



RESKILL, REBUILD & RECOVER

**Flexible Workforce
Development Fund**

2021-22 Course List (SMEs)

About the fund

Interested in accessing funding support for training?

The Flexible workforce Development Fund is open to Private, Public and Third Sector companies who pay the UK Government's Apprenticeship Levy (paying more than £3M in salaries each year) or who are a SME. Funding is available to help upskill and reskill.

- Eligible levy paying companies can access up to £15k
- Eligible SMEs can access up to £5k support

Eligible employers submit one application to the Fund. For those operating on a Scotland-wide basis or across more than one college region, only one application can be submitted to the college of your choice.

Applications are processed on a first come, first served basis.

Funding can be used as part-contribution towards training of a higher cost.

Courses will be delivered face-to-face at Ayrshire College campuses or online depending on the needs of FWDF clients and Government guidelines.

Our application process is open.



Training Portfolio

According to Forbes the 8 job skills to succeed in a post Covid world are: adaptability and flexibility; tech savviness; creativity and innovation; data literacy; critical thinking; digital skills; leadership and emotional intelligence. The World Economic Forum highlighted that in just five years, 35% of the skills deemed essential today will change. Lifelong learning is the new norm.

Ayrshire College has all these skills (and more) covered. We offer a diverse training portfolio of accredited and non-accredited short and long courses delivered virtually, face-to-face or blended.

Additional Notes

Our digital skills courses are targeted at beginners, intermediate and advanced levels and we ask delegates to select courses which are appropriate for their knowledge and skills.

Minimum and maximum delegate numbers are established for our courses. For levy payers, we recommend a minimum of 3/4 delegates should attend individual courses.

Courses

CATEGORY	COURSE	DELIVERY	MAX NO.	DURATION	PRICE PER COURSE	PRICE PER DELEGATE
Leadership & Management						
	ILM - Leadership and Management Award - Level 3	OL	10	14 weeks x 3 hours		£800
	Introduction to Leading & Managing People & Teams	OL	10	3 days	£4,000	£630
	Leadership Development Programme	OL	10	3 days	£4,000	£630
	Leading & Succeeding for Hybrid Working	OL	10	1 day	£1,400	£210
Productivity						
	Improving Productivity Programme	OL	10	3 days	£4000	£630
People Management & Talent Development						
	Creating & Sustaining High-Performing Teams	OL	10	1 day	£1,400	£210
	Customer Service Excellence Programme	OL	10	2 days	£2,600	£420
	Effective Meetings & Impactful time Management	OL	10	1 day	£1,400	£210
	Sales & Negotiation Skills	OL	10	1 day	£1,400	£210
	Team Working for Hybrid working	OL	10	1 day	£1,400	£210
Digital*						
	Cyber Security - Introduction	OL	10	1 day	£1,400	£210
Managing Data in the Workplace	Microsoft Excel Beginners	OL	8	1 day	£1,400	£210
	Microsoft Excel Intermediate	OL	8	1 day	£1,400	£210
	Microsoft Excel Advanced	OL	8	1 day	£1,400	£210
	Microsoft Excel Pivot Tables	OL	8	1 day	£1,400	£210
	Microsoft Excel - Data Analysis for Beginners	OL	8	1 day	£1,400	£210
	Microsoft Excel Dashboards	OL	8	1 day	£1,400	£210
	Introduction to Power BI Desktop	OL	8	1 day	£1,400	£210

* Please note that for Digital courses, max numbers vary for F2F/OL

Gathering and Presenting Information	Microsoft PowerPoint	OL	8	1 day	£1,400	£210
	Microsoft Word Beginners	OL	8	1 day	£1,400	£210
	Microsoft Word Intermediate	OL	8	1 day	£1,400	£210
	Microsoft Word Advanced	OL	8	1 day	£1,400	£210
	Microsoft Word - Creating Professional Documents	OL	8	1 day	£1,400	£210
Working Collaboratively and Productively	Using Microsoft Teams for Remote and Hybrid Working	OL	8	1 day	£1,400	£210
	Microsoft Outlook - Using Advanced Features	OL	8	1 day	£1,400	£210
	Microsoft Office Essential Skills for Work (Beginners)	OL	8	1 day	£1,400	£210
	Microsoft 365 Essential Skills for Work (Beginners)	OL	8	1 day	£1,400	£210
Hospitality						
	BIIAB Personal Licence Holder (PLH)	F2F	10	1 day	£1,400	£150
	REHIS Elementary Food Hygiene	F2F	10	1 day	£1,400	£150
	REHIS Intermediate Food Hygiene	F2F	10	3.5 days	£4,000	£630
Health & Safety, First Aid, Mental Health & Well-being						
	Mental Health for Employees	F2F/OL	10	1 day	£1,400	£210
	Scottish Mental Health First Aid	F2F	8-16	2 days	£3,400	£420
	REHIS Elementary Health & Safety	F2F	10	1 day	£1,400	£210
	REHIS Emergency First Aid at Work	F2F	8	1 day plus exam	£1,400	£210
Social Media, Marketing and Communications						
	Build Your Brand	OL	12	21 hours (evening classes)		£735
	Social Media Training	OL	10	1 day	£1,400	£210
Trainer Skills						
	Train the Trainer - SQA unit HE0T33	F2F	10	4 days including presentation assessment	£5,000	£840



