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# CUSTOMER SERVICE FOR HEALTH AND SOCIAL CARE SETTINGS



Aged 19+ (born  
before 01/09/1999)



Lived in the EU  
for 3 years



Available  
fully funded

Our new qualification enhances Customer Service in Healthcare, which will support you when you are dealing with residents, families, patients and internal and external customers within the Health and Social Care environment.

## Benefits

- Achieve a nationally recognised Level 2 qualification
- Improve patient, family and customer experience
- Further your personal and professional development
- Gain positive working relationships
- Improve your skills in service delivery
- Increase service standards
- Learn at a time that suits you without the need to attend college

## What you will learn

- Preparing to Deliver Customer Service in Health and Social Care Settings
- Effective Communication for Health and Social Care
- Understand the Specific Needs of Customers and Patients Accessing Health and Social Care Services
- Team Work in Health and Social Care Settings

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# UNDERSTANDING SAFE HANDLING OF MEDICATION



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Modern medicines are powerful substances which have beneficial effects for millions of people worldwide. However, inappropriate use or handling of these substances can have severe consequences, including death. Having good up-to-date knowledge of the safe handling of medicines is essential for anyone working with medication.

## Benefits

- Achieve a nationally recognised Level 2 qualification
- Evidence your competency in handling medication to employers
- Further your personal and professional development
- Create better preventative care by identifying how to maintain stock and record, store and dispose of medication appropriately
- Learn at a time that suits you without the need to attend college

## What you will learn

- Understand Medication and Prescriptions
- Supply, Storage and Disposal of Medication
- Understand the Requirements for the Safe Administrations of Medication
- Record-keeping and Audit Processes for Medication

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# UNDERSTANDING BEHAVIOUR THAT CHALLENGES



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Challenging behaviour is causing increasing concern today as many individuals have increasing levels of stress and uncertainty in their lives. This behaviour can be due to factors such as anxiety, neglect, abuse, learning disabilities and conditions like dementia. Understanding the causes of challenging behaviour is the first step towards finding ways to support individuals and manage their behaviour.

## Benefits

- Achieve a nationally recognised Level 2 qualification
- Improve your understanding of the reasons why individuals display behaviour that challenges and its impact
- Further your personal and professional development
- Be able to support individuals effectively
- Learn at a time that suits you without the need to attend college

## What you will learn

- Understand Behaviour That Challenges
- Understand How to Support Positive Behaviour
- Understand the Importance of Effective Communication and the Management of Behaviour That Challenges
- Understand the Role of Reflection and Support for Those Involved in Incidents of Behaviour that Challenges

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# AWARENESS OF MENTAL HEALTH PROBLEMS



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Mental health presents one of the greatest challenges to our society. With an estimated 450 million people worldwide suffering from a mental health problem, around a quarter of British adults will experience some form of mental health problem within the course of a year. While many elements of mental health are still not understood, having a good knowledge of the information that is available is essential in the care sector.

## Benefits

- Achieve a nationally recognised Level 2 qualification
- Increase understanding of symptoms and management of stress, anxiety and phobias
- Further your personal and professional development
- Gain a clear understanding of mental health legislation

## What you will learn

- Understanding Mental Health
- Understanding Stress
- Understanding Anxiety
- Understanding Phobias
- Understanding Depression
- Understanding Post-Natal Depression
- Understanding Post-Traumatic Stress Disorder
- Understanding Bipolar Disorder
- Understanding Schizophrenia
- Understanding Dementia
- Understanding Eating Disorders
- Understanding Attention Deficit Hyperactivity Disorder
- Understanding Obsessive Compulsive Disorder

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# UNDERSTANDING AUTISM



Aged 19+ (born before 01/09/1999)



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Autism is a spectrum condition that affects how a person communicates with others and how they interpret the world around them. There are around 700,000 people in the UK with autism – more than 1 in every 100. Having a clear understanding of the misconceptions, diagnoses and support surrounding autism are just some of the essential skills needed when working in mental health.

## Benefits

- Achieve a nationally recognised Level 2 qualification
- Improve your understanding of theories relating to autism
- Further your personal and professional development
- Ensure you understand what is meant by autism and how it is diagnosed
- Learn at a time that suits you without the need to attend college

## What you will learn

- Introduction to Autism
- Using a Person-Centred Approach to Support Individuals with Autism
- Communication and Social Interaction in Individuals with Autism
- Sensory Processing, Perception and Cognition in Individuals with Autism
- Supporting Positive Behaviour in Individuals with Autism
- Supporting Individuals with Autism to Live Healthy and Fulfilled Lives

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# END OF LIFE CARE



Aged 19+ (born before 01/09/1999)



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By 2040, the number of people aged over 64 in Britain is expected to grow from 9.5 million to 15 million. The population is aging, meaning more people will live with serious chronic illness and need end of life care. The problems faced and support needed by people nearing the end of life is wide-ranging and a good understanding of pain management, support and quality of life is essential for all carers.

