Visit:

DIGITAL SKILLS FOR WORK







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 Evidence your competency to employers Further your personal and professional development Online only qualification Improve your digital skills

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.

Visit:

CUSTOMER SERVICE FOR HEALTH AND SOCIAL CARE SETTINGS



Aged 19+ at the beginning of the academic year



Lived in the EU for 3 years



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

Visit:

UNDERSTANDING SAFE HANDLING OF MEDICATION



Aged 19+ at the beginning of the academic year



Lived in the EU for 3 years



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

Visit:

UNDERSTANDING BEHAVIOUR THAT CHALLENGES



Aged 19+ at the beginning of the academic year



Lived in the EU for 3 years



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

Call: Email: Visit:

AWARENESS OF MENTAL HEALTH PROBLEMS





Lived in the EU for 3 years



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 Obessive Compulsive Disorder

Visit:

UNDERSTANDING AUTISM



Aged 19+ at the beginning of the academic year



Lived in the EU for 3 years



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

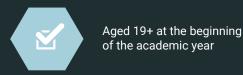
Sensory Processing, Perception and Cognition in Individuals with Autism

Supporting Positive Behaviour in Individuals with Autism

Supporting Individuals with Autism to Live Healthy and Fulfilled Lives

Visit:

END OF LIFE CARE





Lived in the EU for 3 years



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

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

Call: Email: Visit:

CARE PLANNING







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

Call: Email: Visit:

DIGNITY AND SAFEGUARDING IN ADULT HEALTH AND SOCIAL CARE





Lived in the EU for 3 years



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

Understand Dilemmas and Public Concerns in Adult Health and Social Care

Visit:

PRINCIPLES OF TEAM LEADING



Aged 19+ at the beginning of the academic year



Lived in the EU for 3 years



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

Visit:

UNDERSTANDING THE CARE AND MANAGEMENT OF DIABETES



Aged 19+ at the beginning of the academic year



Lived in the EU for 3 years



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

Visit:

WORKING WITH INDIVIDUALS WITH LEARNING DISABILITIES



Aged 19+ at the beginning of the academic year



Lived in the EU for 3 years



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

Visit:

RETAIL OPERATIONS



Aged 19+ at the beginning of the academic year



Lived in the EU for 3 years



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

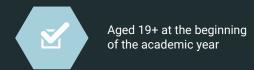
Understanding How a Retail Business Maintains Health and Safety on its Premises

Understanding Retail Consumer Law

Understand How to Deal with Customer Queries and Complaints in a Retail Environment

Visit:

PREPARING TO WORK IN ADULT SOCIAL CARE







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

Visit:

UNDERSTANDING NUTRITION AND HEALTH







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

Visit:

PRINCIPLES OF PREVENTION AND CONTROL OF INFECTION



Aged 19+ at the beginning of the academic year



Lived in the EU for 3 years



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

Visit:

INFORMATION, ADVICE OR GUIDANCE



Aged 19+ at the beginning of the academic year



Lived in the EU for 3 years



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

Visit:

EQUALITY AND DIVERSITY



Aged 19+ at the beginning of the academic year



Lived in the EU for 3 years



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

Visit:

CUSTOMER SERVICE



Aged 19+ at the beginning of the academic year



Lived in the EU for 3 years



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

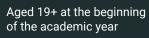
What you will learn

Principles of Customer Service and Delivery
Understand Customers
Understand Employer Organisations

Visit:

PRINCIPLES OF BUSINESS ADMINISTRATION







Lived in the EU for 3 years



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

Visit:

CARING FOR CHILDREN AND YOUNG PEOPLE



Aged 19+ at the beginning of the academic year



Lived in the EU for 3 years



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

Visit:

GENERIC AND SPECIALIST CLEANING PRINCIPLES



Aged 19+ at the beginning of the academic year



Lived in the EU for 3 years



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

Visit:

LEAN ORGANISATION MANAGEMENT TECHNIQUES



Aged 19+ at the beginning of the academic year



Lived in the EU for 3 years



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

Visit:

COMMON HEALTH CONDITIONS



Aged 19+ at the beginning of the academic year



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

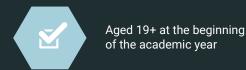
Dementia Awareness

Arthritis Awareness

Parkinson's Disease Awareness

Visit:

