to a QQI Level 6 Minor Award (6F23125)

Skills Solutions for Business leads to a QQI Level 6 Minor Award (6F23123)

Skills Planning for Business leads to a QQI Level 6 Minor Award (6F23121)

Learner Entry Requirements

You must be at least 18 years of age and achieved a Leaving Certificate, QQI Level 5 Major Award or its equivalent. Applicants must be I.T proficient, have a good command of the English Language in written, numerical, and verbal form.



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BARISTA SKILLS

City & Guilds Level 2 Award (7102-53)

Course Description

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

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

Course Duration and Assessment

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

Course Content

Upon successful completion of this course the learner will:

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

Course Certification

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

Learner Entry Requirements

Applicants must have a good command of the English language in written, numerical and verbal form.



PROFESSIONAL BARTENDING (COCKTAILS)

City & Guilds Level 2 Award (7106-11)

Course Description

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

Course Duration

Total Qualification Time - 115 hours (inclusive of 70 Guided Learning Hours).

Course Content

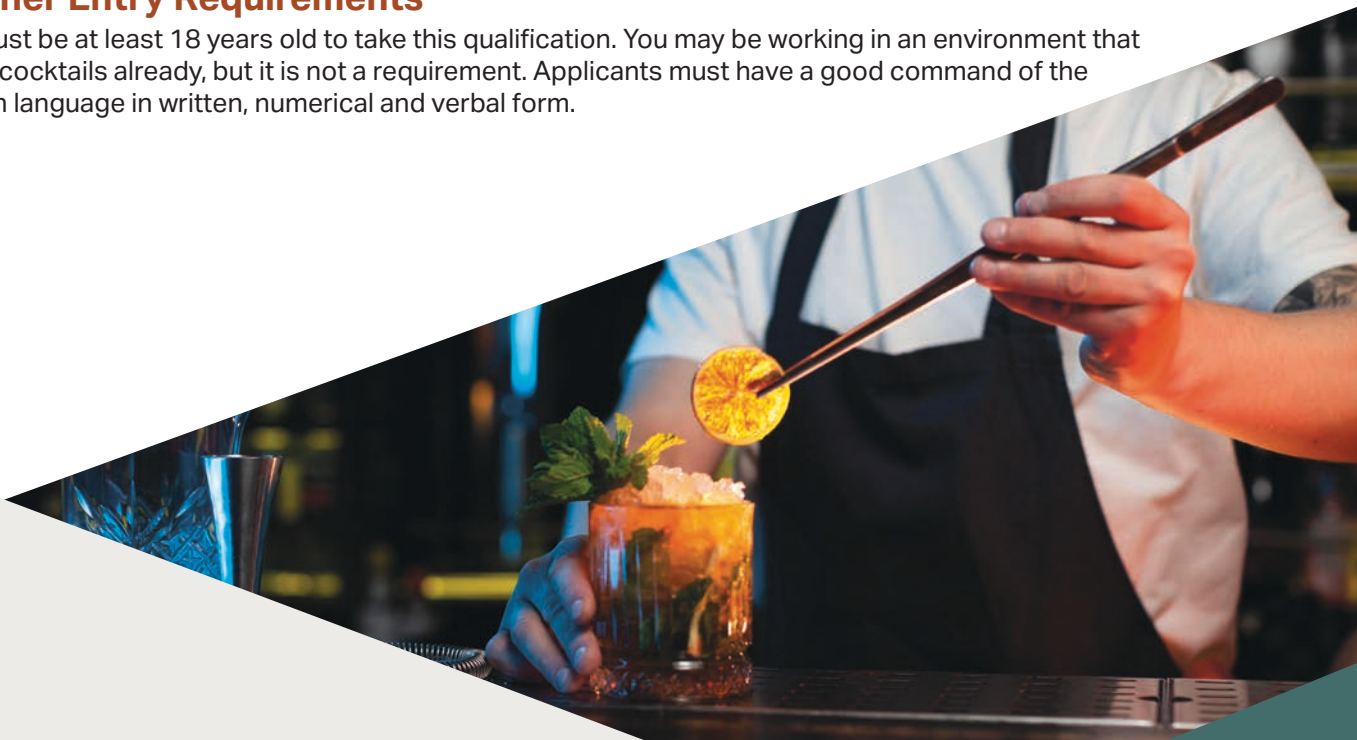
- The use and cleaning of equipment
- How to prepare the bar for service
- Cocktail-making techniques
- Cocktail recipes
- Beer, wine and spirits service
- Responsible serving of alcohol

Course Certification

On successful completion the learner will receive a City & Guilds Level 2 Award (7106-11). Applicants must have a good command of the English Language in both written and verbal form.

Learner Entry Requirements

You must be at least 18 years old to take this qualification. You may be working in an environment that offers cocktails already, but it is not a requirement. Applicants must have a good command of the English language in written, numerical and verbal form.