## Benefits

- Achieve a nationally recognised Level 2 qualification
- Evidence your competency to employers
- Further your personal and professional development
- Ensure you can manage pain and discomfort
- Ensure that you understand care planning in end of life care
- Learn at a time that suits you without the need to attend college

## What you will learn

- Understand How To Work in End of Life Care
- Care Planning in End of Life Care
- Understand How to Provide Support to Manage Pain and Discomfort
- End of Life Care and Dementia
- Understanding the Role of the Care Worker in Time of Death
- Understand Loss and Grief in End of Life Care

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# CARE PLANNING



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Care workers play a key role in ensuring their residents/patients are treated with a friendly and caring approach. Care workers have the ability to relate to people from a variety of backgrounds. After an investigation from the Care Quality Commission revealed that 424 out of 1,357 services in England are rated 'inadequate', the need for high quality trained care workers has never been greater.

## Benefits

- Achieve a nationally recognised Level 2 qualification
- Evidence your competency to employers
- Further your personal and professional development
- Learn at a time that suits you without the need to attend college
- Ensure you understand the principles and practice of person-centred thinking, planning and reviews

## What you will learn

- Understanding Person-Centred Thinking and Planning
- Care Planning for the Care Worker
- Understanding Nutrition and Hydration in Health and Social Care Settings
- Principles of Supporting an Individual to Maintain Personal Hygiene
- Understanding Continence Care
- Principles of Supporting Sleep

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# DIGNITY AND SAFEGUARDING IN ADULT HEALTH AND SOCIAL CARE



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before 01/09/1999)



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A total of 103,900 safeguarding reports about vulnerable adults were referred in 2014/2015. The responsibilities of care workers involved in protecting the health, well-being and human rights of individuals are far-reaching. Allowing individuals to live free from harm, abuse and neglect can often mean involving health agencies, government departments or the police. Understanding the fundamentals of safeguarding is essential for anyone working in adult health and social care.

## Benefits

- Achieve a nationally recognised Level 2 qualification
- Relevant to a wide range of care settings
- Further your personal and professional development
- Learn at a time that suits you without the need to attend college

## What you will learn

- Understand Safeguarding in Adult Health and Social Care
- Principles of Dignity in Adult Health and Social Care Practice
- Understand Duty of Care in Adult Health and Social Care
- Understand Dilemmas and Public Concerns in Adult Health and Social Care

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# PRINCIPLES OF TEAM LEADING



Aged 19+ (born before 01/09/1999)



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Available fully funded

Strong team leadership is essential for providing guidance, direction and instruction within a group and inevitably leads to more effective teamwork and more motivated employees. Being able to manage a team effectively is critical in the current job market, where employee productivity and team outcomes are closely monitored.

## Benefits

- Achieve a nationally recognised Level 2 qualification
- Evidence your competency to employers
- Further your personal and professional development
- Learn at a time that suits you without the need to attend college
- Understand the importance of clear communication

## What you will learn

- Principles of Team Leading
- Understand Business
- Understand How to Communicate Work-Related Information

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# UNDERSTANDING THE CARE AND MANAGEMENT OF DIABETES



Aged 19+ (born before 01/09/1999)



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Available fully funded

There is an emerging global epidemic of diabetes. In the UK alone, 3.2 million people are diagnosed with the disease and an estimated 630,000 people have the condition but don't know it. It is believed that deaths from diabetes will rise by more than 50% in the next ten years. Simple lifestyle measures can be effective in preventing or delaying the onset of this chronic, debilitating and often deadly disease.

## Benefits

- Achieve a nationally recognised Level 2 qualification
- Improve your understanding of the various forms and causes of diabetes
- Evidence your competency to employers
- Further your personal and professional development
- Learn at a time that suits you without the need to attend college
- Create better preventative care by being able to identify early signs of diabetes

## What you will learn

- Understand Diabetes
- Prevention and Early Intervention of Type 2 Diabetes
- Understand the Initial Care of Diabetes
- Understand the Treatment and Management of Diabetes

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# WORKING WITH INDIVIDUALS WITH LEARNING DISABILITIES



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before 01/09/1999)



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Around 1.5 million people in the UK have a learning disability. Owing to the fact that they are likely to find it more difficult than others to describe their symptoms, a good knowledge of legislation and the healthcare system, as well as an understanding of signs and symptoms of various conditions, is essential for anyone working with individuals with learning disabilities.

## Benefits

- Achieve a nationally recognised Level 2 qualification
- Evidence your competency to employers
- Improve your understanding of the term 'learning disability'
- Further your personal and professional development
- Learn at a time that suits you without the need to attend college
- Understand the importance of safeguarding individuals from abuse and the importance of a person-centred approach to risk-taking

## What you will learn

- Understanding the Context of Supporting Individuals with Learning Disabilities
- Principles of Safeguarding and Protection in Health and Social Care
- Introduction to Personalisation in Social Care
- Principles of Positive Risk-Taking for Individuals with Disabilities
- Introductory Awareness of Autistic Spectrum Conditions
- Principles of Supporting Individuals with a Learning Disability to Access Healthcare

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# RETAIL OPERATIONS



Aged 19+ (born before 01/09/1999)



Lived in the EU for 3 years



Available fully funded

The retail industry is subject to a number of pressures. These include changes in shopping habits and the recent economic downturn which reduced consumer spending. However, as consumer confidence begins to grow, it is important that retail support staff are fully trained and equipped to represent your business and to meet the needs of your customers. As removing staff from the 'shop floor' applies pressure to rotas, this training can be carried out in the learner's own time via our tried and tested flexible learning approach.

