

Community Course Information 2025 – 2026

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Welcome to Our 2025 - 2026 Community Courses

At Ayrshire College, we are dedicated to empowering people for a changing world. As the Partner of Choice for community learning and skills development, we work closely with local organisations to deliver inclusive, accessible and high-quality education across Ayrshire.

Our courses have been developed in partnership with community organisations to help learners gain the confidence, skills and knowledge needed to thrive in employment, education and everyday life. Each course combines hands-on activities, guided learning and personal reflection, enabling every participant to progress at their own pace in a supportive, inclusive environment.

Aligned with Scottish Qualifications Authority (SQA) standards, our programmes offer nationally recognised qualifications while developing transferable skills that enhance employability, wellbeing and personal growth. Designed with flexibility and accessibility at their core, these courses provide clear pathways into further learning, employment and active community participation.

Together, we are creating opportunities, strengthening communities and inspiring life-long learning.





Introduction to ICT (SCQF Level 3)

Course Aim and Content

This entry-level ICT course is for learners with little or no prior computer experience who want to build confidence using technology in everyday and professional communication. Participants will develop essential digital skills to operate a computer effectively and communicate in today's connected world.

The course covers the foundations of computer use, including:

Basic Computer Operations – navigating the desktop, managing files and understanding essential software.

Word Processing – creating, formatting and editing documents for personal or workplace communication.

Internet and Email Use – browsing the web safely, finding reliable information and managing online correspondence effectively.



Learning Outcomes

By the end of the course, learners will be able to:

- use a computer confidently for daily tasks
- communicate effectively using email and online platforms.
- create professional-looking written content using word processing software.

This course provides a supportive, hands-on learning environment where participants can practice skills step by step, making it ideal for beginners or those re-entering education or the workforce.

SQA Qualifications

ICT Level 3

Using a Keyboard

Delivery Options

2 days per week over 2.5 weeks

1 day per week over 5 weeks

2.5 hours per week over 10 weeks

ICT Essentials (SCQF Level 4)

Course Aim and Content

This course is designed for learners with basic ICT skills who want to refresh, update and strengthen their digital abilities. It is ideal for those preparing to return to work, start a new career, or boost confidence and competence in using technology.

Focusing on practical digital skills for today's workplaces, the course helps learners use technology effectively, communicate clearly, and work safely online.

Participants will gain hands-on experience in key areas, including:

Microsoft Word and PowerPoint - Create, edit and format professional documents and presentations, with attention to design, layout and clear communication.

Internet Safety and Data Protection - Learn how to stay safe online, protect personal and professional data, and follow best practices in information security.

Internet Research, Email and IT Communication - Develop skills in finding reliable information, using search engines efficiently, and communicating professionally via email and collaboration tools like Microsoft Teams.



Learning Outcomes

By the end of the course, learners will be able to:

- confidently produce and present professional digital documents
- apply best practices in online safety and data protection
- communicate effectively and appropriately using digital tools
- use technology to enhance employability, productivity and workplace performance.

SQA Qualifications

ICT Level 4

Basic ICT Skills

Internet Safety

Using a Keyboard

Delivery Options

2 days per week over 4 weeks

1 day per week over 8 weeks

2.5 hours per week over 16 weeks

Digital Skills for the Workplace (SCQF Level 4)

Course Aim and Content

This course is for learners who already have a good understanding of ICT and want to enhance their digital confidence and competence in a modern workplace setting. It aims to strengthen practical skills in widely used digital tools and develop an awareness of how technology supports collaboration, communication and productivity in the workplace.

The Digital Skills for the Workplace course builds on existing ICT knowledge to prepare learners for the skills needed for employment and further study. Through hands-on activities, participants will gain valuable experience using Microsoft Office applications and online collaboration platforms, while also learning how to stay safe and secure online.

Topics covered include

Microsoft Office Applications - Develop practical skills in Microsoft Word, Excel and PowerPoint, focusing on creating professional documents, managing and analysing data and delivering engaging presentations.

Internet Safety and Data Security - Learn about the importance of online safety, understanding cyber threats, protecting personal and company data and following best practices for secure digital communication.

