

# Distance Learning



FULLY FUNDED  
LEVEL 2 CERTIFICATES



**0114 281 5761**





## Fully Funded Level 2 Certificates

- These courses can all be studied via distance learning (workbooks or online depending on the course)
- Fully funded for anyone over 19 years old (born before 31/7/1997)
- Learners must have been an EU resident for 3+ years
- Study even if you have a degree or other higher qualification
- Courses take 10-12 weeks to complete, then you can enrol on another course
- Study at your own pace
- Courses are knowledge only, so assessment is done through assignments - no observation or workplace visits

### Benefits

- Achieve a nationally recognised Level 2 qualification
- Further your personal and professional development
- Receive a set of high quality learner support materials that will be yours to keep and use as a reference
- Receive support and guidance from a dedicated team of qualified tutors/assessors

For further information, please call Claire Eley at CQM on 0114 281 5761

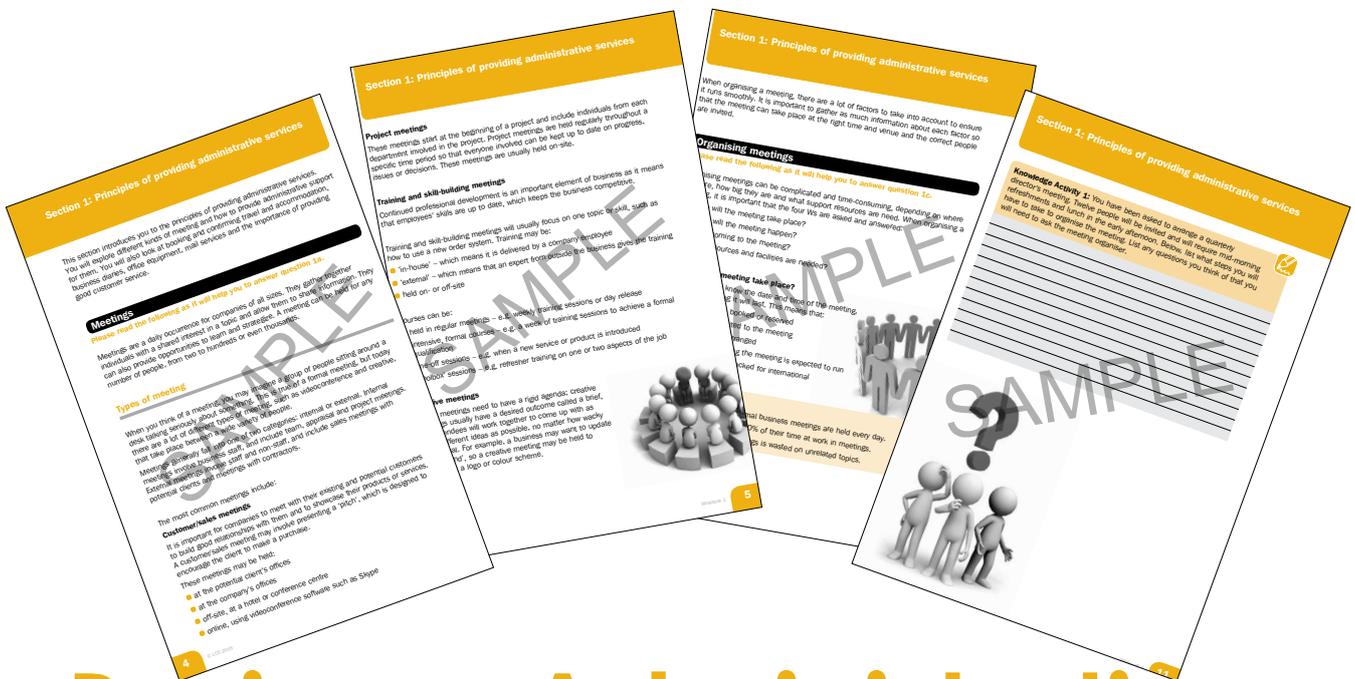
You can apply online at: [www.cqmlearning.co.uk/distancelearning](http://www.cqmlearning.co.uk/distancelearning)



# Courses

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# Business Administration

There were an estimated 4.9 million private sector businesses in the UK at the start of 2013. Despite the recent economic difficulties, the trend has been a steady increase 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.

## Course Content

- Develop understanding of basic administration concepts and practices
- Review essential knowledge for daily and more complex administration tasks
- Learn business and administration national occupational standards

## Mandatory units

- Principles of providing administrative services
- Principles of business document production and information management
- Communication in a business environment
- Employer organisations
- Develop working relationships with colleagues

### Qualification

Fully Funded  
Level 2 Certificate  
Distance Learning

Guided Learning  
Hours

155-215

Course length

10 weeks



To enquire about this course, call Claire at CQM Learning  
0114 281 5761 or [claire.eley@cqmlearning.co.uk](mailto:claire.eley@cqmlearning.co.uk)



# 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 CQC 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.

## Course Content

- Understand care plans and how to evaluate plans and processes
- Covers a variety of topics fundamental to working in care
- Focus on person-centred care, safe working practices, duty of care and safeguarding

## Mandatory units

- Person-centred thinking and planning
- Care planning for the care worker
- Nutrition and Hydration in health and social care settings
- Supporting an individual to maintain personal hygiene
- Continence care
- Supporting sleep