## Benefits

- Achieve a nationally recognised Level 2 qualification
- Evidence your competency to employers
- Improve your handling of customer payments
- Improve how you deal with customer queries and complaints
- Further your personal and professional development
- Learn at a time that suits you without the need to attend college

## What you will learn

- Understanding Customer Service in the Retail Sector
- Understanding the Retail Selling Process
- Understanding How Individuals and Teams Contribute to the Effectiveness of a Retail Business
- Understanding How a Retail Business Maintains Health and Safety on its Premises
- Understanding Retail Consumer Law
- Understand How to Deal with Customer Queries and Complaints in a Retail Environment

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# PREPARING TO WORK IN ADULT SOCIAL CARE



Aged 19+ (born  
before 01/09/1999)



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for 3 years



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fully funded

The need for adult social care continues to rise at a time when the system supporting that care is rapidly and significantly changing. With around 1.5 million people working in adult social care in England, care workers need up-to-date support and guidance in order to provide adequate person-centred care.

## Benefits

- Achieve a nationally recognised Level 2 qualification
- Evidence your competency to employers
- Learn how to handle hazardous substances and medication
- Further your personal and professional development
- Learn at a time that suits you without the need to attend college

## What you will learn

- Principles of Communication
- Principles of Personal Development
- Principles of Diversity, Equality and Inclusion
- Principles of Safeguarding and Protection
- Introduction to Duty of Care
- Understand the Role of the Social Care Worker
- Understand Person-Centred Approaches
- Understand Health and Safety
- Understand How to Handle Information

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# UNDERSTANDING NUTRITION AND HEALTH



Aged 19+ (born  
before 01/09/1999)



Lived in the EU  
for 3 years



Available  
fully funded

The number of obese people in the UK has more than trebled in the last 25 years, reaching what many doctors believe to be 'epidemic' proportions. Insufficient nutrition can lead to a variety of health-threatening conditions; understanding the benefits of a balanced diet and the role of nutrition in the prevention and treatment of disease is fundamental.

## Benefits

- Achieve a nationally recognised Level 2 qualification
- Evidence your competency to employers
- Further your personal and professional development
- Learn at a time that suits you without the need to attend college
- Increase your understanding of food safety for the home environment

## What you will learn

- Explore Principles of Healthy Eating
- Consider Nutritional Needs of a Variety of Individuals
- Use Food and Nutrition Information to Plan a Healthy Diet
- The Principles of Weight Management
- Understanding Eating Disorders

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# PRINCIPLES OF PREVENTION AND CONTROL OF INFECTION



Aged 19+ (born  
before 01/09/1999)



Lived in the EU  
for 3 years



Available  
fully funded

About 300,000 patients develop an infection in England each year while being treated by the NHS. Protecting people from infection is an essential element of providing high quality care, especially considering the capacity some potentially life-threatening infections have to spread within care environments.

## Benefits

- Achieve a nationally recognised Level 2 qualification
- Evidence your competency to employers
- Gain deeper understanding of good personal hygiene and maintaining a clean environment
- Further your personal and professional development
- Learn at a time that suits you without the need to attend college

## What you will learn

- Principles of the Causes and Spread of Infection in Health Care Settings
- Principles of the Importance of Personal Hygiene and Health in the Prevention and Control of Infection in Health Care Settings
- Principles of Decontamination, Cleaning and Waste Management in Health Care Settings
- Principles of Infection Prevention and Control in a Health Care Setting

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# INFORMATION, ADVICE OR GUIDANCE



Aged 19+ (born before 01/09/1999)



Lived in the EU for 3 years



Available  
fully funded

Offering clear and accurate information, advice or guidance and knowing what can be shared legally and professionally can greatly improve outcomes for a business. There are some fundamental rules for successful information sharing and ensuring staff are aware of these is key.

## Benefits

- Achieve a nationally recognised Level 2 qualification
- Evidence your competency to employers
- Increase understanding of accurate record-keeping, effective signposting and referral
- Further your personal and professional development
- Learn at a time that suits you without the need to attend college
- Improve your understanding of effective communication techniques

## What you will learn

- Information, Advice or Guidance in Practice
- Developing Interaction Skills for Information, Advice or Guidance

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# EQUALITY AND DIVERSITY



Aged 19+ (born before 01/09/1999)



Lived in the EU for 3 years



Available  
fully funded

Offering clear and accurate information, advice or guidance and knowing what can be shared legally and professionally can greatly improve outcomes for a business. There are some fundamental rules for successful information sharing and ensuring staff are aware of these is key.