Workplace Collaboration Tools - Gain confidence using digital tools commonly used in the modern workplace, including Microsoft Teams for communication and collaboration, Microsoft Forms for surveys and feedback and Microsoft Sway for creating interactive reports and presentations.

Learning Outcomes

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

- confidently use a range of Microsoft applications to complete workplace tasks efficiently
- understand key principles of online safety and data protection
- communicate and collaborate effectively using digital tools
- apply digital skills to support personal productivity and employability.

SQA Qualifications

PC Passport

Web Apps: Word Processing

Web Apps: Presentations

Web Apps: Spreadsheets

Introduction to IT Software & Presentation Skills

Introduction to the Internet and Online Communications

Delivery Options

2 days per week over 8 weeks

1 day per week over 16 weeks

Project Connect (SCQF Level 4)

Course Aim and Content

Project Connect helps learners develop essential interpersonal and teamwork skills through a series of engaging, practical and collaborative group activities. The course focuses on building confidence, communication and a strong sense of community among participants.

Learners will take part in projects and challenges that promote cooperation, problem-solving and creative thinking, encouraging them to recognise and value their individual strengths while contributing to a shared goal. Activities may include group discussions, team-building exercises, community-based projects and reflective sessions that help learners evaluate their own progress and the dynamics of working with others.

Throughout the course, learners will:

- develop effective communication and listening skills to support positive interactions
- gain experience in working collaboratively and managing group responsibilities
- build confidence in expressing ideas and participating in shared decision-making
- strengthen their social awareness and understanding of different perspectives
- explore ways to contribute meaningfully to their community or workplace.



Learning Outcomes

By the end of Project Connect, participants will have enhanced their ability to work constructively with others, developed a deeper sense of belonging and purpose and built transferable skills valuable for both personal and professional development.

SQA Qualifications

Personal Development: Self in Community

Personal Development: Practical Abilities

Working with Others

Problem Solving

Delivery Options

2 days per week over 10 weeks

1 day per week over 20 weeks

Thrive (SCQF Level 3)

Course Aim and Content

Thrive nurtures self-esteem, confidence and wellbeing by exploring the key connections between health, personal development and community belonging. The course provides a supportive and engaging learning environment where participants can grow in confidence, develop practical life skills and build stronger, more positive relationships with others.

Through a combination of interactive activities, group discussions and reflective exercises, learners will gain the knowledge and skills needed to make informed choices about their own health and wellbeing with emphasis on developing resilience, positive communication and goal-setting, helping individuals take greater control of their personal growth and future aspirations.

Topics covered include:

- exploring a range of health and wellbeing themes such as personal hygiene, healthy eating, fitness, smoking cessation, mental health awareness and managing financial struggles.
- building self-awareness and self-worth by recognising personal strengths and identifying areas for growth.
- understanding money management and budgeting to support everyday independence and confidence.
- developing positive communication and decision-making skills for personal and community contexts.
- learning strategies to overcome barriers and sustain long-term wellbeing.

Learning Outcomes

By the end of the course, learners will not only gain practical knowledge about maintaining a healthy lifestyle but also feel empowered to make positive choices, set achievable goals and take an active role in their community. Thrive encourages each participant to see their potential, celebrate progress and continue building confidence in both personal and social settings.



SQA Qualifications

Improving Wellbeing

Application of Mathematics: Manage Money & Data

Personal Development: Self Awareness

Delivery Options

2 days per week over 4 weeks

1 day per week over 8 weeks

Thrive - Next Steps (SCQF Level 4)

Course Aim and Content

Thrive – Next Steps is a follow-on course designed for learners who wish to build on their previous achievements and continue developing their confidence, self-esteem and personal wellbeing. This course takes a deeper look at the connections between health, lifestyle choices and long-term personal growth, encouraging participants to reflect on how their daily habits and coping strategies can influence both their present wellbeing and future opportunities, including employment and further learning.

Through a series of interactive workshops, reflective activities and real-life scenarios, learners will explore how to manage personal challenges such as stress, motivation and decision-making, while building practical tools for resilience and problem-solving. The course promotes self-awareness, self-reflection and proactive goal-setting, helping individuals take ownership of their personal and professional journey.