### Qualification

Fully Funded  
Level 2 Certificate  
Distance Learning

Guided Learning  
Hours

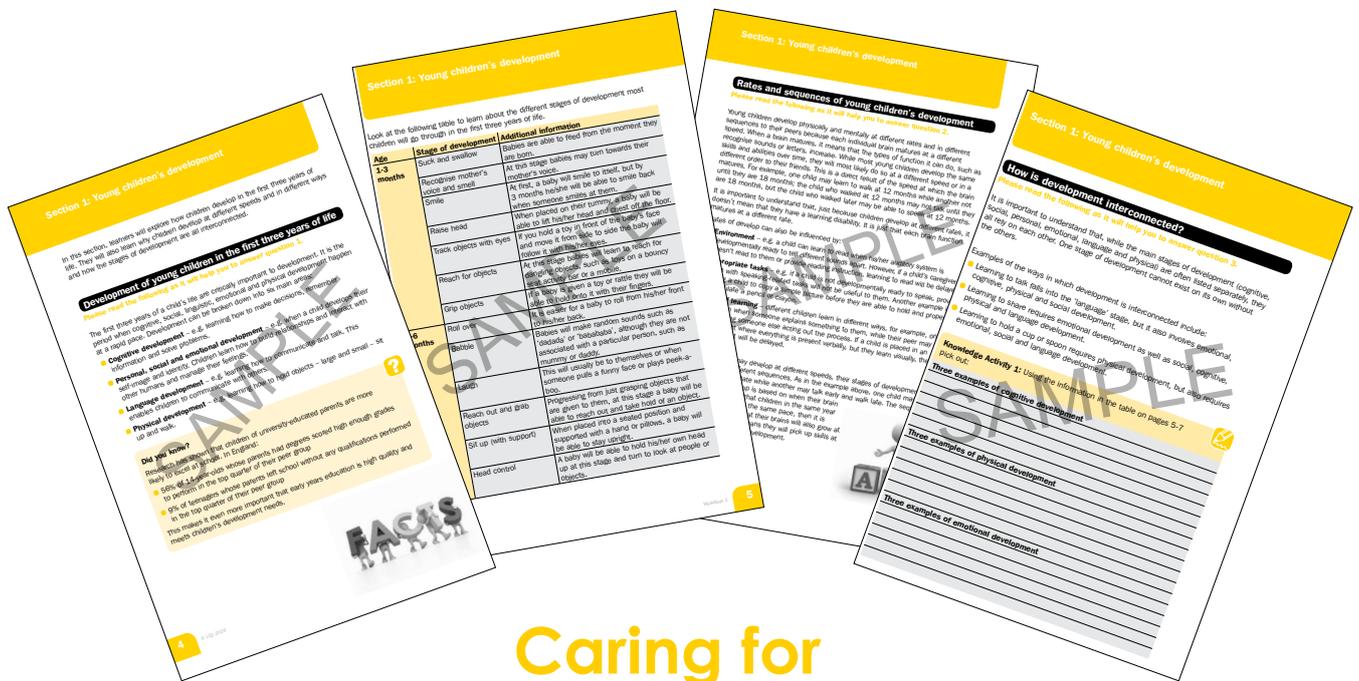
155

Course length

10 weeks



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# Caring for Children & Young People

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.

## Course Content

- Develop interaction and interpersonal skills
- Communication, person-centred thinking and planning
- How e-safety can be utilised
- Comply with policies and procedures

## Mandatory units

- 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

**Qualification**

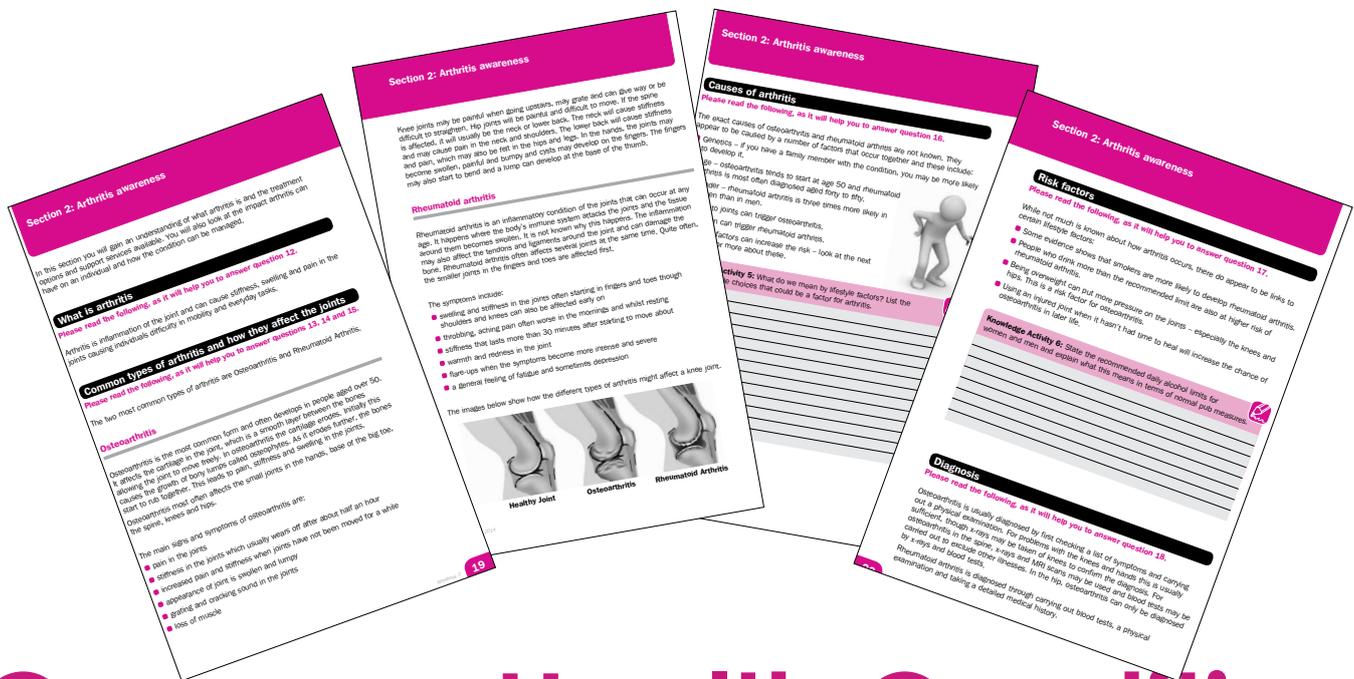
Fully Funded  
Level 2 Certificate  
Distance Learning