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CUSTOMER SERVICE LEVEL 4

QQI Level 4 Minor Award (4N1989)

Course Description

The aim of this course is to equip the learner with the relevant knowledge, skill, and competence to offer efficient customer service within a work, social or voluntary environment operating with some autonomy while under direction.

Course Duration

Total qualification hours are 100 Hours (typical learner effort, to include both directed and self-directed learning). Minimum directed hours are 30 hours and maximum self-directed hours are 70 hours. The directed and self-directed hours are flexible within this range.

Course Content

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

Course Certification

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

Learner Entry Requirements

A minimum of a QQI Level 3 Major Award or its equivalent, or have achieved the relevant skills, knowledge, and competence through work experience. Applicants must have a good command of the English language in written, numerical and verbal form.



CUSTOMER SERVICE LEVEL 5

QQI Level 5 Minor Award (5N0972)

Course Description

The aim of this course is to equip the learner with the relevant knowledge, skill, and competence to provide effective customer service within a work, social or voluntary environment, operating independently while under general supervision.

Course Duration

Total qualification hours are 150 hours (typical learner effort, to include both directed and self-directed learning). Minimum directed hours are 50 hours and maximum self-directed hours are 100. The directed and self-directed hours are flexible within this range.

Course Content

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

Course Certification

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

Learner Entry Requirements

A minimum of a QQI Level 4 Major Award or its equivalent, or have achieved the relevant skills, knowledge, and competence through work experience. Applicants must have a good command of the English language in written, numerical and verbal form.



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HOSPITALITY SUPERVISION & LEADERSHIP PRINCIPLES

City & Guilds Level 3 Award (7108-12)

Course Description

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

Course Duration

Total Qualification Time - 188 hours (inclusive of 78 Guided Learning Hours).

Course Content

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

Course Certification

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

Learner Entry Requirements

Applicants must have a good command of the English language in written, numerical and verbal form. Previous experience in the hospitality sector would be an advantage but not essential.



PERSONAL EFFECTIVENESS

QQI Level 5 Minor Award (5N1390)

Course Description

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

Course Duration

Approximately 50 hours.

Course Content

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

Course Certification

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

Learner Entry Requirements

Applicants must have achieved a minimum of a QQI Level 4 Major Award or its equivalent. Applicants must have a good command of the English language in written, numerical and verbal form.



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THE CIRCULAR ECONOMY IN THE WORKPLACE

QQI Level 6 Special Purpose Award (6S22103)

Course Description

The programme aims to equip the learner, as an employee in the workplace, with the knowledge, skill, and competence, to identify, develop and assist with the implementation of circular economy actions relevant to their business. The programme is intended for all employees in business and enterprise across all sectors of economic activity.

Course Duration

The course will be a combination of directed and self-directed learning (approximately) 50 hours.

Course Content

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

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

Course Certification

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

Learner Entry Requirements

Applicants seeking entry onto the programme must have reached the Leaving Certificate standard or have a QQI Level 5 or equivalent qualification in a related subject. Applicants must have a good command of the English Language in both written, numerical and verbal form.



ENVIRONMENTAL SUSTAINABILITY AWARENESS

QQI Level 4 Special Purpose Award (4S21809)

Course Description

The aim of this programme is to develop learners awareness of the impacts of environmental change and the key sustainable practices that can be implemented at individual and community level. On completion of the programme the learner can progress on to more specialised training if desired such as Environmental Studies, Applied Ecology etc.

Course Duration

The course will be approximately 50 hours learning (directed/self-directed).

Course Content

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

Course Certification

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

Learner Entry Requirements

A minimum of a QQI Level 3 Major Award or its equivalent, or have achieved the relevant skills, knowledge and competence through work experience. Applicants must have a good command of the English language in written, numerical and verbal form.



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ENVIRONMENTAL SUSTAINABILITY IN THE WORKPLACE

QQI Level 5 Special Purpose Award (5S21793)

Course Description

The aim of this programme is to develop learners awareness of the impacts of environmental change and the key sustainable practices that can be implemented by an individual and a business, you will be able to identify, prioritise and implement environmentally sustainable improvements in your workplace.

Course Duration

The course will be approximately 50 hours learning (directed/self-directed).

Course Content

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

Course Certification

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

Learner Entry Requirements

A minimum of a QQI Level 4 Major Award or its equivalent.

Applicants must have a good command of the English language in written, numerical and verbal form.



DOMESTIC HEAT PUMP INSTALLATION

QQI Level 6 Component Certificate in Heat Pump Installations (6N5646)

Course Description

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

Course Duration

This course is 5 full days or 31.25 hours in duration.

Course Content

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

Course Certification

On successful completion of this programme the learner will receive a QQI Level 6 Component Certificate in Heat Pump Installations (6N5646).

Learner Entry Requirements

Learners must hold as a minimum the National Craft Certificate / Advanced Certificate Craft as a Plumber, Refrigeration and Air Conditioning or Electrician Craftsperson. Applicants must have a good command of the English language in written, numerical and verbal form.

