

# RESET, RESKILL AND REBUILD

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**2023-24 Business Growth Course List**

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# Leadership

## LEADERSHIP AND MANAGAMENT

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## An Introduction to Coaching Skills

<b>Course Duration:</b>	2 days
<b>Course Venue:</b>	Online or Ayrshire College Ayr/Kilmarnock Campus
<b>No. of Participants:</b>	Recommended minimum of 6, max. 8 (online) or 10 (F2F)
<b>Certification:</b>	Ayrshire College Certificate

### Course Description:

There are many benefits to taking a Coaching approach: it helps organisations build leadership capability and capacity, aspiring and established leaders learn to lead and manage people in a more effective way and it promotes relationships at work that are engaging, empowering and continuously improving. Coaching conversations release potential and nurture ability and confidence in others to grow and thrive.

### Course Content:

#### Day 1: Skills and models

- Learn what mentoring is and how it differs from other forms of development
- Contracting and boundaries
- Core skills required of the Coach
- Coaching models and "real time" practice
- Learn the differences between formal and informal coaching
- Consider ways of giving effective feedback
- Sustaining development after coaching ends

#### Day 2: Your style as Coach

- Raise awareness of your unique style as coach
- Discuss the role of the coach/coachee
- Apply Emotional Intelligence in Coaching
- Coaching models and "real time" practice
- Benefits of coaching

## An Introduction to Mentoring Skills

<b>Course Duration:</b>	2 days
<b>Course Venue:</b>	Online or Ayrshire College Ayr/Kilmarnock Campus
<b>No. of Participants:</b>	Recommended minimum of 6, max. 8 (online) or 10 (F2F)
<b>Certification:</b>	Ayrshire College Certificate

### Course Description:

There are many benefits to taking a Mentoring approach: it helps organisations build leadership capability and capacity, aspiring and established leaders learn to lead and manage people in a more effective way and it promotes relationships at work that are engaging, empowering and continuously improving. Coaching / mentoring conversations release potential and nurture ability and confidence in others to grow and thrive.

### Course Content:

#### Day 1: Skills and models

- Learn what mentoring is and how it differs from other forms of development
- Contracting and boundaries
- Core skills required of the Mentor
- Discuss and work with various tools that support the mentee
- Learn situations best suited to mentoring
- Consider ways of giving effective feedback

#### Day 2: Your style as Mentor

- Raise awareness of your unique style as mentor
- Discuss the role of the mentor/ mentee
- Apply Emotional Intelligence in mentoring
- Models and "real time" practice
- Learn top tips for effective mentoring
- Sustaining development after mentoring ends



## Chartered Management Institute (CMI) Level 3 Certificate in Principles of Management & Leadership

<b>Course Duration:</b>	This course is delivered a day a week x 9 weeks. (Additional time is needed for self-directed study and assignment preparation)
<b>Course Venue:</b>	Ayr or Kilmarnock Campus, subject to demand
<b>No. of Participants:</b>	12 to 20 practising or aspiring supervisory managers
<b>Certification:</b>	CMI Level 5 Certificate in Management & Leadership (comparable to SCQF Level 6)

### Course Description:

Designed around the National Occupational Standards for Management and Leadership, this qualification is aimed at practising or aspiring managers who supervise or manage a team to achieve clearly defined outcomes. For example, they may set and monitor goals and objectives by providing instruction, direction and guidance on operational and project based activities.

The vocationally related qualification enables supervisory managers to develop their core knowledge, skills and behaviours in a supportive trainer-led and peer-supported environment. Further online learning support is made available through the Chartered Management Institute membership and the ManagementDirect learning portal, for the duration of study.

### Course Content:

#### Unit 301 - Principles of Management & Leadership

Being equipped with the knowledge, skills and behaviours to manage and lead effectively is essential if an individual and their organisation are to succeed. This unit has been designed for learners who want to develop or sharpen their professional edge and enhance personal effectiveness. The unit focuses on the ways organisations operate. The application of management and leadership approaches and how these can positively impact on own role, lead to improved performance, and support teams, colleagues and customers. The aim of the unit CMI 301 is to introduce the foundations for managers, which will be developed throughout all the level 3 units

#### Unit 302 - Managing a Team to Achieve Results

The ability to manage teams, which are able to communicate effectively and overcome barriers to achievement, is a critical skill for any manager. High performing cohesive teams are created in an environment where there is a collective understanding of values, goals and objectives. This unit has been developed to support managers in understanding the nature of teams in the workplace, and how these can be managed to achieve results.

**Assessment:**

Two written assignments of approx. 2,000 words will require to be submitted following completion of teaching delivery. Foundation Chartered Manager status and the CMI Level 3 Certificate in Management and Leadership will be awarded upon successful completion of both assessments.

This course is accredited by the Chartered Management Institute, and forms part of a development pathway with Ayrshire College allowing individuals to subsequently work towards the CMI Level 3 Diploma in Management & Leadership and/or full Chartered Manager status.



## Chartered Management Institute (CMI) Level 5 Certificate in Management & Leadership

<b>Course Duration:</b>	This course is delivered 1 day a week x 9 weeks. (Additional time is needed for self-directed study and assignment preparation)
<b>Course Venue:</b>	Ayr or Kilmarnock Campus, subject to demand
<b>No. of Participants:</b>	12 to 20 aspiring or practising middle managers
<b>Certification:</b>	CMI Level 5 Certificate in Management & Leadership (comparable to SCQF Level 8)

### Course Description:

Designed around the National Occupational Standards for Management and Leadership, this qualification is aimed at practising or aspiring middle managers and leaders at operational, divisional, departmental or specialist level, who lead and manage individuals and teams to deliver the aims and objectives in line with the organisational strategy.

This vocationally related qualification enables managers and leaders to develop their core knowledge, skills and behaviours in a supportive trainer-led and peer-supported environment. Further online learning support is made available through the Chartered Management Institute membership and the ManagementDirect learning portal, for the duration of study.

### Course Content:

#### Unit 501 - Principles of Management & Leadership in an Organisational Context

Being equipped with the knowledge, skills, and behaviours to manage and lead in a variety of organisational settings is essential if an individual and their organisation are to succeed. This unit has been designed for learners who want to develop or sharpen their professional edge and enhance personal effectiveness. Learners will evaluate the impact of an organisation's structure and governance on management and leadership. They will explore theoretical models, management and leadership styles and approaches designed to promote a culture of mutual trust, respect, and support.

#### Unit 502 - Principles of Developing, Managing and Leading Individuals and Teams to Achieve Success

The ability to lead individuals and teams to success is arguably the most important skill a manager can possess. This unit focuses on the essential management and leadership skills required to fulfil this challenging but rewarding role. The unit opens by focusing on the theoretical and practical approaches to developing, leading, and managing teams (remote or multi-disciplinary). The manager will look at techniques to assess current and future team capabilities, including the role of recruitment, selection and staff development which supports this. On successful completion of the unit, the manager will not only know the principles of managing individuals and teams, but they will understand approaches for supporting, motivating, and inspiring teams and individuals to exceed expectations.

**Assessment:**

Two written assignments of approx. 4,500 words will require to be submitted following completion of teaching delivery. Foundation Chartered Manager status and the CMI Level 5 Certificate in Management and Leadership will be awarded upon successful completion of both assessments.

This course is accredited by the Chartered Management Institute, and forms part of a development pathway with Ayrshire College allowing individuals to subsequently work towards the CMI Level 5 Diploma in Management & Leadership and/or full Chartered Manager status.

## Chartered Management Institute (CMI) Level 5 Certificate in Professional Coaching Practice

<b>Course Duration:</b>	This course is delivered 1 day a week x 12 weeks. (Additional time is needed for self-directed study, coaching sessions, and assignment preparation)
<b>Course Venue:</b>	Ayr or Kilmarnock Campus, subject to demand
<b>No. of Participants:</b>	12 to 20 aspiring or practising middle managers
<b>Certification:</b>	CMI Level 5 Certificate in Professional Coaching Practice (comparable to SCQF Level 8)

### Course Description:

This qualification is designed to support individuals in the development of professional coaching skills, helping them understand and be able to apply core skills required for effective coaching practice. The course is intended for individuals wishing to develop their professional coaching abilities, and who will have the knowledge, skills and behaviours to coach in the workplace. They will have the professionalism to deliver impact, behave ethically, and demonstrate a commitment to continual learning and development.

This vocationally related qualification enables managers and leaders to develop their core knowledge, skills and behaviours in a supportive trainer-led and peer-supported environment. Further online learning support is made available through the Chartered Management Institute membership and the ManagementDirect learning portal, for the duration of study.

### Course Content:

#### Unit 534 – Professional Coaching Practice

The Professional Coach must be agile, skilled, knowledgeable and self-aware to deliver coaching successfully. The aim of this unit is for the Professional Coach to evidence their ability to plan, prepare, and deliver coaching that responds to coachee needs in a real working environment. The unit contains a blend of practical activities, including the preparation and delivery of coaching and participation in coaching supervisions with three coaches.

#### Unit 536 – Professional Team Coaching

Team coaching brings together an existing team of at least three people who have shared goals and purpose. This type of coaching can impact on organisational success. It has the power to optimise the effectiveness of a team, promoting trust, collaboration, cohesion and inclusion in the pursuit of a shared goal. On successful completion of the unit, Professional Coaches will understand the principles of professional team coaching and will be able to plan, deliver and manage coaching for teams.

### Assessment:

Work based evidence and a written assignment will require to be submitted following completion of teaching delivery and live coaching sessions. The CMI Level 5 Certificate in Professional Coaching Practice will be awarded upon successful completion assessment.

## Introduction to Leading and Managing People and Teams

<b>Course Duration:</b>	2 days
<b>Course Venue:</b>	Online
<b>No. of Participants:</b>	Recommended minimum of 6, maximum 10
<b>Certification:</b>	Ayrshire College certificate of attendance

### Course Description:

Leading & Managing a Team can seem daunting for those starting out on their leadership journey. This course is designed to help equip you with the knowledge and skills required for success, and provide a solid foundation for future leadership & Management development. The course has a strong practical focus and will benefit those who are new to leadership, or looking to make the step towards leading & managing people and teams.

### Course Content:

- Understanding Leadership: Identifying style, behaviours and areas for improvement for continued development
- Development planning: Identifying where teams are in their individual development, analysing where leaders can provide assistance in development, and setting objectives that will deliver tangible results
- Team development: Going on the journey together as a team. Focusing on team development activities and tools that will enhance team performance and productivity, as well as promote effective communications and collaborative working practices
- Tools for emerging leaders: Creating awareness of additional leadership functions, such as performance management, managing change and resistance, and collaboration & planning tools that will assist in effective leadership.

Participants will gain a wide variety of skills that will enhance their value as a leader within any organisation, and they will leave the course with increased confidence in their abilities, as well as a range of tools that can be utilised when leading individuals and teams. Attendees will also benefit from increased knowledge of the skills required in order to successfully grow and develop a high performing team.

## Leadership Development Programme (3 Days)

<b>Course Duration:</b>	3 days
<b>Course Venue:</b>	Online
<b>No. of Participants:</b>	Recommended minimum of 6, maximum 10
<b>Certification:</b>	Ayrshire College certificate of attendance

### Course Description:

This course is ideally suited to organisations who are looking to develop employees' skills in management and leadership. With 3 key areas of focus - leadership, team development and overcoming problems, this programme delivers key skills to developing leaders.

### Course Content:

- Introduction to the Business Performance Model.
- Organisational and Team Climate - how to create the conditions for success.
- Leadership styles and their link to Climate (how it feels to work here)
- Leadership Behaviours and their links to Climate and Leadership Styles
- Tuckman Model of Team Effectiveness.
- The Talent Conversation - Developing individuals to be the best in their current role and growing them for future roles.
- The nine-box talent conversation model
- Coaching
- Making great decisions
- Leading Change
- Taking your learning forward into the workplace

Attendees on this course will gain an enhanced understanding of the factors that may have an influence on their leadership styles, as well as being able to identify a wide range of styles that can then be adopted in workplace practice. Attendees will also gain skills in training and developing their teams, and an awareness of some of the tools and techniques they can employ to help facilitate this.

Further benefit will be derived from learning about problem solving techniques and a greater understanding of organisational culture and its impact. Finally, attendees will be able to demonstrate greater skills in planning for future development and team growth.

## Leadership Development Programme (4 Days)

<b>Course Duration:</b>	4 days
<b>Course Venue:</b>	Online or Ayrshire College Ayr/Kilmarnock Campus
<b>No. of Participants:</b>	Recommended minimum of 6, maximum 10
<b>Certification:</b>	Ayrshire College certificate of attendance

### Course Description:

This course is ideally suited to organisations who are looking to develop employees' skills in management and leadership. With 3 key areas of focus - leadership, team development and overcoming problems, this programme delivers key skills to developing leaders.

### Course Content:

- Leadership styles, behaviours, impact & improvement
- Developing Teams- Learning, Training, Self-Development & Team role development
- Solving Problems- Problem identification, Option development & evaluation, Solution review process
- Organisational culture & its role & impact on Leadership
- Planning for future growth and development

Attendees on this course will gain an enhanced understanding of the factors that may have an influence on their leadership styles, as well as being able to identify a wide range of styles that can then be adopted in workplace practice. Attendees will also gain skills in training and developing their teams, and an awareness of some of the tools and techniques they can employ to help facilitate this.

Further benefit will be derived from learning about problem solving techniques and a greater understanding of organisational culture and its impact. Finally, attendees will be able to demonstrate greater skills in planning for future development and team growth.



A hand is shown drawing a bar chart on a grid. The grid has numbers 1 through 31. A blue bar is drawn at the 20 position, and a red bar is drawn at the 12 position. The background is a blurred image of a person working at a desk.

# PRODUCTIVITY, EFFICIENCY & INNOVATION

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## Enhance Cloud-Based Productivity with Microsoft 365

<b>Course Duration:</b>	1 day
<b>Course Venue:</b>	Online or Ayrshire College Ayr / Kilmarnock Campus
<b>No. of Participants:</b>	Recommended minimum of 6, max. 8 (online), 10 (F2F)
<b>Certification:</b>	Ayrshire College certificate of attendance

### Course Description:

Microsoft 365 (formerly Office 365) is a web-based version of Microsoft's Office suite of productivity applications. It consists of a number of productivity tools that are essential to employees working in a more mobile and collaborative digital working environment.

This course is a comprehensive beginner programme designed to provide participants with essential skills and techniques for effectively utilising Microsoft 365 tools to boost productivity and streamline everyday tasks.

It will focus on key areas, including collaboration, information storage, communication and sharing.

This course is suitable for those who need to update their skills for use in the modern workplace and requires no previous knowledge of Microsoft 365. Tablets and phones are not suitable devices for this course.

### Course Content:

- Access Microsoft 365
- Navigate between apps
- Work with online web apps (Word, Excel and PowerPoint)
- Manage, edit, share and search for files on OneDrive for Business
- Collaborate on files within Microsoft Teams
- Communicate with others in Microsoft Teams

On completion of this course, attendees will be more confident in accessing and navigating several Microsoft 365 apps essential for the workplace. They will have an understanding of how to work collaboratively by sharing information and communicating with colleagues and others.

## Enhance Productivity with Microsoft Office

<b>Course Duration:</b>	2 days
<b>Course Venue:</b>	Online or Ayrshire College Ayr / Kilmarnock Campus
<b>No. of Participants:</b>	Recommended minimum of 6, max. 8(online), 10 (F2F)
<b>Certification:</b>	Ayrshire College certificate of attendance

### Course Description:

Microsoft Office applications are the most widely used business productivity software tools. Their ease-of-use, accessibility and adaptability make them extremely popular.

This course is designed to introduce participants to the suite of Microsoft Office applications. Participants will become familiar with Microsoft Word, Excel, PowerPoint and Outlook, enabling them to streamline tasks and produce polished and impactful documents, spreadsheets, presentations, and communications.

Attendees should be using Microsoft Office 2013 or above. Tablets and phones are not suitable devices for this course.

### Course Content:

#### Microsoft Word

- Insert, edit and delete text
- Copy and paste text
- Insert and position images
- Structure content with tables
- Print a document

#### Microsoft Excel

- Insert, edit and delete data
- Format data
- Create basic charts
- Sort data
- Use basic calculations
- Set up a worksheet for printing

#### Microsoft Outlook

- Compose, reply and forward emails
- Attach a file
- Create a signature
- Create appointments, meetings and contacts
- Automate repetitive tasks

#### Microsoft PowerPoint

- Create a presentation
- Format slide content
- Add media, charts and tables to slides
- Use simple animation and transitions
- Present a slideshow

On completion of this course, attendees will have a foundational knowledge of these applications and feel more comfortable in performing basic office tasks. They will be able to create and format documents, reports, and presentations efficiently and manage emails and schedules for improved organisation.

## Improve Business Processes and Efficiency (2 Days)

<b>Course Duration:</b>	2 days
<b>Course Venue:</b>	Online or Ayrshire College Ayr / Kilmarnock Campus
<b>No. of Participants:</b>	Recommended minimum of 6, maximum 10
<b>Certification:</b>	Ayrshire College certificate of attendance

### Course Description:

Every organisation wants their processes to be as efficient as possible and this course offers the opportunity for organisations to explore where increased efficiencies may be found, and new ways of working identified. By aligning the process mapping with efficiency techniques and communication tools, this course serves as an in-depth examination of current process and provides a framework for future operations.

### Course Content:

#### Day 1: Business Improvement Techniques & Productivity

- What is Business Improvement
- Tools and Techniques for improvement
- Evaluation and review techniques

#### Day 2: Process Mapping

- Process Mapping- uses and benefits
- Signs & Symbols in Process Mapping
- Engaging people in the process
- Analysis business process – overview & detailed focus
- Options for improvement identification
- Communication & Implementation planning

At the end of this course attendees will have identified areas for improvement within a process in their own organisation. Further to this, they will have created a detailed plan of how the new process will look and have considered the communication and implementation strategy required to bring this to fruition.

## Improve Business Processes and Efficiency: Using Visio (3 Days)

<b>Course Duration:</b>	3 days
<b>Course Venue:</b>	Online or Ayrshire College Ayr / Kilmarnock Campus
<b>No. of Participants:</b>	Recommended minimum of 6, maximum 10
<b>Certification:</b>	Ayrshire College certificate of attendance

### Course Description:

Every organisation wants their processes to be as efficient as possible and this course offers the opportunity for organisations to explore where increased efficiencies may be found, and new ways of working identified. By aligning the process mapping with efficiency techniques and communication tools, this course serves as an in-depth examination of current process and provides a framework for future operations.

### Course Content:

#### Day 1: Business Improvement Techniques & Productivity

- What is Business Improvement
- Tools and Techniques for improvement
- Evaluation and review techniques

#### Day 2: Process Mapping

- Process Mapping- uses and benefits
- Signs & Symbols in Process Mapping
- Engaging people in the process
- Analysis business process – overview & detailed focus
- Options for improvement identification
- Communication & Implementation planning

#### Optional Day 3: MS Visio

- Key functions of Visio
- Creation of Process Maps
- Editing, Storing & Sharing
- Tips and Techniques
- Further applications

At the end of this course attendees will have identified areas for improvement within a process in their own organisation. Further to this, they will have created a detailed plan of how the new process will look and have considered the communication and implementation strategy required to bring this to fruition.

Attendees will also have increased knowledge of the use and applicability of MS Visio. (Please note if online delivery is required, attendees should ensure they have access to MS Visio 2013 or a later version.)

## Introduction to Microsoft 365 Productivity Apps

<b>Course Duration:</b>	1 day
<b>Course Venue:</b>	Online or Ayrshire College Ayr / Kilmarnock Campus
<b>No. of Participants:</b>	Recommended minimum of 6, max. 8 (online), or 10 (F2F)
<b>Certification:</b>	Ayrshire College certificate of attendance

### Course Description:

Microsoft 365 for Business is cloud software which includes the Office apps, (Word, Excel, PowerPoint), as well as, amongst others, OneDrive for storage, Outlook for email and calendar, Teams for communication and collaboration.

It is designed to help individuals, businesses, and organisations enhance their productivity, collaboration, and communication by providing a comprehensive set of tools accessible from anywhere with an internet connection.

Microsoft 365 includes a range of applications and services that cater to various needs, including document creation, data analysis, communication, project management, and more.

### Course Content:

2 or 3 of the following apps can be selected by the employer when scheduling dates. The content covered in each app will vary depending on time available.

- **OneDrive for Business** - Store, manage and share personal files
- **SharePoint online** - Store, manage and collaborate on team files, design an intranet site
- **Teams** - Collaborate and communicate with colleagues
- **Forms** - Create surveys and questionnaires
- **Sway** - Create presentations, reports, and newsletters
- **Planner** - Create, manage, and assign tasks
- **Lists** – organise and track work using rules, reminders, and comments

On completion of this course attendees will realise the full potential of these tools, transforming the way they work, collaborate, and communicate. They will have enhanced their digital skills, providing a solid foundation for personal and professional growth.

Please note, tablets and phones are not suitable devices for this course.



## Lean Six Sigma – White Belt

<b>Course Duration:</b>	1 Day
<b>Course Venue:</b>	Ayr / Kilmarnock Campus
<b>No. of Participants:</b>	Recommended minimum 8, Maximum 16
<b>Certification:</b>	Ayrshire College certificate of attendance

### Course Description:

This 1-day Lean Six Sigma White Belt course is designed for anyone looking for a basic understanding of Lean Six Sigma methodologies and who possibly support process improvement projects as a part of a team. The use of interactive games and class practical exercises helps students to experience the principles, tools and techniques for themselves and the course is a fantastic introduction for anyone learning about Lean Six Sigma for the first time.