**Guided Learning Hours 117-134**

**Course length 10 weeks**



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# Common Health Conditions

Every hour someone in the UK is told they have Parkinson's disease; there are approximately 152,000 strokes in the UK every year – that is 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 problems is essential in any care environment.

## Course Content

- Develop knowledge within health and social care settings
- Service delivery and care
- Contribute to monitoring the health of individuals
- Understand conditions such as arthritis, stroke, dementia and Parkinson's disease

## Mandatory units

- Understand how to contribute to monitoring the health of individuals affected by health conditions

### Qualification

Fully Funded  
Level 2 Certificate  
Distance Learning

Guided Learning  
Hours

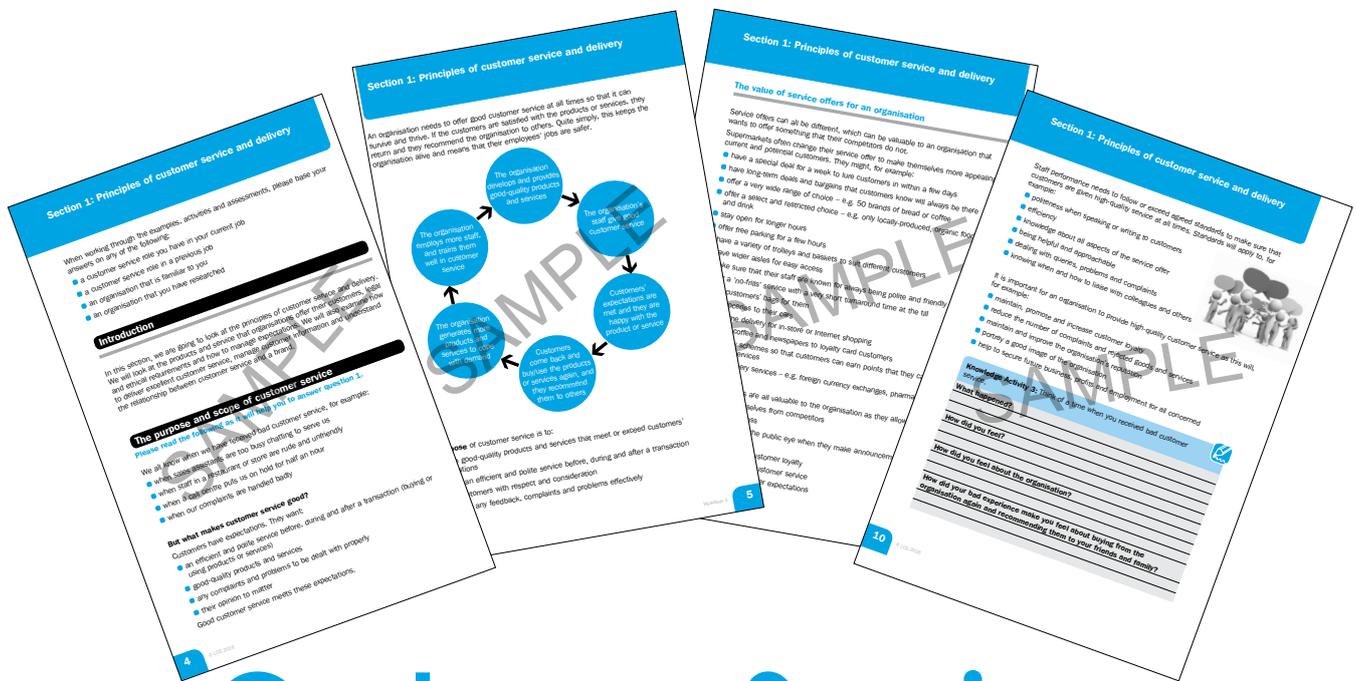
121

Course length

10 weeks



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# Customer Service

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.