## Benefits

- Achieve a nationally recognised Level 2 qualification
- Evidence your competency to employers
- Further your personal and professional development
- Learn at a time that suits you without the need to attend college
- Improve your understanding of current legislation and the key principles surrounding equality and diversity

## What you will learn

- Equality and Diversity in Society
- Equality and Diversity in the Community
- Equality and Diversity in the Workplace

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# CUSTOMER SERVICE



Aged 19+ (born before 01/09/1999)



Lived in the EU for 3 years



Available fully funded

In order to have a truly successful business, you need to provide good customer service. It is believed that 96% of unhappy customers don't ever complain; however, 91% of those simply leave and never come back. The main reason for customer churn is not price but bad customer service. Handling a business's issues in a professional and courteous manner is an essential day-to-day task.

## Benefits

- Achieve a nationally recognised Level 2 qualification
- Evidence your competency to employers
- Further your personal and professional development
- Learn at a time that suits you without the need to attend college
- Improve your understanding of how to successfully handle complaints
- Reduce the risk of complaints

## What you will learn

- Principles of Customer Service and Delivery
- Understand Customers
- Understand Employer Organisations

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# BUSINESS ADMINISTRATION KNOWLEDGE



Aged 19+ (born before 01/09/1999)



Lived in the EU for 3 years



Available  
fully funded

There were an estimated 5.5 million private sector businesses in the UK at the start of 2016. Despite the recent economic difficulties, the trend has been steadily increasing in the business population. Today's global economy brings with it a wealth of new markets, shrinking profit margins and increasing operating expenses; the need for good business administration has never been greater.

## Benefits

- Achieve a nationally recognised Level 2 qualification
- Evidence your competency to employers
- Further your personal and professional development
- Learn at a time that suits you without the need to attend college
- Gain relevant skills, knowledge and understanding, leading to improved experience for those using your services

## What you will learn

- Principles of Providing Administrative Services
- Principles of Business Document Production and Information Management
- Understand Communication in a Business Environment
- Understand Employer Organisations
- Understand How to Develop Working Relationships with Colleagues

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# CARING FOR CHILDREN AND YOUNG PEOPLE



Aged 19+ (born before 01/09/1999)



Lived in the EU for 3 years



Available fully funded

All children and young people deserve to be safe and well cared for within a safe and protective family. However, unfortunately this is not always the case. With over 50,000 children identified as needing protection from abuse in the UK, it is important that those working in the care sector understand the risks of abusive and exploitative behaviour that some children experience. Knowing what strategies are used to protect them from this behaviour, whilst following procedures, is essential to helping those affected.

## Benefits

- Achieve a nationally recognised Level 2 qualification
- Evidence your competency to employers
- Further your personal and professional development
- Learn at a time that suits you without the need to attend college
- Improve your understanding of the importance of correctly responding to evidence or concerns that a child or young person has been abused, harmed or bullied

## What you will learn

- Caring for Young Children in a Babysitting Environment
- Accident Prevention and Fire Safety When Babysitting
- Rights and Responsibilities in Relation to Parenting
- Parenting and Healthy Lifestyles

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# GENERIC AND SPECIALIST CLEANING PRINCIPLES



Aged 19+ (born before 01/09/1999)



Lived in the EU for 3 years



Available fully funded

With a UK industry turnover estimated at £4.7 billion in 2011, cleaning is one of the largest business sectors in the UK. It underpins many aspects of life today and is essential for the prevention of disease and spread of infection. People actively seek out clean, safe and comfortable environments, so having a highly skilled cleaning workforce is essential.

## Benefits

- Achieve a nationally recognised Level 2 qualification
- Evidence your competency to employers
- Further your personal and professional development
- Learn at a time that suits you without the need to attend college
- Improve your understanding of the various dangers of contamination and spread of disease

## What you will learn

- Dealing with Routine and Non-routine Waste
- Health and Safety for the Cleaning and Support Services Industry
- Working with Others in the Cleaning and Support Services Industry
- Cleaning of Interiors and Washrooms

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# LEAN ORGANISATION MANAGEMENT TECHNIQUES



Aged 19+ (born  
before 01/09/1999)



Lived in the EU  
for 3 years



Available  
fully funded

A lean organisation provides the greatest customer value with the fewest resources, a philosophy increasingly important in today's competitive business market. A sound understanding of the concept and benefits of a lean environment, as well as knowledge of business techniques and working in teams, is essential. Our nationally recognised qualification is designed to provide individuals with an appreciation and understanding of some key principles of lean organisation management.

## Benefits

- Achieve a nationally recognised Level 2 qualification
- Evidence your competency to employers
- Further your personal and professional development
- Learn at a time that suits you without the need to attend college
- Improve your efficiency
- Help reduce materials and resource costs

## What you will learn

- Lean Organisation Techniques in Business
- Business Improvement Tools and Techniques
- Working in Business Teams

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# COMMON HEALTH CONDITIONS



Aged 19+ (born before 01/09/1999)



Lived in the EU for 3 years



Available fully funded

Every hour, someone in the UK is told they have Parkinson's disease, there are approximately 152,000 strokes in the UK every year (more than one every five minutes), and one in six of the UK population have some form of hearing loss. These health conditions, along with others such as arthritis and dementia, affect a substantial proportion of the population. A good understanding of common health conditions is essential in any care environment.