### Course Content:

- Origins of Lean
- The 5 Principles of Lean
- The 8 Lean Wastes and how to identify them
- SIPOC, VoC and CTQ's
- Introduction to the House of Lean (TPS)
- Lean Tools
- Introduction to Practical Problem Solving
- Introduction to Lean Project Management

## Lean Six Sigma – Yellow Belt

<b>Course Duration:</b>	2 Days
<b>Course Venue:</b>	Ayr / Kilmarnock Campus
<b>No. of Participants:</b>	Recommended minimum 8, Maximum 12
<b>Certification:</b>	Ayrshire College certificate of attendance

### Course Description:

This 2 day classroom ILSSI Internationally Certified and Accredited Lean Six Sigma Yellow Belt course is designed for professionals who requires an understanding of the basics of the Lean Six Sigma Methodology and who supports process improvement projects as a part of a team. The use of interactive games and class practical exercises helps students to experience the principles, tools and techniques for themselves. The ILSSI certification exam consists of 50 multiple choice questions.

### Course Content:

Lean Six Sigma Yellow Belt training and certification provides an insight to the tools and techniques of Lean and Six Sigma and its process improvement methodologies. As a Yellow Belt you will be ready to participate as a core team member or subject matter expert on a project within your company. Lean Six Sigma Yellow Belt training gives employees a stronger understanding of processes, enabling each individual to provide meaningful assistance in process improvement to achieve the organisation's objectives.

Yellow Belt completion provides the stepping stones towards Green Belt and Black Belt Certification.

### Day 1

- Lean Fundamentals
- Six Sigma Fundamentals
- Waste and Non-Value-Add
- 5S
- Voice of the Customer
- Kaizen
- Value Stream Mapping
- Flow and Pull

### Day 2

- DMAIC Methodology
- Defining Problems and Projects
- Business Case
- SIPOC
- Pareto Analysis
- Root Cause Analysis Tools

## Lean Six Sigma – Green Belt

<b>Course Duration:</b>	5 Days
<b>Course Venue:</b>	Ayr / Kilmarnock Campus
<b>No. of Participants:</b>	Recommended minimum 8, Maximum 12
<b>Certification:</b>	Ayrshire College certificate of attendance

### Fast Track

There is an option to fast track our green Belt course if you successfully complete our Yellow Belt course, this will be a 3 day course.

### Course Description:

This 5 day ILSSI Certified Lean Six Sigma Green Belt course trains managers and workers how to use Lean Six Sigma methods, tools and techniques to improve their business processes. The course also coaches the delegates how to lead small to medium sized process improvement projects using the DMAIC framework. The ILSSI certification exam is a 2 hour 100 question proctored exam.

Lean Six Sigma Green Belt training and certification introduces the student to more complex Six Sigma statistical methods as well as Lean Leadership styles and developing a Lean Culture in your workplace. As a certified Green Belt you will be capable of leading teams and coaching and mentoring team members or subject matter experts within your company. The 5-day training class will enhance the problem solving skills and leadership skills of the attendees and stimulate them to take positive action for process improvement when they return to their workplace.

### Course Content:

There are no course prerequisites for this 5-day Lean Six Sigma course other than a basic understanding of mathematics. Those students already holding a Lean Six Sigma Yellow Belt certification may benefit from their prior knowledge and understanding of overlapping concepts across both courses.

### Day 1 (Lean Six Sigma Fundamentals)

- What is Lean? What is Six Sigma?
- Value-Added and Non-Value-Added
- The 8 Wastes DOWNTIME
- Voice of the Customer (VoC) and CTQs
- 5S
- Process Mapping
- Value Stream Mapping VSM

### **Day 2 (Lean Tools and Define Phase)**

- Pull , Kanban and Flow
- Visual Management
- Poka Yoke
- Standardised Work
- SMED
- Kaizen and Kaikaku
- PDCA
- DMAIC

### **Day 3 (Six Sigma Tools and Measure Phase)**

- Ishikawa Diagram
- Pareto Analysis
- FMEA
- Measurement Statistics
- Graphical Tools
- Capability Analysis
- Measurement System Analysis

### **Day 4 (Analysis and Optimisation)**

- Correlation and Regression Analysis
- Introduction to DOE
- Full Factorial Design of Experiment

### **Day 5 (Control and SPC)**

- Introduction to Hypothesis Testing
- Improvements
- Control Phase
- Statistical Process Control

## Strategic Decision Making for Managers

<b>Course Duration:</b>	1 day
<b>Course Venue:</b>	Online or Ayrshire College Ayr / Kilmarnock Campus
<b>No. of Participants:</b>	Recommended minimum of 6, maximum 10
<b>Certification:</b>	Ayrshire College certificate of attendance

### Course Description:

Problem Solving & Decision Making are skills that everyone can benefit from enhancing. Whether it is applying new techniques to solve problems, or becoming more objective in your decision making process, this practical and informative course is designed to help you become more proficient in these areas, and equip you with the tools and techniques that will enable this.

### Course Content:

- Problem Solving - Perspectives & Purpose
- Problem Solving -Methods and tools to enhance optimum solution identification and implementation
- Root Cause Analysis- Methods for drilling down to the root of a problem
- Decision Making- the importance of getting it right
- Decision Making- impact analysis and identification of best solution
- Decision Making- considerations when making decisions
- Decision Making- tools and techniques for workplace applications
- Decision Making- Data Driven decision making

By the end of this course attendees will have gained a comprehensive knowledge of a range of tools and techniques designed to optimise decision making, as well as practical experience in a range of techniques designed to assist in problem solving. Further to this, attendees will also have greater awareness of the implications and impact of decisions, and the need for analysis of these areas.

# PEOPLE MANAGEMENT AND TALENT DEVELOPMENT

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## Building Individual and Team Resilience

<b>Course Duration:</b>	1 day
<b>Course Venue:</b>	Online or Ayrshire College Ayr / Kilmarnock Campus
<b>No. of Participants:</b>	Recommended minimum of 6, maximum 10
<b>Certification:</b>	Ayrshire College certificate of attendance

### Course Description:

Resilience is recognised as an essential skill in the workplace helping people thrive in challenging and demanding environments. This programme equips individuals to build their personal and professional resilience. Resilience is the ability to respond effectively to pressures, bounce back from setbacks and find the strength to overcome adversity. Resilient people have the determination, energy and drive to succeed.

A highly interactive, practical programme designed to equip people with skills and tools to build their professional and personal resilience. Participants will learn how to manage pressure effectively, reduce stress and improve performance.

High performing teams are critical to business success. But faced with the day-to-day pressures of working life, team resilience can slip and performance can suffer. This course will help to empower teams to take control, and build a commitment to healthy high performance.

### Course Content:

- Monitoring & Recognition of early warning signs of pressure and stress
- Perceptions, definitions and causes of stress, including identification of stress triggers
- Distorted thinking and the challenges this presents to performance
- Resilient thinking and practical tools to manage stress & strengthen resilient behaviours
- Building a balanced lifestyle & developing tools for resilience
- Leveraging Team strengths to overcome future challenges
- Building a culture of honesty, respect & trust in a team
- Building team strategies for strengthening collective resilience

Upon completion of this course attendees will have gained an increased knowledge and understanding of the catalysts of stress, and what measures can be implemented to mitigate the effect of these, both for individuals and teams. In addition to this, attendees will be equipped with a range of skills and techniques that they can utilise within their own "resilience toolkits" which will foster healthy workplace behaviours and assist in maintaining high performance during stressful periods.

## Creating & Sustaining High-Performing Teams

<b>Course Duration:</b>	1 day
<b>Course Venue:</b>	Online or Ayrshire College Ayr / Kilmarnock Campus
<b>No. of Participants:</b>	Recommended minimum of 6, maximum 10
<b>Certification:</b>	Ayrshire College certificate of attendance

### Course Description:

High performance teams are an integral part of any successful organisation. This course will build team cohesion, look at ways of increasing performance, strengthen workplace relationships and highlight the importance of effective communications within a high-performance team.

### Course Content:

- Characteristics of high-performance teams
- Benefits of team working
- Building and maintaining team cohesion
- Improving team performance
- Strengthening workplace relationships
- Effective communications in high performance teams

Attendees on this course will benefit from a greater knowledge of the composition of high-performance teams, and how they can go about constructing and maintaining such a team. Additional benefit will come from being able to demonstrate ways to improve team performance, as well as increased communication skills to lead teams effectively.

## Customer Service Skills

<b>Course Duration:</b>	1 day
<b>Course Venue:</b>	Online or Ayrshire College Ayr / Kilmarnock Campus
<b>No. of Participants:</b>	Recommended minimum of 6, maximum 10
<b>Certification:</b>	Ayrshire College certificate of attendance

### Course Description:

Customers are the lifeblood of all organisations, and their expectations are continually increasing and evolving. This course serves as a perfect platform to hone and perfect existing customer service skills, as well as develop new skills that add to the overall customer experience.

### Course Content:

- The stages of the customer journey
- Why customer focus is so important
- Establishment and reinforcement of service standards
- New ways to improve service provision
- The importance of customer feedback and reviews
- Problem identification, solution generation and implementation planning
- Complaint handling & resolution
- Creation of continuous improvement mind-set

Attendees on this course will gain an increased awareness of the importance of customer service and how it integrates within their own organisations working practices. Additional knowledge will be gained with regards to the impact that customer reviews and after-sales care can have on organisations, and how these can be influenced by great customer experience.

Attendees will also be able to demonstrate increased confidence in handling and resolving customer complaints effectively and efficiently, as well as have a greater understanding of the need for continuous improvement in customer service to sustain competitive advantage.

## Developing Assertiveness

<b>Course Duration:</b>	1 day
<b>Course Venue:</b>	Online or Ayrshire College Ayr / Kilmarnock Campus
<b>No. of Participants:</b>	Recommended minimum of 6, maximum 10
<b>Certification:</b>	Ayrshire College certificate of attendance

### Course Description:

Assertiveness is a key skill and the ability to establish an equilibrium between two opposing points of view is the key to joint success. This course focuses on the practical applications of assertiveness in the workplace and is ideally suited to individuals who may be presented with challenging behaviours.

### Course Content:

- Professional and personal benefits of being assertive
- Assertiveness in conversations
- Identification of potential challenges and requirements for assertiveness
- Communication strategies to reduce conflict
- Evaluation of current and desired workplace behaviours
- Managing emotions in the workplace
- Relationship preservation and development

At the end of this course, attendees will be able to demonstrate a comprehensive knowledge of the benefits of being assertive within given situations, as well as be able to employ techniques designed to develop their own assertiveness.

Attendees will also benefit from increased knowledge of how to manage emotions on the workplace and the application of techniques to develop and preserve relationships.

## Effective Meetings & Impactful Time Management

<b>Course Duration:</b>	1 day
<b>Course Venue:</b>	Online or Ayrshire College Ayr / Kilmarnock Campus
<b>No. of Participants:</b>	Recommended minimum of 6, maximum 10
<b>Certification:</b>	Ayrshire College certificate of attendance

### Course Description:

This course designed to tackle the problem of ineffective meetings. Participants will learn how to design a meeting structure which best meets the needs of the organisation. By exploring good practice and benchmarking meeting etiquette against other organisations we will examine areas for possible improvement. In addition the course will provide attendees with a wide range of time management techniques and tools that can be implemented into busy working lives.

### Course Content:

- Setting clear objectives within meetings
- Audience awareness & relevance
- Key roles within meetings
- Aligning meeting format to purpose
- Innovative ways of meeting to increase engagement & output
- Post-meeting outcome monitoring and progression
- Importance of Goal Setting
- Prioritisation of tasks & tools to support this
- Self-Awareness of current behaviours
- Time Management Techniques
- Planning tools and applications

Attendees will also gain knowledge of the key roles within a meeting and a variety of ways of holding and controlling a meeting. Individuals will gain an increased knowledge of a range of the latest meeting audience engagement tools, as well as a range of tools that they can utilise to progress outcomes from meetings. In addition to this attendees will have increased knowledge of a range of time management tools and techniques & planning aids that can be adopted within the workplace in order to enhance individual and team productivity.

## Emotional Intelligence at Work

<b>Course Duration:</b>	1 day
<b>Course Venue:</b>	Online or Ayrshire College Ayr / Kilmarnock Campus
<b>No. of Participants:</b>	Recommended minimum of 6, maximum 10
<b>Certification:</b>	Ayrshire College certificate of attendance

### Course Description:

Emotional Intelligence is often quoted as being more important to success in the workplace than IQ. It goes beyond mere empathy, and this course will explore the different areas and levels of Emotional Intelligence.

Attendees will benefit from the theoretical and practical nature of the course, and in turn be in a position to become more emotionally intelligent in the workplace in a variety of situations and applications.

### Course Content:

- Learn about the 5 components of Emotional Intelligence (EI or EQ) and why they contribute to outstanding leadership.
  - Self-Awareness
  - Self-Regulation
  - Empathy
  - Self-Motivation
  - Social Skills
- Undertake an Emotional Intelligence Survey to explore own EI preferences.
- Identify ways in to increase own self-awareness.
- Explore ways in which you can improve your self-regulation.
- Undertake a mini team environment survey and link leadership behaviour as being a major contributor to “how it feels to work here”.
- Identify and manage own defensive behaviours.
- Explore the hilltops model as a vehicle for seeing things from another person’s perspective.
- Identify your intrinsic and extrinsic motivators and why this is important for you as a leader.
- Handling procrastination
- Appreciate how emotions have an impact on everything you do as leader.
- Maximise the use of Emotional Intelligence to create a healthy team environment.

Attendees on this course will benefit from an increased knowledge and understanding of the key principles of Emotional Intelligence, and also gain practical experience of some of the tools we can utilise in order to develop our Emotional Intelligence. Those who undertake this course will become better equipped to deal with problems and challenges in an emotionally intelligent way, thus leading to better outcomes and greater individual and team productivity.



## Enhancing Individual & Team Performance

<b>Course Duration:</b>	2 days
<b>Course Venue:</b>	Online or Ayrshire College Ayr / Kilmarnock Campus
<b>No. of Participants:</b>	Recommended minimum of 6, maximum 10
<b>Certification:</b>	Ayrshire College certificate of attendance

### Course Description:

This course is designed to equip individuals with the skills necessary for effective individual and team management, as well as provide increased knowledge of applications and tools that can assist in obtaining optimum performance.

### Course Content:

- Performance- what it is and effect in workplace situations
- Analysing current performance- where to look and what to look for  
Identifying key performance indicators, and communicating these effectively
- Team performance- collective productivity & accountability for enhanced team performance
- Team performance- tools to assist in enhancing team performance in short and longer term.

By the end of this course attendees will have a thorough knowledge of the impact of performance in an organisation, as well as experience in a range of tools designed to help enhance individual and team performance, as well as a deeper understanding of the need for, and ways in which to design and communicate important messages. In addition, attendees will gain an increased awareness of the need to monitor performance and take corrective action when under-performance is identified.

## Interpersonal Skills & Managing Conflict

<b>Course Duration:</b>	2 days
<b>Course Venue:</b>	Online or Ayrshire College Ayr / Kilmarnock Campus
<b>No. of Participants:</b>	Recommended minimum of 6, maximum 10
<b>Certification:</b>	Ayrshire College certificate of attendance

### Course Description:

Strong interpersonal skills are vital to individuals and team members within any organisation. This course serves as a fantastic enhancement of these skills and has a wide range of applicability within a workplace environment.

Conflict, and managing own response to it, is key to handling difficult conversations. This course is designed to equip you with the necessary skills to effectively manage your own behaviour in the workplace and to have processes to help navigate challenging workplace behaviours in others and maintain a healthy and productive working environment.

### Course Content:

#### Day 1

- Leading with trust
- Top 5 Things that Leaders Fail to Do
- Conversation Mapping – Identify workplace examples of relationship challenges and their impact.
- Structural Dynamics – Theory of Face-to-Face Communications – what is your preferred communication style(s)
- Conversational Practices – the skills that support great communication.
- Handling conflict and difference
- Cultivating Collaboration – Managing our own defensiveness

#### Day 2

- Communication skills:
- 3 level questioning
- 4 level listening
- Body language
- Radical Candor – A model for giving feedback.
- Framework for giving feedback plus practice.

With their enhanced interpersonal skills from the course, attendees will have gained confidence in dealing with difficult situations and have greater awareness of the tools and support mechanisms that may be available to them. Attendees will also benefit from an increased awareness of the power of body language in dealing effectively with workplace conflict.

## Neurodiversity Awareness

<b>Course Duration:</b>	1 day
<b>Course Venue:</b>	Online
<b>No. of Participants:</b>	Recommended minimum of 6, maximum of 10
<b>Certification:</b>	Ayrshire College certificate of attendance

### Course Description:

A one-day overview of neurodiversity and neurodivergent conditions.

Leading to and understanding of the impact of living with a neurodivergent condition and starting to think about strategies and ways to help.

The course will encourage participants to reflect on their own experiences and work settings and translate the learning into practice.

### Course Content:

- Myths & Facts
- What does a diagnosis of neurodivergent condition mean
- Spectrum of presentations at:
  - The biological level
  - The psychological level
  - The behavioural level
- Sensory sensitivities
- Understanding challenging behaviour & supporting in challenging situations
- Neurodivergence as a positive advantage
- Current issues, research & priorities
- Real situations – sharing challenges & experiences

On completion of this course participants will have developed a useful core understanding of neurodivergent conditions and how they can impact on a person. How to respond to and effectively support the neurodivergent people they come into contact with.

## People Skills & Team Development

<b>Course Duration:</b>	3 days
<b>Course Venue:</b>	Online or Ayrshire College Ayr / Kilmarnock Campus
<b>No. of Participants:</b>	Recommended minimum of 6, maximum 10
<b>Certification:</b>	Ayrshire College certificate of attendance

### Course Description:

With a number of areas that can be examined within the course itself, this course is ideal for organisations looking to focus their development activities in particular areas as part of a wider development framework.

### Course Content:

This course can cover any three of the subjects below for a single group of attendees (organisations will be asked to confirm their selection at the time of scheduling course delivery):

- Briefing & Presentation Skills
- Creating & Sustaining High Performing Teams
- Developing Assertiveness
- Effective Communications in the Hybrid Workplace
- Effective Meetings & Impactful Time Management
- Interpersonal Skills & Managing Conflict
- Sales & Negotiation Skills
- Individual And Team Resilience

By the end of this programme, attendees will have gained an increased knowledge and understanding of a wide variety of interpersonal skills, as well as experience in a range of practical tools and techniques designed to enhance and promote individual and team development.

This course will serve as a solid foundation for future development activities, and could be complimented by other courses from our offering in order to provide a comprehensive development programme for a group of attendees.

## Sales and Negotiation Skills

<b>Course Duration:</b>	1 day
<b>Course Venue:</b>	Online or Ayrshire College Ayr / Kilmarnock Campus
<b>No. of Participants:</b>	Recommended minimum of 6, maximum 10
<b>Certification:</b>	Ayrshire College certificate of attendance

### Course Description:

Negotiation skills are key for all individuals within an organisation. From sales to management, the ability to negotiate & sell effectively will deliver real rewards in terms of employee buy-in and output. This course is perfect for those looking to enhance their sales and negotiating skills and will cover a wide range of scenarios and applications.

### Course Content:

- Preparing for negotiations & sales interactions
- Building relationships with stakeholders and prospective clients
- Eliciting information effectively - needs identification - wish, want & walk away points
- Selling the features and benefits of what you do
- Maintaining flexibility in sales and negotiations
- Anticipating & Overcoming objections
- Asking for the sale and closing the deal

By the end of this course attendees will be able to demonstrate increased skills in understanding the needs of other parties and how to use this understanding to best advantage in the workplace. Attendees will also have increased knowledge of techniques that can be used to conclude sales & negotiations in their favour and understand the importance of being flexible and understanding the needs of others. Other benefits will include increased confidence in ability to negotiate and close sales effectively and successfully eliciting information from other parties.

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# PROJECT MANAGEMENT

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## Agile Project Management Principles and Practices

<b>Course Duration:</b>	1 day
<b>Course Venue:</b>	Online or Ayrshire College Ayr / Kilmarnock Campus
<b>No. of Participants:</b>	Recommended minimum of 6, maximum 10
<b>Certification:</b>	Ayrshire College certificate of attendance

### Course Description:

Your Project Management Skills can be enhanced further through the utilisation of Agile methodology. Agile is viewed by many to deliver a more flexible approach to manage projects, with benefits derived quicker and more clearly illustrated than traditional approaches to managing projects.

This interactive course will greatly enhance existing Project Management skills, and is complimented further by an in-depth demonstration and utilisation of Digital Technologies that support Agile methods and means of working.

### Course Content:

- Gain a deep understanding of Agile principles & practices and how to apply them in any industry
- Identification & explanation of the main project roles in Agile and Scrum frameworks
- Reduce risk of project failure through use of agile results-based controls to close and evaluate projects more effectively
- Increase speed using Lean and Agile work management techniques to deliver successful outcomes faster and more efficiently
- Overview of Digital Agile Management Skills through use of MS Planner & MS Teams to compliment Agile methodology and techniques, and for collaboration and communication processes.

By the end of this course attendees will have gained increased knowledge of Agile methodologies, be able to mitigate risk through the use of controls and parameter setting, and be able to demonstrate Lean and Agile management techniques that will enhance speed and efficiency in project environments.

For implementing an agile way of working to be successful the team, department and or the organisation need to have an agile mindset.

Attendees will further gain knowledge of a range of applications that assist in delivering successful Agile projects and be able to utilise these applications within their own organisational environment.