## Course Content

- Learn to deliver excellent customer service
- Increase awareness of understanding and meeting customers' needs
- Giving a great customer experience

## Mandatory units

- Principles of customer service and delivery
- Understand customers
- Understand employer organisations

### Qualification

Fully Funded  
Level 2 Certificate  
Distance Learning

Guided Learning Hours **180-230**

Course length **10 weeks**



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# Customer Service for Health Care Settings

One of the simplest, least complicated, yet often overlooked aspects of delivering health care is practicing good customer service skills. Patient satisfaction surveys repeatedly show that health care worker attitudes, manners and amenities encountered during patients' experiences at medical facilities weigh with similar importance to treatment processes.

## Course Content

- Develop an awareness of customer service in health and social care
- Understand how to communicate effectively
- Understand the needs of customers who access health and social care services
- Understand teamwork in health and social care settings

## Mandatory units

- Preparing to deliver customer service in health and social care settings
- Effective communication for health and social care
- Understand the specific needs of customers accessing health and social care services
- Teamwork in health and social care settings

### Qualification

Fully Funded  
Level 2 Certificate  
Distance Learning

Guided Learning  
Hours

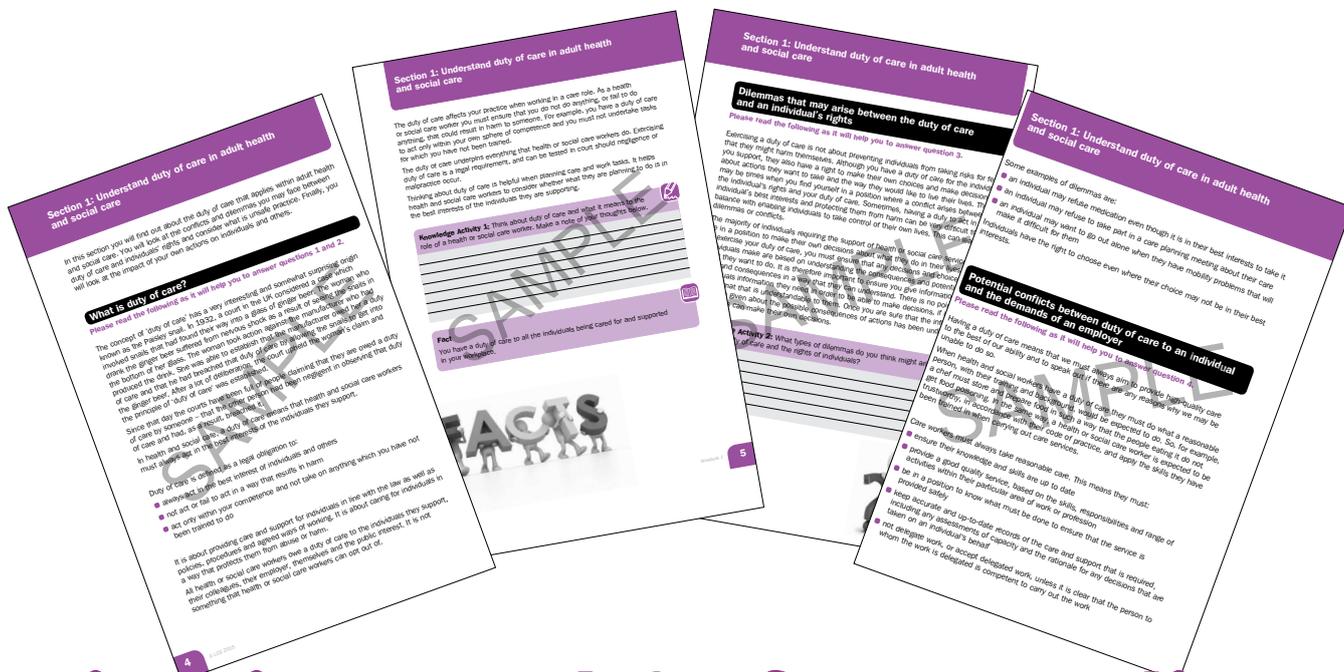
**94**

Course length **10 weeks**



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# Dignity and Safeguarding

A total of 108,000 safeguarding referrals were reported by adults at risk in 2011/2012. 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.

## Course Content

- Key principles of dignity, duty of care and safeguarding
- Investigate the principles and how they are applied
- Examine dilemmas that can arise
- Consequences of when care principles are not upheld