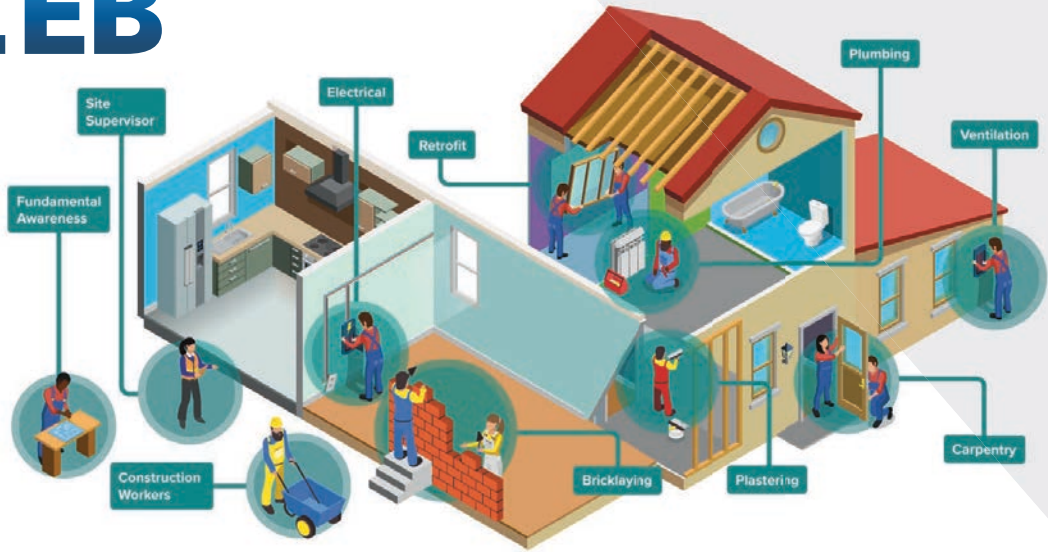


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NZEB (NEARLY ZERO ENERGY BUILDING)

City & Guilds Assured



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

NZEB Training Courses

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



LEAN PRACTICE FOR SUSTAINABLE BUSINESS

QQI Level 5 Special Purpose Award (5S22193)

Course Description

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

Course Duration

The course will be a combination of directed and self-directed learning face to face/classroom delivery using a virtual learning environment. Duration approximately 50 hours.

Course Content

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

■ Lean Principles for Sustainable Business

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

■ Lean Tools for Sustainable Business

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

Course Certification

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

Learner Entry Requirements

The applicant should have reached the standards of knowledge, skill and competence associated with the preceding level of QQI Level 4 or equivalent. This may have been achieved through a formal qualification or through life and work experience. The learner must be proficient in I.T and have a good command of the English language in written, numerical and verbal form.



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SUSTAINABLE SUPPLY CHAIN PROCUREMENT

QQI Level 5 Special Purpose Award (5S22199)

Course Description

This programme aims to equip the learner with the knowledge, skill, and competence to demonstrate an understanding of sustainable procurement and supply chain processes and consider the opportunities this affords for improving environmental and social issues. It will introduce participants to the role played by sustainability in procurement and discuss how this can be applied in practice within your organisation.

Course Duration

The course will be a combination of directed and self-directed learning (approximately 50 hours).

Course Content

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

Course Certification

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

Learner Entry Requirements

A minimum of a QQI Level 4 Major Award or its equivalent. Applicants must have a good command of the English language in written, numerical and verbal form.



WAREHOUSING

QQI Level 5 Minor Award (5N2725)

Course Description

The purpose of this award is to equip the learner with the knowledge, skill, and competence to apply the principles, concepts and processes of warehousing in the workplace whilst working under direction.

Course Duration

The course will be a minimum of 50 hours of directed training.

Course Content

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

Course Certification

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

Learner Entry Requirements

QQI Level 4, Leaving Certificate or equivalent qualifications and/or relevant life and work experience. Applicants must have a good command of the English Language in both written, numerical and verbal form.



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DIGITAL ASSISTED ECO DRIVING

QQI Level 5 Specific Purpose Certificate in Digital Assisted Eco Driving (5S21416)

Course Description

The aim of this programme is to support employers who need assistance with the particular skills need of the sector which are arising from emerging opportunities (advances in vehicle and driver monitoring technology) and economic vulnerabilities (Skills shortages, Brexit, fuel costs, Government policies, environmental pressures and competition from EU Hauliers). It also aims to support employees who have lower skills levels and need to upskill to sustain their employment through productivity gained by developing economical and safe driving techniques and also embracing technological advances and digital skills needs in and for the sector.

Course Duration

Learners will be required to attend a 3-day face-to-face series of workshops over a 3-week period.