## Chartered Management Institute Level 5 Certificate in Project Management

<b>Course Duration:</b>	This course is delivered a day a week x 11 weeks. (Additional time is needed for self-directed study and assignment preparation)
<b>Course Venue:</b>	Ayr or Kilmarnock Campus, subject to demand
<b>No. of Participants:</b>	12 to 20 aspiring or practicing managers
<b>Certification:</b>	CMI Level 5 Certificate in Project Management

### Course Description:

The Level 5 Project Management qualification is designed for practising middle managers and leaders who are typically accountable to a senior manager or business owners. It is aimed at leaders looking to effectively manage projects, although the qualification is also open to learners wishing to build on their general project management skills.

This vocationally related qualification enables managers and leaders to develop their core knowledge, skills and behaviours in a supportive trainer-led and peer-supported environment. Further online learning support is made available through the Chartered Management Institute membership and the ManagementDirect learning portal, for the duration of study.

### Course Content:

#### Unit 513- Managing projects to Achieve Results

The ability to manage projects is a vital skill for all managers. This unit focuses on the knowledge and skills required to manage projects successfully and overcome problems and challenges. It requires the learner to evaluate the methods and tools for planning tasks and activities, as well as knowing how to implement and manage project activities, build stakeholder relationships, manage resources and risk, monitor progress and report on outcomes

#### Unit 524- Conducting a Management Project

Research into approaches to management and leadership can lead to dynamic results. Innovation, product development, performance improvement, change, customer service excellence, strategy and problem solving are just some of the results. Without research business can stagnate. The aim of the unit is for the learner to conduct management research which will have an impact on individual and/or organisational practice. It is expected that learners will plan and manage a genuine project in the workplace or an academic enquiry relevant to an identified business need or challenge.

**Assessment:**

Written assignments, including a project plan, will require to be submitted following completion of teaching delivery. The CMI Level 5 Certificate in Project Management will be awarded upon successful completion of all assessments.

This course is accredited by the Chartered Management Institute, and forms part of a development pathway with Ayrshire College allowing individuals to subsequently work towards the CMI Level 5 Diploma and/or full Chartered Manager status.

## Introduction to Project Management Principles & Practices

<b>Course Duration:</b>	2 days
<b>Course Venue:</b>	Online or Ayrshire College Ayr / Kilmarnock Campus
<b>No. of Participants:</b>	Recommended minimum of 6, maximum 10
<b>Certification:</b>	Ayrshire College certificate of attendance

### Course Description:

Project Management skills are vital to the successful outcome of any organisational project. Whether you are leading a project team, or are contributing to an ongoing project, this course will equip you with the key skills and knowledge required for success.

This interactive and engaging course serves as a comprehensive introduction to Project Management, and will appeal to those starting their journey into the world of project management.

NB this course is also available with a third day add-on, covering Digital Project Management Tools.

### Course Content:

- Introduction to Project Management- What it is, and why we use it
- Stages of a Project- Initiation, Planning, Execution, Review
- Stakeholder analysis & project deliverables
- Risk, Issues and Change controls and strategies
- Project Reporting
- Project Planning and Progress Review Tracking
- Analysing the business case- Cost Benefit Analysis, Estimation & Budgeting strategies
- Post-Project Review- After Action Review & Lessons Learnt Logs

By the end of this course, attendees will be able to demonstrate an increased & comprehensive knowledge of the key skills and techniques of Project Management, as well as greater awareness of the potential pitfalls and problems that may beset any project.

Further benefit will come from interaction with a range of applications and software platforms that support successful project management, and attendees will gain a range of transferable skills that can also be applied out-with a project management setting.

A person is lying down, possibly on a medical table, with their head tilted back and eyes closed. Two hands are placed on their chest. The image has a teal-to-pink gradient overlay.

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# HEALTH, SAFETY & WELLBEING

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## Epilepsy Awareness and Rescue Medication

<b>Course Duration:</b>	1 day
<b>Course Venue:</b>	Ayrshire College Ayr / Kilmarnock Campus
<b>No. of Participants:</b>	Recommended minimum of 6, maximum 12
<b>Certification:</b>	Ayrshire College certificate of attendance

### Course Description:

This course will assist those supporting people with Epilepsy and for those who have seizure management requirements. Covering the importance of following protocol, policy & procedure and documentation requirements for all medication administration.

### Course Content:

- Risk factors & triggers of Epilepsy
- Epilepsy diagnosis & treatments
- First Aid for generalised seizures
- SUDEP – Sudden Unexpected Death from Epilepsy & management of life-threatening forms of seizure

Upon completion of the course, a review of Epilepsy Management Plans & Risk Assessments will ensure the delegates will have appreciated the individual nature of epilepsy & how it impacts differently on individual clients.

## FAA Award in Leading First Aid for Mental Health (SCQF Level 6)

<b>Course Duration:</b>	2 days
<b>Course Venue:</b>	Ayrshire College Ayr / Kilmarnock Campus
<b>No. of Participants:</b>	Recommended minimum of 6, maximum 10
<b>Certification:</b>	FAA Certificate, certification is valid for 3 years

### Course Description:

This qualification provides learners with the knowledge to recognise a wide range of mental health conditions and learn about the support/therapy provided by professional healthcare providers. This course will provide knowledge on how to start a supportive conversation, know when to signpost a person to seek appropriate professional help, recognise & manage stress and understand the impact of substance abuse.

Learners will learn about the first aid action plan for mental health, be able to put it in place and understand how to implement a positive mental health culture in the workplace. Learners will not diagnose or treat mental health conditions as this can only be carried out by healthcare professionals but will gain the knowledge to identify when a person may have a condition and know where they can go to get help.

### Course Content:

- Understanding mental health is, why people develop mental health conditions and the role of a First Aider for mental health
- Providing advice and practical support for a person presenting a suspected mental health condition
- Recognising and managing stress
- Understanding the impact of substance abuse on mental health
- Understanding the first aid action plan for mental health and be able to put it in place
- Implementing a positive mental health culture in the workplace

The qualification is assessed through two written assessment papers and the practical demonstration of the first aid action plan for mental health. Learners must successfully pass all parts of the assessment to be awarded the qualification

## Menopause Awareness

<b>Course Duration:</b>	½ Day
<b>Course Venue:</b>	Ayrshire College Ayr/Kilmarnock Campus
<b>No. of Participants:</b>	Recommended minimum of 6, max. 10
<b>Certification:</b>	Ayrshire College Certificate

### Course Description:

In this course you will learn about what menopause really is. We will discuss the physical and emotional changes that occur at this time in a woman's life. We'll talk about Lifestyle Medicine, what it is and how we can use it to mitigate menopausal symptoms.

### Course Content:

You'll learn a toolbox of strategies to use in your life, not only to help with menopause, but with a wide range of physical and mental health problems.

This course is designed for anyone wishing to raise awareness of menopause, whether that is women themselves, or anyone who wishes to support women better during this time in their lives, either in the home or at work.

## Mental Health Awareness for Employees

<b>Course Duration:</b>	1 day
<b>Course Venue:</b>	Online or Ayrshire College Ayr / Kilmarnock Campus
<b>No. of Participants:</b>	Recommended minimum of 6, maximum 10
<b>Certification:</b>	Ayrshire College certificate of attendance

### Course Description:

This course designed for employees who want to gain a greater awareness of both their own and their colleagues mental health and wellbeing. It will allow employees to detect early symptoms of poor mental health and develop skills to support their own and others' positive wellbeing. It will give delegates an understanding of the most common mental health conditions in the workplace such as stress, anxiety and depression.

Delegates will leave equipped to manage their own mental health and promote the mental wellbeing of others.

### Course Content:

- What Mental Health is
- Attitudes to Mental Health Issues When Mental Health Declines
- Identifying Signs and Symptoms of Mental Health Issues.
- Non-judgemental Listening and How to Start a Difficult Conversation.
- An Overview of Stress, Anxiety and Depression. Recover.



## Mental Health Skills for Managers

<b>Course Duration:</b>	1 day
<b>Course Venue:</b>	Online or Ayrshire College Ayr / Kilmarnock Campus
<b>No. of Participants:</b>	Recommended minimum of 6, maximum 10
<b>Certification:</b>	Ayrshire College certificate of attendance

### Course Description:

This course designed for managers, leaders and supervisors who want to gain a greater awareness of how to manage workplace mental health. It will allow people managers to detect early symptoms of poor mental health and develop skills to support their own and others' positive wellbeing.

This programme will also cover the Health and Safety issues involved in mental wellbeing management and the legal consequences. It will cover ways to support employees when disclosing mental health issues, appropriate language to use and how to create a positive company wellbeing culture. Delegates will leave equipped to manage their own mental health and support the mental wellbeing of others.

### Course Content:

- What is Mental Health
- Attitudes to Mental Health
- The Law and Mental Health
- Company Wellbeing Culture
- Symptoms of Poor Mental Health
- Early Intervention
- Managing Mental Health Disclosures
- Advice for People Managers
- Looking After Yourself

## REHIS Elementary Health & Safety

<b>Course Duration:</b>	1 day (including exam)
<b>Course Venue:</b>	Ayrshire College Ayr / Kilmarnock Campus
<b>No. of Participants:</b>	Recommended minimum of 6, maximum 10
<b>Certification:</b>	REHIS Certificate

### Course Description:

The 1 day REHIS Elementary Health and Safety course is ideal for all workers. It is designed to give employees a firm grounding in Health and Safety. The course is designed to provide practical information and advice which will help employers and employees to ensure that their work activities are carried out safely, reducing the risk to themselves and others.

This practical course gives a general introduction to Health and Safety issues, and the precise meaning of terms commonly used in this area.

### Course Content:

- Accidents and Illness
- Slip trips and falls
- Health and Safety Law
- Risk Assessment
- Hazardous Substances
- Personal Protective Equipment
- Workplace Health, Safety and Welfare
- Vehicles at work
- Fire
- First Aid
- Plant, machinery and equipment
- Electricity at work
- Occupational Health
- Manual Handling

## REHIS Emergency First Aid at Work

<b>Course Duration:</b>	1 day (including exam)
<b>Course Venue:</b>	Ayrshire College Ayr / Kilmarnock Campus
<b>No. of Participants:</b>	Recommended minimum of 6, maximum 8
<b>Certification:</b>	REHIS certificate

### Course Description:

This course provides delegates not only with first aid skills but also the ability to identify and manage specific situations.

There is a short multiple-choice test and practical observation assessment.

### Course Content:

This course will cover the following:

- Responsibilities of a first aider
- Assessing an incident
- Managing an unresponsive person
- CPR
- Choking
- Wounds and bleeding
- Shock
- Minor injuries
- Burns
- Seizures
- The respiratory system

## REHIS First Aid at Work

<b>Course Duration:</b>	3.5 days (including exam)
<b>Course Venue:</b>	Ayrshire College Ayr / Kilmarnock Campus
<b>No. of Participants:</b>	Recommended minimum of 6, maximum 10
<b>Certification:</b>	REHIS certificate

### Course Description:

This course covers the practical skills needed by a first aider in the workplace. The course will give delegates the confidence and knowledge to deal with first aid emergencies. This course is aimed at individuals who will hold a role of nominated first aider, or anyone else looking to attend a comprehensive, certificated first aid course.

### Course Content:

The course will give delegates the knowledge and confidence to deal with a first aid emergency in the workplace and covers:

- Accidents and illness
- Using a first aid kit
- Simple record keeping
- Treatment of an unconscious casualty
- Heart attacks
- Resuscitation
- Shock
- Choking
- Bleeding
- Burns and scalds
- Poisoning
- Fractures
- Seizures
- Asthma
- Severe allergic reaction
- Eye injuries
- Low blood sugar
- Fainting

There will be a written and oral test on the final day, and successful candidates will be awarded the REHIS First Aid at Work certificate.

## REHIS Elementary Infection Prevention and Control

<b>Course Duration:</b>	1 day
<b>Course Venue:</b>	Ayrshire College Ayr/Kilmarnock Campus
<b>No. of Participants:</b>	Recommended minimum of 6 or 12 (F2F)
<b>Certification:</b>	REHIS Elementary Infection Prevention and Control

### Course Description:

The course is designed to give participants the knowledge and understanding of how to work safely in environments where there is a risk of infections transferring such as care homes and nurseries.

### Course Content:

#### General Introduction

- Micro-organisms and other causes of infection
- Reservoirs and sources
- Portals of entry and exit
- Method of spread and mode of transmission
- Susceptible hosts
- Risk factors for infection

#### Standard Infection Control Precautions and Health & Safety Measures

- Hand hygiene – for staff, visitors and service users, including how to do it when outdoors. Supporting children to be independent hand washers
- Personal protective clothing and equipment
- Prevention of occupational exposure to infection
- Management of blood and body-fluid spillages including safe handling of incontinence pads and nappies
- Management of care equipment including commodes, changing mats, potties and children's toilet seats.
- Supporting people to eat and drink and the management of equipment.
- Environmental control including infection control in the home (home care) and outdoors. Safely dealing with composting/vegetables patches, outdoor play & pets
- Safe disposal of waste, clinical waste and sharps including pads and nappies
- Safe handling, transport and processing of linen including soiled clothes
- Appropriate case placement

#### Putting it all together – Action Planning

- Legislation and guidance
- Policies and procedures including restrictions (home care/care at home)
- Projects in infection control
- Barriers to effective infection control
- Using knowledge to reduce the incidence of infection
- A route to enhanced competence in preventing healthcare associated infection including childcare or homecare associated infections

## REHIS Intermediate Health and Safety

<b>Course Duration:</b>	3.5 days (including exam)
<b>Course Venue:</b>	Ayrshire College Ayr / Kilmarnock Campus
<b>No. of Participants:</b>	Recommended minimum of 6, maximum 10
<b>Certification:</b>	REHIS certificate

### Course Description:

The 3.5 day REHIS Elementary Health and Safety course is ideal for all workers. It is designed to give employees a firm grounding in Health and Safety. The course is designed to provide in-depth practical information and advice which will help employers and employees to ensure that their work activities are carried out safely, reducing the risk to themselves and others.

This practical course gives an in-depth insight into Health and Safety issues, understanding of the legal framework governing health and safety, and guidance to support effective health and safety management.

### Course Content:

- Health and Safety legislation
- Introduction to the management of Health and Safety
- The general working environment
- The prevention of slips, trips and falls
- Machinery, equipment and processes
- Electricity at work
- Fire
- Hazardous substances
- Noise at work
- Personal protective equipment
- Manual and mechanical handling
- Ergonomics
- Stress at work
- Accident prevention, reporting and analysis

A 2.5 hour exam will be held on the final day, and successful candidates will be awarded the REHIS Intermediate Health and Safety certificate.

## Scottish Manual Handling Passport Scheme

<b>Course Duration:</b>	2 days
<b>Course Venue:</b>	Ayrshire College Ayr / Kilmarnock Campus or employer premises
<b>No. of Participants:</b>	Recommended minimum of 6, maximum 12
<b>Certification:</b>	Ayrshire College SMHPS certificate

### Course Description:

The Scottish Manual Handling Passport Scheme (SMHPS) is an initiative designed to improve the standard and consistency of manual handling training and the systems (process/procedures) that underpin it within Health Boards, Local Authorities (LA) AND Care Professionals in Scotland

The aim of the curriculum is to provide employees with the MH skills and knowledge to reduce the risk of musculo-skeletal injuries to themselves and others caused by poor MH practice in the workplace. The practical people handling modules also aim to encourage independence and safety for service users and an approach should be promoted that takes their needs, rights and dignity into account. This should contribute to reduced employee sickness absence as well as improved outcomes for people using the service.

### Course Content:

- To reduce manual handling injuries to employees and other people covering Modules A-F
- To ensure consistency in manual handling education/training and assessment within participating organisations
- To provide a mechanism whereby skills can be transferred between participating organisations
- To minimise duplication within participating organisations
- To provide guidelines for use in commissioning contracted services.

All delegates will have attained sufficient skills to enable them to practice safely, competently & confidently in a care setting.

## Scottish Mental Health First Aid

<b>Course Duration:</b>	2 days
<b>Course Venue:</b>	Ayrshire College Ayr / Kilmarnock Campus
<b>No. of Participants:</b>	Minimum 8, maximum 16 (subject to venue) Certification:
<b>Certification:</b>	Public Health Scotland

### Course Description:

Mental Health First Aid is an initial response to distress and all participants on the course understand that this help is given only until other suitable or professional help can be found.

### Course Content:

- Guidance on being a Mental Health First Aider
- Attitudes to mental health issues
- Equalities
- The recovery message
- The impact of alcohol and drugs on mental health
- Introduction to suicide intervention
- Listening skills
- Understanding depression
- How to offer first aid to someone experiencing depression
- Understanding anxiety
- How to offer first aid to someone experiencing anxiety
- Understanding psychosis
- How to offer first aid to someone experiencing a psychotic episode.

The course does not train people to be mental health workers. It offers basic general information about mental health problems. The knowledge presented and understanding developed in the course helps to remove stigma and fear and to give confidence in approaching a person in distress.



# IT AND DIGITAL SKILLS

## Advance your Microsoft Word Skills

<b>Course Duration:</b>	1 day
<b>Course Venue:</b>	Online or Ayrshire College Ayr / Kilmarnock Campus
<b>No. of Participants:</b>	Recommended minimum of 6, max. 8 (online) or 10 (F2F)
<b>Certification:</b>	Ayrshire College certificate of attendance

### Course Description:

For those who have a good grounding in Microsoft Word, this course will provide you with the knowledge and skills to use Word at more advanced level.

Creating professional looking documents enables your organisation to gain a competitive edge. Implementation of time-saving features such as document templates and automated personalised mailings helps reduce expenses and improve productivity.

This Word course enables proficient users of Microsoft Word to gain a more detailed understanding of its capabilities and learn how to employ them effectively to create professional looking documents.

The course is suitable for anyone using Microsoft Word 2013 and above with a beginner to intermediate level knowledge of Microsoft Word. It is not suitable for beginners to Microsoft Word.

Attendees should have a basic understanding of Microsoft Word's fundamental features, including creating and saving documents, using basic formatting options (e.g., font, alignment), and working with bullets and numbering.

### Course Content:

- Create custom document templates
- Use styles to enable consistency across a document
- Navigate and rearrange content in a long document
- Control layout using page, section and column breaks
- Align content precisely using tabs
- Insert media and SmartArt graphics
- Create and format tables
- Insert headers and footers
- Control page numbering
- Use mail merge to create personalised letters and emails

On completion of this course attendees will be able to utilise advanced formatting techniques to create standardised documents with a professional look and feel. They will be able to structure content and create templated documents for reuse.

## Analyse Multiple Data Sets with Pivot Tables and Power Pivot

<b>Course Duration:</b>	1 day
<b>Course Venue:</b>	Online or Ayrshire College Ayr / Kilmarnock Campus
<b>No. of Participants:</b>	Recommended minimum of 6, max. 8 (online) or 10 (F2F)
<b>Certification:</b>	Ayrshire College certificate of attendance

### Course Description:

Excel has a range of power tools which will greatly enhance your data analysis.

A PivotTable is a powerful tool to calculate, summarise, and analyse data that lets you see comparisons, patterns, and trends in your data.

With standard pivot tables, you are limited to only one table of data.

Power Pivot enables you to import millions of rows of data from multiple sources and create relationships between the different tables of data. You can then build pivot tables and pivot charts to analyse the data.

This course is suitable for individuals who want to enhance their data manipulation and analytical capabilities for business intelligence and reporting tasks.

Participants should have a good understanding of Microsoft Excel, including basic data manipulation, formulas, and familiarity with PivotTables and PivotCharts. This course is **not** suitable for those new to pivot tables.

Microsoft Office 2016 or above is required.

**Please note:** The Excel Power Pivot add-in should be enabled before attending the course if using own device.

### Course Content:

- Importing data into Power Query
- Creating relationships between data sources
- Using formulas to add new data and analyse data
- Creating KPIs to use in pivot table reports
- Creating pivot table reports and charts from multiple tables
- Filtering pivot tables

On completion of this course participants will be able to leverage Power Query to import, clean, and transform data from various sources, and then utilise Power Pivot to create dynamic data models and perform sophisticated data analysis.

## AutoCAD – Beginners (3 Days) – Online

<b>Course Duration:</b>	3 Days
<b>Course Venue:</b>	Online
<b>No. of Participants:</b>	Recommended minimum 6, Maximum 8
<b>Certification:</b>	Ayrshire College certificate of attendance

### Course Description:

AutoCAD is a computer-aided design (CAD) software application used for 2D and 3D design, documentation, and drafting. It is used in a variety of industries such as Architecture, Engineering, Construction, and Manufacturing. AutoCAD allows designers and engineers to create and modify 2D and 3D models of components, assemblies, and architectural plans.

AutoCAD - Introduction is a comprehensive 3-day training programme for Beginners. This is a practical course that will teach you how to create 2D CAD drawings for production, technical drawings, and architectural plans.

### Course Content:

- Navigate the AutoCAD interface with confidence
- Create basic drawings and objects using lines, arcs, polylines, and more
- Use object snaps and object snap tracking to accurately place objects
- Manipulate objects with precision using commands such as move, copy, rotate, mirror, and scale
- Alter objects by trimming and extending them, creating parallel and offset geometry, and joining them
- Use layers and object properties to organise drawings and make editing more efficient
- Understand the difference between model space and paper space and how to use them effectively.
- Create layouts and viewports to better manage drawing space
- Add annotations to drawings using text and dimensions
- Create reusable content such as blocks and symbols
- Use hatch patterns to fill objects with solid or patterned colours
- Plot drawings for printing or PDF output
- Use keyboard shortcuts and command line inputs to speed up workflow
- Backup and recover drawings in case of data loss or corruption
- Understand and use AutoCAD's inquiry commands and measurement tools
- Use polar tracking and dynamic input to draw with precision

### **Course System Requirements:**

*Please note: Computers that operate below the following specification will not be able to run the software efficiently and it will severely impact your learning experience.*

**Operating System:** 64-bit Microsoft® Windows® 11 and Windows 10. See Autodesk's Product Support Lifecycle for support information.