Topics covered include:

- exploring key areas of health and wellbeing, including healthy eating, smoking cessation, sleep, fitness, mental health and managing financial struggles
- developing greater awareness of coping strategies for maintaining mental and emotional health
- strengthening self-awareness and self-worth to support confidence and personal growth
- building practical skills in money management and budgeting to increase independence
- applying resilience and decision-making tools to real-life and workplace situations.

Learning Outcomes

By the end of the course, learners will have a clearer understanding of how their choices and behaviours shape their future, equipping them with the confidence, awareness and practical life skills needed to thrive in both personal and professional contexts. Thrive – Next Steps encourages individuals to take positive steps towards continued self-improvement, wellbeing and meaningful participation in their communities.

SQA Qualifications

Wellbeing Award (SCQF Level 4) including Exploring & Improving Wellbeing

Personal Finance: Money Management

Coping Strategies and Building Resilience

Delivery Options

2 days per week over 8 weeks

1 day per week over 16 weeks

Pathways to Work (SCQF Level 4)

Course Aim

Pathways to Work supports learners in developing both personal growth and essential employability skills, creating a strong foundation for future success. The course combines practical career preparation with personal development, enabling learners to build the confidence, self-awareness and motivation needed to approach the workplace with a positive and proactive mindset.

Through a mix of interactive workshops, practical exercises and reflective activities, learners will explore what employers look for, develop key workplace skills and gain a clearer understanding of how to set and achieve personal and professional goals.

Employability Skills – CV writing, completing job applications, preparing for interviews, teamwork, communication and time management.

Personal Development – building self-esteem, confidence, resilience, motivation and a growth mindset.

Workplace Awareness – understanding professional behaviour, employer expectations, health and safety and the importance of reliability and responsibility.

Goal Setting and Progression – identifying strengths, exploring career pathways, setting realistic goals and planning the steps needed to become work-ready.

Course Content

Interview preparation, completing application forms and developing a CV.

Improving organisational and task management skills such as timekeeping, teamwork and social awareness.

Applying learning through practical, work-related activities and scenarios.

Learning Outcomes

By the end of the course, learners will have developed the skills and confidence to present themselves positively to employers, handle workplace challenges effectively and take proactive steps towards employment or further learning opportunities.

SQA Qualifications

Building Own Employability Skills

Personal Development: Practical Abilities

Personal Development: Self in Work

ICT Level 3

Delivery Options

2 days per week over 10 weeks (add an extra 2 weeks for Pathways to Work+)

1 day per week over 20 weeks (add an extra 4 weeks for Pathways to Work+)

Pathways to Work+ (Optional Add-On)

Course Aim and Content

Learners can choose from additional modules to enhance their skills further.

Course Content

Personal Finance: Money Management

Problem Solving

Delivery Options – 20 hours

Skills for Success (SCQF Level 4)

Course Aim and Content

This course helps learners build the confidence, self-awareness and practical skills needed to succeed both personally and in the workplace. By exploring individual strengths, values and areas for growth, learners will gain a clearer understanding of themselves and how they relate to others within the workplace.

The course combines personal development with employability skills, offering opportunities to practice problem-solving, teamwork and effective communication in real-life contexts. Learners will also develop essential ICT skills that support both everyday life and the modern workplace.

Through interactive activities, reflection tasks and practical exercises, learners will:

- increase their confidence and resilience in new or challenging situations
- explore self-awareness and the relationship between self and work
- recognise positive workplace behaviours and how to apply them
- strengthen their problem-solving and decision-making abilities
- enhance their digital skills for work and daily tasks
- develop teamwork skills for the workplace.

Learning Outcomes

By the end of the course, learners will have a stronger sense of self, a toolkit of practical skills and the confidence to take positive steps towards further learning, employment, or personal goals.