Find out more

Contact the Business Growth team to find out if your business is eligible or for support in completing your application:

Email: businessgrowth@ayrshire.ac.uk

Visit: www1.ayrshire.ac.uk/business-and-training/sme-support/

To request a copy of this publication in another format please contact:
marketing@ayrshire.ac.uk

BIIAB Personal Licence Holder (PLH)

Course Duration:	1 day (including exam)
Course Venue:	Ayrshire College Ayr / Kilmarnock Campus
No. of Participants:	Recommended minimum of 3, maximum 10
Certification:	BIIAB Level 2 Award
Course Cost:	£1,400 per cohort, or £150 per person

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 BIIAB SCPLH certificate. You can then apply to the council to be authorised as a Personal Licence Holder.

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Course Title: Build Your Brand

Course Duration:	3 days - 21 hours evening classes
Course Venue:	Online
No. of Participants:	Recommended minimum of 3, maximum 10
Certification:	Ayrshire College certificate of attendance
Course Cost:	£735 per person

*The current model is evening delivery which may change as additional trainers are recruited

Course Description:

This course focusses on three components: social media marketing strategy; developing a visual identity and storytelling

Course Content:

Social Media marketing strategy - this element of the course will discuss the strategy behind social efforts and try to change the mindset from just posting on social media to understanding you are implementing part of the marketing strategy for your business on social media channels.

Design - branding is much more than just a logo, but a well-considered visual identity can help your business stand out from your competitors, attract the right target market, and create customer loyalty. This course will teach you how to use visual communication to enhance your brand and add value to your business.

Storytelling - A crucial component of any business's marketing strategy is story telling. This course will teach you how the art of storytelling will help you elevate your brand and connect you to your audience to achieve excellent business results.

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Creating & Sustaining High-Performing Teams

Course Duration:	1 day
Course Venue:	Online
No. of Participants:	Recommended minimum of 3, maximum 10
Certification:	Ayrshire College certificate of attendance
Course Cost:	£1,400 per cohort, or £210 per person

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 Excellence Programme

Course Duration:	2 days
Course Venue:	Online
No. of Participants:	Recommended minimum of 3, maximum 10
Certification:	Ayrshire College certificate of attendance
Course Cost:	£2,600 per cohort, or £420 per person

Course Description:

Many of today's organisations value great customer service as a key skill of their employees, and a valued desire of their customers. As the economic landscape and ways in which organisations interact with their customers changes, this course serves as an ideal springboard to update existing skills, and also is a solid foundation of those individuals who are new to customer service.

Digital channels are increasingly popular and are even more important in the wake of COVID-19, as home-based customers are relying on digital means of contact. This course will introduce attendees to ways of clearly and efficiently communicating in a digital manner with customers and colleagues.

Course Content:

- Key principles of Great Customer Service
- Increasing awareness of the changing needs of consumers and service users
- Evaluation and feedback techniques for future improvements
- Digital applications and technology to support great customer service (using Microsoft 365)
- Collaborative work practices to enhance team performance and service delivery
- Sharing of best practice and the "waterfall" effect of training
- Gather and share customer feedback using Microsoft Forms
- Share information with customers and colleagues using Microsoft Sway
- Increase efficiency and productivity with application of advanced Outlook features

At the end of this course attendees will have gained increased skills in delivering great customer service, as well as an increased knowledge and understanding of the needs of their customers. Through the use of digital technologies, attendees will also gain new skills in the use of digital applications that support great service delivery and promote high levels of customer satisfaction and interaction.

Course Format:

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Cyber Security - Introduction

Course Duration:	1 day
Course Venue:	Online
No. of Participants:	Recommended minimum of 3, maximum 10
Certification:	Ayrshire College certificate of attendance
Course Cost:	£210 per person

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.

Effective Meetings & Impactful Time Management

Course Duration:	1 day
Course Venue:	Online
No. of Participants:	Recommended minimum of 3, maximum 10
Certification:	Ayrshire College certificate of attendance
Course Cost:	£1,400 per cohort, or £210 per person

Course Description:

The first part of 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. The second part of 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:

Part 1:

- 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
- Digital technologies to enhance meetings
- Post-meeting outcome monitoring and progression

Part 2:

- Importance of Goal Setting
- Prioritisation of tasks & tools to support this
- Self-Awareness of current behaviours
- Time Management Techniques
- Planning tools and applications

Through the use of emotional intelligence & stakeholder analysis, attendees will gain awareness of the importance of assessing their audience prior to inviting them to attend a meeting. 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 technologies and 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.