## Benefits

- Achieve a nationally recognised Level 2 qualification
- Evidence your competency to a wide variety of care employers
- Further your personal and professional development
- Learn at a time that suits you without the need to attend college
- Improve your understanding of dementia, stroke and sensory loss

## What you will learn

- Understand How to Contribute to Monitoring the Health of Individuals Affected by Health Conditions
- Introductory Awareness of Sensory Loss
- Stroke Awareness
- Dementia Awareness
- Arthritis Awareness
- Parkinson's Disease Awareness

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# PRINCIPLES OF WAREHOUSING AND STORAGE



Aged 19+ (born  
before 01/09/1999)



Lived in the EU  
for 3 years



Available  
fully funded

The warehousing and storage of goods is an essential part of logistics operations within a business. Roles within this industry require great skill and organisation to coordinate the demand and supply of goods and ultimately meet customer needs.

## Benefits

- Achieve a nationally recognised Level 2 qualification
- Evidence your competency to employers
- Understand the issues around storage and the purpose of a stock check
- Further your personal and professional development
- Learn at a time that suits you without the need to attend college
- Understand how to process orders and dispatch

## What you will learn

- Introduction to Warehousing and Storage
- Understand how to Receive and Store Goods
- Understand how to Process Orders and Prepare them for Dispatch
- Understand how to Check Stock and Update Records
- Customer Service in Warehousing and Storage

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# COUNSELLING SKILLS



Aged 19+ (born before 01/09/1999)



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Available fully funded

Many people find it helpful to seek the support of counselling at some point in their lives. People in any situation could benefit from counselling, those with the correct understanding, knowledge and skills can provide them with support to improve personal well-being.

## Benefits

- Achieve a nationally recognised Level 2 qualification
- Evidence your competency to employers
- Improve your understanding of how counselling skills work
- Further your personal and professional development
- Learn at a time that suits you without the need to attend college

## What you will learn

- Diversity and Ethics in the Use of Counselling Skills
- Introduction to Counselling Skills Theories
- Counselling Skills and Personal Development
- Using Counselling Skills

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# UNDERSTANDING SPECIFIC LEARNING DIFFICULTIES



Aged 19+ (born  
before 01/09/1999)



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fully funded

Having a learning difficulty means that people find it harder to learn certain skills. As this affects around 15% of people, it is important for those working in healthcare, social care and education to have knowledge of different Specific Learning Difficulties such as ADHD, dyslexia and dyscalculia.

## Benefits

- Achieve a nationally recognised Level 2 qualification
- Evidence your competency to employers
- Further your personal and professional development
- Gain an understanding of how Specific Learning Difficulties affect an individual's life and those of others
- Learn at a time that suits you without the need to attend college

## What you will learn

- Understand Specific Learning Difficulties
- Understand the Effects of Specific Learning Difficulties
- Understand the Diagnosis of Specific Learning Difficulties
- Understanding Supporting Individuals with Specific Learning Difficulties
- Understand the Context of Specific Learning Difficulties

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# CHILDREN AND YOUNG PEOPLE'S MENTAL HEALTH



Aged 19+ (born before 01/09/1999)



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Available fully funded

Mental health problems affect around 1 in 10 children and young people. These issues include depression, anxiety and conduct disorder and can often be a direct response to occurrences in their lives. Emotional wellbeing is just as important as a child's mental health, therefore it is important for those working with children and young people to have a good understanding of the concepts, risk factors and impact of mental health.

## Benefits

- Achieve a nationally recognised Level 2 qualification
- Evidence your competency to employers
- Further your personal and professional development
- Gain an understanding of risk factors which may affect the mental wellbeing of children and young people
- Learn at a time that suits you without the need to attend college

## What you will learn

Understand Children and Young People's Mental Health in Context

Understand Factors which may Affect Children and Young People's Mental Health

Understand Children and Young People's Mental Health Concerns

Understand the Impact of Children and Young People's Mental Health Concerns

Understand how to Support Children and Young People with Mental Health Concerns

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# FALLS PREVENTION AWARENESS



Aged 19+ (born before 01/09/1999)



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Falls represent the most frequent and serious type of accident in people aged 65 and over, with 10,000 falls happening each day. Falls often have both a physical and mental impact, as they can result in lack of confidence, isolation, fractures and broken bones. This course is ideal for anyone working in health and social care and those who have contact with older people who are more susceptible to falls.

## Benefits

- Achieve a nationally recognised Level 2 qualification
- Evidence your competency to employers
- Further your personal and professional development
- Reduce the risk of falls
- Learn at a time that suits you without the need to attend college

## What you will learn

- Falls in Context
- The Risk Factors and Causes of Falls
- Falls Assessment and Prevention
- Managing Falls

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# UNDERSTANDING SAFEGUARDING AND PREVENT



Aged 19+ (born  
before 01/09/1999)



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Official data showed that over 7,500 people were referred to the Prevent programme in 2015/16. The purpose of this qualification is to support anyone who is responsible for the safeguarding of people and for helping prevent radicalisation. It gives learners an understanding of recognising the signs of abuse, how to reduce the risk of radicalisation and the potential consequences of illegal online activity.