SQA Qualifications

ICT Level 3

Using a Keyboard

Problem Solving

Personal Development: Self Awareness

Personal Development: Self and Work

Delivery Options

2 days per week over 10 weeks

1 day per week over 20 weeks

Ready to Grow: Skills for Work and Life (SCQF Level 4)

Course Aim

This course empowers learners to explore their personal strengths, values and potential while developing the confidence and resilience needed to thrive in work, education and life. Through guided self-reflection, group activities and practical skill-building exercises, learners will enhance their self-awareness, communication and problem-solving abilities. The course promotes a growth mindset, encouraging participants to set meaningful goals and take proactive steps toward personal and professional development.

Course Content

Learners will explore their personal strengths, values, and areas for growth through reflection, feedback, and collaboration. They will develop self-awareness by examining how their qualities and experiences influence decisions and performance in study, work, and community roles. The course highlights the link between self-awareness and success in teamwork, leadership, and adaptability while encouraging practical problem-solving, critical thinking, and resilience. Learners will enhance communication through active listening, assertiveness, and positive interaction, build confidence through group activities and role play, and set realistic goals supported by a personalised action plan. Ongoing reflection will help recognise achievements and guide continued personal and professional growth.



SQA Qualifications

Personal Development: Self and Work
Personal Development: Self in Community
Personal Development: Self Awareness
Personal Development: Practical Abilities
Problem Solving

Delivery Options

2 days per week over 8 weeks
1 day per week over 16 weeks

Design Your Own Programme

We offer the flexibility to create bespoke courses by combining selected SQA units to address learner needs. Each unit comprises approximately 20 hours of classroom engagement, though this may vary based on learner capability and group size.

ICT

ICT Level 3

Using a Keyboard (SCQF Level 3)

ICT Level 4

Basic ICT Skills (SCQF Level 4)

Internet Safety (SCQF Level 4)

Using a Keyboard (SCQF Level 3)

Web Apps: Word Processing (SCQF Level 4)

Web Apps: Presentations (SCQF Level 4)

Web Apps: Spreadsheets (SCQF Level 4)

Introduction to IT Software & Presentation Skills (SCQF Level 4)

Introduction to the Internet and Online Communications (SCQF Level 4)

PERSONAL DEVELOPMENT

Personal Development: Self in Community (SCQF Level 4)

Personal Development: Practical Abilities (SCQF Level 4)

Personal Development: Self and Work (SCQF Level 4)

Personal Development: Self Awareness (SCQF Level 4)

Working with Others (SCQF Level 4)

Problem Solving (SCQF Level 4)

MONEY MANAGEMENT

Application of Mathematics: Manage Money & Data (SCQF Level 3)

Personal Finance: Money Management (SCQF Level 4)

HEALTH AND WELLBEING

Exploring Wellbeing (SCQF Level 3 and 4)

Improving Wellbeing (SCQF Level 3 and 4)

Coping Strategies and Building Resilience (SCQF Level 4)

MENTAL HEALTH AND WELLBEING

Understanding Mental Health Issues (SCQF Level 4)

Influences on Mental Health and Wellbeing (SCQF Level 4)

Coping Strategies and Building Resilience (SCQF Level 4)

EMPLOYABILITY

Building Own Employability Skills (SCQF Level 4)

Preparing for Employability (SCQF Level 4)

Responsibilities of Employment (SCQF Level 4)

CUSTOMER SERVICE

Communication Skills for Customer Service (SCQF Level 4)

Social Media for Customer Service (SCQF Level 4)

Product and Service Requirements (SCQF Level 4)

Skills for Customer Care (SCQF Level 4)

CORE SKILLS

Reading (SCQF Level 3 and 4)

Writing (SCQF Level 3 and 4)

Speaking (SCQF Level 3 and 4)

Listening (SCQF Level 3 and 4)

Communication (SCQF Level 3 and 4)

Working with Others (SCQF Level 3 and 4)

Problem Solving (SCQF Level 3 and 4)

Information and Communication Technology (SCQF Level 3 and 4)

Health and Wellbeing (SCQF Level 3)

Course Aims and Content

This course supports learners in developing a deeper understanding of health, wellbeing and personal development. Through interactive sessions and practical activities, participants will explore how lifestyle choices, self-awareness and emotional resilience contribute to personal growth and employability.