ILM Level 3 Award in Leadership & Management

Course Duration: 43 hours lecturing time. Including 14 weeks x 3 hours per week face to face or online sessions plus 1 hour induction. Approx. 23 hours additional time for candidate's own self-directed study.

Course Venue: Online Delivery

No. of Participants: Recommended minimum of 3, maximum 10

Certification: ILM Level 3 Award in Leadership & Management

Course Cost: £800 per person

Course Description:

This course is ideal for participants who are either on the early stages of their journey into management or are aspiring to make the transition into leadership. The course has a strong focus on practical tasks and their application in working practices. The course is of particular benefit to those who new to leading teams and serves as stepping-stone to the wider ILM Certificate in Leadership & management qualification

Course Content:

- Understanding Leadership: styles, behaviours, impact & improvement
- Developing Yourself & Others: Learning, Training, Self-Development & Team Development
- Solving Problems & Making Decisions: Problem identification, Option development & evaluation, Solution review process

Participants will gain a range of leadership skills that will be extremely useful in their development and of great value to their organisation. The collaborative and participative nature of the course will enhance attendees' skills in leadership, problem solving and employee development, and promote the sharing of best practice among attendees.

This course is accredited by the Institute of Leadership and Management (ILM), which is part of the City & Guilds Group. The Award is a stand-alone qualification; however, participants can use the credits gained in this course towards the achievement of the level 3 (SCQF level 6) Certificate in Leadership and Management

Improving Productivity Programme

Course Duration:	3 days
Course Venue:	Online
No. of Participants:	Recommended minimum of 3, maximum 10
Certification:	Ayrshire College certificate of attendance
Course Cost:	£4,000 per cohort, or £630 per person

Course Description:

Productivity is a key focus for many organisations, and improvement should be a continuous focus. This course serves as a fantastic opportunity to identify areas for improvement, create improvement strategies, and learn more about the tools and methodologies that can be implemented when seeking to improve productivity

Course Content:

Day 1: Productivity- Current state & identification of opportunities

- Mapping current processes and procedures
- Tools and Techniques for identifying improvement opportunities
- Waste reduction & elimination

Day 2: Improvement strategies and methodologies

- Managing change in the workplace effectively
- Utilising DMAIC as an improvement framework
- Evaluation of impact of improvement initiatives
- Communication & Implementation planning

Day 3: Tools for enhancing productivity

- Creativity & Innovation- how these can be stimulated and captured to enhance organisational productivity
- Problem Solving & Optimised decision making
- Utilising technology and applications to enhance productivity
- Managing & Sustaining momentum within improvement projects
- Review of progress and future planning

Upon completion of this course attendees will have increased knowledge and skills in a wide range of techniques and tools that can be utilised to enhance organisational productivity. In addition to this, attendees will gain increased knowledge of tools that can be utilised on an individual basis, and be provided with a clear framework for managing improvement projects, and methods for reviewing progress and setting future improvement objectives.

Interpersonal Skills & Managing Conflict

Course Duration:	2 days
Course Venue:	Online or Ayrshire College Ayr / Kilmarnock Campus
No. of Participants:	Recommended minimum of 3, maximum 10
Certification:	Ayrshire College certificate of attendance
Course Cost:	£2,600 per cohort

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 and controlling it effectively, are key skills for a wide range of individuals within an organisation. This course is designed to equip attendees with the necessary skills to effectively manage challenging behaviours and workplace conflict and provide a greater insight into the reasons for conflict, and how to neutralise this effectively.

Course Content:

- How perceptions influence your interaction with others and their responses to you
- Analysing how you and your co-workers approach work and relate to each other
- Using Listening and Feedback Skills to Build High-Performance Work Relationships
- Developing strategies for constructive performance feedback
- Motivation of individuals and teams to achieve high levels of performance and effectiveness
- Identify the key components present in all angry confrontations
- Recognise different stages of conflict escalation
- Recognise the signs of conflict and aggression
- Maintain composure when responding to conflict and aggression
- Use skills to manage their words, phrases and body language
- Demonstrate skills to stay calm and manage angry customer behaviour

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.

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Introduction to Leading & Managing People and Teams

Course Duration:	3 days
Course Venue:	Online
No. of Participants:	Recommended minimum of 3, maximum 10
Certification:	Ayrshire College certificate of attendance
Course Cost:	£4,000 per cohort or £630 per person

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.

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Introduction to Power BI Desktop

Course Duration:	1 day
Course Venue:	Online or Ayrshire College Ayr / Kilmarnock Campus
No. of Participants:	Recommended minimum of 3, max. 8 (online), 10 (F2F)
Certification:	Ayrshire College certificate of attendance
Course Cost:	£1,400 per cohort, or £210 per person

Course Description:

Power BI 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 just by looking at them.

This course will use Power BI Desktop, which is free and includes tools for data visualisation, data preparation, data modelling, data cleansing and publishing reports to the Power BI Service.