## Mandatory units

- Safeguarding
- Dignity
- Duty of care
- Dilemmas and public concerns

### Qualification

Fully Funded  
Level 2 Certificate  
Distance Learning

Guided Learning  
Hours

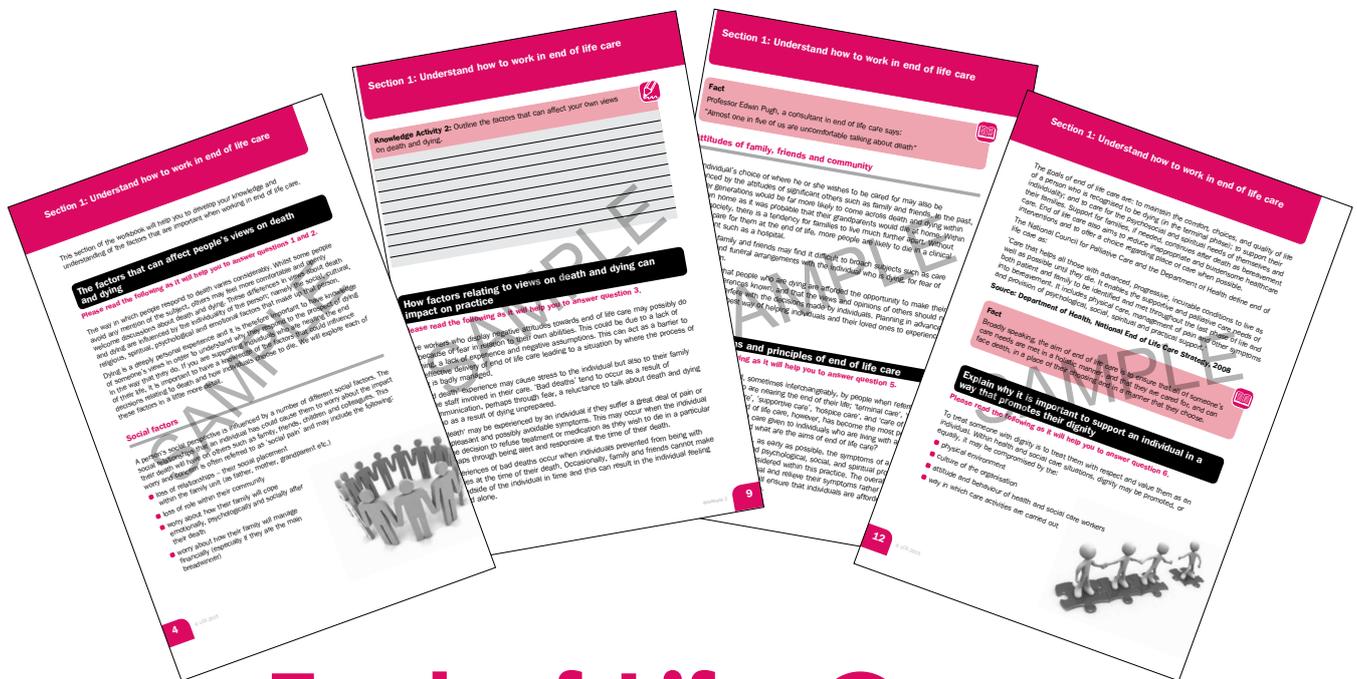
145

Course length

10 weeks



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# End of Life Care

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.

## Course Content

- Develop knowledge and understanding of end of life care
- Covers topics including the support needed to manage pain and discomfort
- How dementia impacts on end of life care
- The role of the care worker at time of death
- Loss and grief process

## Mandatory units

- How to work in end of life care
- Care planning in end of life care
- Provide support to manage pain and discomfort
- End of life care and dementia
- The role of the care worker in time of death
- Loss and grief in end of life care

### Qualification

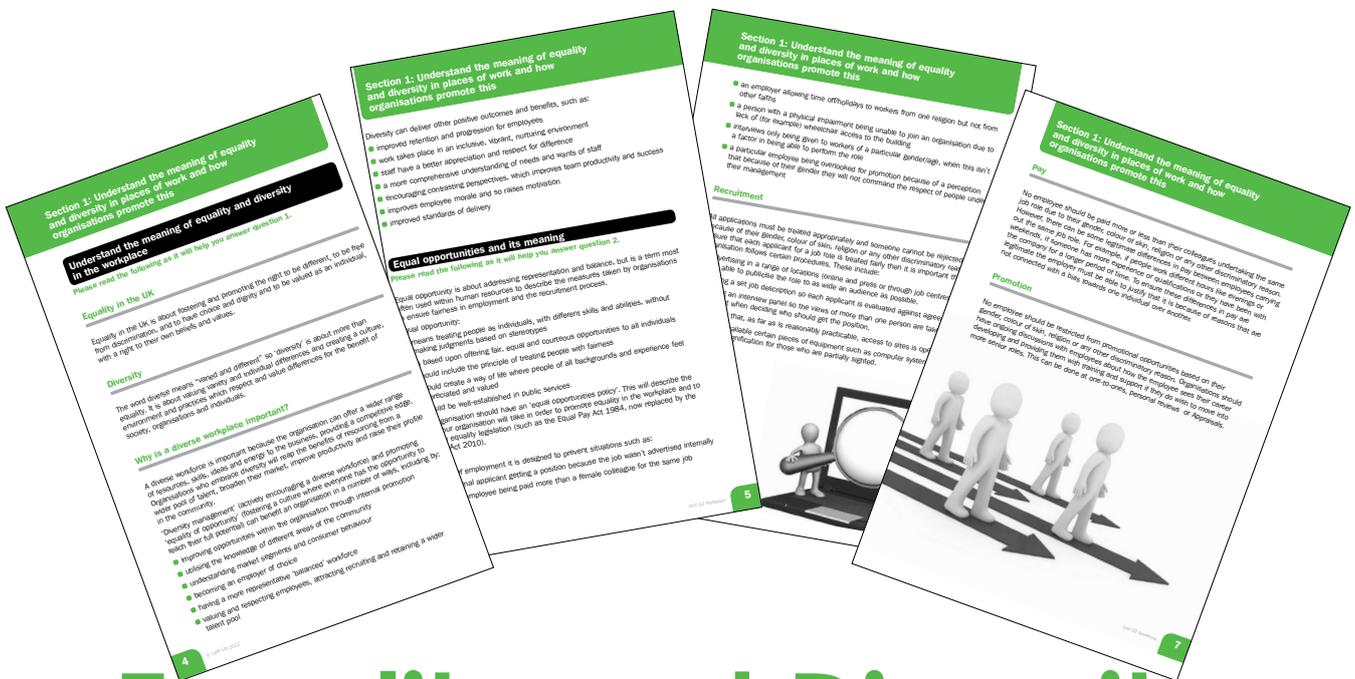
Fully Funded  
Level 2 Certificate  
Distance Learning