The course covers a range of key wellbeing themes, including:

Keeping an Activity Diary – Track daily routines and reflect on how time is spent to identify patterns, set personal goals and build structure into everyday life

Exploring Diet and Hydration – Learn how nutrition and hydration affect energy, mood and cognitive function and develop strategies for maintaining a balanced, healthy lifestyle

Exploring Positive Psychologies – Discover approaches such as gratitude, optimism and growth mindset. Through guided exercises, learners will explore techniques to manage stress and develop a more positive outlook on life.



Learning Outcomes

By the end of the course, learners will be able to:

- apply practical skills to manage negative thoughts and moods.
- make informed choices to improve their physical and emotional wellbeing.
- demonstrate greater self-awareness and readiness to progress towards employability or further learning.

SQA Qualification

Wellbeing Award at SCQF Level 3

Delivery Options

2 x ½ days per week over 5 weeks

1 day per week over 5 weeks

Health and Wellbeing Next Steps Level 4

Course Aims and Content

This course helps participants build confidence and self-awareness while providing an opportunity to develop essential employability skills, such as teamwork, planning and problem-solving, through a hands-on project.

Participants will continue to explore a range of health and wellbeing topics through straightforward activities. The goal is to raise their awareness of how personal choices can impact their life and career opportunities.

Activities include:

- keeping an activity diary
- exploring diet and hydration
- exploring positive psychologies
- participating in a health and wellbeing project with a group.



Learning Outcomes

Participants will have further developed practical skills in managing negative thoughts and moods and will have a basic set of employability skills.

SQA Qualification

Wellbeing Award at SCQF Level 4

Delivery Options

2 x ½ days per week over 5 weeks

1 day per week over 5 weeks

Mental Health and Wellbeing Award (SCQF Level 4 or 5)

Course Aims and Content

This course deepens the understanding of mental health and wellbeing, helping to break down stigma and encourage open conversations. By improving knowledge and awareness, participants are empowered to seek support when needed and promote positive mental health in themselves and others.

Topics covered include:

- clear definitions of mental health and wellbeing
- a variety of common mental health conditions
- biological, psychological and social factors that influence mental health
- the impact of technology and social media on wellbeing
- healthy and unhealthy coping strategies
- ways to support and promote mental wellbeing in everyday life.

Learning Outcomes

By the end of the course, participants will have developed a broad understanding of mental health and its significance to both individuals and society. They will be able to describe a range of mental health issues and gain insight into the brain's role in maintaining mental wellbeing.

Participants will also learn to identify key factors that influence mental health, such as lifestyle choices, environmental conditions, and interpersonal relationships. Additionally, they will evaluate how digital technology and social media impact mental health, both positively and negatively.

Finally, learners will be able to recognise effective support systems and actively promote positive mental health practices within their personal and professional environments.

SQA Qualifications

Mental Health and Wellbeing Award at SCQF Level 4

Mental Health and Wellbeing Award at SCQF Level 5

Delivery Options

2 x ½ days per week over 16 weeks

2 days per week over 8 weeks

1 day per week over 16 weeks



ICT Level 3 with Keyboard Skills and Word Level 4

Course Aims and Content

This course equips participants with essential digital skills for communication and job searching. It introduces the basics of computer use, keyboard skills and word processing, while also supporting learners in building employability through practical tasks.

Topics covered include:

- introduction to using a computer and keyboard confidently
- overview of Microsoft Office, with a focus on Word processing
- practical guidance on searching for jobs online
- CV writing and cover letter creation
- interview preparation and communication skills development.



Learning Outcomes

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

Use word processing software to create professional documents

Navigate the internet effectively to search for job opportunities

Set up and manage a personal email account

Demonstrate basic communication skills in writing, listening and speaking

SQA Qualifications

ICT

Using a Keyboard

Web Apps: Word Processing Level 4

Delivery Options

2 x ½ days per week over 5 weeks

1 day per week over 5 weeks

Award in Volunteering Skills Levels 3, 4, or 5

Course Aims and Content

This course introduces learners to the world of volunteering, offering valuable insight into a wide range of organisations and roles. It provides practical, hands-on experience designed to help participants build confidence, develop transferable skills, and gain a deeper understanding of the importance and impact of giving back to the community.