Prior to attending the course you should ensure that you 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
- Creating calculated columns
- Creating calculations using measures
- Creating a report with visualisations
- Customising visualisations
- Creating relationships between data tables
- Publishing a report

By the end of this course participants will understand how to take raw data and transform it into a report that will help the business gain maximum value from their data.

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Introduction to Power Pivot and Power Query - Beginner Level

Course Duration:	1 day
Course Venue:	Online or Ayrshire College Ayr / Kilmarnock Campus
No. of Participants:	Recommended minimum of 3, max. 8 (online) or 10 (F2F)
Certification:	Ayrshire College certificate of attendance
Course Cost:	£1,400 per cohort, or £210 per person

Course Description:

Excel has a range of power tools which will greatly enhance your data analysis. Power Query and Power Pivot are two which complement each other. You can import your data into Power Query and then model that data in Power Pivot. Power Query is a tool built by Microsoft for Excel and Power BI. It enables you to automate the tasks of cleaning data prior to analysing it. Power Query can take data from many sources and transform it into an accessible format.

Power Pivot is an Excel add-in which enables you to combine large amounts of data from multiple data sources into a single Excel workbook. You can then perform analysis and easily gain insights from the data.

This introductory course is suitable for those who are new to Excel Power Tools and spend hours converting, cleaning, and changing source data prior to analysing it.

Attendees should have experience of Excel at an intermediate level, including some knowledge of pivot tables and an understanding of functions.

Course Content:

Power Query

- Extract data from Excel
- Transform the data
- Clean the data
- Merge data

Power Pivot

- Import data sources
- Create relationships between tables
- Create calculations
- Visualise the data with pivot tables and pivot charts

On completion of this course, you will be able to transform your data in a number of ways and then manipulate that data to enhance your analysis.

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Leadership Development Programme

Course Duration:	3 days
Course Venue:	Online
No. of Participants:	Recommended minimum of 3, maximum 10
Certification:	Ayrshire College certificate of attendance
Course Cost:	£4,000 per cohort or 630 per person

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.

Leading & Succeeding for Hybrid Working

Course Duration:	1 day
Course Venue:	Online
No. of Participants:	Recommended minimum of 3, maximum 10
Certification:	Ayrshire College certificate of attendance
Course Cost:	£1,400 per cohort or £210 per person

Course Description:

Hybrid working has become the “new normal” for many organisations, and has brought with it new challenges for leaders, as well as a range of opportunities to enhance working practices, communications and productivity within teams. This course will serve as a great introduction into the tools and techniques that leaders can employ in order to enjoy success when leading a hybrid team.

Course Content:

- **Managing Change:** For many organisations, hybrid working has been introduced at pace, and not everyone has embraced the new ways of doing things. In this section we will focus on the tools and techniques that can be utilised in order to successfully manage the resistance to change within teams
- **Communication:** A key pillar of successful leadership, and even more so in the hybrid workplace. We will examine the key aspects of communication and in turn develop the practical skills that will enhance hybrid communication practices
- **Productivity:** Many organisations have identified productivity as having been positively affected by hybrid working, and this section of the course looks to provide increased knowledge and understanding of the tools that can be utilised in order to ensure that these gains are sustained in the long term as well.
- **Accountability:** Being remote from your team can be a challenge in ensuring accountability of action, and this section of the course examines the tools and techniques that leaders can utilise in order to ensure that their team members, and they themselves, are visible and accountable within hybrid working.
- **Motivation:** Motivation is a key function within leadership, and in a hybrid environment can prove challenging when face-to-face engagement is less frequent. In this section of the course we will focus on the tools & strategies leaders can adopt when motivating & recognising their team and individuals

Mental Health for Employees

Course Duration:	1 day
Course Venue:	Online or Ayrshire College Ayr / Kilmarnock Campus
No. of Participants:	Recommended minimum of 3, maximum 10
Certification:	Ayrshire College certificate of attendance
Course Cost:	£1,400 per cohort, or £210 per person

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. Recovery.

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Microsoft 365 Essential Skills for Work (Beginners)

Course Duration:	1 day
Course Venue:	Online or Ayrshire College Ayr / Kilmarnock Campus
No. of Participants:	Recommended minimum of 3, max. 8 (online), 10 (F2F)
Certification:	Ayrshire College certificate of attendance
Course Cost:	£1,400 per cohort, or £210 per person

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 1 day course will introduce attendees to the functionality available in Microsoft 365. It will focus on key areas, including collaboration, storing information, communicating 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.

Course Content:

- Accessing Microsoft 365
- Navigating between apps
- Working with online web apps (Word, Excel and PowerPoint)
- Storing and working with files on OneDrive
- Sharing a document
- Searching for files
- Collaborating on files within Microsoft Teams
- Communicating on 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.

Microsoft 365 - Selection of 2 or 3 Apps

Course Duration:	1 day
Course Venue:	Online or Ayrshire College Ayr / Kilmarnock Campus
No. of Participants:	Recommended minimum of 3, max. 8 (online), or 10 (F2F)
Certification:	Ayrshire College certificate of attendance
Course Cost:	£1,400 per cohort, or £210 per person

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.