## Benefits

- Achieve a nationally recognised Level 2 qualification
- Evidence your competency to employers
- Further your personal and professional development
- Know how to recognise signs of abuse or potential harm
- Learn at a time that suits you without the need to attend college

## What you will learn

- Understanding the Prevent Duty
- Understanding Safeguarding
- Understanding Online Safety

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# UNDERSTANDING EXCELLENCE IN CUSTOMER SERVICE FOR HOSPITALITY



Aged 19+ (born  
before 01/09/1999)



Lived in the EU  
for 3 years



Available  
fully funded

In the hospitality sector, staff are often the forefront of the business and first impressions are vital. It is therefore important that those working in hospitality are highly professional. Understanding how to communicate effectively, the importance of teamwork and the importance of maintaining food hygiene is essential for staff in these roles.

## Benefits

- Achieve a nationally recognised Level 2 qualification
- Evidence your competency to employers
- Further your personal and professional development
- Know about food allergy and intolerance requirements
- Learn at a time that suits you without the need to attend college

## What you will learn

- Principles of Customer Service in the Hospitality Sector
- Understand Effective Teamwork in the Hospitality Sector
- Understand Legislation and Guidance Relevant to the Hospitality Sector
- Understand Professional Personal Standards in the Hospitality Sector

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# IMPROVING PERSONAL EXERCISE, HEALTH AND NUTRITION



Aged 19+ (born  
before 01/09/1999)



Lived in the EU  
for 3 years



Available  
fully funded

Poor diet and lack of exercise are recognised as some of the major contributors to ill health. Regular exercise and a balanced diet help to reduce stress, improve sleep, reduce the risk of illness and increase life quality. Therefore, having a good understanding of diets, the role of nutrition in exercise and personal motivation is an important part of maintaining well-being.

## Benefits

- Achieve a nationally recognised Level 2 qualification
- Evidence your competency to employers
- Further your personal and professional development
- Understand diet and nutrition for exercise
- Learn at a time that suits you without the need to attend college

## What you will learn

- Understand health, wellbeing and exercise
- Understand the role of nutrition in exercise
- Plan and prepare for personal exercise and nutrition

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# AWARD AND CERTIFICATE IN INTRODUCTION TO THE FACILITIES INDUSTRY



Aged 19+ (born  
before 01/09/1999)



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for 3 years



Available  
fully funded

The Level 1 Introduction to the Facilities Industry is a QCF qualification available to all that work or wish to work in the facilities industry. The learner can choose the skills they want to focus on and get a greater understanding for topics ranging from managing waste, sustainable use of resources and cleaning in specialised areas. This qualification is ideal for learners who want to learn and gain a broad understanding about the facilities and services industry.

## Benefits

- Achieve a nationally recognised Level 2 qualification
- Evidence your competency to employers
- Further your personal and professional development
- Know about food allergy and intolerance requirements
- Learn at a time that suits you without the need to attend college

## What you will learn

- Health and safety and security in the facility industry
- Workplace hygiene in the facilities industry.
- Introduction to working in the facilities industry
- Customer Services in the facility industry

Call:

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# PRINCIPLES OF DEMENTIA CARE



Aged 19+ (born before 01/09/1999)



Lived in the EU for 3 years



Available fully funded

Dementia affects around 820,000 people in the UK. This figure is likely to rise to one million by 2025 and two million by 2051. It is one of the main causes of disability in later life and with research being desperately underfunded, it costs the UK over £26 billion a year. Understanding dementia and the person-centred care that is required is fundamental to high quality care.

## What you will learn

Dementia Awareness

The Person-Centred Approach to the Care and Support of Individuals with Dementia

Understand the Factors That Can Influence Communication and Interaction with Individuals who have Dementia

Understand Equality, Diversity and Inclusion in Dementia Care

Understand the Administration of Medication to Individuals with Dementia Using a Person-Centred Approach

Understand Behaviour in the Context of Dementia

Understand the Benefits of Engaging in Activities in Social Care

## Benefits

Achieve a nationally recognised Level 2 qualification

Improve your understanding of the various forms of dementia and the importance of being respectful at all times

Further your personal and professional development

Call:

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# UNDERSTANDING COMMON CHILDHOOD ILLNESSES



Aged 19+ (born  
before 01/09/1999)



Lived in the EU  
for 3 years



Available  
fully funded

The purpose of this qualification is to increase learners' knowledge and understanding of common childhood illnesses to enable them to support the development and wellbeing of infants and children they support/care for.