Throughout the course, learners will engage in self-evaluation activities to identify their personal strengths and areas for growth. They will also explore the context, purpose, and social impact of volunteering, gaining an appreciation of how individual contributions can make a meaningful difference.

Participants will be guided through the process of planning and preparing for a volunteering placement, equipping them with the skills and knowledge needed to take part in a real volunteering opportunity. By engaging directly with a volunteering role, learners will apply what they have learned in a practical setting, further developing their communication, teamwork, and problem-solving abilities.

Finally, the course encourages reflection on personal development through the completion of an investigative project. This reflective element allows learners to assess their progress, evaluate their experiences, and recognise how volunteering can contribute to both personal growth and future career pathways.

Learning Outcomes

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

- understand the concept and benefits of volunteering, including its role in boosting confidence and employability
- recognise how volunteering can enhance awareness of the job market and career pathways
- develop a range of personal and professional skills, including responsibility, communication and teamwork
- prepare for further education, training, or employment through practical experience and reflection.

SQA Qualifications

Award in Volunteering Skills at SCQF Level 3

Award in Volunteering Skills at SCQF Level 4

Award in Volunteering Skills at SCQF Level 5

Delivery Options

2 x ½ days per week over 12 weeks

2 days per week over 12 weeks

1 day per week over 12 weeks

The Employability Award Levels (SCQF Levels 3 and 4)

Course Aims and Content

This course helps learners develop core employability skills that are relevant across all sectors. The focus is on preparing participants for a confident and successful transition into the job market.

Topics covered include:

- self-assessment to identify existing skills and strengths
- exploring career goals and aligning them with personal aspirations
- developing practical job-searching skills, including:
 - contacting employers
 - completing application forms
 - writing a professional CV.



Learning Outcomes

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

- analyse their current skill set and understand how it applies in a professional setting
- identify realistic career goals based on personal interests and job market opportunities
- demonstrate essential job-searching techniques and produce high-quality application materials.

SQA Qualifications

Employability Award at SCQF Level 3

Employability Award at SCQF Level 4

Delivery Options

2 x ½ days per week over 12 weeks

1 day per week over 6 weeks

Me To You (SCQF Level 4/5)

Course Aims and Content

The course provides participants with meaningful work experience while gaining recognised employability qualifications, ensuring they are confident, capable, and job ready upon completion. It combines a real-world work placement in a school setting with classroom-based employability training. Learners will develop workplace awareness, responsibility, problem-solving and customer care skills, as well as the ability to work both in teams and independently. Reflective learning is also encouraged to promote self-awareness and personal growth.

Learning Outcomes

By the end of this course, learners will be able to confidently apply key employability skills in a real school environment, demonstrating professionalism, effective communication, teamwork, and problem-solving abilities. They will understand workplace expectations and responsibilities, work both independently and collaboratively, and deliver high standards of customer care. Learners will also develop greater self-awareness through reflection on their performance, enabling them to identify strengths, improve areas for development, and be fully prepared and job ready for future employment.



SQA Qualifications

Work Placement
Basic Skills for Customer Care
Problem Solving
Working with Others
Using a Keyboard

Delivery Options

2 days per week over 8 weeks

Personal Development Award Levels 3 and 4

Course Aims and Content

This course supports learners in developing a deeper understanding of themselves and their personal growth needs. It encourages self-evaluation and reflection while building practical task management and interpersonal skills. Learners will identify and celebrate personal achievements, complete a vocational project to strengthen organisational abilities, and analyse their strengths through reflective activities such as a focused SWOT analysis. On completion, each learner receives a printed report of their work for future reference and continued development.

Learning Outcomes

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

- plan and carry out a vocational project independently
- evaluate their own performance and identify areas for growth
- understand their strengths and how to apply them in real-life situations
- use their printed report to support future learning, employment, or personal development.