Attendees can select 2 or 3 apps from the following list to gain an introduction to the use of each. The content covered in each app will vary depending on time available.

Course Content:

2 or 3 of the following apps can be selected by the employer when scheduling dates:

- Store, manage and share files on **OneDrive for Business**
 - Upload files
 - Work on the web with Office files
 - Open Office files in the desktop app
 - Download, delete, rename, copy and move files
 - Search for files
 - Share files with others
- **SharePoint online** for collaboration, and document management and storage
 - Upload files
 - Collaborate on files
 - Manage files
 - Create a SharePoint intranet site
- **Teams**
 - Create and manage a team
 - Communicate through team conversations
 - Work with shared files
 - Extend functionality by adding content to tabs
 - Manage video meetings

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Microsoft Excel - Advanced

Course Duration:	1 day
Course Venue:	Online or Ayrshire College Ayr / Kilmarnock Campus
No. of Participants:	Recommended minimum of 3, max. 8 (online), 10 (F2F)
Certification:	Ayrshire College certificate of attendance
Course Cost:	£1,400 per cohort, or £210 per person

Course Description:

This course is suitable for those with a sound working knowledge of Excel at Intermediate level, including the ability to use some common functions and tools.

Course Content:

This course will cover the following:

- PivotTables, Pivot Charts and slicers
- Summarising large data sets using outlines and subtotals
- WhatIF Analysis including Scenarios, Goal Seek and Data Tables
- Advanced functions - Logical, Financial, LOOKUP
- Date and Time functions
- Recording Macros

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 to increase their productivity.

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Microsoft Excel - Dashboards

Course Duration:	1 day
Course Venue:	Online or Ayrshire College Ayr / Kilmarnock Campus
No. of Participants:	Recommended minimum of 3, max. 8 (online), 10 (F2F)
Certification:	Ayrshire College certificate of attendance
Course Cost:	£1,400 per cohort, or £210 per person

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 level.

Course Content:

This course will cover the following:

- Designing the dashboard
- Using formulas and formatting
- Creating pivot tables and charts
- Creating slicers
- Working with data across multiple worksheets
- Recording macros to enable interactivity
- Protecting the dashboard

By the end of this course participants will have a better understanding of how to present and analyse data to help users make informed decisions.

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Microsoft Excel - Data Analysis for Beginners

Course Duration:	1 day
Course Venue:	Online or Ayrshire College Ayr / Kilmarnock Campus
No. of Participants:	Recommended minimum of 3, max. 8 (online), 10 (F2F)
Certification:	Ayrshire College certificate of attendance
Course Cost:	£1,400 per cohort, or £210 per person

Course Description:

This course is suitable for those with beginner to intermediate level knowledge of Excel.

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 text functions, logical functions and Date functions to ensure that participants are aware of tools that line within Excel to assist in the collection of meaningful information.

Course Content:

- Discover ways in which you can transform data prior to analysis
- Learn how to highlight information with Conditional Formatting
- Use Text, date and logical functions to extract meaningful information
- Become familiar with useful methods of summarising large data sets
- Explore ways in which you can filter data

On completion of this course participants will be aware of some ways in which they can use analysis tools to better understand the key information contained within a data set. This will help inform decision making within the organisation.

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to course list](#)



Microsoft Excel - Intermediate

Course Duration:	1 day
Course Venue:	Online or Ayrshire College Ayr / Kilmarnock Campus
No. of Participants:	Recommended min. of 3, maximum 8 (online), 10 (F2F)
Certification:	Ayrshire College certificate of attendance
Course Cost:	£1,400 per cohort, or £210 per person

Course Description:

This course is suitable for those with good knowledge of creating and formatting simple worksheets and using basic formulae.

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.

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Microsoft Excel - Pivot Tables

Course Duration:	1 day
Course Venue:	Online or Ayrshire College Ayr / Kilmarnock Campus
No. of Participants:	Recommended minimum of 3, max. 8 (online), 10 (F2F)
Certification:	Ayrshire College certificate of attendance
Course Cost:	£1,400 per cohort, or £210 per person

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 suitable for those with a basic knowledge of pivot tables who want to be able to summarise and display useful and relevant information to enhance decision making.

Course Content:

This course will cover the following:

- Preparing data for use in Pivot Tables
- Inserting slicers and timelines
- Grouping in a pivot table
- Changing measurement units
- Creating calculated fields and items
- Consolidating ranges
- Creating relationships
- Refreshing pivot tables

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

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Microsoft Excel - Beginners

Course Duration:	1 day
Course Venue:	Online or Ayrshire College Ayr / Kilmarnock Campus
No. of Participants:	Recommended min. of 3, maximum 8 (online), 10 (F2F)
Certification:	Ayrshire College certificate of attendance
Course Cost:	£1,400 per cohort, or £210 per person

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.

This course is suitable for those with no prior experience of Excel. Participants should have good computer skills.