PRINCIPLES OF WAREHOUSING AND STORAGE







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

Call: Email: Visit:

COUNSELLING SKILLS







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

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 Counselliing Skills

Visit:

UNDERSTANDING SPECIFIC LEARNING DIFFICULTIES







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

Visit:

CHILDREN AND YOUNG PEOPLE'S MENTAL HEALTH



Aged 19+ at the beginning of the academic year



Lived in the EU for 3 years



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

Call: Email: Visit:

FALLS PREVENTION AWARENESS



Aged 19+ at the beginning of the academic year



Lived in the EU for 3 years



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

Reduce the risk of falls

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

What you will learn

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

Visit:

UNDERSTANDING SAFEGUARDING AND PREVENT



Aged 19+ at the beginning of the academic year



Lived in the EU for 3 years



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

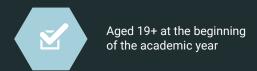
Learn at a time that suits you without the need to attend college

What you will learn

Understanding the Prevent Duty
Understanding Safeguarding
Understanding Online Safety

Visit:

UNDERSTANDING EXCELLENCE IN CUSTOMER SERVICE FOR HOSPITALITY







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

Visit:

IMPROVING PERSONAL EXERCISE, HEALTH AND NUTRITION







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

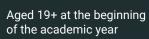
What you will learn

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

Visit:

AWARD AND CERTIFICATE IN INTRODUCTION TO THE FACILITIES INDUSTRY







Lived in the EU for 3 years



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

Visit:

UNDERSTANDING COMMON CHILDHOOD ILLNESSES



Aged 19+ at the beginning of the academic year



Lived in the EU for 3 years



The purpose of this qualification is to increase learners' knowledge and understanding of common child-hood 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

Visit:

UNDERSTANDING DATA PROTECTION AND DATA SECURITY





Lived in the EU for 3 years



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.

Visit:

PRINCIPLES OF DEMENTIA CARE





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 personcentred 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

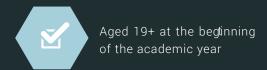
Understand the Administration of Medication to Individuals with Dementia Using a Person-Centred Approach

Understand Behaviour in the Context of Dementia

Understand the Benefits of Engaging in Activities in Social $\operatorname{\sf Care}$

Visit:

UNDERSTANDING WORKPLACE VIOLENCE & HARASSMENT







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

Visit:

CREATING A BUSINESS START-UP







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 $% \left\{ 1,2,\ldots,n\right\}$

What you will learn

Initial steps for a business start-up

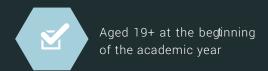
Marketing for a business start-up

Legal and financial considerations when starting a business

How to develop a business plan

Visit:

UNDERSTANDING BUSINESS IMPROVEMENT TECHNIQUES







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 $% \left\{ 1,2,\ldots,n\right\}$

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

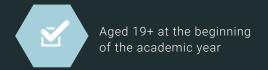
How to use visual management systems

Problem-solving techniques

How to carry out flow process analysis

Call: Email: Visit:

MENTAL HEALTH FIRST AID & MENTAL HEALTH ADVOCACY IN THE WORKPLACE







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

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

Visit:

UNDERSTANDING TECHNOLOGY ENABLED CARE







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

- 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

Call: Email: Visit:

UNDERSTANDING PERSONAL CARE NEEDS







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.

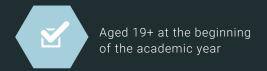
Benefits

- · 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

- 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

Visit:

UNDERSTANDING CLIMATE CHANGE & ENVIRONMENTAL AWARENESS







Sustainability is quickly becoming a high priority for many businesses. Making moves towards becoming a 'greener' organisation can also provide cost saving initiatives, such as reducing waste or saving energy. This qualification covers the nature of climate change and the role that individuals, businesses and other organisations play in helping to reduce carbon emissions. This course gives the knowledge and understanding for individuals to act as drivers of positive change within the workplace and at home.

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 environmental awareness and act as a champion in the workplace

- Understand climate change, sustainability and environmental protection
- Understand industry and the environment
- Understand resource efficiency and waste management