Course Content

- Demonstrate a broad knowledge of concepts including best practice in the context of SMART Driving to include safety, efficiency, technological and regulatory perspectives
- Describe the workings of Fleet Telematics
- Develop techniques on how to improve individual driver behaviour
- Demonstrate the impact of driver behaviour on fuel usage, lower emissions and Aerodynamic drag
- Communicate effectively (oral, written and digitally) within the SMART driving environment to facilitate the transfer of knowledge and skills to a variety of audiences
- Demonstrate the operations of a modern tachograph system whilst adhering to tachograph regulations
- Demonstrate competence in a practical eco drive on a public road in a safe and efficient manner
- Operate a digital device within the context of safe and eco driving relevant to the role of a professional driver
- Use modern fleet digital information, to assist in achieving the desired smart driving outcome

Course Certification

On successful completion of this programme the learner will receive a QQI Level 5 Specific Purpose Certificate in Digital Assisted Eco Driving (5S21416).

Learner Entry Requirements

In order to access the programme, it is expected that the learner will:

- Have a minimum of a Level 3 QQI major award OR have a minimum of 2 years' commercial driving experience with a minimum of a B1 level of English or equivalent CEFR Assessment Grid
- Hold a current valid Coach/Bus driving licence
- Hold a current valid driver's CPC card for the vehicle they are driving professionally



INVENTORY MANAGEMENT USING CLOUD BASED SOFTWARE

Vendor Certified by Big Red Cloud

Course Description

This course aims to give learners a sound understanding of the value and impact of robust Inventory Management particularly using cloud-based software to improve the efficiency and productivity using integrated reporting and analytics. It will be delivered 100% online using the Moodle Platform. Support is available throughout via Moodle messaging. All material is available for download within the course. Software is available for the duration of the course.

Course Duration

This is a part-time course, 4 hours per week for a total of 8 weeks.

Course Content

- **Unit 1:** The background, benefits and impact of Inventory Management in SME's
- **Unit 2:** Creating a Company and Products on Turbo Inventory
- **Unit 3:** Supplier transactions from Purchase Order to Payment
- **Unit 4:** Customer transactions from Quote to Receipts
- **Unit 5:** Product Flow Management
- **Unit 6:** Inventory Management Analytics and Reporting

Course Certification

Vendor Certification is provided by Big Red Cloud Certificate in Inventory Management using Cloud Based Software.

Learner Entry Requirements

No prior knowledge required. Applicants must have a good command of the English language in written, numerical and verbal form.



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SKILLS TO ADVANCE LEARNER TESTIMONIALS

“

“The Intermediate Big Red Cloud accounts course was extremely valuable and well-structured, supportive, and engaging throughout. I gained practical skills which I can now confidently apply in real-world scenarios.”

“It has helped me grow professionally and given me the confidence to apply new skills at work.”

Intermediate Big Red Cloud Accounts programme

”

“

“The pace and depth of Skills to Advance Data Protection was perfect for my needs.”

“Taking part in the online GDPR Data Protection training has given me more confidence in my job as well as my personal life. The course was interactive and gave real life examples which greatly supported my learning. I would highly recommend doing a FET course for anyone who is looking to upskill or learn something new”

Data Protection GDPR programme

”

“

“This course is an excellent course, all materials and information are very well laid out by the tutor to achieve your goals within. I would recommend this course if you are interested in Pay Roll.”

“I’ve already started applying what I learned in professional work situations. I would definitely recommend this to others looking to grow in payroll systems.”

Intermediate Big Red Book Payroll programme

”

“

“Very well managed and organised from start to finish with very good tutoring”

CAD Parametric Modelling programme

”

“

“I recently completed the environmental sustainability course in which I believe was an enjoyable experience from start to finish. The course content was engaging, highly relevant and provided me with insights that I can apply both personally and professionally.

Environmental Sustainability in the Workplace programme

”

SKILLS TO ADVANCE EMPLOYER TESTIMONIALS

“

“WWETB were very professional and helpful to deal with, their HR Toolkit Course, was very informative and covered everything required.

- **CHI Environmental**

Testimonials from the Human Resources Toolkit programme

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“

“All WWETB staff I have dealt with in the process have been extremely helpful, supportive and I am happy to recommend WWETB to anyone of any age who is considering upskilling or starting out with training. It was a very positive experience.”

- **Kidz Inc.**

Testimonials from the Human Resources Toolkit programme

”

“

“The employees at Garrett felt that the Mental Health course was the best course they ever attended.”

- **Garrett Motion**

Testimonial from the Mental Health at Work programme

”

“

“We would like to extend our sincere gratitude to WWETB for facilitating the Personal Effectiveness Training. The training was expertly delivered by the tutor who provided invaluable guidance and support throughout the course. WWETB were on hand every step of the way, ensuring a smooth and enriching learning experience. We would highly recommend as the confidence we have seen in the team is remarkable.”