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
- Freezing panes
- Basic formulae - SUM, AVERAGE, MAX, MIN, COUNT
- Page Setup
- Printing
- Creating basic charts - column, bar and pie

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.

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Microsoft Office Essential Skills for Work (Beginners)

Course Duration:	1 day
Course Venue:	Online or Ayrshire College Ayr / Kilmarnock Campus
No. of Participants:	Recommended minimum of 3, max. 8 (online), 10 (F2F)
Certification:	Ayrshire College certificate of attendance
Course Cost:	£1,400 per cohort, or £210 per person

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 will introduce those new to the workplace, or those who have little knowledge of Microsoft Office, to Word, Excel and Outlook.

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
- Change column and row width and height
- Sort data
- Apply basic calculations - add, subtract, multiply and divide
- Print a worksheet

Microsoft Outlook

- Compose, reply and forward emails
- Attach a file
- Create a signature
- Create appointments and meetings
- Create a contact
- Send an email to a contact

On completion of this course, attendees will have a foundational knowledge of these applications and feel more comfortable in performing basic office tasks.

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Microsoft Outlook - Using Advanced Features

Course Duration:	1 day
Course Venue:	Online or Ayrshire College Ayr / Kilmarnock Campus
No. of Participants:	Recommended minimum of 3, max. 8 (online), 10 (F2F)
Certification:	Ayrshire College certificate of attendance
Course Cost:	£1,400 per cohort, or £210 per person

Course Description:

Microsoft Outlook is a widely used application which includes email, calendar, contacts and tasks functionality. Most users are unaware of some of the more advanced features which can increase their efficiency and enhance productivity. This course is suitable for those who already use Microsoft Outlook and want to save themselves time and effort in their working day.

Course Content:

- Save a message for later
- Save all attachments at once
- Automate recurring tasks in email
- Save reusable content to add to an email
- Create templates
- Schedule emails
- Create a folder for common searches
- Sort mail with rules and conditional formatting
- Manage notifications
- Quickly create calendar appointments
- Search calendar items
- Use colour categories
- Create tasks from an email
- Assign and track tasks
- Quickly create contacts
- Create a contacts folder
- Create a custom address book

On completion of this course, attendees will be able to employ various tools to help them work more efficiently and become more productive.

Microsoft PowerPoint

Course Duration:	1 day
Course Venue:	Online or Ayrshire College Ayr / Kilmarnock Campus
No. of Participants:	Recommended minimum of 3, maximum 8(online), 10(F2F)
Certification:	Ayrshire College certificate of attendance
Course Cost:	£1,400 per cohort, or £210 per person

Course Description:

Microsoft PowerPoint is one of the Microsoft Office suite of programmes. It enables you to create presentations containing text, images, clipart, and videos. You can add transitions, animations, and motion effects and then share your work with others. This course is suitable for those who are new to PowerPoint or who feel that they require some further experience in creating presentations.

Course Content:

- Create a presentation from scratch
- Add, delete and duplicate slides
- Change slide layout
- Add text, images, videos and charts to slides
- Arrange and group content on a slide
- Present a slide show in different ways
- Animate slide content
- Apply slide transitions
- Set slide timings
- Use speaker notes
- Record narration
- Save a presentation in different formats

On completion of this course, attendees will be able to create a professional looking presentation and will be able to deliver the slideshow to an audience, or save it for sharing in a variety of ways.

Microsoft Teams for Remote and Hybrid Working

Course Duration:	1 day
Course Venue:	Online or Ayrshire College Ayr / Kilmarnock Campus
No. of Participants:	Recommended minimum of 3, max. 8 (online), 10 (F2F)
Certification:	Ayrshire College certificate of attendance
Course Cost:	£1,400 per cohort, or £210 per person

Course Description:

Following the Covid-19 pandemic which pushed many people to work remotely, many organisations have decided to keep some flexibility in the way they operate, opting for a hybrid work arrangement. This comes with many challenges. Teams can support this style of working by providing a workspace for real-time collaboration and communication, meetings, file and app sharing.

You will learn how you can connect with team members whether they are in the workplace or at a remote location.

Course Content:

- Create and manage a team
- Communicate with team conversations
- Alert the relevant person or group of people to new content
- Chat with individuals or small groups
- Collaborate and communicate on files
- Manage notifications
- Set your status
- Filter content
- Search for content
- Add functionality to a team
- Manage meetings and calls
- Share content during a meeting
- Create and manage breakout rooms

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Microsoft Word - Advanced

Course Duration:	1 day
Course Venue:	Online or Ayrshire College Ayr / Kilmarnock Campus
No. of Participants:	Recommended minimum of 3, max. 8 (online) or 10 (F2F)
Certification:	Ayrshire College certificate of attendance
Course Cost:	£1,400 per cohort, or £210 per person

Course Description:

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 advanced 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 documents.

The course is suitable for anyone using Microsoft Word 2013 and above.