## Benefits

- Achieve a nationally recognised Level 2 qualification
- Evidence your competency to employers
- Further your personal and professional development
- Gain an understanding of risk factors which may affect children and young people
- Learn at a time that suits you without the need to attend college

## What you will learn

- Understand how to provide a safe and healthy environment for babies and young children
- Understand common childhood illnesses
- Understand health emergencies and specific health conditions in an early years setting

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# UNDERSTANDING DATA PROTECTION AND DATA SECURITY



Aged 19+ (born before 01/09/1999)



Lived in the EU for 3 years



Available fully funded

Data protection compliance is an essential legal requirement for all organisations. Since the General Data Protection Regulation (GDPR) came into force in May 2018, it is more vital than ever that everyone who works with personal data understands the laws and acts in compliance, as the penalties can be severe.

## Benefits

Achieve a nationally recognised Level 2 qualification

Improve your knowledge of data protection and the importance of keeping data secure

Further your professional development with skills that are vital for anyone who handles data

Learn at a time that suits you, without the need to attend college

## What you will learn

Current data protection legislation, and how it is applied

Organisational procedures concerning data

Possible threats to ICT systems and data, and how to protect against them

Consequences of not protecting data, and the impact of possible breaches.

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# NCFE LEVEL 2

## IMPROVING PERSONAL EXERCISE, HEALTH AND NUTRITION



Aged 19+ at the beginning  
of the academic year



Lived in the EU  
for 3 years



Available  
fully funded

Poor diet and lack of exercise are recognised as some of the major contributors to ill health. Regular exercise and a balanced diet help to reduce stress, improve sleep, reduce the risk of illness and increase life quality. Therefore, having a good understanding of diets, the role of nutrition in exercise and personal motivation is an important part of maintaining well-being.

### Benefits

- Achieve a nationally recognised Level 2 qualification
- Evidence your competency to employers
- Further your personal and professional development
- Understand diet and nutrition for exercise
- Learn at a time that suits you without the need to attend college

### What you will learn

- Understand health, wellbeing and exercise
- Understand the role of nutrition in exercise
- Plan and prepare for personal exercise and nutrition

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# CACHE LEVEL 2

## PRINCIPLES OF

## DEMENTIA CARE



Aged 19+ at the beginning of the academic year



Lived in the EU for 3 years



Available fully funded

Dementia affects around 820,000 people in the UK. This figure is likely to rise to one million by 2025 and two million by 2051. It is one of the main causes of disability in later life and with research being desperately underfunded, it costs the UK over £26 billion a year. Understanding dementia and the person-centred care that is required is fundamental to high quality care.

## Benefits

- Achieve a nationally recognised Level 2 qualification
- Improve your understanding of the various forms of dementia and the importance of being respectful at all times
- Further your personal and professional development

## What you will learn

- Dementia Awareness
- The Person-Centred Approach to the Care and Support of Individuals with Dementia
- Understand the Factors That Can Influence Communication and Interaction with Individuals who have Dementia
- Understand Equality, Diversity and Inclusion in Dementia Care
- Understand the Administration of Medication to Individuals with Dementia Using a Person-Centred Approach
- Understand Behaviour in the Context of Dementia
- Understand the Benefits of Engaging in Activities in Social Care

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# NCFE LEVEL 2

# UNDERSTANDING

# WORKPLACE VIOLENCE &

# HARASSMENT



Aged 19+ at the beginning  
of the academic year



Lived in the EU  
for 3 years



Available  
fully funded

Workplace violence and Harassment can have huge consequences for employers, employees and the work environment. The Trades Union Congress (TUC) estimates that 29% of people have been bullied at work, and more than 1 in 3 people who report being bullied leave their job because of it. Understanding about effective communication and ways to reduce conflict in the workplace will help to create a more positive working environment, benefiting both employers and employees, and improving job satisfaction, health and well-being, and productivity.

## Benefits

- Achieve a nationally recognised Level 2 qualification
- Further your professional development
- Learn at a time that suits you, without the need to attend college

## What you will learn

- How to contribute to a positive and safe working environment
- How to reduce and effectively deal with violence in the workplace
- Understanding aggression, bullying and harassment in the workplace and how it can be prevented
- Understanding equality, diversity and inclusion in the workplace and the benefits to individuals and organisations

Call:

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# NCFE LEVEL 2 CREATING A BUSINESS START-UP



Aged 19+ at the beginning  
of the academic year



Lived in the EU  
for 3 years



Available  
fully funded

Over half a million businesses are started every year; however, 30% of these fail within the first two years. Having a better understanding of the initial processes and requirements of a business start-up can increase the chances of your business succeeding. If you're looking to start your own business, or already have a business but want to develop and progress your business plan, this qualification will support you with the skills and knowledge you need.

## Benefits

- Achieve a nationally recognised Level 2 qualification
- Further your professional development
- Learn at a time that suits you, without the need to attend college

## What you will learn

- Initial steps for a business start-up
- Marketing for a business start-up
- Legal and financial considerations when starting a business
- How to develop a business plan

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# NCFE LEVEL 2

## UNDERSTANDING

## BUSINESS IMPROVEMENT

## TECHNIQUES



Aged 19+ at the start  
of the Academic Year



Lived in the EU  
for 3 years



Available  
fully funded

Improving business performance is vital for any business. Making improvements that are more efficient - such as saving on time or costs - can have huge benefits to an organisation, particularly in competitive business environments. This qualification aims to build knowledge on the study of business improvement techniques, including workplace organisation, building effective teams and managing working relationships. It will also teach the importance of improving processes and procedures using visual management systems and flow process analysis.