**Processor:** 2.5–2.9 GHz processor, (Recommended 3+ GHz processor)  
Memory: 8 GB (Recommended: 16 GB)

**Display Resolution:** Conventional Displays (1920 x 1080 with True Colour) or High Resolution & 4K Displays (Resolutions up to 3840 x 2160 supported on Windows 10 (with capable display card))

**Display Card:** 1 GB GPU with 29 GB/s Bandwidth and DirectX 11 compliant (Recommended 4 GB GPU with 106 GB/s Bandwidth and DirectX 12 compliant)

**Disk Space:** 10.0 GB

**Network:** See Autodesk Network License Manager for Windows

**Pointing Device:** MS-Mouse compliant

**NET Framework:** .NET Framework version 4.8 or later

## AutoCAD – Intermediate (3 Days) – Online

<b>Course Duration:</b>	3 Days
<b>Course Venue:</b>	Online
<b>No. of Participants:</b>	Recommended minimum 6, Maximum 8
<b>Certification:</b>	Ayrshire College certificate of attendance

### Course Description:

AutoCAD - Intermediate is a comprehensive 3-day training programme that will teach you advanced techniques in AutoCAD. This is a practical course that will help you create professional 2D CAD drawings for production, technical drawings, and architectural plans.

This course is suitable for architecture, engineering, and construction businesses of any size looking to improve their drafting, design quality, and lead times with advanced AutoCAD skills.

Individuals who have completed the AutoCAD Introduction course or have equivalent experience with AutoCAD and would like to take their skills to the next level are recommended to take this course.

### Course Content:

- Apply advanced drawing techniques, including working with splines, creating advanced polylines, and isometric drawings.
- Create and work with tables and table styles, including importing from and exporting to tables.
- Work with reusable content, including advanced tool palettes and DesignCenter.
- Use macros for customization and customise the user interface.
- Use system variables and create dynamic blocks with actions, parameters, and multiple shapes.
- Create parametric objects and use structural constraints, AutoConstrain, and formulae.
- Create and edit attributes, including user-defined and field-driven attributes, text fields, and data extraction.
- Work with external references (Xrefs) and raster images, overlay vs attachment, and team collaboration using eTransmit for distribution.
- Use draw order and User Coordinate Systems (UCS) with the World Coordinate System (WCS), custom UCS, and multiple UCS.
- Import PDF files and control the PDF display and import PDF as an AutoCAD drawing.
- Apply advanced dimension styles, including dimension sub styles, using the dimension tool, and dimension tolerancing.
- Use multileader styles, wipeouts, and revision clouds, and understand annotative behaviour for text, dimensions, leaders, blocks, and hatching.
- Apply advanced use of layer groups and filters, including creating a group filter and layer visibility within a viewport.

- Apply advanced layouts and paper space techniques, including advanced creation techniques, viewport manipulation, custom viewport scales, and named views.
- Control line weight with object line weight, layer line weight, and colour line weight (CTB files).
- Apply advanced plotting and exporting techniques, including sheet sets, batch plotting, and exporting DWF and DWFX files.
- Work efficiently by purging unnecessary items.

### **Course System Requirements:**

*Please note: Computers that operate below the following specification will not be able to run the software efficiently and it will severely impact your learning experience.*

**Operating System:** 64-bit Microsoft® Windows® 11 and Windows 10. See Autodesk's Product Support Lifecycle for support information.

**Processor:** 2.5–2.9 GHz processor, (Recommended 3+ GHz processor)

Memory: 8 GB (Recommended: 16 GB)

**Display Resolution:** Conventional Displays (1920 x 1080 with True Colour) or High Resolution & 4K Displays (Resolutions up to 3840 x 2160 supported on Windows 10 (with capable display card))

**Display Card:** 1 GB GPU with 29 GB/s Bandwidth and DirectX 11 compliant (Recommended 4 GB GPU with 106 GB/s Bandwidth and DirectX 12 compliant)

**Disk Space:** 10.0 GB

**Network:** See Autodesk Network License Manager for Windows

**Pointing Device:** MS-Mouse compliant

**NET Framework:** .NET Framework version 4.8 or later

## AutoCAD – 3D Training (2 Days) – Online

<b>Course Duration:</b>	2 Days
<b>Course Venue:</b>	Online
<b>No. of Participants:</b>	Recommended minimum 6, Maximum 8
<b>Certification:</b>	Ayrshire College certificate of attendance

### Course Description:

AutoCAD is a powerful computer-aided design (CAD) software application used for 2D and 3D design, documentation, and drafting.

AutoCAD 3D Training is a comprehensive 2-day course designed for professionals in the Architecture, Engineering, Construction, and Manufacturing industries who want to learn how to use AutoCAD for creating 3D models and designs. This is an intermediate level course that builds on the skills learned in the AutoCAD Introduction course. Participants would also be better equipped for this course after taking part in the AutoCAD Intermediate course.

This course is suitable for architects, engineers, and construction professionals who want to learn how to create 3D models and designs using AutoCAD. Manufacturing professionals who want to use AutoCAD for designing complex parts and assemblies will also find this course beneficial.

### Course Content:

- Navigate the 3D space confidently.
- Create solid, surface, and mesh models with precision using various tools and techniques.
- Use drafting tools such as lines, polylines, and 3D polylines in the 3D environment.
- View and manage 3D models using viewport creation, section creation, and clipping planes.
- Apply annotations and create a detail drawing set using the base tool.
- Print your designs using visual styles and hidden line removal.
- Render your models using camera settings, lighting, and materials. Control line weight with object line weight, layer line weight, and colour line weight (CTB files).
- Apply advanced plotting and exporting techniques, including sheet sets, batch plotting, and exporting DWF and DWFX files.
- Work efficiently by purging unnecessary items.



### **Course System Requirements:**

*Please note: Computers that operate below the following specification will not be able to run the software efficiently and it will severely impact your learning experience.*

**Operating System:** 64-bit Microsoft® Windows® 11 and Windows 10. See Autodesk's Product Support Lifecycle for support information.

**Processor:** 2.5–2.9 GHz processor, (Recommended 3+ GHz processor)  
Memory: 8 GB (Recommended: 16 GB)

**Display Resolution:** Conventional Displays (1920 x 1080 with True Colour) or High Resolution & 4K Displays (Resolutions up to 3840 x 2160 supported on Windows 10 (with capable display card))

**Display Card:** 1 GB GPU with 29 GB/s Bandwidth and DirectX 11 compliant (Recommended 4 GB GPU with 106 GB/s Bandwidth and DirectX 12 compliant)

**Disk Space:** 10.0 GB

**Network:** See Autodesk Network License Manager for Windows

**Pointing Device:** MS-Mouse compliant

**NET Framework:** .NET Framework version 4.8 or later

## Connect & Present your Data with Microsoft Power BI Desktop

<b>Course Duration:</b>	1 day
<b>Course Venue:</b>	Online or Ayrshire College Ayr / Kilmarnock Campus
<b>No. of Participants:</b>	Recommended minimum of 6, max. 8 (online), 10 (F2F)
<b>Certification:</b>	Ayrshire College certificate of attendance

### Course Description:

Power BI desktop enables you to take raw data from a data source, transform it into usable data and utilise it to make reports and informative graphics for data analysis. Information can be visualised through charts, graphs, KPIs, maps, etc. to gain valuable insights.

This course will use Power BI Desktop and not the Power BI Service. Power BI Desktop is a free application it includes tools for data visualisation, data preparation, data modelling, data cleansing and publishing reports to the Power BI Service.

**Please Note:** This course is suitable for those with an advanced knowledge of Excel. It is not suitable for those at beginner or intermediate level.

Prior to attending the course participants using their own device should ensure that they have Power BI desktop installed.

### Course Content:

This course will cover the following:

- Navigating the Power BI desktop interface
- Connecting to data sources
- Transforming data prior to loading into Power BI Desktop
- Creating a report with visualisations
- Customising visualisations
- Creating relationships between data tables
- Using DAX expressions to create calculated columns and measures

By the end of this course participants will be equipped with the necessary skills to create professional reports, perform data analysis, and effectively communicate insights using Microsoft Power BI Desktop.

## Cyber Security: Reduce Risks & Protect Data

<b>Course Duration:</b>	1 day
<b>Course Venue:</b>	Online
<b>No. of Participants:</b>	Recommended minimum of 6, maximum 10
<b>Certification:</b>	Ayrshire College certificate of attendance

### Course Description:

This on-line course is designed for SMEs and larger companies as an introduction to help employees better understand cyber risks and how they can protect themselves and their business.

The course will cover data protection and privacy principles; understand the basis of hacking and how best to prevent and avoid; increase knowledge and understanding of wider concepts like malware, phishing, Ransomware and how best to manage risks. The course will provide insights into recent industry related case studies to understand and learn from experiences.

### Course Content:

- Understanding cyber risks
- Cyber security challenges
- Safety techniques and principles
- Keeping your operating system safe
- Business continuity planning and disaster recovery

By the end of the course participants will better understand cyber security risks and how best to manage.

## Google Calendar – A Deep Dive (0.5 Days) – Online

<b>Course Duration:</b>	½ Day
<b>Course Venue:</b>	Online
<b>No. of Participants:</b>	Recommended minimum 6, Maximum 8
<b>Certification:</b>	Ayrshire College certificate of attendance

### Course Description:

Google Calendar is a versatile calendar app that can help you stay on top of your schedule and manage your time more effectively. This workshop will cover everything from basic features to advanced tools to help you get the most out of Google Calendar.

This course is suitable for those who want to learn the ins and outs of Google Calendar and improve their productivity. A free Google account is required.

### Course Content:

- Master the user interface of Google Calendar.
- Create appointments and events with ease.
- Change sharing permissions for events and collaborate effectively.
- Attach files and other items to events for easy reference.
- Customise event details to make scheduling more efficient.
- Add a video call to an event and conduct online meetings seamlessly.
- Send notifications to attendees and manage their responses.
- Add additional calendars and manage them with ease.
- Show or hide calendars based on your preferences.
- Share your calendar securely with others and collaborate more effectively.
- View the calendars of others who have shared them with you.
- Format your calendar to suit your needs.
- Add calendars of interest to stay on top of important dates.
- Add a task event from Calendar to help you manage your workload.

## Google Docs – Beginners

<b>Course Duration:</b>	1 Day
<b>Course Venue:</b>	Online
<b>No. of Participants:</b>	Recommended minimum 6, Maximum 8
<b>Certification:</b>	Ayrshire College certificate of attendance

### Course Description:

Google Docs is a cloud-based word processor that allows users to create, edit, and share documents online. In this beginner-level course, participants will develop a working understanding of the Google Docs interface, basic document setup, working with text, and practical use.

This course is suitable for those who want to learn the basics of Google Docs or anyone who wants to improve their knowledge of the application. A free google account or workspace account is required.

### Course Content:

- Understand basic, but functional, principles of using Google Docs.
- Rename your file.
- Use shortcuts to enable commands.
- Enter, edit, and format text through the menu and icons.
- Apply the use of margins.
- Understand and effectively use the ruler to enhance your document.
- Create, format, and edit paragraphs, bullets, and basic tables within your document.
- Find and replace functions.
- Confidently print your document, with various settings.

## Google Docs – Intermediate

<b>Course Duration:</b>	1 Day
<b>Course Venue:</b>	Online
<b>No. of Participants:</b>	Recommended minimum 6, Maximum 8
<b>Certification:</b>	Ayrshire College certificate of attendance

### Course Description:

Google Docs is a powerful cloud-based word processor that allows users to create, edit, and share documents online. In this intermediate-level course, participants will develop a deeper understanding of the Google Docs interface, advanced document functionality and working with text and styling.

This course is suitable for those who have a basic understanding of Google Docs and want to further their knowledge in the application. A free google account or workspace account is required.

### Course Content:

- Insert, edit, format, and position text, objects, and photos.
- Understand background options settings.
- Explain and use page vs. section breaks.
- Create links within your document to external websites.
- Apply styles, word-art, signature lines, watermarks, and page borders within your document.
- Insert comments and collaborate with other users.
- Create an automatically linked and updatable contents page.
- Create a professional-looking cover page.
- Add and style headers and footers, including automatic page numbers.

## Google Sheets – Beginners

<b>Course Duration:</b>	1 Day
<b>Course Venue:</b>	Online
<b>No. of Participants:</b>	Recommended minimum 6, Maximum 8
<b>Certification:</b>	Ayrshire College certificate of attendance

### Course Description:

Google Sheets is a powerful cloud-based spreadsheet tool that allows users to create, edit and collaborate on spreadsheets online. In this beginner-level workshop, participants will learn the basics of Google Sheets, from navigating the interface to creating and formatting spreadsheets.

This course is suitable for those who are new to Google Sheets or want to refresh their knowledge. A free google account or workspace account is required.

### Course Content:

- Learn valuable shortcuts of navigation, selection, and commands (with and without a mouse)
- Confidently enter and manipulate data into a sheet.
- Become confident in formatting a sheet.
- Change the structure of a spreadsheet.
- Apply basic formula to your sheet.
- Understand the principle of absolute vs relative referencing.
- Apply various print-options.
- Insert and format graphs / charts.
- Develop a fully functioning spreadsheet from scratch

## Google Sheets – Intermediate

<b>Course Duration:</b>	1 Day
<b>Course Venue:</b>	Online
<b>No. of Participants:</b>	Recommended minimum 6, Maximum 8
<b>Certification:</b>	Ayrshire College certificate of attendance

### Course Description:

Google Sheets is an online spreadsheet application that is part of the Google Workspace suite. In this intermediate-level course, participants will develop a working understanding of more advanced function terminology, sharing and collaborating with others, and report creation.

This course is suitable for those who have a basic understanding of Google Sheets and want to expand their knowledge to become more proficient. A free google account or workspace account is required.

### Course Content:

- Learn great shortcuts of navigation, selection, and commands.
- Apply exciting formulas to save you time, such as if statements, nested if statements, sum-if, and count-if – to name a few.
- Protect your sheets, ranges, and spreadsheets.
- Share and collaborate with others.
- Effectively apply lookups in your spreadsheets.
- Apply great data validation techniques, allowing you to automate functions off entered text.
- Manipulate text data through formula.
- Work efficiently with relative and absolute referencing.
- Link cells, sheets, and spreadsheets to create dynamic automatic reports.



## Google Sheets – Advanced

<b>Course Duration:</b>	1 Day
<b>Course Venue:</b>	Online
<b>No. of Participants:</b>	Recommended minimum 6, Maximum 8
<b>Certification:</b>	Ayrshire College certificate of attendance

### Course Description:

In this course, participants will develop a working understanding of advanced functions data pivots and manipulation, data validation, add-ons, macros and much more.

This course is suitable for those who are seeking to further their knowledge of Google Sheets, especially those who use it on a regular basis and are looking to learn more advanced features. A free google account or workspace account is required.

### Course Content:

- Effectively apply nested lookups in your spreadsheets.
- Use advanced lookup formulas like Index-Match, Query and more.
- Work confidently with Pivot Tables, creating dynamic reports and graphs in minutes.
- Record macros to automate repetitive tasks.
- Use multiple nested formula within a single cell.
- Customise the menu, even including your favourite functions under your own menu-name via Apps Scripts.
- Create your own customised auto-fill lists with Data Validation.
- Automate the analysis of data through advanced custom conditional-formatting rules.
- Apply and define names to cells and ranges.
- Introduction to REGEX (regular expressions)
- Data forecasting: Learn how to install and use Add-Ons like Causal Scenarios Manager.
- Use formula auditing tools for problem solving.

## Google Slides – A Deep Dive (0.5 Days)

<b>Course Duration:</b>	½ Day
<b>Course Venue:</b>	Online
<b>No. of Participants:</b>	Recommended minimum 6, Maximum 8
<b>Certification:</b>	Ayrshire College certificate of attendance

### Course Description:

Google Slides is a presentation programme included as part of the free, web-based Google Docs Editors suite offered by Google. With its various templates and themes, it can be as simple as plugging text into the provided text boxes. However, you can take your presentation one step further by adding in customizations. By inserting images, animations, transitions, charts, and diagrams you can amaze your audience! In this course, we show you how to create professional slides and review ways to build an effective presentation.

This course is suitable for those who are looking to create professional presentations and take their Google Slides skills to the next level. A free google account or workspace account is required.

### Course Content:

- Design compelling and visually appealing presentations.
- Combining basic skills to create more advanced designs.
- Customise pre-set templates, diagrams and more.
- Use functions and resources to help better your presentations.

## Introduction to Microsoft 365 Productivity Apps

<b>Course Duration:</b>	1 day
<b>Course Venue:</b>	Online or Ayrshire College Ayr / Kilmarnock Campus
<b>No. of Participants:</b>	Recommended minimum of 6, max. 8 (online), or 10 (F2F)
<b>Certification:</b>	Ayrshire College certificate of attendance

### Course Description:

Microsoft 365 for Business is cloud software which includes the Office apps, (Word, Excel, PowerPoint), as well as, amongst others, OneDrive for storage, Outlook for email and calendar, Teams for communication and collaboration.

It is designed to help individuals, businesses, and organisations enhance their productivity, collaboration, and communication by providing a comprehensive set of tools accessible from anywhere with an internet connection.

Microsoft 365 includes a range of applications and services that cater to various needs, including document creation, data analysis, communication, project management, and more.

### Course Content:

2 or 3 of the following apps can be selected by the employer when scheduling dates. The content covered in each app will vary depending on time available.

- **OneDrive for Business** - Store, manage and share personal files
- **SharePoint online** - Store, manage and collaborate on team files, design an intranet site
- **Teams** - Collaborate and communicate with colleagues
- **Forms** - Create surveys and questionnaires
- **Sway** - Create presentations, reports, and newsletters
- **Planner** - Create, manage, and assign tasks
- **Lists** – organise and track work using rules, reminders, and comments

On completion of this course attendees will realise the full potential of these tools, transforming the way they work, collaborate, and communicate. They will have enhanced their digital skills, providing a solid foundation for personal and professional growth.

Please note, tablets and phones are not suitable devices for this course.

## Microsoft Access – Intermediate

<b>Course Duration:</b>	1 Day
<b>Course Venue:</b>	Online
<b>No. of Participants:</b>	Recommended minimum 6, Maximum 8
<b>Certification:</b>	Ayrshire College certificate of attendance

### Course Description:

Microsoft Access is a database management system from Microsoft that combines the relational Microsoft Jet Database Engine with a graphical user interface and software-development tools. In this course you will learn about the Access screen, table and report objects, query objects and properties, form objects and advanced tables, advanced queries and reports, advanced forms and automating things in your forms, more form automations like buttons and macros.

This course is suitable for data analysts, IT professionals or anyone who wants to improve their understanding of Microsoft Access.

### Course Content:

- Create Effective Database Tables.
- Understand Table Relationships.
- Build Dynamic User Data Forms.
- Effectively Retrieve Data Using Access Queries.
- Build Effective Reports.
- Automate Access Database Tasks with Macros.

## Microsoft Excel – Beginners

<b>Course Duration:</b>	1 day
<b>Course Venue:</b>	Online or Ayrshire College Ayr / Kilmarnock Campus
<b>No. of Participants:</b>	Recommended min. of 6, maximum 8 (online), 10 (F2F)
<b>Certification:</b>	Ayrshire College certificate of attendance

### Course Description:

Microsoft Excel is a software program included in the Microsoft Office suite. It is used to create spreadsheets, which are documents in which data is laid out in rows and columns.

The Excel Beginners course is designed to provide participants with a solid foundation in Microsoft Excel, enabling them to confidently navigate the application, manage data, perform calculations, and create basic visualisations. Participants will learn essential spreadsheet skills that are fundamental for data organisation, analysis, and reporting. This course is ideal for individuals with little or no prior experience with Excel and is suitable for anyone seeking to enhance their data management capabilities.

Participants should have good computer skills and is suitable for those using Microsoft Office 2013 or above.

### Course Content:

This course will cover the following:

- Interface overview and terminology
- Entering and editing data
- Formatting data
- Saving a workbook
- Working with multiple workbooks
- Copying and pasting between documents
- Inserting/deleting rows and columns
- Changing column width/ row height
- Sorting data
- Find and Replace content
- Freezing panes
- Basic formulae and functions
- Page Setup and printing
- Creating simple charts

By the end of this course participants will be able to create and format a simple worksheet and have a good working knowledge of Excel basics. They will understand some of the functionality that will allow them to be more productive in their work.

## Microsoft Excel – Intermediate (1 Day)

<b>Course Duration:</b>	1 day
<b>Course Venue:</b>	Online or Ayrshire College Ayr / Kilmarnock Campus
<b>No. of Participants:</b>	Recommended min. 6, max. 8 (online), 10 (F2F)
<b>Certification:</b>	Ayrshire College certificate of attendance

### Course Description:

Excel Intermediate is a comprehensive course designed for individuals with basic knowledge of Microsoft Excel and who seek to enhance their skills and productivity in spreadsheet management. It will delve into more advanced features and functions of Excel, empowering participants to become proficient Excel users.

Participants should have a solid understanding of basic Excel functions, including navigating the interface, creating simple formulas, and performing basic formatting. Familiarity with spreadsheet concepts and terminology is highly recommended.