Course Content:

- Create a custom document template
- Apply, modify and create styles
- Manage document styles
- Navigate and rearrange a document
- Control page layout using section and column breaks
- Insert Document Properties to create dynamic documents
- Align content using tab stops
- Work with media and SmartArt
- Control page numbering
- Track changes
- Use mail merge to create personalised letters and emails

On completion of this course attendees will have gained the skills to enable them to create standardised documents with a professional look and feel. They will be able to create templated documents for reuse.

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Microsoft Word - Beginners

Course Duration:	1 day
Course Venue:	Online or Ayrshire College Ayr / Kilmarnock Campus
No. of Participants:	Recommended minimum of 3, max. 8 (online) or 10 (F2F)
Certification:	Ayrshire College certificate of attendance
Course Cost:	£1,400 per cohort, or £210 per person

Course Description:

Microsoft Word is a word processing application that allows you to create a variety of documents, including letters and reports.

In this course, you will learn how to navigate the Word interface and become familiar with some of its most important features. You will become more proficient at creating documents using a variety of techniques.

This course is designed for people who are new to Word or are using Word in a limited capacity and want to learn more.

It is suitable for anyone using Microsoft Word 2013 and above.

Course Content:

- Insert, edit and format text
- Use alignment options, line spacing and indentation
- Copy and paste text
- Insert, format and position images
- Modify page orientation, margins and size
- Check spelling and grammar
- Insert symbols
- Add borders
- View hidden characters

On completion of this course, you will have gained the key skills that will allow you to create simple but effective Word documents

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Microsoft Word - Creating Professional Documents

Course Duration:	1 day
Course Venue:	Online or Ayrshire College Ayr / Kilmarnock Campus
No. of Participants:	Recommended minimum of 3, max. 8 (online), 10 (F2F)
Certification:	Ayrshire College certificate of attendance
Course Cost:	£1,400 per cohort, or £210 per person

Course Description:

Microsoft Word is not just a word processor. It has a multitude of uses, only one of which is creating basic documents. Microsoft Word is also an economical option for businesses to use for a variety of professional purposes.

Most users know the basics, how to underline or italicise words or select different fonts. However, there are many other features which are unused and, once mastered, will enable you to create professional looking content.

You will learn how to employ consistency and structure your documents to improve readability and make them easier to navigate. Once created, a document layout can then be saved as a template to be reused over and over again.

Course Content:

This Intermediate level course will cover the following:

- Using Styles to format content
- Using tabs to align content
- Inserting page and section breaks
- Inserting and arranging media
- Navigating a document
- Creating a Table of Contents
- Inserting Document Properties
- Adding a Cover Page
- Saving as a Template

At the end of this course you will be able to structure the sections in your document and layout content in a manner which improves the readability. You will be able to easily reorganise content to make changes to the document.

Microsoft Word - Intermediate

Course Duration:	1 day
Course Venue:	Online or Ayrshire College Ayr / Kilmarnock Campus
No. of Participants:	Recommended minimum of 3, max. 8 (online) or 10 (F2F)
Certification:	Ayrshire College certificate of attendance
Course Cost:	£1,400 per cohort, or £210 per person

Course Description:

Microsoft Word offers a wide range of tools which help to improve your productivity in the creation and editing of documents.

This course will develop your skills and enable you to simplify document manipulation. You will learn how to control formatting, manage tables and graphics and manipulate large quantities of text. You will also learn how to structure large documents to enable you to navigate them effectively.

Attendees should have prior experience of Microsoft Word at a basic level.

This course is suitable for anyone using Microsoft Word 2013 and above.

Course Content:

- Insert page breaks
- Apply custom bullets and numbering
- Apply custom paragraph indentation
- Align text using tabs
- Change line spacing
- Insert headers and footers
- Apply styles to format text
- Navigate a document
- Insert and customise tables
- Customise the Quick Access Toolbar
- Create Building Blocks of reusable content

On completion of this course attendees will have gained the skills to enable them to improve their document presentation and layout. They will be able to structure and organise documents in a more efficient manner.

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REHIS Elementary Intermediate Food Hygiene

Course Duration:	3.5 days (including exam)
Course Venue:	Ayrshire College Ayr / Kilmarnock Campus
No. of Participants:	Recommended minimum of 3, maximum 10
Certification:	REHIS Intermediate Food Hygiene Certificate
Course Cost:	£4,000 per cohort, or £630 per person

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 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

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REHIS Elementary Food Hygiene

Course Duration:	1 day (including exam)
Course Venue:	Ayrshire College Ayr / Kilmarnock Campus
No. of Participants:	Recommended minimum of 3, maximum 10
Certification:	REHIS Elementary Food Hygiene Certificate
Course Cost:	£1,400 per cohort, or £150 per person

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

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REHIS Elementary Health & Safety

Course Duration:	1 day (including exam)
Course Venue:	Ayrshire College Ayr / Kilmarnock Campus
No. of Participants:	Recommended minimum of 3, maximum 10
Certification:	REHIS Certificate
Course Cost:	£1,400 per cohort, or £210 per person

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

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REHIS Emergency First Aid at Work