SQA Qualifications

Personal Development Award at SCQF Level 3 and Level 4

Units at Levels 3 and 4 include:

Personal Development: Self and Work

Personal Development: Self in Community

Personal Development: Self Awareness

Personal Development: Practical Abilities

Delivery Options

2 days per week over 8 weeks

1 day per week over 16 weeks

NPA Customer Service (SCQF Levels 4 and 5)

Course Aims and Content:

This course is ideal for learners who want to build the essential skills and knowledge required for a successful career in customer service.

It is particularly beneficial for those interested in working in:

- Hospitality and hotels
- Retail
- Travel and tourism
- Beauty therapy and hairdressing
- Sports and leisure centres
- local authorities and voluntary organisations

The topics covered include practical communication skills and a clear understanding of organisational roles and structures, enabling effective collaboration and workplace navigation. Participants will also develop the ability to use social media effectively in customer service, applying online tools to enhance engagement and communication.

In addition, the programme focuses on core employability skills applicable across sectors, preparing individuals for diverse professional environments. Learners will gain experience in handling customer interactions and complaints professionally, ensuring quality service and customer satisfaction. Finally, the course emphasises understanding workplace roles and organisational structures and using social media platforms to enhance customer engagement and service delivery, supporting effective and modern customer relations.

Learning Outcomes

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

- Apply practical communication techniques, including managing customer complaints
- Demonstrate an understanding of organisational roles and workplace structures
- Use social media tools to deliver effective customer service

SQA Qualifications

NPA in Customer Service at SCQF Level 4

NPA in Customer Service at SCQF Level 5

Delivery Options

2 x ½ days per week over 10 weeks

1 day per week over 10 weeks



NPA PC Passport (SCQF Levels 4 and 5)

Course Aims and Content

This course develops essential digital skills using modern software applications. Learners will gain practical experience in word processing, spreadsheets and presentation tools, with a focus on both desktop and cloud-based platforms. A key aim is to build technical vocabulary and understanding of the capabilities and limitations of contemporary software.

Word Processing - Learn to use both web-based and desktop applications, including core functions such as cut, copy and paste.

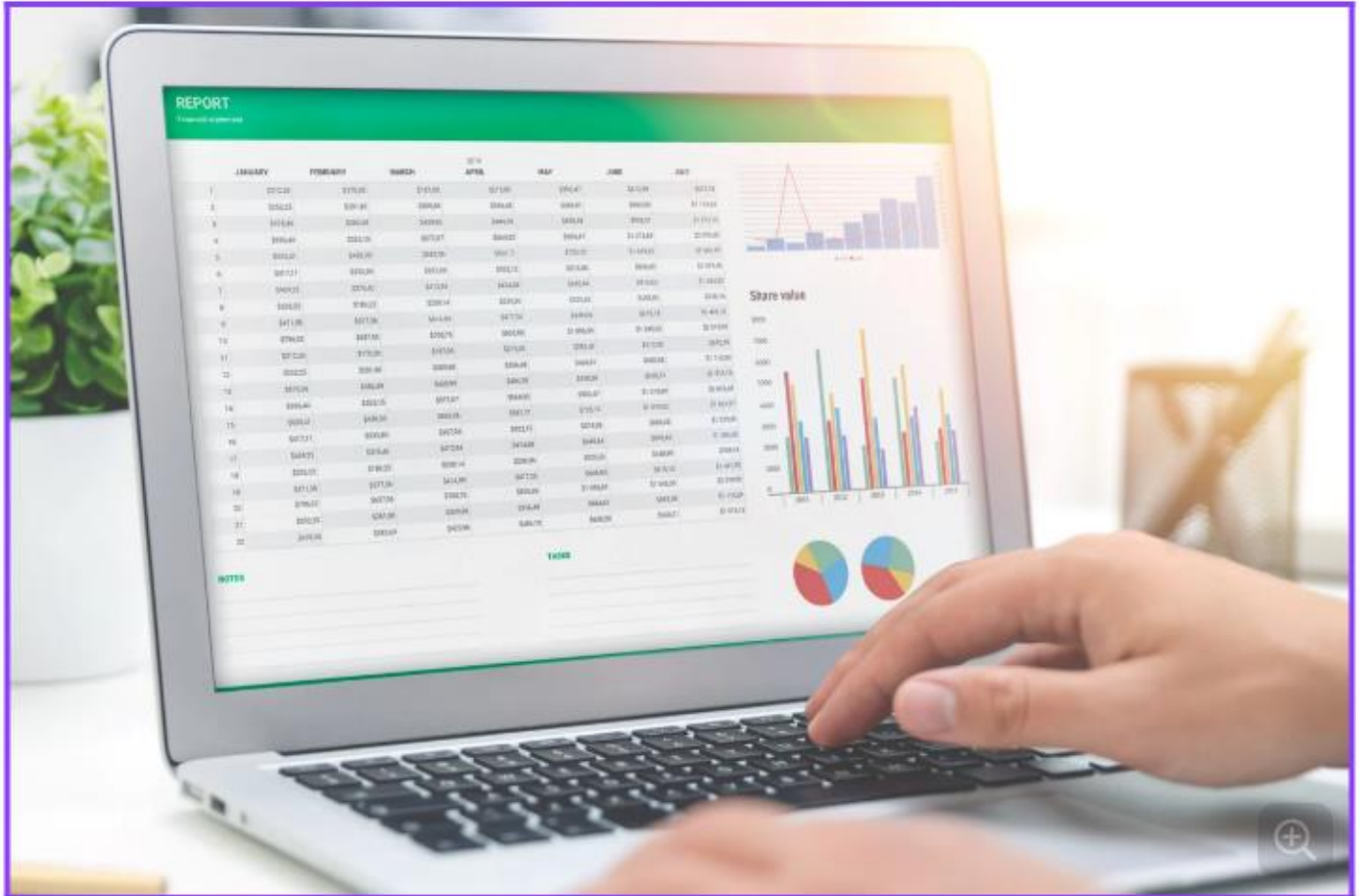
Presentations - Develop presentation skills and learn how to share work via cloud-based services. Understand and describe key features of presentation software.