### Course Content:

This course will cover the following:

- Understanding Relative and Absolute cell referencing
- Conditional functions – IF, COUNTIF, SUMIF, AVERAGEIF
- Linking worksheets
- Charts – beyond the basics
- Highlighting information with Conditional Formatting
- Data Validation
- Introduction to PivotTables
- Custom sorting

By the end of this course participants will be able to use some common formulae and tools to extract relevant information from data. They will become more confident in using worksheets, and in organising and interpreting data.

## Microsoft Excel – Intermediate (2 days)

<b>Course Duration:</b>	2 days
<b>Course Venue:</b>	Online
<b>No. of Participants:</b>	Recommended min. of 6, maximum 8
<b>Certification:</b>	Ayrshire College certificate of attendance

### Course Description:

This Excel Intermediate course is designed to build on participants' existing Excel skills and expand their proficiency in Excel. Participants will delve deeper into Excel's functions, data manipulation techniques, and tools, enabling them to solve complex problems and streamline workflows. This course is suitable for individuals with a basic understanding of Excel and seeks to take their data analysis and reporting capabilities to the next level.

If you are a beginner to Excel then it is recommended that you complete the Excel Beginners course first.

The course is suitable for those using Microsoft Office 2013 or above.

### Course Content:

This course will cover the following:

- Using Relative and Absolute references when copying formulae
- Functions – IF, COUNTIF, SUMIF, AVERAGEIF
- Linking worksheets with formulae
- Charts – learn the best ways to visualise your data in Excel
- Highlighting information with Conditional Formatting
- Limiting data entry with Data Validation
- Summarising data with PivotTables
- Custom sorting
- Filtering data

By the end of this course participants will be able to use some common formulae and tools to extract relevant information from data. They will become more confident in using worksheets, and in organising and interpreting data.

## Microsoft Excel – Advanced (2 Days)

<b>Course Duration:</b>	2 days
<b>Course Venue:</b>	Online or Ayrshire College Ayr / Kilmarnock Campus
<b>No. of Participants:</b>	Recommended minimum of 6, max. 8 (online), 10 (F2F)
<b>Certification:</b>	Ayrshire College certificate of attendance

### Course Description:

This Excel Advanced course is designed to equip participants with the knowledge and practical skills to harness the potential of Microsoft Excel for data analysis, reporting, and automation.

Participants should have a solid foundation in Microsoft Excel, including proficiency in basic functions (SUM, AVERAGE, IF, etc.), using charts and pivot tables, and working with worksheets and workbooks. Knowledge of Excel's intermediate features is recommended.

Microsoft Office 2013 or above is required.

### Course Content:

This course will cover the following:

- Summarise data with grouping, outlining, subtotals and PivotTables
- Manage and analyse data with Excel Tables
- WhatIf Analysis - Scenarios, Goal Seek and Data Tables
- Advanced functions – Logical, Financial, LOOKUP
- Working with dates and times
- Visualise data with more advanced chart techniques
- Record Macros to automate tasks

By the end of this course participants will have an understanding of the more advanced functions of Excel. They will be able to manipulate and analyse data to extract meaningful information which will help increase their productivity.



## Microsoft Excel – Data Analysis Fundamentals

<b>Course Duration:</b>	1 day
<b>Course Venue:</b>	Online or Ayrshire College Ayr / Kilmarnock Campus
<b>No. of Participants:</b>	Recommended minimum of 6, max. 8 (online), 10 (F2F)
<b>Certification:</b>	Ayrshire College certificate of attendance

### Course Description:

This one-day course will introduce attendees to a number of ways of interpreting data using the features of Excel. You will explore a range of data analysis functions that can be used to extrapolate meaningful information from a large data set. The course will begin by introducing functions that are useful to clean data sets prior to manipulation. Our tutor will explore a range of functions and tools that exist within Excel to assist in the collection of meaningful information.

This course is suitable for those with an intermediate level knowledge of Excel. It is not suitable for those with no knowledge of Excel.

The course is suitable for those using Microsoft Office 2016 or above.

### Course Content:

- Discover ways to clean and transform data prior to analysis
- Learn how to highlight information with Conditional Formatting
- Use a range of functions and tools to extract meaningful information
- Become familiar with useful methods of summarising and analysing large data sets
- Explore ways in which you can filter data to extract information

On completion of this course participants will have gained the foundational skills required to effectively manage, analyse, and visualise data using Microsoft Excel. They will be better equipped to make informed decisions based on data insights, making them valuable assets in data-driven environments.

## Microsoft Lists

<b>Course Duration:</b>	1 Day
<b>Course Venue:</b>	Online
<b>No. of Participants:</b>	Recommended minimum 6, Maximum 8
<b>Certification:</b>	Ayrshire College certificate of attendance

### Course Description:

Microsoft Lists is a Microsoft 365 application that allows you to create simple, intelligent, and flexible lists to help you keep up to date with your team and have all the information at hand so that you can organise your work much more effectively. In this course, we are going to cover use case scenarios by creating lists to improve workflow. We will also be integrating with Excel, Teams, and SharePoint to show you the full functionality of Lists.

This course is suitable for anyone who wants to improve their ability to track information and organise work.

### Course Content:

- Make a list from scratch.
- Import Excel sheets into Lists.
- Use List templates.
- Customise your layout.
- Use List in Teams and SharePoint.

## Microsoft Planner – Beginners (0.5 Days)

<b>Course Duration:</b>	½ Day
<b>Course Venue:</b>	Online
<b>No. of Participants:</b>	Recommended minimum 6, Maximum 8
<b>Certification:</b>	Ayrshire College certificate of attendance

### Course Description:

Microsoft Planner is a planning and project management application for Microsoft 365 that helps you stay organised and manage projects more efficiently. In this half-day workshop, you will learn how to create and manage plans, tasks, and files, as well as view progress and communicate with team members. Stay focused on what's important and get things done with Microsoft Planner.

This course is suitable for individuals who want to learn how to use Microsoft Planner for project management.

### Course Content:

- Create a new plan.
- Add and assign tasks.
- Sort tasks into buckets.
- Attach files to tasks.
- Flag tasks with labels.
- Update task status.
- View progress on a plan.
- Use charts to view progress.

## Microsoft Planner – Intermediate (0.5 Days)

<b>Course Duration:</b>	½ Day
<b>Course Venue:</b>	Online
<b>No. of Participants:</b>	Recommended minimum 6, Maximum 8
<b>Certification:</b>	Ayrshire College certificate of attendance

### Course Description:

Microsoft 365 Planner is a powerful tool for team collaboration and project management. In this course, you'll learn how to use Planner to its fullest potential by applying best practices for planning and building boards, integrating with other apps for notifications and effective collaboration, and more.

This course is suitable for anyone who wants to become proficient in using Microsoft 365 Planner for project management and team collaboration.

### Course Content:

- Filter and group tasks.
- Learn best practices for building a planner board.
- Use Planner on mobile.
- Use checklists.
- Copy Plans.
- Export plans to Microsoft Excel.
- Get Planner tasks in Microsoft To-Do.
- Get task assignment notifications in Microsoft Teams.
- Modify and use labels to categorise tasks.
- Use Board, Charts and Calendar views.
- Integrate Planner with SharePoint, Outlook, OneNote, etc.
- Manage group notification settings.

## Microsoft Power Apps – Canvas Apps (2 Days) – Online

<b>Course Duration:</b>	2 Days
<b>Course Venue:</b>	Online
<b>No. of Participants:</b>	Recommended minimum 6, Maximum 8
<b>Certification:</b>	Ayrshire College certificate of attendance

### Course Description:

In this course, you will learn how to design and build a business app from a canvas in Microsoft Power Apps without writing code in a traditional programming language such as C#. The course will take you through the process of designing the app by dragging and dropping elements onto a canvas, just as you would design a slide in PowerPoint.

You will also create Excel-like expressions for specifying logic and working with data and build apps that integrate business data from a wide variety of Microsoft and third-party sources. At the end of the course, you will be able to share your app with users to run in a browser or on a mobile device and even embed it in SharePoint, Power BI, or Teams.

This course is suitable for those who are looking to create business apps without writing code, including business owners, managers, and individuals who want to enhance their app development skills.

### Course Content:

- Understand what Power Apps are and the difference between canvas and model-driven and portal apps.
- Plan and prepare a data model for your app project using Microsoft Lists.
- Create a canvas app from data, add pages, and controls.
- Create calculated controls, input forms, and data lists.
- Add filters, modify the app appearance, and add a trigger to a Power Automate flow.
- Publish, share, and test your app, and integrate it into SharePoint sites and Teams channels.

## Microsoft Power Automate – Beginners

<b>Course Duration:</b>	1 Day
<b>Course Venue:</b>	Online
<b>No. of Participants:</b>	Recommended minimum 6, Maximum 8
<b>Certification:</b>	Ayrshire College certificate of attendance

### Course Description:

Power Automate is a new enterprise system from Microsoft that allows you to integrate and synchronise all your data analysis and applications in an automated way, with the aim of increasing productivity and business efficiency. Build automated processes with flows in Power Automate.

Use low-code, drag-and-drop tools and hundreds of prebuilt connectors that automate repetitive, mundane tasks with ease.

This course is suitable for individuals and organisations looking to automate their work processes and increase efficiency.

### Course Content:

- Understand what Power Automate is and what it does.
- Set up the environment.
- Explore Power Automate desktop.
- Create a flow.
- Run a flow.
- Learn how to use the Power Automate mobile app.
- Receive text and email notifications from flows.
- Integrate various Microsoft apps like SharePoint sites with flows.
- Record Power Automate Desktop actions.
- Edit and test recorded actions.

## Microsoft Power Automate – Intermediate

<b>Course Duration:</b>	1 Day
<b>Course Venue:</b>	Online
<b>No. of Participants:</b>	Recommended minimum 6, Maximum 8
<b>Certification:</b>	Ayrshire College certificate of attendance

### Course Description:

Power Automate is a new enterprise system from Microsoft that allows you to integrate and synchronise all your data analysis and applications in an automated way, with the aim of increasing productivity and business efficiency.

In this course, we will delve into the intermediate functionality of Power Automate, using low-code, drag-and-drop tools and hundreds of prebuilt connectors to automate repetitive, mundane tasks with ease.

This course is suitable for anyone who has a basic understanding of Microsoft Power Automate and is looking to enhance their skills and automate business processes with more complexity.

### Course Content:

- Learn the difference between a business process flow and a regular flow.
- Develop more complex flows.
- Create approval request process flows.
- Use a flow to store documents as part of a process.
- Create multiple flow branches based on conditions.
- Create recurring flows.
- Add user input dialogues.
- Use data from apps in flows.
- Introduction to expressions.
- Learn how to monitor flows.
- Introduction to Process Advisor.

## Microsoft Project – Beginners

<b>Course Duration:</b>	1 Day
<b>Course Venue:</b>	Online
<b>No. of Participants:</b>	Recommended minimum 6, Maximum 8
<b>Certification:</b>	Ayrshire College certificate of attendance

### Course Description:

Microsoft Project 2019 is a project management and scheduling tool that helps you organise, manage, and control defined variables. From everyday tasks to complex projects and programmes, Microsoft Project combines powerful planning capabilities with advanced collaboration tools to help you set realistic expectations, manage time, personnel, and resources to stay on time and budget.

This course is suitable for those who are responsible for managing projects and need to create and manage project schedules.

### Course Content:

- Learn the purpose of Microsoft Project.
- Confidently navigate the MS Project Workspace, The Ribbon, Help, and Project Options.
- Confidently navigate project calendars, timelines, and critical paths.
- Set up tasks and dependencies between them, including lag and lead times.
- Manage project costs, levelling, and resolve resource over-allocations.
- Understand project security, saving, and protecting Project files.
- Use techniques for tracing task paths to simplify unruly Gantt charts.
- Set up baselines and interim plans.
- Work with costs, deadlines, and overcome scheduling issues.
- Save your project as a template for future projects.



## Microsoft Project – Intermediate (2 Days) – Online

<b>Course Duration:</b>	2 Days
<b>Course Venue:</b>	Online
<b>No. of Participants:</b>	Recommended minimum 6, Maximum 8
<b>Certification:</b>	Ayrshire College certificate of attendance

### Course Description:

Microsoft Project 2019 is a project management and scheduling tool that helps individuals and teams manage time, personnel, and resources to stay on track and within budget. It provides an intuitive user interface and powerful planning capabilities, combined with advanced collaboration tools to make project management easier and more efficient.

This course is suitable for individuals working in a project environment who want to understand more advanced aspects of Microsoft Project 2019 and have knowledge of project management processes, planning, how to plan a project including the development of a Work Breakdown Structure, and experience in the use of PCs and operating systems.

### Course Content:

- Understand more advanced aspects of the user interface and how to create projects.
- Schedule projects without resources.
- Confidently use filters, layouts, printing, and baselines.
- Update an un-resourced project.
- Create and assign roles and resources.
- Control projects with resources and costs.

## Microsoft Teams: Beyond the Basics

<b>Course Duration:</b>	1 day
<b>Course Venue:</b>	Online or Ayrshire College Ayr / Kilmarnock Campus
<b>No. of Participants:</b>	Recommended minimum of 6, max. 8 (online), 10 (F2F)
<b>Certification:</b>	Ayrshire College certificate of attendance

### Course Description:

Teams is a collaboration platform that brings together chat, voice, video and file sharing. It is designed to be used by all and can provide a structured workplace, enhanced collaboration, flexibility and on-the-go communication.

Collaboration and teamwork are the defining characteristic of modern organisations. Microsoft Teams reduces the need for emails for internal communication and helps avoid duplication of files. Everyone on the team can work together on documents in real-time increasing the team's productivity.

Workers on the move need to stay connected, be reachable and have access to resources. With the Teams phone app, they have immediate access to documents, can respond to chat and conversations, join meetings and continue to collaborate.

This course is suitable for those who are already familiar with the basics of using Microsoft Teams and want to explore other features available.

Please note: Tablets and phones are not suitable devices for this course.

### Course Content:

- Use commands to perform common tasks
- Sync Teams files on your computer for online and offline access
- Track and organise content with Lists
- Use private and shared channels to create focussed spaces for collaboration
- Add apps to a team
- Manage a team
- Manage files for a team
- Learn how to enhance the meeting experience for attendees
- Search for content

On completion of this course, you will have an understanding of many features available within Teams to enhance productivity and efficiency in the workplace.

## Using Microsoft Teams in the Workplace

<b>Course Duration:</b>	1 day
<b>Course Venue:</b>	Online or Ayrshire College Ayr / Kilmarnock Campus
<b>No. of Participants:</b>	Recommended minimum of 6, max. 8 (online), 10 (F2F)
<b>Certification:</b>	Ayrshire College certificate of attendance

### Course Description:

Microsoft Teams is a workspace for collaboration and communication, meetings, file and content sharing. It can act as a hub for projects or other workplace functions and is fully integrated with Microsoft 365, meaning that your work is more streamlined and effective. Everyone can work on files and other content together in real-time.

Employees are able to concentrate on performing their work more efficiently, therefore enhancing productivity.

This course is suitable for those with little or no previous experience of Microsoft Teams.

Tablets and phones are not suitable devices for this course.

### Course Content:

- Create a team
- Add channels to a team
- Communicate with team conversations
- Alert people to new content
- Chat with individuals or small groups
- Add files to a team
- Collaborate and communicate on files
- Manage notifications and settings
- Set your status
- Filter content
- Search for content
- Create and manage meetings
- Share content during a meeting

On completion of this course, you will have an understanding of how to use Microsoft Teams to communicate and collaborate with co-workers. You will be able to post information, work on files and access content within a team.

## Microsoft Visio – Beginners

<b>Course Duration:</b>	1 Day
<b>Course Venue:</b>	Online
<b>No. of Participants:</b>	Recommended minimum 6, Maximum 8
<b>Certification:</b>	Ayrshire College certificate of attendance

### Course Description:

Transform the way you use and visualise data with Microsoft Visio. This powerful tool allows you to bring your best ideas to life with its dozens of ready-to-use templates and thousands of customizable shapes. With Visio, you can easily and creatively organise complex ideas and data.

This course is suitable for anyone who wants to organise complex ideas visually or anyone who wants to bring their best ideas to life. A basic understanding of Microsoft Office 365 is recommended.

### Course Content:

- Organise complex ideas visually.
- Start using templates.
- Add & connect shape, text and pictures and tables with dynamic relationships.
- Learn how to use the ruler, guides, and grid to arrange and position shapes neatly in your drawings.
- Add a drawing scale to represent real-world objects and scale.
- Link diagrams to data from other Microsoft Office apps.
- Collaborate with others.

## Microsoft Visio – Intermediate

<b>Course Duration:</b>	1 Day
<b>Course Venue:</b>	Online
<b>No. of Participants:</b>	Recommended minimum 6, Maximum 8
<b>Certification:</b>	Ayrshire College certificate of attendance

### Course Description:

Microsoft Visio is a powerful data visualisation tool that can help you bring your ideas to life. With a wide range of templates and customisable shapes, Visio makes it easy to create professional and impactful visuals.

This course is suitable for individuals who want to enhance their data visualization skills, or anyone whose role requires them to create diagrams and flowcharts. A basic understanding of Microsoft Visio is required understanding of Microsoft 365 is recommended.

### Course Content:

- Align and position shapes accurately.
- Apply themes to your diagrams for a polished look.
- Organise shapes into containers for improved organisation.
- Organise flowchart shapes in swim lanes for clarity.
- Add or delete pages for flexibility.
- Add backgrounds to your drawing pages for visual interest.
- Add headers and footers for a professional touch.
- Use layers to manage objects effectively.
- Share and protect your diagrams.
- Customise shapes and stencils to meet your specific needs.

## Summarise & Analyse Data with Microsoft Pivot Tables

<b>Course Duration:</b>	1 day
<b>Course Venue:</b>	Online or Ayrshire College Ayr / Kilmarnock Campus
<b>No. of Participants:</b>	Recommended minimum of 6, max. 8 (online), 10 (F2F)
<b>Certification:</b>	Ayrshire College certificate of attendance

### Course Description:

A PivotTable is a powerful tool to calculate, summarise, and analyse data that lets you see comparisons, patterns, and trends in your data.

This course is designed to provide participants with a solid foundation in creating and utilising pivot tables in Microsoft Excel. They will learn how to summarise, analyse, and present large datasets effectively, making data-driven decisions with ease.

Participants should have a basic understanding of Microsoft Excel, including working with worksheets, using functions and formulas, and basic data manipulation. It is not suitable for those at a beginner Excel level.

The course is suitable for those using Microsoft Office 2013 or above.

### Course Content:

This course will cover the following:

- Preparing data for use in pivot tables
- Creating a pivot table
- Designing a pivot table
- Formatting and sorting data
- Grouping data
- Filtering a pivot table
- Creating charts from pivot tables
- Creating a multi-level pivot table to view multiple metrics
- Changing measurement units to display data in different ways
- Updating a pivot table
- Using calculations in a pivot table

By the end of this course participants will learn how to summarise, group and display large amounts of data to communicate relevant information.

## Unlock Advanced Gmail Productivity

<b>Course Duration:</b>	1 Day
<b>Course Venue:</b>	Online
<b>No. of Participants:</b>	Recommended minimum 6, Maximum 8
<b>Certification:</b>	Ayrshire College certificate of attendance

### Course Description:

Did you know that Gmail can do more than send emails? Gmail is actually a very powerful tool that can help speed up your productivity. In this course, we will learn the tips and tricks around how to unlock the potential of Gmail. Whether it's sending bulk emails or setting automatic auctions, we will give you all the functionality of Gmail. Gmail is a free email, chat and video client from Google. Discover how to use all the key features of Gmail, the free email service from Google and advanced messaging and meet features.

This course is suitable for those who want to unlock the full potential of Gmail and improve their productivity. A Gmail account is required.

### Course Content:

- How to be a Gmail productive ninja.
- Create a text or image signature.
- Navigate the brand-new Gmail.
- How to manage your emails with labels.
- How to set a Gmail reply for you if you are on vacation.
- Perform actions quickly on many emails.
- Search in Advanced and find any email you're looking for.
- How to use filters to automatically process a message.
- How to clean up your email: archiving and deleting.
- Set contacts and contact groups: save time and be productive.
- How to use templates to save time.
- Master advanced settings.
- Use Offline mode.
- How to work faster by utilizing keyboard shortcuts.
- How add additional email accounts.

## Visually Present Data – The Power of Microsoft Excel Dashboards

<b>Course Duration:</b>	1 day
<b>Course Venue:</b>	Online or Ayrshire College Ayr / Kilmarnock Campus
<b>No. of Participants:</b>	Recommended minimum of 6, max. 8 (online), 10 (F2F)
<b>Certification:</b>	Ayrshire College certificate of attendance

### Course Description:

In management information systems, a dashboard is an easy to read, often single page, real-time user interface, showing a graphical presentation of the current status and historical trends of an organisation's key performance indicators to enable instantaneous and informed decisions to be made at a glance. Excel Dashboards allow the user to slice big data sources into easy-to-understand information formats.

This course is suitable for those with a good working knowledge of Excel at intermediate to advanced level. It is not suitable for beginners to Excel. The course is suitable for those using Microsoft Office 2016 or above.

### Course Content:

This course will cover the following:

- Utilising advanced data manipulation techniques for dashboard preparation
- Designing the dashboard
- Building a dashboard using pivot tables and charts
- Filtering the dashboard
- Adding interactivity with macros and formulae
- Protecting the dashboard

On completion of this course participants will be able to transform raw data into visually appealing and insightful dashboards that facilitate data-driven decision-making.