- **Riverside Park Hotel & Leisure Centre**

Testimonial from the Personal Effectiveness programme

”

“

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

- **AMP Engineering**

Testimonial from the Supervisory Management programme

”

“

“Our aim to participation was to increase employee awareness of digitalisation trends within industries. Supported by WWETB, the application process was very simple and the course was fully funded. Our Company intends to continue participation in this course to develop our digital knowledge”

- **West Pharmaceutical Services**

Testimonial from the Digital Manufacturing (SMC) programme

”



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SKILLS TO ADVANCE EMPLOYER TESTIMONIALS

“

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

- **The Reg, Waterford**

Testimonial from the Barista Skills programme

”

“

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

- **Pinergy Solar Electric**

Testimonial from the Supervisory Management programme

”

“

“We recently completed the Skills to Advance Customer Service Training with WWETB, and it has been a fantastic experience for our team. Our tutor, Margaret, was outstanding—she took the time to really get to know our company and our people, tailoring the training to suit our needs. Her approach made the sessions engaging, practical, and directly relevant to our day-to-day work. We are also grateful to WWETB for their support in making this training possible. Their commitment to helping businesses upskill is evident, and the positive impact on our team has already been felt. We would highly recommend this programme to any organisation looking to strengthen their customer service skills”

- **Riverside Park Hotel & Leisure Club**

Testimonial from the Customer Service programme

”

“

“We recently sent team members on the GDPR fully funded course through the WWETB. The team members were put at ease through out the sessions and the length and duration of the classes kept the team engaged.

- **Viking Hotel Waterford**

Testimonial from the Data Protection ICDL (GDPR) programme

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“

“Our employee found the course to be practical, well delivered and beneficial for future development.”

- **Anthony O’Gorman Engineering Ltd**

Testimonial from the Environmental Sustainability in the Workplace programme

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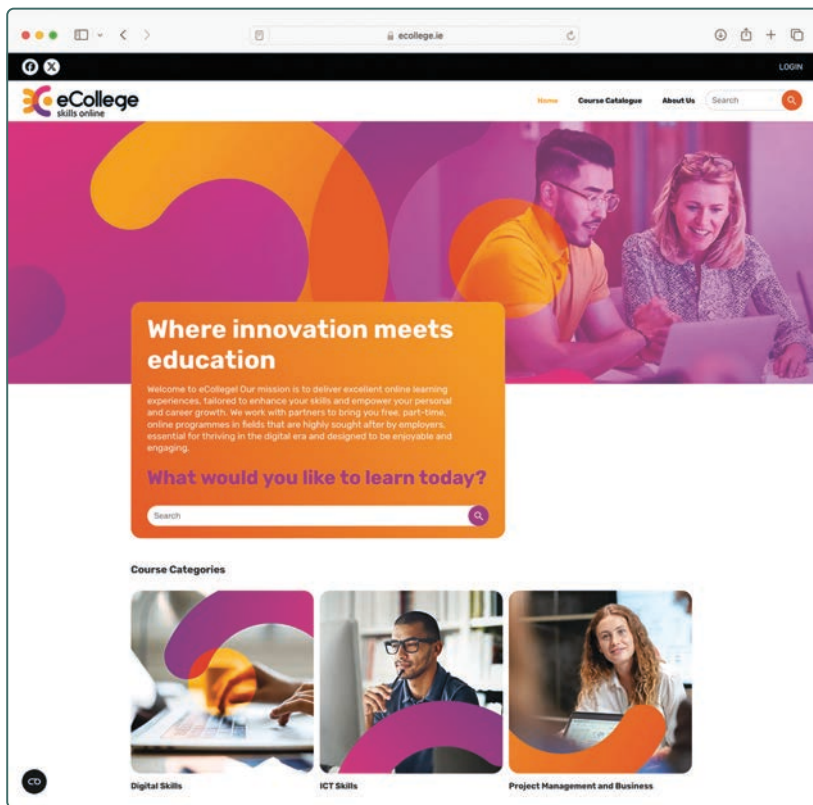
What is eCollege?

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

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

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

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



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eCollege Online Suite of Programmes



Online



eTutor
Supported



Certified



eCollege
skills online

Leaders in Online Learning

Office Productivity

- ICDL Essentials
- Cyber Security
- Artificial Intelligence
- Data Analytics
- Internet of Things
- Remote Work
- Data Protection
- Databases
- Big Data
- Teamwork
- Cloud Computing
- Coding Principles for Beginners

Business

- Agile Project Management Foundation (AgilePM)
- APM Project Fundamentals (PFQ)
- APM Project Management (PMQ)
- APMG Change Management Foundation
- BCS Foundation in Business Analysis
- ICDL Digital Marketing
- ICDL E-Commerce

IT Professional

- CompTia A+
- CompTIA Tech +
- Cisco Certified Support Technician: Cybersecurity
- Information Technology Specialist – Networking
- Information Technology Specialist – Network Security

SCAN QR CODE
WITH CAMERA TO
GET STARTED



SCAN ME

Applicants must be over 18 on the date of application.