Guided Learning Hours **135**

Course length **10 weeks**



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# Equality and Diversity

Britain is a culturally diverse nation that respects and values the differences in people. Companies are legally required to follow a set of practises to ensure discrimination is eradicated and expectations of equality are met. A good understanding of the wide-ranging legislation is essential in creating a workplace that is centred on fairness, dignity and respect.

## Course Content

- The importance of equality and diversity within different contexts
- Different issues affecting equality and diversity in today's society

## Mandatory units

- Equality and diversity in society
- Equality and diversity in the community
- Equality and diversity in the workplace

### Qualification

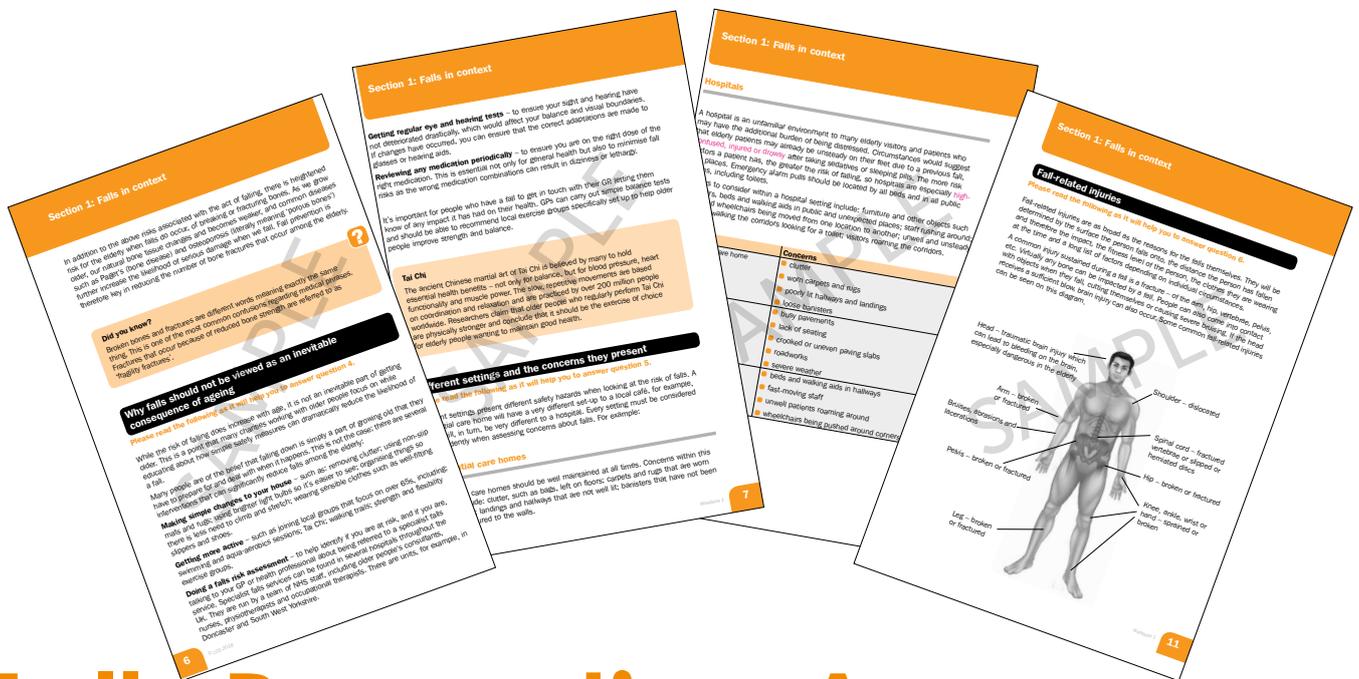
Fully Funded  
Level 2 Certificate  
Distance Learning

Guided Learning Hours **155**

Course length **10 weeks**



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# Falls Prevention Awareness

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.

## Course Content

- Understand falls within a health and social care context
- Know the factors that increase the likelihood of falls
- Understand how an individual's risk of falls can be assessed, monitored and reviewed
- Understand how to reduce the impact and minimise harm in the event of a fall