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# PROGRAMMING, ANALYTICS AND AI

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## AI Services: Getting Started with OpenAI API

<b>Course Duration:</b>	1 Day
<b>Course Venue:</b>	Online
<b>No. of Participants:</b>	Recommended minimum 6, Maximum 8
<b>Certification:</b>	Ayrshire College certificate of attendance

### Course Description:

OpenAI API is a cloud-based platform that allows developers and organizations to integrate cutting-edge artificial intelligence services into their applications. OpenAI API provides access to advanced natural language processing, machine learning, and computer vision models, empowering you to create intelligent applications with ease.

In this course, you will learn how to leverage OpenAI API capabilities to build intelligent applications.

This course is suitable for developers who want to integrate AI capabilities into their applications or anyone who wants to learn how to use OpenAI API.

Attendees must have a paid account to OpenAI and a working knowledge of programming languages such as Python (python will be the language used to demonstrate these features)

### Course Content:

- Understand the capabilities of OpenAI API.
- Configure your API key and access the service.
- Comfortably navigate the OpenAI API documentation.
- Write and configure various API requests to the service.
- Integrate OpenAI API into your applications or services.
- Optimize your AI models for accuracy and efficiency.

## AI Services: MidJourney

<b>Course Duration:</b>	1 Day
<b>Course Venue:</b>	Online
<b>No. of Participants:</b>	Recommended minimum 6, Maximum 8
<b>Certification:</b>	Ayrshire College certificate of attendance

### Course Description:

Midjourney is an AI powered service that creates images from detailed textual descriptions.

In this course, you will learn how to use this software proficiently, allowing you to create your own thumbnails, cover-art, banners, icons, game assets and more. You will learn how to expertly write prompts in a way that returns the best result. This course is suitable for artists, Writers, bloggers, game developers, Graphics designers and anyone who wants to learn more about AI tools.

Attendees require a discord account (free or paid) and installed, and a paid MidJourney account

### Course Content:

- Setup Midjourney in your discord client.
- Expertly write prompts for a desired image.
- Access and upscale your previously generated images.
- Use weights to emphasis certain themes in your images.
- Create a consistent series of images.

## API Development With Postman – Introduction

<b>Course Duration:</b>	1 Day
<b>Course Venue:</b>	Online
<b>No. of Participants:</b>	Recommended minimum 6, Maximum 8
<b>Certification:</b>	Ayrshire College certificate of attendance

### Course Description:

Postman is a free API platform for building and using APIs. With over 15 million developers using Postman, it simplifies every step of the API lifecycle and streamlines collaboration, allowing you to create better APIs in a shorter period.

This course will cover the basics of APIs, how to send API requests, test public APIs, create APIs, and work with your team using Postman.

This course is suitable for those who want to learn how to work with APIs and Postman.

### Course Content:

- Understand what APIs are and their functions.
- Download and install Postman.
- Get familiar with the Postman user interface.
- Create a workspace to better manage your APIs.
- Make requests to various APIs.
- Test APIs to ensure they function correctly.
- Build and manage your own APIs.
- Publish your APIs to make them available to others.
- Collaborate with your team to develop better APIs.
- Develop with Postman.

## API Management – Beginners

<b>Course Duration:</b>	1 Day
<b>Course Venue:</b>	Online
<b>No. of Participants:</b>	Recommended minimum 6, Maximum 8
<b>Certification:</b>	Ayrshire College certificate of attendance

### Course Description:

API management is the process of creating and publishing web application programming interfaces, enforcing their usage policies, controlling access, nurturing the subscriber community, collecting and analysing usage statistics, and reporting on performance. In this Introduction to APIs and API Cloud Management course, participants will gain a comprehensive understanding of APIs, their interactions with applications, and RESTful APIs, which make use of the HTTP protocol. The workshop is designed for beginners, with no coding required.

This course is suitable for those who want to learn the basics of API Management or anyone who wants to improve their knowledge of the application.

### Course Content:

- Understand what an API is.
- Know how API's Work.
- Know what a RESTFUL API is.
- Understand how computers talk to each other.
- Get to know 5 Main Request methods.
- Know what JSON is.
- Identify HTTP and HTTPS request and responses.

## API Management – Intermediate

<b>Course Duration:</b>	1 Day
<b>Course Venue:</b>	Online
<b>No. of Participants:</b>	Recommended minimum 6, Maximum 8
<b>Certification:</b>	Ayrshire College certificate of attendance

### Course Description:

API management is the process of creating and publishing web application programming interfaces, enforcing their usage policies, controlling access, nurturing the subscriber community, collecting and analysing usage statistics, and reporting on performance. In this intermediate-level course, participants will gain fundamental knowledge about API definition, provisioning, policy enforcement, and usage within API Gateway and API Portal.

This course is suitable for those who wants to learn about API Management in the cloud and have a basic understanding of API.

### Course Content:

- Explain the purpose and benefits of API Management.
- Understand methods of API cloud offering and its related products.
- Create and test APIs in a cloud-based API Gateway.
- Understand cloud-based API Portal.
- Acquire knowledge in API Testing.
- Know about the need to secure APIs.
- Define the tested APIs Policies in an API Gateway.

## API Management – Advanced

<b>Course Duration:</b>	1 Day
<b>Course Venue:</b>	Online
<b>No. of Participants:</b>	Recommended minimum 6, Maximum 8
<b>Certification:</b>	Ayrshire College certificate of attendance

### Course Description:

API management is the process of creating and publishing web application programming interfaces, enforcing their usage policies, controlling access, nurturing the subscriber community, collecting, and analysing usage statistics, and reporting on performance. In this advanced course, we will take your current API understanding to a new level, building an API together both natively and in the cloud.

This course is suitable for those with an intermediate API knowledge who wants to advance their understanding and skills in API management.

### Course Content:

- Fully understand how API's integrate with applications.
- Prepare your data for an API.
- Secure your API.
- Build test scripts for further functionality.
- Work effectively with Postman (An API Testing Service).
- Work with advanced parameters.

## AWS API Gateway Advanced – A Deep Dive

<b>Course Duration:</b>	1 Day
<b>Course Venue:</b>	Online
<b>No. of Participants:</b>	Recommended minimum 6, Maximum 8
<b>Certification:</b>	Ayrshire College certificate of attendance

### Course Description:

An Amazon API Gateway is a collection of resources and methods that are integrated with back-end HTTP endpoints, Lambda functions or other AWS Services. In this course, participants will learn about the features of API Gateway as well as how it integrates with other AWS Services.

This course is suitable for those who wants to learn about AWS API Gateway or anyone who wants to enhance their knowledge of the application. Attendees should have an AWS account.

### Course Content:

- Create resources and define methods.
- Set up authorization.
- Integrate with an EC2 instance.
- Document your API.
- Secure your API.
- Understand the advanced features of the gateway.



## AWS Cloud Computing Overview

<b>Course Duration:</b>	½ Day
<b>Course Venue:</b>	Online
<b>No. of Participants:</b>	Recommended minimum 6, Maximum 8
<b>Certification:</b>	Ayrshire College certificate of attendance

### Course Description:

This course introduces you to the core concepts of cloud computing. You gain the foundational knowledge required for understanding cloud computing from a business perspective. You will also learn the definition and essential characteristics of cloud computing, its history, the business case for cloud computing, and emerging technology use-cases enabled by cloud and all the different services offered by AWS.

This course is suitable for those who wants to learn the basics of cloud computing or anyone who wants to improve their knowledge of the subject.

### Course Content:

- How IOT fits in with the cloud.
- Cloud Databasing.
- High level overview on API Management.
- Security Management.
- Cloud Storage.
- Cloud Networking.
- What an Instance is.

## Coding Fundamentals (Python) – Beginners

<b>Course Duration:</b>	1 Day
<b>Course Venue:</b>	Online
<b>No. of Participants:</b>	Recommended minimum 6, Maximum 8
<b>Certification:</b>	Ayrshire College certificate of attendance

### Course Description:

Coding Fundamentals (Python) is an introductory course that aims to teach participants the basics of coding and software development. The course will cover the fundamentals of the Python programming language and provide an overview of basic data types and programming concepts.

This course is ideal for anyone who wants to get involved in the development process of applications or gain a better understanding of what is involved in software development. It is also suitable for those in management roles who work with development teams or contract development services.

### Course Content:

- Understand the difference between coding and programming.
- Develop a working understanding of software development.
- Know when coding is necessary in the development process.
- Understand what Python is and what it is used for.
- Learn the fundamentals of Python programming, including spacing, commenting, and context.
- Become familiar with the Python glossary and its terminology.
- Understand basic data types, such as JSON, string, Boolean, list, and dictionary.
- Understand basic programming concepts, including variables, assignment statements, print functions, and data navigation.

### Course System Requirements:

- Python Code Editor

## Coding Fundamentals (Python) – Intermediate

<b>Course Duration:</b>	1 Day
<b>Course Venue:</b>	Online
<b>No. of Participants:</b>	Recommended minimum 6, Maximum 8
<b>Certification:</b>	Ayrshire College certificate of attendance

### Course Description:

This Intermediate Python workshop is designed to help anyone looking to be more involved in the development process of applications. It is also an excellent introduction to application development. Participants will learn about Python exceptions, keywords, loops, and built-in functions, as well as how to create their first function with parameters and return statements.

This course is suitable for anyone with a basic working knowledge of Python who wants to further develop their skills. It is also ideal for managers who want to gain a better understanding of what a development role entails to better lead their team. Companies that work with development teams or contract work for development services can also benefit from this course.

### Course Content:

- Research and troubleshoot Python exceptions.
- Use the Python Shell
- Understand Python Keywords
- Create Python Loops (If, While, For and Try statements)
- Understand core Python Built-in Functions
- Write your first Function (Parameters and Return statements)

### Course System Requirements:

- Python Code Editor

## Coding Fundamentals (Python) – Advanced

<b>Course Duration:</b>	1 Day
<b>Course Venue:</b>	Online
<b>No. of Participants:</b>	Recommended minimum 6, Maximum 8
<b>Certification:</b>	Ayrshire College certificate of attendance

### Course Description:

This advanced Python workshop will help participants to develop a deeper understanding of Python classes, core operators, set methods, libraries, and working with APIs. This course is designed for individuals who want to be involved in the development process of applications or gain an introduction into application development. It is also beneficial for those in management roles who require a greater understanding of what a development role entails to better support their team. Companies that work with development teams or contract work for development services can also gain valuable insights from this course.

This course is suitable for those who want to deepen their knowledge of Python and become more involved in the development process of applications. This course is also suitable for managers who want to better understand their team's work and for companies that work with development teams or contract development services.

### Course Content:

- Understand Python classes.
- Understand core Python operators.
- Use Python set methods.
- Understand Python libraries.
- Work with Python Request and APIs.

### Course System Requirements:

- Python Code Editor

## ComfyUI Training

<b>Course Duration:</b>	1 Day
<b>Course Venue:</b>	Online
<b>No. of Participants:</b>	Recommended minimum 6, Maximum 8
<b>Certification:</b>	Ayrshire College certificate of attendance

### Course Description:

ComfyUI is an AI-powered software that simplifies UI design by creating graphical user interface (GUI) designs based on textual descriptions. In this course, you will learn how to proficiently use ComfyUI to design your own UIs for your website, application, or software. You will learn how to write prompts that yield the best results, customize your designs, and create a consistent design theme.

This course is suitable for web and software developers, UI/UX designers, graphic designers, and anyone interested in learning more about AI-powered design tools. Attendees require a basic understanding of web or software development and familiarity with basic design concepts.

### Course Content:

- Set up ComfyUI in your web or software development environment
- Expertly write prompts for generating UI designs
- Customise and refine UI designs based on your requirements
- Utilize ComfyUI to generate and upscale your UI designs
- Use ComfyUI to create a consistent design theme.

### Course System Requirements:

- A development environment (such as Visual Studio Code or similar) installed and set up

## Data Analytics – Programme (6 Days)

<b>Course Duration:</b>	6 Days
<b>Course Venue:</b>	Online
<b>No. of Participants:</b>	Recommended minimum 3, Maximum 8
<b>Certification:</b>	Ayrshire College certificate of attendance

### Course Description:

Data analytics is the science of taking raw data and analysing it to find trends and uncover patterns. In today's modern analytics, AI can process large quantities of data and generate insights beyond what human analysts can do. Data analytics has become an indispensable tool for decision making in the 21st century.

This programme is designed to equip you with the skills required to proficiently use Python, Excel and other relevant tools for Data Analytics.

Participants will gain comprehensive knowledge of how to fetch data from a database using SQL, create python scripts, prepare data for analysis, and analyse data using Python's versatile data analysis tools. Upon completion of this course, participants will possess all the necessary skills to analyse and interpret large data sets, draw insights, and make data-driven decisions.

**PLEASE NOTE:** you must have the following set up to progress with this course: SQL Server Developer Edition installed, SSMS installed, a python code editor (Visual Studio Code is recommended), a second monitor is recommended but not required.

Data Required for this course will be provided during the course.

### Course Content:

- Coding Fundamentals (Python) – Beginner
- Coding Fundamentals (Python) – Intermediate
- SQL Programming Introduction
- Data Analytics Theory in Microsoft Excel
- Python for Data Analytics
- Python for Data Analytics: Designing a report

## Introduction to ChatGPT (0.5 Days)

<b>Course Duration:</b>	½ Day
<b>Course Venue:</b>	Online
<b>No. of Participants:</b>	Recommended minimum 10, Maximum 20
<b>Certification:</b>	Ayrshire College certificate of attendance

### Course Description:

ChatGPT is a large language model developed by OpenAI, based on the GPT-3.5 architecture. It has been trained on a vast corpus of text data and can perform a wide range of natural language processing tasks, including language translation, text summarisation, and question answering.

In this course, you will learn how to use ChatGPT to improve your business operations, streamline your workflows, and enhance your customer service. You will learn how to integrate ChatGPT into your existing systems, and how to develop custom applications and chatbots using our APIs. We will cover the basics of natural language processing, as well as advanced techniques for fine-tuning and customizing ChatGPT to meet your specific needs.

**PLEASE NOTE:** you must have access to a ChatGPT account prior to the start of this course.

### Course Content:

Attending this course will help you to:

- Understand the capabilities and limitations of ChatGPT.
- Write prompts to assist your workflow in many ways.
- Use ChatGPT to assist in learning new skills.
- Use best practices when articulating your prompts.
- Leverage ChatGPT's contextually relevant responses.

By the end of the course, you will be equipped with the skills and knowledge you need to get the most out of ChatGPT and take your business to the next level.

## Master Generative Prompt Engineering

<b>Course Duration:</b>	1 Day
<b>Course Venue:</b>	Online
<b>No. of Participants:</b>	Recommended minimum 6, Maximum 8
<b>Certification:</b>	Ayrshire College certificate of attendance

### Course Description:

In the digital age, the ability to harness the power of language models and generative AI is paramount. As the renowned computer scientist Alan Kay once said, "The best way to predict the future is to invent it." This course is designed to empower you to invent that future by mastering the intricacies of Generative Prompt Engineering.

Imagine a world where you can converse with machines as naturally as you would with a colleague. A world where you can guide AI to produce content, answer queries, and even code with precision. This isn't science fiction; it's the reality we're stepping into, and this course is your gateway.

Generative Prompt Engineering is the art and science of crafting prompts that guide AI to produce desired outputs. Think of it as teaching a talented but naive artist to paint a masterpiece by giving precise instructions.

Consider a symphony orchestra. The musicians are highly skilled, but without a conductor guiding them, the music can be chaotic. In this course, you'll learn to be the conductor, directing the AI to produce harmonious results.

### Course Content:

The course will delve deep into understanding Large Language Models (LLMs) like ChatGPT, focusing on predictive text, setting tone, and mitigating hallucinations. Engage in hands-on exercises, interactively exploring tools like Bard and Bing via Edge. Experience the multimodal approach, blending text, visuals, and more to enhance learning. Dive into the enhanced capabilities of ChatGPT Plus (demonstrated for those without a license), seamlessly woven throughout the course. And get a glimpse of the future with teasers on Midjourney and coding with ChatGPT and GitHub CoPilot.

For those with an insatiable thirst for knowledge, rest assured. This is just the beginning. Additional full-day courses are on the horizon, dedicated to ChatGPT Plus, GitHub CoPilot, and Midjourney.

And remember, as the old saying goes, "Knowledge is power, but applied knowledge is superpower." Equip yourself with the superpower of Generative Prompt Engineering. The digital realm awaits your mastery. And who knows? Perhaps one day, you'll be quoting this course to the next generation of digital pioneers. A touch ambitious? Perhaps. But then again, ambition is the path to success.



## Python for Data Analytics

<b>Course Duration:</b>	1 Day
<b>Course Venue:</b>	Online
<b>No. of Participants:</b>	Recommended minimum 6, Maximum 8
<b>Certification:</b>	Ayrshire College certificate of attendance

### Course Description:

Python is a high-level, interpreted programming language that is used for a wide range of applications. In this course, you will learn how to use Python for data analytics, with a focus on three popular Python packages: NumPy, Pandas, and Matplotlib. These three powerful tools working together are the three musketeers of data analytics for python.

This course is focused on applying data analytics techniques to real-world problems.

This course is suitable for anyone who wants to learn how to use Python for data analytics, including data scientists, business analysts, researchers, and students. Attendees must have an intermediate python skill level before attending this course.

### Course Content:

- Import data into a Python environment.
- Multidimensional arrays and aggregates using NumPy.
- Manipulate Dataframes and analyse data using Pandas.
- Create custom visualisations with Matplotlib.
- Build end-to-end data analytics pipelines.
- Apply data analytics techniques to real-world problems.

### Course System Requirements:

- Stable Python Environment required

## Python for Data Analytics: Designing a Report

<b>Course Duration:</b>	1 Day
<b>Course Venue:</b>	Online
<b>No. of Participants:</b>	Recommended minimum 6, Maximum 8
<b>Certification:</b>	Ayrshire College certificate of attendance

### Course Description:

Data analysis is a fundamental aspect of several businesses and organizations, and the capability to craft professional reports that precisely convey insights is indispensable. This course will enable you to employ Python for data analytics, with a specific emphasis on retrieving data from SQL servers, creating compelling data visualizations, examining data in OLTP databases, and crafting refined reports in Microsoft Word. These reports will showcase valuable insights to your team in a remarkable fashion.

This course is suitable for data analysts, business analysts and individuals who want to refine their skills and become proficient in the complete analytical pipeline. Attendees must have skills in Microsoft Word (Intermediate), Python for Data Analytics, and SQL Programming (Beginners).

### Course Content:

- Investigate data in OLTP databases using SQL Server.
- Fetch data from SQL server using Python and pyodbc.
- Manipulate and shape the data using Pandas Dataframes.
- Design excellent visuals using Python Matplotlib.
- Design a professional report in Microsoft Word.
- Apply data analytics techniques to real-world problems.
- Understand how to effectively communicate insights through data visualizations and reports.

### Course System Requirements:

- Stable Python Environment required
- SQL Server installed
- Microsoft Word installed
- Data required for this course will be provided during the course

## SQL Programming – Beginners

<b>Course Duration:</b>	1 Day
<b>Course Venue:</b>	Online
<b>No. of Participants:</b>	Recommended minimum 6, Maximum 8
<b>Certification:</b>	Ayrshire College certificate of attendance

### Course Description:

SQL (Structured Query Language) is a programming language designed for managing and manipulating relational databases. It's used by many organizations to manage their data and extract valuable insights. This course provides an introduction to SQL programming and covers the fundamentals of querying relational databases.

This course is suitable for those who want to learn the basics of SQL programming. Note: Although a SQL Server is required for this course, these skills translate almost seamlessly with other SQL databases. This course focuses on the DML subset of SQL.

### Course Content:

- Understand the basics of SQL syntax.
- Understanding the basics of database schemas and models.
- Query databases to retrieve data.
- Filter, sort, and aggregate data.
- Join multiple tables to extract valuable insights.
- Understand database normalization.
- Understand how to use SQL in various applications.

### Course System Requirements:

- SQL Server Developer Edition installed.
- SSMS Installed.
- Data Required for this course will be provided during the course.

## SQL Programming – Intermediate

<b>Course Duration:</b>	1 Day
<b>Course Venue:</b>	Online
<b>No. of Participants:</b>	Recommended minimum 6, Maximum 8
<b>Certification:</b>	Ayrshire College certificate of attendance

### Course Description:

SQL (Structured Query Language) is a programming language designed for managing and manipulating relational databases. It's used by many organizations to manage their data and extract valuable insights. This course is designed to upgrade your SQL skills to an intermediate level, teaching you everything you need to know in being fluent with SQL programming.

This course is suitable for individuals who work with SQL daily and want to optimize their programming skills for maximum efficiency.

Note: Although a SQL Server is required for this course, these skills translate almost seamlessly with other SQL databases. This course focuses on the DML subset of SQL.

### Course Content:

- Write SQL queries for both OLTP and OLAP databases.
- Create complex subqueries.
- Understand and create Views, Functions, and procedures.
- Apply further filtering techniques such as IF and CASE statements.
- Combine these techniques to create complex Queries

### Course System Requirements:

- SQL Server Developer Edition installed.
- SSMS Installed.
- Data Required for this course will be provided during the course.

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# SUSTAINABILITY

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## IEMA Environmental Sustainability Skills for Managers

<b>Course Duration:</b>	2 Days
<b>Course Venue:</b>	Kilmarnock Campus
<b>No. of Participants:</b>	Recommended minimum 6, Maximum 10
<b>Certification:</b>	Ayrshire College certificate of attendance

### Course Description:

This two-day course is intended to support managers and supervisors from any industry/business sector in understanding the strategic and operational implications environmental sustainability has on them, their team and department. It enables you to contribute to the improved environmental sustainability of their organisation and is ideal to rapidly upskill your team and those who oversee operational objectives.