Rialtas na hÉireann
Government of Ireland



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SOLAS
learning works

W: Go to FET Course Finder on www.wwetb.ie

E: servicestobusiness@wwetb.ie

T: 051 301500



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GENERATION APPRENTICESHIP GENERAL INFORMATION

Ireland is driving ahead on expansion of its apprenticeship system to meet 21st century skills needs and to support dynamic growth of our economy and society. In 2025, currently **over 10,000 employers** used the system to support and grow their business, with **30,602 apprentices** currently completing their training. There are **80+ apprenticeship programmes** currently available, spanning industries that include but not limited to engineering, construction, motor, electrical, finance, hospitality and ICT.

There is an ongoing drive by industry champions and the education and training system to showcase career opportunities for women via the apprenticeship route i.e. WWETB Craft Apprenticeship Female Scholarship. Increasing numbers of females are choosing apprenticeship and the pace of positive change is accelerating, given 9.8% of the current apprenticeship population is female.

Apprenticeship opportunities are available in the following industry sectors outlined below.

For additional information please go to www.apprenticeship.ie

APPRENTICESHIPS BY INDUSTRY SECTOR

AGRICULTURE & HORTICULTURE

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

BIOPHARMA

Laboratory Analyst (L7)
Laboratory Technician (L6)

CONSTRUCTION

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

ELECTRICAL

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

ENGINEERING

Advanced Manufacturing Engineer (L8)
Civil Engineering Technician (L6)
Civil Engineering (L7)
Engineering Services Management (L7)
Equipment Systems Engineer (L9)
Farriery (L6)
Industrial Insulation (L6)
Lean Sigma Manager (L9)
Manufacturing Engineering (L7)
Manufacturing Technology (L6)
Mechanical Automation and Maintenance Fitting (L6)
Metal Fabrication (L6)
OEM Engineering Technician (L6)
Pipefitting (L6)
Polymer Processing Technology (L7)
Principal Engineer (L10)
Road Surface Technology (L6)
Sheet Metalworking (L6)
Toolmaking (L6)
Wind Turbine Maintenance Technician (L6)

FINANCE

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

HAIRDRESSING

Hairdressing (L6)

HEALTH & SOCIAL

Advanced Healthcare Assistant Practitioner (L6)
Social Work (L9)

HOSPITALITY & FOOD

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

INFORMATION AND COMMUNICATIONS TECHNOLOGY (ICT)

Cybersecurity Associate (L6)
Cybersecurity Practitioner (L8)
Computer Networking Associate (L6)
Software Development Associate (L6)
Software Testing Associate (L6)
Telecommunications and Data Network Technician (L6)
Software Solutions Architect (L9)

INSURANCE

Insurance Practitioner (L8)

LOGISTICS

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

MOTOR

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

PROPERTY SERVICES

Auctioneering and Property Services (L6)

RECRUITMENT

Recruitment Executive (L8)

SALES & MARKETING

Retail Supervisor (L6)
Sales (L6)
Digital Marketing (L6)

and much more
in development



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LEARNING SUPPORT SERVICE FOR APPRENTICES

About Us

Our Learning Support Service for apprentices within the WWETB provides each individual an assessment of need and an opportunity to avail of a wide range of supports while attending Phase 2 off the job placement with us.