### Benefits

- Achieve a nationally recognised Level 2 qualification
- Further your professional development
- Learn at a time that suits you, without the need to attend college

### What you will learn

- Safe and effective team working
- Principles and techniques that support workplace organisation
- An understanding of continuous improvement techniques (Kaizen) and their application in the workplace
- How to use visual management systems
- Problem-solving techniques
- How to carry out flow process analysis

Call:

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# NCFE LEVEL 2 DIGITAL SKILLS FOR WORK



Aged 19+ at the beginning  
of the academic year



Lived in the EU  
for 3 years



Available  
fully funded

It is estimated that 11.3 million adults in the UK do not have basic digital skills. Latest figures predict that within the next 20 years, 90% of all jobs will need some form of digital knowledge. This qualification enhances your competency in digital literacy skills, supporting you within your current job role or giving the opportunity for progression into a role where digital skills are required.

## Benefits

- Achieve a nationally recognised Level 2 qualification
- Further your personal and professional development
- Improve your digital skills
- Learn at a time that suits you without the need to attend college
- Online only qualification

## What you will learn

- Understand how to protect devices and data
- Communicate socially and professionally using technology
- Apply digital skills in personal and business situations
- Use digital resources to facilitate their own career progression.

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# NCFE LEVEL 1 DIGITAL SKILLS



Aged 19+ at the beginning  
of the academic year



Lived in the EU  
for 3 years



Available  
fully funded

In an increasingly digital world, it's becoming more important to have the right skills in order to use computers and other technological devices. This course is designed to help support your development with digital literacy skills, encouraging progression into roles where digital literacy is required.

## Benefits

- Achieve a nationally recognised Level 1 qualification
- Evidence your competency to employers
- Develop knowledge and competency of digital literacy skills

## What you will learn

- Find and use information
- Safety and security when using data and digital devices
- Communicating and collaborating online
- Using word processing software
- Using a computer
- Digital career development

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Email:

Visit:

# CACHE LEVEL 2 UNDERSTANDING PERSONAL CARE NEEDS



Aged 19+ at the beginning  
of the academic year



Lived in the EU  
for 3 years



Available  
fully funded

As we see an increasingly ageing population, the number of adults needing around-the-clock care is on the rise. As well as the need for medical care, there is also a need for high levels of personal care to allow those who need support to live as comfortably as possible. This qualification focuses on developing a person-centred approach to delivering high levels of personal care.

## Benefits

- Achieve a nationally recognised Level 2 qualification
- Further your personal and professional development
- Learn at a time that suits you without the need to attend college
- Improve quality of life for those who need care

## What you will learn

- Understanding person-centred care
- Supporting personal hygiene
- Understanding foot care for individuals
- Understanding how to support individuals to maintain oral health
- Understanding pressure area care
- Understanding sepsis

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# NCFE CACHE LEVEL 2 UNDERSTANDING TECHNOLOGY ENABLED CARE



Aged 19+ at the start  
of the Academic Year



Lived in the EU  
for 3 years



Available  
fully funded

In this fast-moving world, technology plays a huge part in daily life, and the care sector is no different. Technology enabled care (TEC) is playing an increasing role in health and social care, with over 1.7 million vulnerable people relying on TEC to support independence in their own homes. This qualification gives learners an understanding of the positive impact technology can have on individuals and the improvements it can make to quality of life.

## Benefits

- Achieve a nationally recognised Level 2 qualification
- Further your professional development
- Learn at a time that suits you, without the need to attend college

## What you will learn

- Introduction to technology enabled care that can be used to help support an individual's quality of life
- Understanding a person-centred approach to technology enabled care that can support independence, health and well-being
- Understanding roles and responsibilities in relation to technology enabled care
- Introduction to legislation, safeguarding and regulatory requirements relating to technology enabled care

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# CACHE LEVEL 2

## MENTAL HEALTH FIRST AID & MENTAL HEALTH ADVOCACY IN THE WORKPLACE



Aged 19+ at the beginning  
of the academic year



Lived in the EU  
for 3 years



Available  
fully funded

Around 450 million people currently experience mental health problems, with recent reports suggesting that over 12 million working days were lost due to work-related stress, depression or anxiety in just one year. It's important that employers are transparent and open about mental health issues, and this qualification builds an understanding of mental health problems and the support available to colleagues. Increasing the understanding of mental health of staff at all levels builds a culture of care and support.

### Benefits

- Achieve a nationally recognised Level 2 qualification
- Evidence your competency to employers
- Further your personal and professional development
- Learn at a time that suits you without the need to attend college
- Increase your understanding of mental health and how to support people in the workplace

### What you will learn

- Exploring mental health
- Understand how to support individuals with mental ill health
- Understand a mentally healthy environment