Course Duration:	1 day (including exam)
Course Venue:	Ayrshire College Ayr / Kilmarnock Campus
No. of Participants:	Recommended minimum of 3, maximum 8
Certification:	REHIS certificate
Course Cost:	£ 1,400 per cohort, or £210 per person

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:

- 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

Sales and Negotiation Skills

Course Duration:	1 day
Course Venue:	Online
No. of Participants:	Recommended minimum of 3, maximum 10
Certification:	Ayrshire College certificate of attendance
Course Cost:	£1,400 per cohort, or £210 per person

Course Description:

Negotiation and sales skills are key skill 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
- Holding your ground: assertive, not aggressive
- 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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Scottish Mental Health First Aid (Accredited)

Course Duration:	2 days
Course Venue:	Ayrshire College Ayr / Kilmarnock Campus
No. of Participants:	Minimum 8, maximum 16 (subject to venue)
Certification:	Accredited by Public Health Scotland
Course Cost:	£3,400 per cohort, or £420 per person

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.

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Social Media Training

Course Duration:	1 day
Course Venue:	Online
No. of Participants:	Recommended minimum of 3, maximum 10
Certification:	Ayrshire College certificate of attendance
Course Cost:	£1,400 per cohort, or £210 per person

Course Description:

This course is aimed at anyone in business that wants to learn more about social media and how it can help to promote their business to their customers online. No prior knowledge required.

Participants are encouraged to bring along mobile devices to this session.

By the end of the course candidates will know how to safely promote and share information with their customers and community using various social media channels.

Course Content:

- identify appropriate subject matter to communicate.
- creation of digital media posts.
- explore how to deal with negative comments and material on social media.

Team Working for Hybrid Working

Course Duration:	1 day
Course Venue:	Online
No. of Participants:	Recommended minimum of 3, maximum 10
Certification:	Ayrshire College certificate of attendance
Course Cost:	£1,400 per cohort, or £210 per person

Course Description:

With hybrid becoming the new normal for many organisations, individuals and teams will have to learn new skills to help them in adapting to new practices within a hybrid workplace. This course is ideal for those who are either new to the hybrid workplace, or looking to make the transition to a hybrid environment and ways of working.

Course Content:

- Collaboration- success in a hybrid team will depend on collaboration, and focus will be on tools that promote collaboration
- Communication- essential to the success of any team, this section will focus on the importance of communication, and the tools that may be used within a hybrid team to ensure communication is effective
- Productivity- with teams not being co-present as often in a hybrid team, it can be easy for productivity to drop, either individually or collectively, and in this section we will explore tools that will help ensure productivity is maintained
- Feedback and feedforward- part of creating and sustaining a great hybrid team involves soliciting feedback on what can be improved, and communicating future aspirations so that everyone is moving in the same direction. This section will focus on ways to capture and communicate feedback, thus helping teams build trust and motivation as they move forward.

By the end of the course attendees will have an increased knowledge and understanding of the tools and techniques required for successful hybrid working, and take away a greater awareness of the potential challenges they may encounter. Further to this, attendees will be exposed in a practical way to some of the tools that teams can use to supplement their existing practices, as well as a greater awareness and understanding of the fundamentals to building and maintaining any successful team.

Please note that attendees on this course should have access to MS 365 in order to gain the greatest experience, as many of the tools examined within the course are contained in this platform.

Train the Trainer - SQA unit HE0T33

Course Duration:	4 days (including presentation assessment) Self-study of approximately 16 hours also required.
Course Venue:	Online or Ayrshire College Ayr / Kilmarnock Campus
No. of Participants:	Minimum of 4, maximum 10
Certification:	SQA unit HE0T 33 Certificate
Course Cost:	£5,000 per cohort, or £840 per person

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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Visualising Data with Excel - Intermediate Level

Course Duration:	1 day
Course Venue:	Online or Ayrshire College Ayr / Kilmarnock Campus
No. of Participants:	Recommended minimum of 3, max. 8 (online), 10 (F2F)
Certification:	Ayrshire College certificate of attendance
Course Cost:	£1,400 per cohort, or £210 per person

Course Description:

In Excel, a chart is a visual representation of the data, in which the data is represented by symbols such as bars in a Bar Chart or lines in a Line Chart. Excel provides you with many chart types and you can choose one that best suits your data.

In this course, you will discover different techniques that you can use to visualise your data more effectively and will understand how to interpret the visualised data.

This course is suitable for those with an intermediate level knowledge of Excel.

Course Content:

This course will cover the following:

- Selecting the best chart type for your data
- Creating different chart types - including Line chart, Combination chart, Sparklines, Scatter plot
- Working with chart elements
- Formatting charts
- Changing chart layouts
- Customising charts
- Enhancing the readability of charts
- Exporting linked charts to Word or PowerPoint

By the end of this course you will be able to create a variety of different chart types and modify them in order to communicate information effectively. You will gain knowledge of ways in which you can make the information easier to understand and be able to select the correct chart type for your data.

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