### Course Content:

- Understanding of the strategic opportunities and constraints that environmental sustainability presents organisations
- The importance of resource efficiency
- The impact of environmental sustainability across the value chain
- The impacts of pollution, prevention, control and environmental legislation in organisations
- How employees support environmental sustainability.

By the end of the course, you will:

- have knowledge and understanding of the main environmental and economic risks and opportunities,
- have knowledge and understanding of compliance obligations and business drivers for change,
- have knowledge and understanding of the main potential impacts on environment and sustainability,
- have knowledge and understanding of how to improve environmental performance,
- evaluate drivers for change and barriers,
- apply knowledge and understanding to baselines data to monitor and improve performance,
- apply knowledge of environmental sustainability across the value chain,
- demonstrate the importance of implementing resource efficiency,
- will demonstrate how employees can improve environmental performance.

### IEMA Assessment

The assessment consists of an online 20 question multiple-choice test and learners must achieve 70% to pass. The test is completed through the IEMA assessment portal and candidates are sent a link upon registration to the assessment.

## IEMA Environmental Sustainability Skills for the Workforce

<b>Course Duration:</b>	1 Day
<b>Course Venue:</b>	Kilmarnock Campus
<b>No. of Participants:</b>	Recommended minimum 6, Maximum 10
<b>Certification:</b>	Ayrshire College certificate of attendance

### Course Description:

This concentrated one-day course provides learners with a practical introduction to environmental sustainability, ensuring they are equipped with the knowledge, understanding, and motivation to make a positive difference within their organisation. This course is perfect for those working in any job role across all sectors at an operational level.

### Course Content:

The course covers the main environmental risks and opportunities facing organisations:

- The importance of resource efficiency.
- The impacts of pollution, prevention, control and legislation.
- The impact of transport,
- Knowing how employees can support environmental sustainability.

By the end of the course, you will:

- have knowledge and understanding of the main environmental and economic risks and opportunities,
- have knowledge and understanding of compliance obligations and business drivers for change,
- have knowledge and understanding of the main potential impacts on environment and sustainability,
- have knowledge and understanding of how to improve environmental performance.

### IEMA Assessment

The assessment consists of an online 20 question multiple-choice test and learners must achieve 70% to pass. The test is completed through the IEMA assessment portal and candidates are sent a link upon registration to the assessment.



## IEMA Introduction to Net Zero

<b>Course Duration:</b>	1/2 Day (2.5 hours)
<b>Course Venue:</b>	Kilmarnock Campus
<b>No. of Participants:</b>	Recommended minimum 6, Maximum 10
<b>Certification:</b>	Ayrshire College certificate of attendance

### Course Description:

IEMA Introduction to Net Zero is a course that gives a succinct overview of what net zero means as a response to the climate crisis and how it can be delivered within organisations. It is delivered over four parts and provides learners with an introduction to the concept of net zero.

Learning outcomes:

- 1. What does net zero mean?
- 2. Why net zero?
- 3. What can my organisation do about it?
- 4. How should we communicate net zero in a way which avoids greenwash?

This course is suited for all job roles and sectors and has no formal entry requirements. This course will appeal to those looking to gain a baseline knowledge of net zero in their own capacity. This course is a powerful tool for businesses on a journey towards net zero and provides an approach to raising awareness across the business.

### Course Content:

The course covers the main environmental risks and opportunities facing organisations, such as:

- the importance of resource efficiency,
- the impacts of pollution, prevention, control and legislation,
- the impact of transport,
- knowing how employees can support environmental sustainability.

Once completed, you will be able to:

- Explain what is net zero and related terms,
- Explain the urgency of the underlying climate science driving the net zero agenda,
- Explain the main international policy context for responding to the climate crisis,
- Explain the UK policy context and drivers,
- Explain the business and environmental benefits of net zero,
- Explain the outline of a robust net zero approach,
- Explain key principles on communicating a robust net zero claim and avoiding greenwash.

This course is not assessed.



## IEMA Pathways to Net Zero

<b>Course Duration:</b>	2 Days
<b>Course Venue:</b>	Kilmarnock Campus
<b>No. of Participants:</b>	Recommended minimum 6, Maximum 10
<b>Certification:</b>	Ayrshire College certificate of attendance

### Course Description:

The IEMA Pathways to Net Zero course gives clear, consistent guidance on best practice on response to the climate crisis. The course aims to provide supervisors and leaders with a strategic and operational overview of environmental sustainability as it affects their specific industry and work area.

This course is ideally suited for supervisors and managers across all sectors and has no formal entry requirements; however, it is strongly preferred that the candidate is in a practising role that will allow them to deeply understand the areas explored over the duration of the course.

### Course Content:

- 1. Why net zero?
- 2. Responding to net zero
- 3. Greenhouse gas accounting – a primer
- 4. Carbon neutrality
- 5. Net zero methodologies
- 6. Developing a decarbonisation plan
- 7. Net zero across the value chain
- 8. Communicating net zero

### IEMA Assessment

The assessment consists of an online 20-question multiple-choice test. The test is completed through the IEMA assessment portal and candidates are sent a link upon registration to the assessment.

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# **SECTOR SPECIFIC SKILLS - AEROSPACE**

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## Aerospace Standard AS9100D Foundation

**Course Duration:** 1 day

**No. of Participants:** Recommended minimum 8, Maximum 12

**Certification:** Ayrshire College certificate of attendance

### Course Description:

The aim of this course is to provide participants with an introduction to AS9100D and to develop awareness of Quality Management Systems Requirements for Aviation, Space and Defence Organizations used at all levels of the aerospace supply chain around the world.

This course is suited to anyone working with Quality Management system standards.

### Course Content:

By the end of this course, delegates will be able to:

- Explain the purpose and intent of the new series of Aerospace Quality Management Systems Standards;
- Understand the application of the principles of Quality Management;
- Understand the differences between AS9100D (9100-2016) and AS9100B (9100-2008);
- Appreciate the timeline for moving to certification according to the new standard.

## Aerospace Standard AS9100D Internal Auditor

<b>Course Duration:</b>	2 days
<b>No. of Participants:</b>	Recommended minimum 8, Maximum 12
<b>Certification:</b>	Ayrshire College certificate of attendance

### Course Description:

The aim of this course is to provide participants with the knowledge and skills required to perform first, second and third party audits of Quality Management Systems in Aviation, Space and Defence Organizations against AS9100D.

This course is suited to persons working with Aerospace Quality Management system standards who wish to, or need to, become internal auditors.

Participants to this course must have previously attended Aerospace Standard AS9100D Foundation Course.

### Course Content:

By the end of this course, delegates will be able to:

- Describe the purpose of a quality management system, of quality management systems standards, of quality management system audit and of third-party certification
- Explain the role of an auditor to plan, conduct, report and follow-up a quality management system audit in accordance with ISO 19011 and ISO/IEC 17021 where appropriate;
- Plan, conduct, report and follow-up an audit of a quality management system to establish conformity (or otherwise) with AS9100 and in accordance with ISO 19011 and ISO/IEC 17021 where appropriate.

Learners will need to demonstrate acceptable performance in all of these areas in order to complete the course successfully.

## Composite Awareness

**Course Duration:** 1 day

**No. of Participants:** Recommended minimum 8, Maximum 12

**Certification:** Ayrshire College certificate of attendance

### Course Description:

This course is an introduction and overview of composites in terms of materials, processes and applications. The course is suitable for staff who require a broad awareness and understanding of advanced composites applications, advantages and disadvantages. The course is structured as a presentation with small practical tasks interjected to aid understanding.

### Course Content:

Introduction to

- Composite theory and applications
- Reinforcement and Matrix
- Fabric types
- Health and Safety Considerations
- Clean room set up
- Materials and Storage
- Introduction to lay up techniques

On completion of this module, attendees will have an understanding of the technical terms and terminology used within the industry. Learners will be more confident when conversing and collaborating with co-workers who are involved in the composites materials industry.

## Composite Material Practical Training

<b>Course Duration:</b>	5 days
<b>No. of Participants:</b>	Recommended minimum 6, Maximum 8
<b>Certification:</b>	Ayrshire College certificate of attendance

### Course Description:

The purpose of this course is to provide a comprehensive understanding of the repair techniques associated with composite structures. The course will include damage assessment and classification thus introducing several repair methods used in industry.

This will include cosmetic surface restoration, core replacement, taper/scarf and step sanding methods. Learners will utilise wet lay-up, pre impregnated and resin infusion processes to repair laminate and structural sandwich panels. The majority of the allocated time will be hands on undertaken within the industry standard composite clean room.

### Course Content:

- Composite theory, materials and processes
- Damage detection and classification
- Wet lay-up laminating
- Matrix application and curing
- Structural sandwich panel repairs
- Storing handling and cutting pre-preg materials
- Introduction to resin infusion process
- Vacuum bagging methods
- Surface preparation taper/scarf and step sanding
- Operation of a hot bonder

On completion of this module delegates will have attained the skills and knowledge to undertake complex composite repairs. Each learner will be confident with the procedures and processes that underpin a successful composite repair.

## Developing and Advanced Safety Culture

**Course Duration:** 1 day

**No. of Participants:** Recommended minimum 8, Maximum 12

**Certification:** Ayrshire College certificate of attendance

### Course Description:

The aim of this course is to provide participants with an active awareness of what is a Safety Culture and how it interacts with the Safety Management System in order to achieving the Safety Goals established by the Company.

All staff members from all departments of an entity involved in Aviation activities will benefit from this course.

### Course Content:

By the end of this course, participants will be able to:

- Understand what constitutes a Safety Culture;
- Understand its interaction with the Safety Management System;
- Recognize their position on the Culture Ladder and related Culture Indicators;
- Implement required changes for developing a reliable Safety Culture;
- Identify actions required to maintain a reliable Safety Culture.

Participants who successfully complete this programme will gain an understanding of how to recognize the level of Safety Culture within their organization and how to develop it. They will learn how interact with the Safety Management System and how to maintain the highest levels of Safety Culture

## Emergency Preparedness and Response

**Course Duration:** 3 days  
**No. of Participants:** Recommended minimum 8, Maximum 12  
**Certification:** Ayrshire College certificate of attendance

### Course Description:

The aim of this course is to enhance management and communication skills of all participants by the effective utilisation of all available resources to achieve a safe and efficient response to Emergencies.

All staff members likely to be involved in the activation of Company Emergency Response Plan, from Senior Management to clerk assistants from all Company departments, such as corporate direction, operations, maintenance, HR, legal, finance; commercial, PR, etc. will benefit from this course.

### Course Content:

By the end of this course, participants will be able to:

- Understand what is an Emergency Response Plan; why it is needed; its organization at central and external bases; readiness levels; roles and responsibilities of all players;
- Understand what is a Crisis Management Centre; why it is needed; readiness levels; roles and responsibilities of all members;
- Understand what is a Incident Management Centre; why it is needed; readiness levels; roles and responsibilities of all members;
- Understand procedures in case of an emergency, and accident and for the activation of ERP;
- Understand the difference between Notification and Communication; their use; their advantages and disadvantages; identify providers and recipients;
- Understand what is the Initial Response Team; why it is needed; readiness levels; roles and responsibilities of all members;
- Identify staff to be trained and their specific roles (Senior Management; Crisis Management Centre; Company Departments involved in ERP; Initial Response Team)
- Identify requirements for proficiency training and periodical exercises

Throughout the Course practical exercises will be conducted involving all participants and all areas of the Course.



## Hazard in Aviation – A Different Approach

**Course Duration:** 1 day

**No. of Participants:** Recommended minimum 8, Maximum 12

**Certification:** Ayrshire College certificate of attendance

### Course Description:

The aim of this course is to provide participants with an active awareness of what constitutes a Hazard in Aviation and how it can be identified. Participants will learn a different, simpler way of looking at Hazards and how they relate to Threats, in order to avoid the Risk of Accidents and Incidents actually occurring.

All staff members involved in technical and operational activities, including ground handling, operations planning and flight following. Staff from other departments of an entity involved in Aviation activities will also benefit from this course.

### Course Content:

By the end of this course, participants will be able to:

- Understand what constitutes a Hazard in Aviation
- Understand what constitutes a Threat
- Understand the interaction between Hazard, Asset and Threat
- Recognize how to protect Assets from Threats
- Identify actions required to manage associated Risks

Participants who successfully complete this programme will gain an understanding of how to recognize Hazards in their work area and how to defend Assets from Threats generated by Hazards.

## Human Factors for Technical Staff in Aviation

**Course Duration:** 3 days  
**No. of Participants:** Recommended minimum 8, Maximum 12  
**Certification:** Ayrshire College certificate of attendance

### Course Description:

The aim of this course is to provide participants with required knowledge on Human Factors as established by EASA Part 145.A.30(e) Personnel Requirements and Appendix I to Part 66 Paragraph 2 Modularization, Module 9 – Human Factors in its 9 elements: General; Human Performance Limitations; Social Psychology; Factors Affecting Performance; Physical Environment; Tasks; Communication; Human Error; Hazards in the Workspace.

Category A, B1, B2, B3 and C Aircraft Maintenance Licence applicants will benefit from this course.

### Course Content:

Participants who successfully complete this programme will gain knowledge Level 2, general knowledge of the theoretical and practical aspects of the subject and an ability to apply that knowledge achieving the following objectives:

- a. The applicant should be able to understand the theoretical fundamentals of the subject.
- b. The applicant should be able to give a general description of the subject using, as appropriate, typical examples.
- c. The applicant should be able to use mathematical formulae in conjunction with physical laws describing the subject.
- d. The applicant should be able to read and understand sketches, drawings and schematics describing the subject.
- e. The applicant should be able to apply his knowledge in a practical manner using detailed procedures.

## Human Factors for Technical Staff in Aviation – Recurrent Training

**Course Duration:** 1 day  
**No. of Participants:** Recommended minimum 8, Maximum 12  
**Certification:** Ayrshire College certificate of attendance

### Course Description:

The aim of this course is to provide participants with continuation training on Human Factors in each two year period, as established by EASA Part 145.A.35(d) Personnel Requirements and Appendix I to Part 66 Paragraph 2 Modularization, Module 9 – Human Factors in its 9 elements: General; Human Performance Limitations; Social Psychology; Factors Affecting Performance; Physical Environment; Tasks; Communication; Human Error; Hazards in the Workspace.

All Certifying Staff and Category B1, B2, support staff, who, in accordance with EASA Part 145.A.35(d), shall receive sufficient continuation training in each two year period.

### Course Content:

Participants who successfully complete this programme will maintain up to date knowledge of the theoretical and practical aspects of the human factor issues and an ability to apply that knowledge.

## Introduction to Catia V5

<b>Course Duration:</b>	12 evenings (6pm – 9pm)
<b>No. of Participants:</b>	Recommended minimum 8, Maximum 12
<b>Certification:</b>	Ayrshire College certificate of attendance

### Course Description:

CATIA V5 is an industry standard design package and candidates will be taught to the relevant industry standards. This will provide candidates with the fundamental building blocks to start a career in design engineering.

This introductory course includes an introduction to the CATIA V5 interface and the key processes of using the CATIA V5 platform. It will give candidates an insight into the role of the aircraft design engineer and the design process they follow. It will expand upon the criteria and considerations that are built into their designs.

### Course Content:

Candidates will gain knowledge and understanding in the following CATIA V5 workbenches:

- Sketcher
- Part Design
- Assembly Design
- Drafting

The skills gained from this course can be used in the production of drawings for a range of industries/disciplines, including engineering, product design and construction.

## Risk Management

**Course Duration:** 1 day

**No. of Participants:** Recommended minimum 8, Maximum 12

**Certification:** Ayrshire College certificate of attendance

### Course Description:

The aim of this course is to provide participants with an active awareness of the concept of Risk Management and its principal components: risk assessment, risk mitigation and risk acceptance. Participants will learn a different, simpler way of looking at Hazards and how they relate to Threats, in order to avoid the Risk of Accidents and Incidents actually occurring.

### Course Content:

By the end of this course, participants will be able to:

- Understand what constitutes a Risk in Aviation
- Understand what constitutes a Hazard in Aviation
- Understand what constitutes a Threat
- Understand the interaction between Hazard, Asset and Threat
- Recognize how to protect Assets from Threats
- Identify actions required to manage associated Risks
- Achieve an in-depth knowledge of Safety Cases structure

Participants who successfully complete this programme will gain an understanding of how to develop and implement a Risk Management process; how to recognize Hazards in their work area and how to defend Assets from Threats generated by Hazards. They will also be able to identify Hazards and Manages associated Risks and understand how risk Management interrelates with Safety Cases.

## Senior Management and the SMS

**Course Duration:** 1 day

**No. of Participants:** Recommended minimum 8, Maximum 12

**Certification:** Ayrshire College certificate of attendance

### Course Description:

The aim of this course is to provide participants with an active awareness of the importance of their role as Senior Management in the definition, implementation and ultimately in the success of their company Safety Management System. All Senior Management of an entity involved in Aviation activities will benefit from taking this course.

### Course Content:

By the end of this course, participants will be able to:

- Understand the role of Senior Management in the preparation and execution of Safety Management System;
- Understand how Safety Management System can generate Return On Investment (ROI);
- Understand the importance of Senior Management guidance for all staff involved in the company Safety Management System;

Participants who successfully complete this programme will gain an understanding of how Senior Management is the key to a successful company Safety Management System and how it can generate substantial savings.

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to Course List](#)

# **SECTOR SPECIFIC SKILLS - HOSPITALITY**

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## REHIS Elementary Food Hygiene

<b>Course Duration:</b>	1 day (including exam)
<b>Course Venue:</b>	Ayrshire College Ayr / Kilmarnock Campus
<b>No. of Participants:</b>	Recommended minimum of 6, maximum 10
<b>Certification:</b>	REHIS Elementary Food Hygiene Certificate

### Course Description:

This course from the Royal Environmental Health Institute of Scotland (REHIS) is primarily for those currently employed or seeking employment in the hospitality/catering industry, either on a professional or voluntary basis. It satisfies the legal requirement for all food handlers to be trained in food hygiene.

Understanding how to prepare food in a safe, hygienic way is important whether you work in the hospitality industry, volunteer at your local community group or help organise events offering food to the public. It's recommended that anyone involved in the handling and preparation of food for the public completes food handling training.

### Course Content:

- Introduction to food hygiene
- Bacteria and their characteristics
- Incidences of food poisoning and its prevention
- Personal hygiene and working habits of food handlers
- The working environment
- Cleaning practices
- Common food pests and their control
- Food safety legislation



## REHIS Intermediate Food Hygiene

<b>Course Duration:</b>	3.5 days (including exam)
<b>Course Venue:</b>	Ayrshire College Ayr / Kilmarnock Campus
<b>No. of Participants:</b>	Recommended minimum of 6, maximum 10
<b>Certification:</b>	REHIS Intermediate Food Hygiene Certificate

### Course Description:

The 3-day intensive REHIS Intermediate Food Hygiene Certificate is designed for managers, supervisors and chefs who require an in-depth knowledge of food hygiene or those working within high-risk environments or with high-risk products. It explores the relationship between food hygiene, food poisoning and food spoilage.

The course is not suitable for anyone with no previous knowledge.

The course also explores the legal, moral, and financial costs associated with poor food hygiene. Candidates undertaking this course will also need to successfully complete a 2.5-hour examination.

### Course Content:

- Bacteriology and Food Poisoning
- Food Contamination and Prevention
- Personal Hygiene
- Non-bacterial Food Poisoning
- Food Preservation, Food Storage and Temperature Control
- Construction and Maintenance of Food Premises and Equipment
- Cleaning, Disinfection and Pest Control
- Legislation, HACCP, and Hazard Analysis
- Supervisory Management within Food Environment

## REHIS Scottish Certificate Personal Licence Holder (SCPLH)

<b>Course Duration:</b>	1 day (including exam)
<b>Course Venue:</b>	Ayrshire College Ayr / Kilmarnock Campus
<b>No. of Participants:</b>	Recommended minimum of 6, maximum 10
<b>Certification:</b>	REHIS Scottish Certificate of Personal Licence Holder

### Course Description:

To undertake this course, you must be 18 years old with proof of ID. This course is for anyone who manages premises where alcohol is sold, including bar managers, convenience store managers and supermarkets. It's also useful if you want to improve your employability for working in licensed premises.

The Licensing (Scotland) Act states that anyone who authorises the sale of alcohol to the public must hold a personal licence. This means the Premises Manager must apply to their local council to be certified as a Personal Licence Holder. When you enrol for this course, you'll be sent a handbook five days in advance which you must read over beforehand. On the day of the course, you'll work through this handbook and at the end, you'll sit a multiple-choice question paper.

### Course Content:

- The roles, responsibilities and functions of licensing authorities within the framework of the licensing objectives
- The application process for a personal licence
- The role and legal responsibilities of the personal licence holder, and the penalties relating to failure to comply with the law
- The premises licence
- The content and purpose of operating schedules
- The role and duties of the designated premises supervisor
- Unauthorised and temporary licensable activities
- Rights of entry to licensed premises
- Police powers in regard to suspension and closure of licensed premises
- The specific prohibitions for the sale of alcohol
- The strengths of alcoholic drinks, and the effects of alcohol on the human body
- The protection of children from harm
- The responsible retail sale of alcohol.

On successful completion, you'll receive the REHIS SCPLH certificate. You can then apply to the council to be authorised as a Personal Licence Holder.

## Taxi and Private Hire Training Course

<b>Course Duration:</b>	1 day
<b>Course Venue:</b>	Ayr Campus
<b>No. of Participants:</b>	Recommended minimum 9, Maximum 20
<b>Certification:</b>	Ayrshire College certificate of attendance

### Course Description:

The course is a requirement for all South Ayrshire Taxi Drivers.