## Mandatory units

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

**Qualification**

Fully Funded  
Level 2 Certificate  
Distance Learning

**Guided Learning Hours**

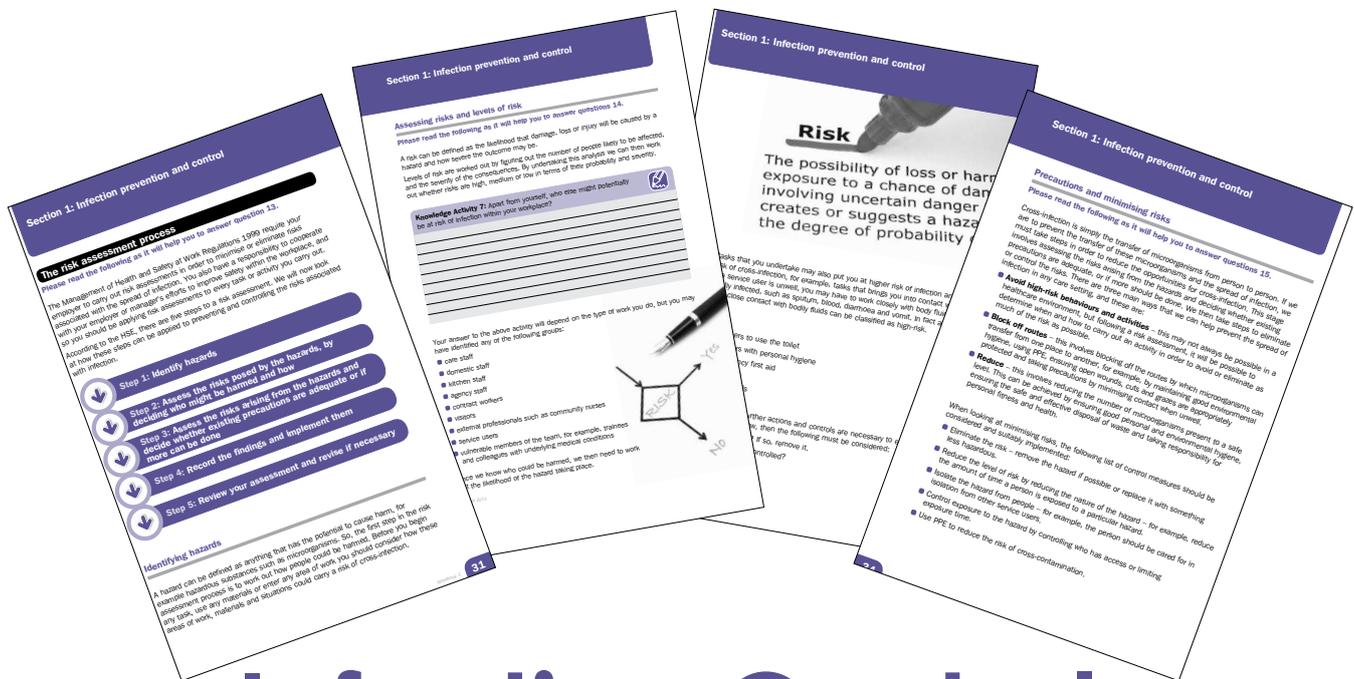
**118**

**Course length**

**6 weeks**



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# Infection Control

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.

## Course Content

- Purpose and principles of infection control and the procedures
- How regulations inform policy and practice
- Roles, responsibilities, principles and processes in relation to cleaning, decontamination and waste management
- The role of risk assessments
- Importance of maintaining a clean environment
- Sterilisation process
- Safely handle laundry and sharps

## Mandatory units

- Importance of personal hygiene and health in the prevention and control of infection in health care settings
- Decontamination, cleaning and waste management in health care settings
- Principles of infection prevention and control in a health care setting