What we do

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

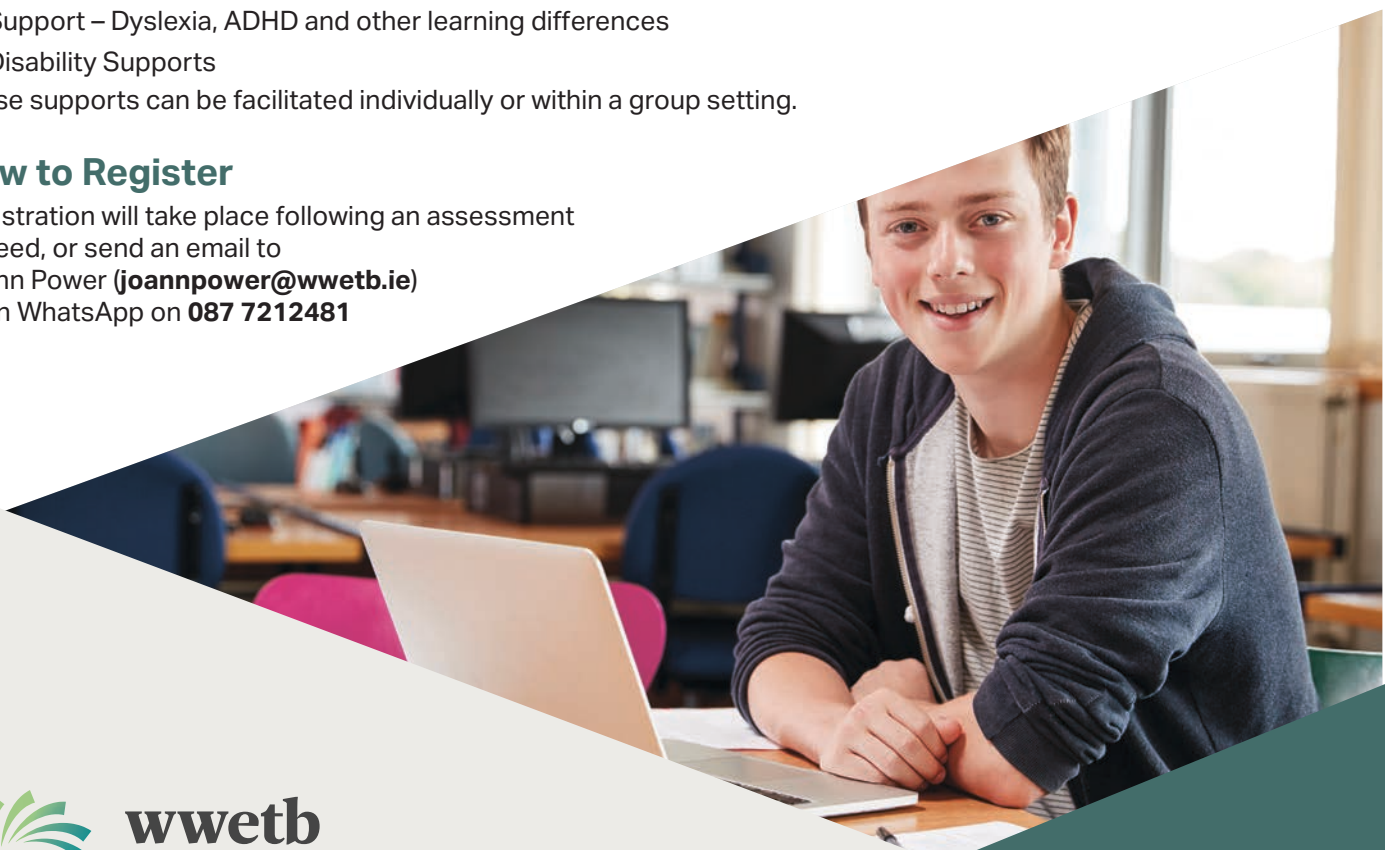
Supports we offer

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

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

How to Register

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



WWETB CRAFT APPRENTICESHIP FEMALE SCHOLARSHIP

Who is Eligible?

Female students registered in a Waterford or Wexford post primary school or further education and training centre (FET) in the calendar year 2026 and who satisfy the following criteria:

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

How can you benefit from a Scholarship?

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

Qualifying Crafts

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

Further Information

For further information on the scholarship please contact your Career Guidance Teacher, Centre Coordinator or Services to Business, (051) 301500 or apprenticeshipscholarship@wwetb.ie



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Education and Training Board

FEMALE SCHOLARSHIP TESTIMONIALS

“
The female scholarship was beneficial to me because it helps me a lot financially for exam fees and for tools.
”

“
I would recommend it to others because it makes the apprenticeship just that bit easier not having to worry about exam fees.
”

“
It's important to promote an opportunity like this for women because it shows women that it's an option for them.
”

“
I would recommend this to others as it helps to focus on studies and learning and not having to worry as much about finance.
”

“
This scholarship helped me get started building a career at a young age and gave me a good start in the mechanical industry.
”

“
The scholarship had a positive impact on me because it encouraged me and gave me support.
”

“
It gives women an opportunity and gives a more welcoming look on the industry towards women.
”

“
This scholarship helped me to allocate money towards collage funds, transport etc. and also retrieve my goals while still enjoying being a young adult.
”



WHAT IS SKILLS FOR WORK?

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

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

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

What are the benefits to the employer?

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

What are the benefits to the employee?

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



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SKILLS FOR WORK PROGRAMMES

COMMUNICATIONS SKILLS QQI Levels 1, 2 & 3

Course Content:

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

COMPUTER COURSES QQI Levels 1, 2 & 3

Course Content:

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

PERSONAL AND INTERPERSONAL SKILLS QQI Level 3

Course Content:

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



SKILLS FOR WORK CONTACT DETAILS

To find out more contact your local coordinator:

WATERFORD CITY AND ENVIRONS

Jackie Browne
jackiebrowne@wwetb.ie
086 853 3649

NORTH WEXFORD

Viktoriia Yaroshko
vikoriiayaroshko@wwetb.ie
086 781 5062

DUNGARVAN

Aoife Walsh
aoifeawalsh@wwetb.ie
085 856 7195

SOUTH WEXFORD

Siobhan Connors
siobhanconnors@wwetb.ie
087 667 8748

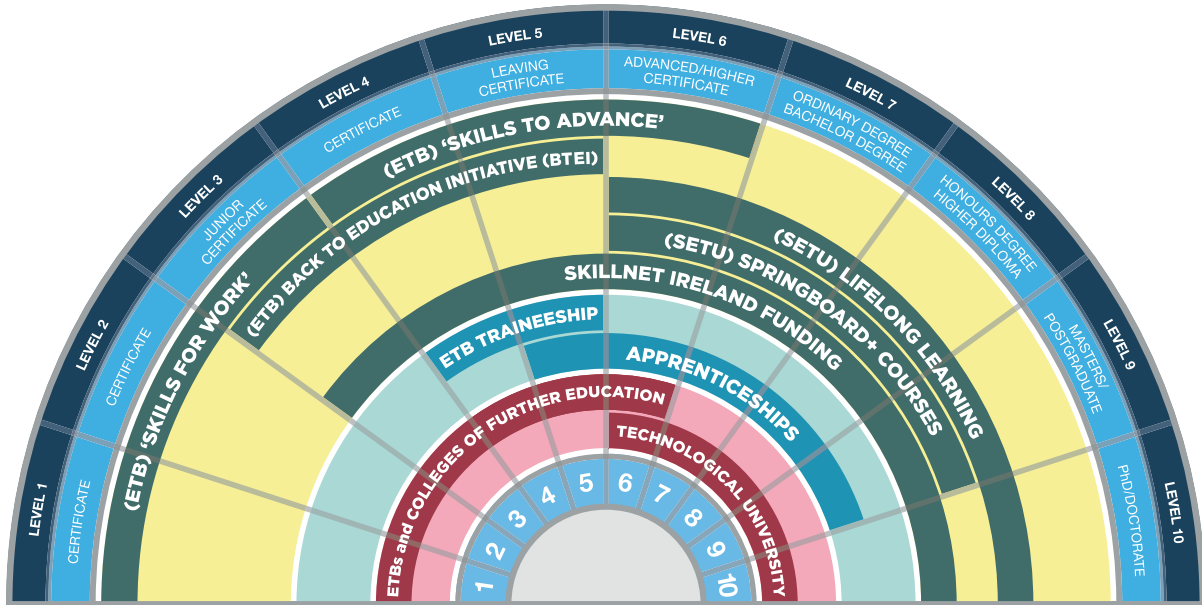
Classes can be held on or off site, at your local Further and Training Education Centre or a convenient location in your area. Classes are fully funded to anyone working part-time/ fulltime or self employed etc.



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REGIONAL INFOGRAPHIC ON EDUCATIONAL STAKEHOLDERS



FULL-TIME STUDY

APPRENTICESHIPS

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

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

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

PART-TIME COURSES FOR EMPLOYEES

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

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

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

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

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



USEFUL LINKS

Waterford and Wexford Education and Training Board (WWETB)

<https://www.wwetb.ie/>

Service to Business

servicestobusiness@wwetb.ie

WWETB Craft Apprenticeship Female Scholarship

apprenticeshipscholarship@wwetb.ie

Further Education and Training Course Hub (FETCH)

<https://www.fetchcourses.ie/>

eCollege

<https://www.ecollege.ie/>

WWETB Guidance

<https://www.wwetb.ie/adult-education-guidance-service/>

WWETB Literacy

<https://www.wwetb.ie/fet/fet-programmes-explained/adult-literacy/>

WWETB English for Speakers of Other Languages (ESOL)

<https://www.wwetb.ie/english-for-speakers-of-other-languages-esol/>

WWETB Where you Belong

<https://youtu.be/XIXieCV9H8A?si=L-F6p5vq3DUYSexo>

Education and Training Boards Ireland (ETBI)

<https://www.etbi.ie/>

South East Technological University (SETU)

<https://www.setu.ie/>

South East Regional Skills Forum (SERSF)

www.gov.ie/regionalskills

Edmond Connolly SERSF Manager

edmondconnolly@regionalskills.ie

Traveller Apprenticeship Incentivisation Programme (TAIP)

<https://linktr.ee/travellerapprenticeship>

[travellerapprenticeship](https://linktr.ee/travellerapprenticeship)

Generation Apprenticeship

<https://apprenticeship.ie/>

A Freephone Helpline is available for advice and support on apprenticeship options.

Contact us today:

1800 794 487.

Open 11am-5pm

Monday-Friday.



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#teamservicestobusiness



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TRAINING NEEDS ANALYSIS (TNA)

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



Services to Business

Waterford Office

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

Wexford Office

Waterford and Wexford Education and Training Board,
Wexford Training Centre, Whitemills North Industrial Estate
Wexford, Y35 RC82.

Seirbhísí Le Aonaid Ghnó

Oifig Phort Láirge

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

T: (051) 301500

Oifig Loch Garman

Bord Oideachas agus Oiliúna Phort Láirge agus Loch Garman,
Ionad Oiliúna Loch Garman, Eastát Tionsclaíochta Thuaidh an
Mhuilinn Bháin, Loch Garman, Y35 RC82.

T: (053) 9143602

E: servicestobusiness@wwetb.ie

 Go to FET Course Finder on www.wwetb.ie

 WWETB Waterford and Wexford Education and Training Board

 @WWETBofficial

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Rialtas na hÉireann
Government of Ireland



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SOLAS
learning works