Spreadsheets - Gain practical spreadsheet skills, share work online and describe the functionality of spreadsheet applications.

Learning Outcomes

By the end of the course, participants will:

- be proficient in using word processing, spreadsheet and presentation software
- understand how to collaborate using cloud-based tools
- be prepared for further study or employment requiring digital literacy.



SQA Qualifications

NPA in PC Passport at SCQF Level 4

NPA in PC Passport at SCQF Level 5

Delivery Options

2 days per week over 7 weeks

1 day per week over 14 weeks

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 [School and Community Engagement/Learning Team](#)

THE SCOTTISH CREDIT AND QUALIFICATIONS FRAMEWORK

The Framework diagram has been produced to show the mainstream Scottish qualifications already credit rated by SQA and HEIs. However, there are a diverse number of learning programmes on the Framework, which, due to the limitations of this format, cannot be represented here. For more information, please visit the SCQF website at www.scqf.org.uk to view the interactive version of the Framework or search the Database.



SCQF Levels	SQA Qualifications			Qualifications of Higher Education Institutions	Apprenticeships & SVQs
12				Doctoral Degree	Professional Apprenticeship
11				Masters Degree, Integrated Masters Degree, Post Graduate Diploma, Post Graduate Certificate	Graduate Apprenticeship Professional Apprenticeship SVQ
10				Honours Degree, Graduate Diploma, Graduate Certificate	Graduate Apprenticeship Professional Apprenticeship
9			Professional Development Award	Bachelors / Ordinary Degree, Graduate Diploma, Graduate Certificate	Graduate Apprenticeship Technical Apprenticeship SVQ
8		Higher National Diploma		Diploma Of Higher Education	Higher Apprenticeship Technical Apprenticeship SVQ
7	Advanced Higher Awards, Scottish Baccalaureate	Higher National Certificate		Certificate Of Higher Education	Modern Apprenticeship SVQ
6	Higher Awards, Skills for Work Higher				Modern Apprenticeship Foundation Apprenticeship SVQ
5	National 5, Awards, Skills for Work National 5				Modern Apprenticeship SVQ
4	National 4, Awards, Skills for Work National 4	National Certificate	National Progression Award		SVQ
3	National 3, Awards, Skills for Work National 3				
2	National 2, Awards				
1	National 1, Awards				



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