The one day course covers:

- Basic legislation
- Health and Safety
- Customer care
- First Aid
- Moving passengers in wheelchairs and with other mobility difficulties.

### ID required and badge details.

There will be 1 hour outdoor demonstration session, please wear suitable clothing for this course

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# **ROLE SPECIFIC SKILLS - TEACHING & EDUCATION**

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## L&D9DI Assessor Award

<b>Course Duration:</b>	9-month programme (longer or shorter based on individual)
<b>Course Venue:</b>	Work based assessment for individuals
<b>Certification:</b>	SQA Unit - FD41 04 - Assess Workplace Competence Using Direct and Indirect Methods

### Course Description:

This programme is for all workplace assessors of regulated qualifications such as SVQs in all occupational sectors.

In order to undertake the programme, the candidate must be in an existing role assessing two further candidates who are working towards a SVQ or equivalent workplace qualification, e.g., in-company competence standards.

The candidate will also need to be working in an environment where there are quality assurance procedures for the qualifications they are assessing, and be able to work with others to standardise assessment decisions.

### Course Content:

The candidate will undertake the SQA unit; "FD41 04 Assess Workplace Competence Using Direct and Indirect Methods (SCQF Level 8)".

The types of activities the candidate will be involved in include:

- Preparing to assess
- Planning assessments
- Assessing candidate performance and knowledge
- Confirming progression and achievement

Completion timescale is dependent on candidate's ability to generate evidence and participate in observations as required.

## L&D11 Verifier Award

<b>Course Duration:</b>	9-month programme (longer or shorter based on individual)
<b>Course Venue:</b>	Work based assessment for individuals
<b>Certification:</b>	SQA Unit - FD43 04 - Internally Monitor and Maintain the Quality of Workplace Assessment

### Course Description:

This programme is for all workplace internal verifiers of regulated qualifications such as SVQs in all occupational sectors.

In order to undertake the programme, the candidate must be in an existing role verifying an assessor who is assessing a further individual working towards a SVQ or equivalent workplace qualification, e.g., in-company competence standards.

The candidate will also need to be working in an environment where there are quality assurance procedures for the qualifications they are verifying and be able to work with others to standardise assessment decisions.

### Course Content:

The types of activities the candidate will be involved in include:

- Preparing to carry out internal quality assurance
- Planning internal quality assurance
- Carrying out planned monitoring of the quality of assessment
- Providing assessors with feedback, advice and support to help them maintain and improve their assessment practice
- Meeting appropriate external quality assurance requirements

Completion timescale is dependent on candidate's ability to generate evidence and participate in observations as required.

## Train the Trainer – SQA unit HE0T33

<b>Course Duration:</b>	4 days (including presentation assessment) over 4 weeks (Self-study of approximately 16 hours also required)
<b>Course Venue:</b>	Online or Ayrshire College Ayr / Kilmarnock Campus
<b>No. of Participants:</b>	Minimum of 4, maximum 8
<b>Certification:</b>	SQA unit HE0T 33 Certificate

### Course Description:

This course has been designed as an initial qualification for those with limited or no prior experience of planning and delivering training. It is intended for candidates with vocational expertise or subject knowledge whose job role includes the training of others in small group (minimum four, maximum seven learners) in work-related learning contexts. It is also suitable for those who aspire to a training role, or who expect to have some responsibility for training as part of a future job role.

Candidates undertaking this programme that successfully complete the assessment for this course will be awarded the SQA unit HE0T 33 - Planning and Delivering Training Sessions to Groups at SCQF level 6.

### Course Content:

Planning and delivering one interactive training relating to the organisation's customer service strategy session lasting between 25 and 35 minutes.

Your tutor/assessor will observe you when you are delivering your training session and along with your peers or real learners, will give you feedback on your performance to enable you to develop your future practice.

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# EVENING CLASSES

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## Advanced Digital Photography

<b>Course Duration:</b>	12 evenings (6pm – 9pm)
<b>Course Venue:</b>	Ayr / Kilmarnock Campus
<b>No. of Participants:</b>	Recommended minimum 10, Maximum 16
<b>Certification:</b>	Ayrshire College certificate of attendance

### Course Description:

This course is aimed at photographers who want to expand their knowledge of both different subject matters and editing techniques.

It's a project-driven but fun course where each week you will be photographing different genres of photography including portraiture, still life, macro, and light painting and then advancing your understanding of the editing techniques by editing the photos you have captured in the previous week.

### Course Content:

Basic knowledge of your camera and its setting is required, perhaps gained in the Beginners Digital Photography evening class, as well as a basic understanding of editing in both Lightroom and Photoshop.

You should own your own DSLR camera and will need to bring this along to class. You will learn through a range of activities such as tutor demonstrations and workshops, as well as class discussion and through self and peer evaluation. By the end of the course, you will have a better understanding of photographic and editing techniques, producing a final portfolio of photographs for your own pleasure or to support an application to one of our full-time courses.

## Art Studio Practice

<b>Course Duration:</b>	12 evenings (6pm – 9pm)
<b>Course Venue:</b>	Ayr Campus
<b>No. of Participants:</b>	Recommended minimum 10, Maximum 20
<b>Certification:</b>	Ayrshire College certificate of attendance

### Course Description:

We seek to provide a welcoming, encouraging, and exciting environment to help you learn the fundamentals of Studio Art Practices in drawing, printmaking, and mixed media. There is also opportunity for you to further apply these skills into other areas of your own practices possibly as studio artist, student, teaching experience or community artist.

Our evening course offers you the opportunity to develop your interest in art and design, benefiting from our tutors' depth of knowledge and passion for their subject. The aim is to enable you to find and extend your creative abilities by working with you individually and as part of a group, providing practical instruction and encouragement.

All the necessary materials are included, there are no additional costs.

### Course Content:

The Studio is a low-toxic environment with dedicated printmaking, drawing and mixed media facilities for professional hands-on learning. This course is an ideal way to explore a wide variety of artistic methods and media, learning new artistic skills, discovering what you enjoy most, and developing creative ideas.

Over the 12 weeks, students work across the different disciplines of drawing, printmaking, and mixed media. Throughout the course, students will have a chance to improve observational drawing skills, along with more expressive and experimental mark-making approaches and processes.

This is a great 'taster' course and an excellent opportunity to develop new skills, explore materials, and have fun in a dynamic, encouraging, participative and professional Studio environment.

## Beginners Digital Photography

<b>Course Duration:</b>	12 evenings (6pm – 9pm)
<b>Course Venue:</b>	Ayr / Kilmarnock Campus
<b>No. of Participants:</b>	Recommended minimum 10, Maximum 16
<b>Certification:</b>	Ayrshire College certificate of attendance

### Course Description:

Do you have a new DSLR camera and would like to get the most out of it? Or have you had one for a while and haven't got to grips with its controls? If you can answer yes to either of these questions, or have a strong interest in improving your existing photography skills, then this is the class for you.

### Course Content:

You should own your own DSLR camera and will need to bring this along to class. Here you will learn about the features of your camera and its controls. You'll also learn about the basic principles involved in composing and shooting an effective photograph. You will learn through a range of activities such as tutor demonstrations and workshops, as well as class discussion and through self and peer evaluation. By the end of the course you will have produced a portfolio of photographs for your own pleasure or to support an application to one of our full time courses.

## Cake Baking and Decorating

<b>Course Duration:</b>	12 evenings (6pm – 9pm)
<b>Course Venue:</b>	Ayr Campus
<b>No. of Participants:</b>	Recommended minimum 10, Maximum 14
<b>Certification:</b>	Ayrshire College certificate of attendance

### Course Description:

Have you been inspired by the “Great British Bake Off” and would love the chance to add a more professional touch to your baking skills? Impress your friends, family and beyond with your home bakes and cakes!

This 12 week course will provide you with the knowledge and skills to carry out cake baking processes to current industry standards, and also sample some sweet delights!

You don’t need any formal qualifications, just a container for your finished products, an apron to protect your clothing, a tea towel and appropriate footwear for the kitchen.

### Course Content:

You will learn how to prepare a variety of bakes and cakes, from chocolate gateaux and Battenburg to gypsy creams and millionaires shortbread. You will receive the recipe and a demonstration on the night from our industry professional chef.

You will also be taught different decorating techniques and finishings and have the opportunity to ask plenty of questions to expand your knowledge.

There will be no assessment, however, a college certificate will be awarded on completion of the course.

## Cantonese Beginners

<b>Course Duration:</b>	8 evenings (6pm – 8pm)
<b>Course Venue:</b>	Ayr Campus
<b>No. of Participants:</b>	Recommended minimum 10, Maximum 14
<b>Certification:</b>	Ayrshire College certificate of attendance

### Course Description:

You will learn Cantonese in a relaxed, friendly atmosphere from a native speaker which will enhance your holiday experience and can improve your employment prospects.

There is no requirement of previous knowledge on Cantonese. Suitable for learners who have little or no previous knowledge of Cantonese.

### Course Content:

Learners will become confident in talking about themselves and their family as well as work and leisure activities.

- Self-introduction and useful expressions of greetings
- Numbers, costs and dates
- Public amenities
- Festivals and cultural events
- Eating out
- Leisure activities
- Description of your work and family

This course will not only improve your language ability but also give you a deeper understanding of life and culture in Cantonese speaking countries.

## Criminal Minds – Crime Scenes

<b>Course Duration:</b>	8 evenings (6pm – 8pm)
<b>Course Venue:</b>	Online
<b>No. of Participants:</b>	Recommended minimum 10, Maximum 20
<b>Certification:</b>	Ayrshire College certificate of attendance

### Course Description:

This course is aimed at learners who wish to develop their understanding of the fear and fascination of Crime.

This course offers you the opportunity to develop your knowledge and skills while you learn about the various areas that Criminologists explore.

NB The nature of criminology is challenging and includes sensitive topics such as violence and crimes of a sexual nature. All applicants need to consider this when applying for the course.

### Course Content:

- You will learn about crime scene protocol
- You will explore the range and importance of physical evidence which can be present at a crime scene.
- You will explore psychological evidence that can be present at a crime scene.
- You will examine the differences between organised and disorganised criminals from psychological evidence left at a crime scene.

### You need:

- An interest in Criminology and the nature and science of crime
- A desire to explore and understand theories of the causes of crime

## Digital Skills: Technology for the Terrified

<b>Course Duration:</b>	6 evenings (6pm – 8pm)
<b>Course Venue:</b>	Ayr Campus
<b>No. of Participants:</b>	Recommended minimum 8, Maximum 12
<b>Certification:</b>	Ayrshire College certificate of attendance

### Course Description:

We live in a digital age where ICT and Digital Technology have become a part of our lives, to online shopping and connecting with friends and family, but it may seem a bit daunting and challenging to work your way through the technology jargon.

Our 6 week course will show you how to utilise the features of your smartphone, tablet or laptop, from sending an email, searching the web, or creating a letter and spreadsheet.

Throughout the course you will be shown how to do a range of tasks demonstrated by your lecturer in an easy step by step process from your own device to help you feel confident and staying safe online.

### Course Content:

- Emails - how to access and send emails through web clients such as outlook or gmail and how to identify spam
- Browsing the internet - utilise the world of knowledge at your fingertips by smart searching and how to navigate websites
- Internet safety - how to protect yourself from phishing, scams and viruses lurking online
- Microsoft Office - learn how to use applications such as Word and Excel to create simple documents

There are no formal entry requirements for this course, just a keen interest in learning new technology.

Bring along your smartphone, tablet, or laptop to learn on your device or use our college PC's

## DIY Car Maintenance and Introduction to Electric/Hybrid Vehicles

<b>Course Duration:</b>	8 evenings (6pm – 9pm)
<b>Course Venue:</b>	Kilmarnock Campus
<b>No. of Participants:</b>	Recommended minimum 12, Maximum 16
<b>Certification:</b>	Ayrshire College certificate of attendance

### Course Description:

The course will take place in our up-to-date workshop which has the modern facilities to deliver this programme. The course content will focus on basic car maintenance which will allow you to carry out basic checks in line with transport legislation. The course will also allow the candidate to identify Electric/Hybrid Vehicles and some of the characteristics associated with them.

This course is for someone who has little or no knowledge of vehicles and would like to find out how to carry out basic checks. This course would also be ideal for the person with some knowledge, and they would like to enhance it. Alternatively, the Electric/Hybrid Vehicle part of the course would give an insight into modern technologies. There will be no assessment, however, a college certificate will be awarded on completion of the course.

### Course Content:

The course will consist of the following:

- Health & safety
- Tools & equipment's
- Safely removing and refitting roadwheels
- Tyre identification and checks
- Brakes, steering and suspension
- Engine components
- Battery, lights, wipers and washers
- Servicing
- MOT legislation in relation to vehicle checks
- Introduction to Electric/Hybrid Vehicles and the rationale for them
- Identifying the characteristics of Electric/Hybrid Vehicles

As this is a practical course, we would recommend suitable clothing (old clothing or overalls) and footwear (sturdy boots or shoes, ideally steel toe capped) as activities will take place in the workshop.



## Introduction to Brewing

<b>Course Duration:</b>	12 evenings (6pm – 9pm)
<b>Course Venue:</b>	Kilwinning (Subject to change to Ayr)
<b>No. of Participants:</b>	Recommended minimum 10, Maximum 14
<b>Certification:</b>	Ayrshire College certificate of attendance

### Course Description:

This course has been designed to give participants the opportunity to learn about creating beer from scratch using raw ingredients and modern equipment. A combination of learning and practical activities offers the chance to experience every stage of the process and gain an understanding of the scientific and creative aspects of brewing.

No previous experience is required as the course will cover everything from the basics of ingredients knowledge through to advanced modern practices.

### Course Content:

The following topics will be covered on this course;

- Equipment of a Micro Brewery
- Methods of making beer
- Scientific principles
- Grain varieties & malting process
- Hop uses and varieties
- Yeast and fermentation
- Recipe creation
- Practical brewing experience in class

There will be no assessment, however, a college certificate will be awarded on completion of the course.

## Introduction to BSL (British Sign Language)

<b>Course Duration:</b>	8 evenings (6pm – 8.30pm)
<b>Course Venue:</b>	Ayr Campus
<b>No. of Participants:</b>	Recommended minimum 10, Maximum 20
<b>Certification:</b>	Ayrshire College certificate of attendance

### Course Description:

British Sign Language is a skill which is very much in demand both in the public and private section including NHS staff, Police, Emergency Services, Teaching Staff, Nursery Workers, Support Staff, Social Work and many more.

The Introduction to BSL (British Sign Language) course is designed for those who have never studied BSL or those who would like to refresh their skills.

This course is designed to enable candidates to develop basic proficiency in BSL and to use BSL in simple situations to produce, respond to and receive communication about everyday personal matters.

### Course Content:

- Deaf Awareness
- Deaf Culture and History

You will develop fundamental proficiency in BSL to allow you to participate in basic communication including basic greetings, alphabet, days of the week, numbers, colours, transport, occupations etc.

## Introduction to Computing Skills

<b>Course Duration:</b>	8 evenings (6pm – 8.30pm)
<b>Course Venue:</b>	Kilmarnock Campus
<b>No. of Participants:</b>	Recommended minimum 12, Maximum 16
<b>Certification:</b>	Ayrshire College certificate of attendance

### Course Description:

We live in a digital age where ICT and Digital Technology have become a part of our lives. This course will provide up-to-date knowledge and improve skills in using popular Microsoft Office (desktop) platform through word processing, spreadsheet and presentation applications Throughout the course you will be shown how to do a range of practical tasks demonstrated by your lecturer to help you develop confidence and skills for further study or employment. This course is ideal for beginners or those who want to develop on their IT knowledge and skill set.

There are no formal entry requirements for this course, just a keen interest in Computing.

### Course Content:

- Excel - Store, organise, manipulate and present data through spreadsheets
- Word - Create, edit and format word processing documents
- PowerPoint - Design and create eye-catching presentations

## Life Drawing

<b>Course Duration:</b>	12 evenings (6pm – 9pm)
<b>Course Venue:</b>	Ayr Campus
<b>No. of Participants:</b>	Recommended minimum 10, Maximum 16
<b>Certification:</b>	Ayrshire College certificate of attendance

### Course Description:

The course is designed for anyone interested in developing their life drawing skills, including art and design students, freelance artists and illustrators, and those simply intrigued by drawing.

We will have weekly contact with a life model and tutor to build a substantial portfolio of figure-based work. Whether for widening your portfolio for college or art school or simply for personal practice and development, we will uncover a range of approaches to drawing the live figure.

### Course Content:

We will look at how artists have represented the body through drawing and offer in-class demonstrations and workshops but there will also be lots of time to find a variety of approaches tailored to you as an individual.

Working on proportions, the anatomy, perspective and interior setting we hope to enhance your drawing and observational skills in a friendly, supportive and discursive environment. Our exploration of life drawing will take you from the fundamentals of drawing in a variety of linear and tonal techniques to experimenting with media and reacting to transitional poses and movement.

## Lifestyle Medicine and Stress Management

<b>Course Duration:</b>	6 evenings (6.30pm – 8.30pm)
<b>Course Venue:</b>	Online
<b>No. of Participants:</b>	Recommended minimum 10, Maximum 20
<b>Certification:</b>	Ayrshire College certificate of attendance

### Course Description:

This 6 week interactive online course is aimed at individuals who want to improve their health and wellbeing using the 6 pillars of Lifestyle medicine. Learners will build their confidence, develop a positive outlook, manage their stress, and feel in control of their choices.

Please note this is not a substitute for medical treatment. The topics covered, however, can lead to a healthier lifestyle that can support self-management. Upon completion of this course, you will receive a college certificate.

### Course Content:

In this course, the following topics will be covered;

- What stress is
- What happens in the body during our stress response
- The possible health complications of long term stress
- What lifestyle medicine is and how it can be used to prevent and reverse stress and illness
- Key facts around nutrition, physical activity, sleep and relaxation and their importance in reducing the stress response and disease
- Practical and useful evidence based approaches to use in your life each day to dramatically improve your wellness with no equipment, subscriptions or expenses required

## Spanish Beginners 1

<b>Course Duration:</b>	8 evenings (6pm – 7.30pm)
<b>Course Venue:</b>	Ayr/Kilmarnock Campus & Online
<b>No. of Participants:</b>	Recommended minimum 10, Maximum 20
<b>Certification:</b>	Ayrshire College certificate of attendance

### Course Description:

You will learn Spanish in a relaxed, friendly atmosphere which will enhance your holiday experience and can improve your employment prospects.

### Course Content:

You will cover topics such as talking about yourself and your family as well as work and leisure activities.

This course will not only improve your language ability but also give you a deeper understanding of life and culture in Spanish speaking countries.

## Spanish Beginners 2

<b>Course Duration:</b>	8 evenings (6pm – 7.30pm)
<b>Course Venue:</b>	Ayr Campus
<b>No. of Participants:</b>	Recommended minimum 10, Maximum 20
<b>Certification:</b>	Ayrshire College certificate of attendance

### Course Description:

This is a great opportunity to further enhance your language skills in a fun, friendly and relaxed atmosphere.

The course is suitable for students with moderate previous experience of the language and who would be looking to build on their existing practical knowledge. The classes are lively and will concentrate on the four skills of reading, speaking, listening and writing, with a particular emphasis on speaking practice.

Cultural elements of the Spain and Spanish speaking countries will also be taught in class.

**Minimum entry requirements:** This course is primarily aimed at students who attended our Spanish Beginners 1 class or who have studied for approximately 60 hours from scratch.

### Course Content:

You'll have the opportunity to revise and consolidate the basic skills acquired previously and study other topics in order to get by in Spanish speaking countries. Topics will be agreed with the Lecturer.

## Welding

<b>Course Duration:</b>	12 evenings (6pm – 9pm)
<b>Course Venue:</b>	Kilmarnock Campus
<b>No. of Participants:</b>	Recommended minimum 10, Maximum 14
<b>Certification:</b>	Ayrshire College certificate of attendance

### Course Description:

Scotland has a world-renowned reputation for engineering and is at the cutting-edge of engineering developments. Engineers design, create, test, and improve all sorts of products and processes. They have an impact on every aspect of modern living and enjoy exciting career opportunities in lots of different sectors, including space, aviation, transport, medicine, technology, food, fashion, and construction.

If you've got a logical and inquisitive mind, enjoy problem solving and are curious to know how things work, you've got it in you to make a great engineer! Right now, qualified engineers are in extremely high demand, with thousands of new engineers needed every year in Scotland alone.

Ayrshire College is an ideal choice for studying engineering:

- We've invested in our equipment, so you'll be learning using the latest industry standard technology.
- We won Training Partner of the Year at the prestigious SEMTA (Science, Engineering and Manufacturing Technologies Alliance) Skills Awards in 2017.
- Plus, we're approved by The Welding Institute (TWI).

### Course Content:

This course introduces you to the skills and knowledge you'll need to work successfully in a welding engineering workshop.

You'll develop skills in the basic welding processes, including Manual Metal Arc (MMA), Metal Inert Gas (MIG), and Metal Active Gas (MAG).

Whether you are looking to broaden your skills at work or needing help with a project at home, this evening course will give you the skills you need to start welding, either as a professional or as a hobbyist.

This course will give you the skills to work safely with welding equipment, whatever the task.



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Get in touch with our Business Growth team to identify skills gaps in your business

**[businessgrowth@ayrshire.ac.uk](mailto:businessgrowth@ayrshire.ac.uk)**  
**Tel: 01292 261469**

**Click here to view upcoming courses and dates**



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