



Prospectus



springboard

opportunity



Contents

Our Commitment	4
Our Story	4
Springboard's Journey	4
Where we started	5
What is HeadStart?	6
NOCN Level 1 Certificate in Customer Service	7
OCNNI Level 1 Award in Youth Work Practice	8
OCNNI Level 1 Certificate in Personal Success and Well-being	9
OCNNI Level 1 Certificate in Employability Skills	10
Essential Skills	11
Placements and World of Work Activities	13
Testimonials	14



Our Commitment

We believe in empowering young people and nurturing growth where the future offers, opportunities and advantages.



Our Story

Change-makers. Committed to building a society that develops and strengthens capacity, promotes citizenship, better values diversity and increases mutual appreciation across all people. We are Springboard.



Springboard's Journey

We are proud of our 30+ year history. Throughout the challenges of the last three decades, we have remained steadfast to supporting young people and communities year on year.



Where we started

Established in 1992 the focus of Springboard has been on helping people maximise their positive choices.

Creating safe spaces, delivering needs-led learning, and building meaningful relationships have all been cornerstones to our approach.

We are proud to have worked with over 13000+ individuals, offering innovative learning and transformative opportunities on a local and international level. Every individual left their imprint on the organisation and are a valued member of the Springboard 'family'.

It is through our participants, and our partners as well as the communities in which we work, that Springboard has been able to achieve so much and build a legacy of empowerment and community cohesion that has made a difference to so many.



What is HeadStart?

HeadStart is a Skills for Life and Work programme which supports young people to build key personal and employability skills and gain qualifications. Our Youth Development Workers will work with you to develop your personal training plan and achieve your goals. Build your skills, enjoy working with others and get ready for your next steps in training or employment.

You can apply for HeadStart if you are 16/17 and a school leaver or if you are 21 and under and have a disability or if you are 23 and under and from a care background.

You will receive

- £40/week Educational Maintenance Allowance (this will not affect your benefits)
- £40 bonus paid every 13 weeks
- Qualifications
- Essential Skills – English, Maths and ICT
- Free travel
- Childcare provision*
- Group process
- A dedicated worker for 1:1 mentoring and support

*Criteria applies

You can pick from two vocational areas

NOCN Level 1 Certificate in Customer Service

The NOCN Suite of Customer Service qualifications are designed to provide young people with the skills, knowledge and competences to operate successfully as customer service workers within a wide variety of industry contexts.

These qualifications will provide learners with an opportunity to

- Gain the skills and knowledge as well as the correct approach for working within a customer service role across a wide cross-sector of industries where customer service is a requirement of the day to day job.
- Develop their skills for carrying out tasks in a service role such as, for example, dealing with routine and non-routine customer queries, effective customer communication skills using a variety of media, meeting customer needs, complaint resolution, customer relationship management and after-sales service.

"I enjoy the discussions that we have about customer service qualification as it helps me with my placement."

"I found that I learned new things and especially why customer service is important. I just thought that serving a customer was enough but going that extra mile and smiling at someone can make a huge difference to what they think of you in your job."



OCNNI Level 1 Award in Youth Work Practice

The OCN NI Level 1 Award in Youth Work Practice is designed for young people who have been involved in a youth group and have leadership aspirations and potential.

The objectives of the qualification are to enable learners to

- develop communication skills for youth work practice
- gain an understanding of leadership within a youth group
- plan and deliver youth work activities

The qualification is also supplemented with key sessions designed by experienced youth workers to enable an in depth insight into youth work.



OCNNI Level 1 Certificate in Personal Success and Well-being

The OCN NI Personal Success and Well-being qualifications at Level 1 have been designed to support a balanced curriculum by aiming to empower young people to achieve their development in personal, social, health and well-being. They build on the broad objectives of the Northern Ireland Curriculum, aiming on empowering young people to achieve their potential and help them deal more effectively with personal and social issues that may affect their physical and mental health.

Key Areas that we will cover

- Motivation
- Confidence and Self-esteem
- Relationships
- Positive Mental Health

OCNNI Level 1 Certificate in Employability Skills

These qualifications have been designed to provide young people with a range of employability skills that are key to preparing them for the workplace. The objectives of the qualifications are to assist young people in acquiring the skills, attributes and behaviours that are needed to enter and succeed in the world of work. The qualifications provide flexibility and choice in the delivery of units, providing young people with the opportunity to gain skills and knowledge in the areas most relevant to them.

Key areas that we will cover


- Teamwork skills
- Personal money management
- Work experience
- Interview skills
- Understanding the workplace

"It was really beneficial to look at my own income and how much is spent in my own household. I didn't know that there are organisations that can help you with your finances."



Essential Skills

Throughout HeadStart the young people are supported to gain their Essential Skills qualifications in Numeracy/ Literacy and ICT while on the programme. An initial assessment will take place for each young person. With the support of experienced tutors and staff an individual development plan is created to help young people achieve their Essential Skills qualification.



"The tutors are really easy to get on with and how they explain the work makes it easy to complete."

"This is one of the main reasons I wanted to do the programme and I have the confidence in myself to get my essential skills"



Placements and World of Work Activities

The HeadStart programme offers a range of placement opportunities within the youth work and customer service sector. These are specifically sourced to ensure a very supportive and comprehensive placement experience for the young person.

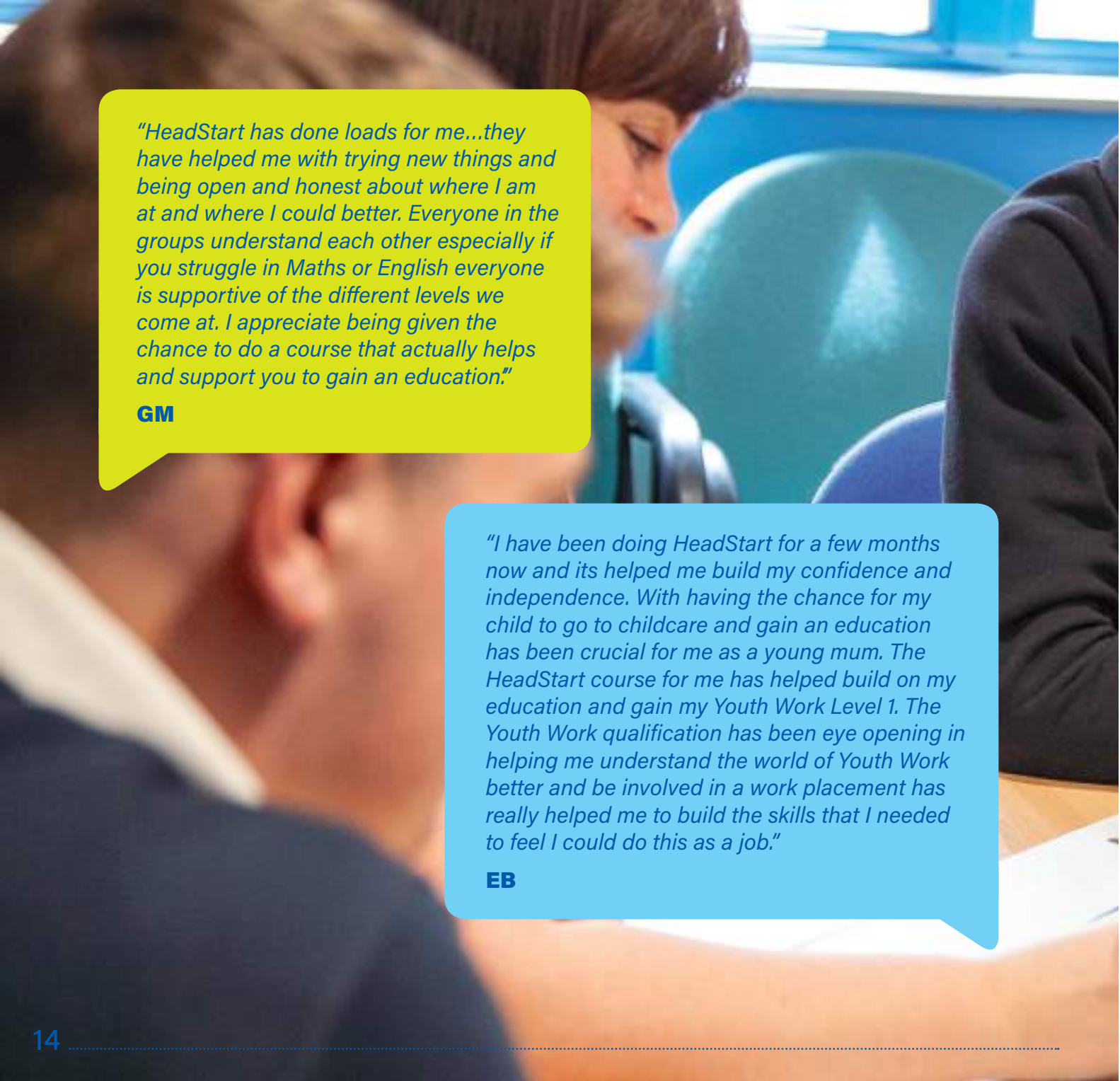
The placement provider will contribute to the development goals set by each participant. Through a process of experiential learning, feedback and tri-partite reviews each young person will be provided with an opportunity to learn and grow throughout the placement.

The world of work activities give a great insight into future pathways and an understanding of the world of work. HeadStart have created networks with organisations such as the University of Ulster, Tesco etc.

"Everyone was very welcoming when I first started and every day I am learning something new."

"I have enjoyed getting to put my skills that I am learning in youth work and into working with the young people in my placement."

"Sounds class, University is definitely the goal for me and this has made me want to go even more."



"HeadStart has done loads for me...they have helped me with trying new things and being open and honest about where I am at and where I could be better. Everyone in the groups understand each other especially if you struggle in Maths or English everyone is supportive of the different levels we come at. I appreciate being given the chance to do a course that actually helps and support you to gain an education."

GM

"I have been doing HeadStart for a few months now and its helped me build my confidence and independence. With having the chance for my child to go to childcare and gain an education has been crucial for me as a young mum. The HeadStart course for me has helped build on my education and gain my Youth Work Level 1. The Youth Work qualification has been eye opening in helping me understand the world of Youth Work better and be involved in a work placement has really helped me to build the skills that I needed to feel I could do this as a job."

EB

"HeadStart is a brilliant experience for young people to come on board and explore new opportunities in life. From my experience when my mental health is on a low, Springboard are there to help and get you through your problems whilst gaining something you actually want to do. There is lots of opportunities and team building to do when you come on board. Springboard is the way forward for me personally."

DF

"With the help from Springboard I have changed so much from I started HeadStart. I've met friends that I wouldn't normally meet and have found new ways to make my life better and make the most out of it as well as becoming a more open minded person. With getting involved in customer service it has allowed me to explore this more as I've always thought customer service was just working in a shop but its so much more than this. Customer service is class and the qualification teaches you more in depth what's involved and what you can get involved in."

MB



Contact us

Speak to our HeadStart team on: +44 (0)28 9031 5111
Email: general@springboard-opps.org

Springboard Opportunities Ltd

112-114 Donegall Street
Belfast BT1 2GX

 www.springboard-opps.org

 @springboardopp

 Springboard Opps

 @springboardopps

 @springboardopps