### Qualification

Fully Funded  
Level 2 Certificate  
Distance Learning

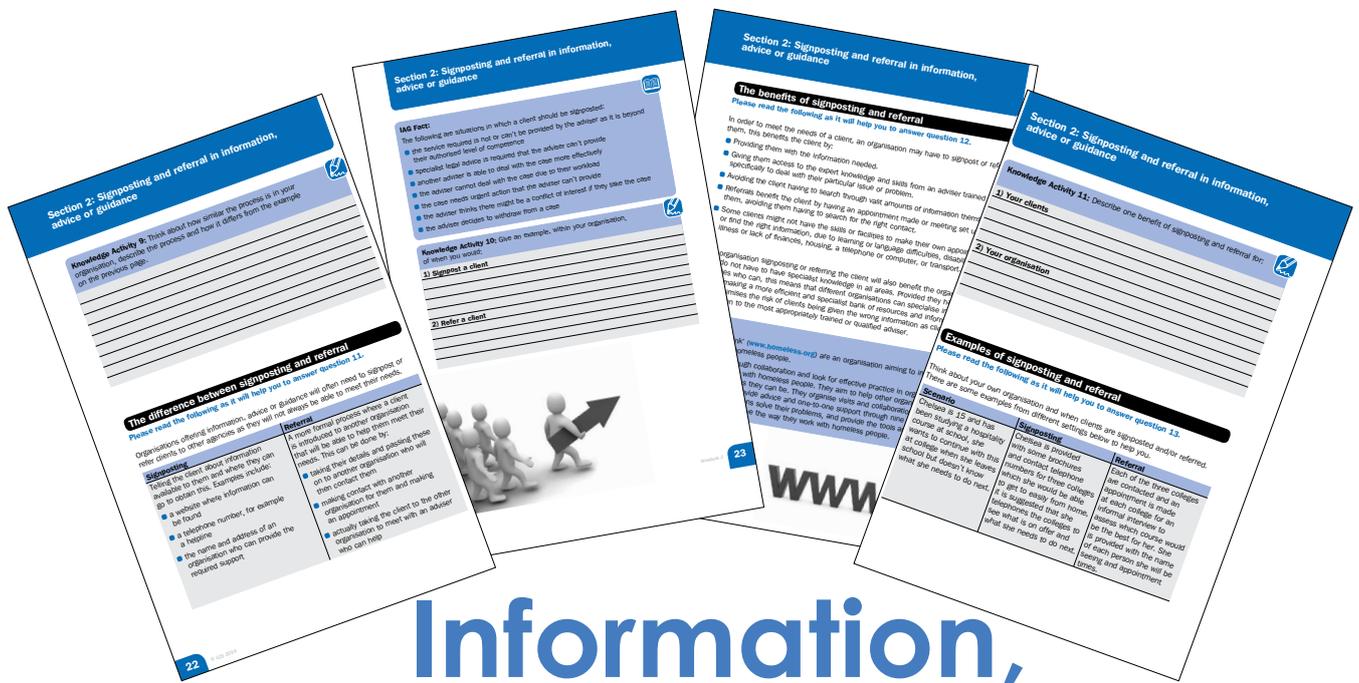
### Guided Learning Hours

111

Course length **10 weeks**



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# Information, Advice and Guidance

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.

## Course Content

- Explore communication techniques
- Study how values, attitudes and beliefs can affect interactions
- Develop interaction and interpersonal skills
- How information, advice or guidance can be explored
- How group interaction can be utilised
- Manage information, including storage and retrieval

## Mandatory units

- Information, advice or guidance in practice
- Developing interaction skills for information, advice or guidance

### Qualification

Fully Funded  
Level 2 Certificate  
Distance Learning

Guided Learning  
Hours

**114-120**

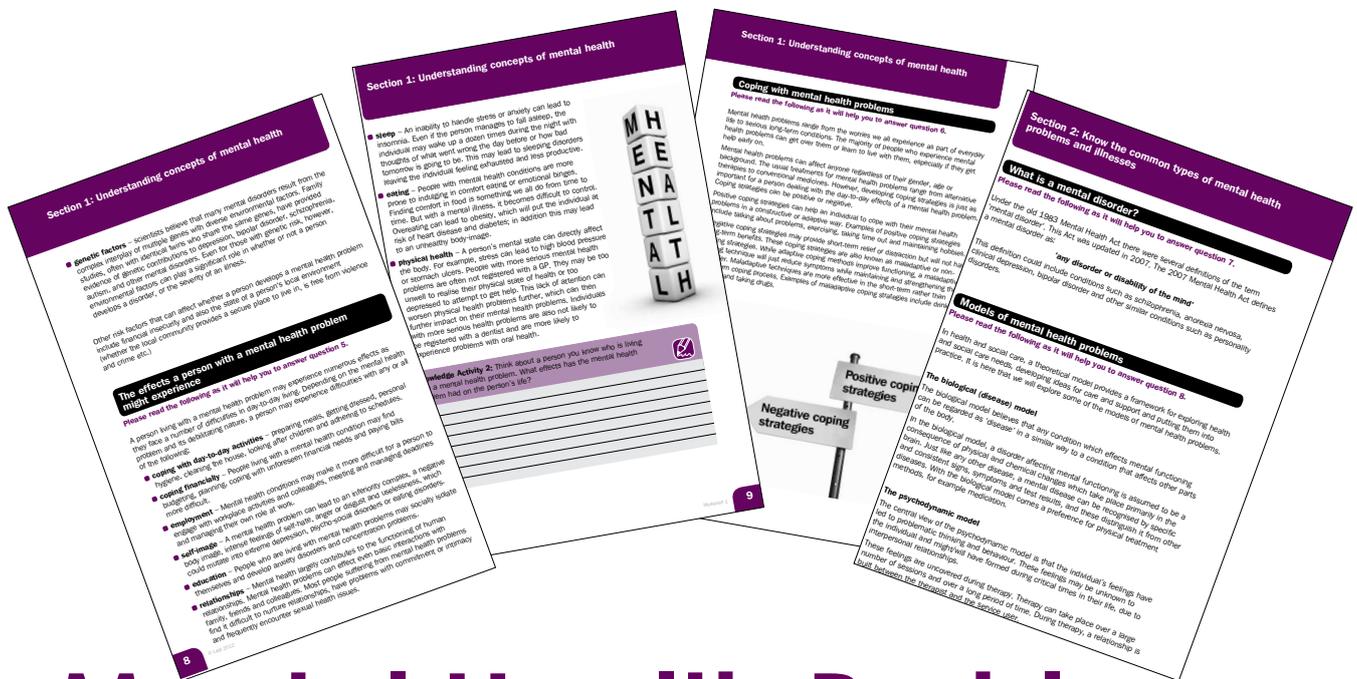
Course length

**10 weeks**



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# Mental Health Problems

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 each 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, or indeed any workplace.

## Course Content

- Understanding and appreciation of mental health conditions
- Signs, triggers and symptoms of mental health
- How mental health affects an individual's ability to cope and function
- Guidance to potentially manage and support them with their illness

## Mandatory units

- Mental health
- Stress
- Anxiety
- Phobias
- Depression
- Postnatal depression
- Bipolar disorder
- Schizophrenia
- Dementia
- Eating disorders
- Attention Deficit Hyperactivity Disorder (ADHD)
- Obsessive Compulsive Disorder (OCD)
- Post-Traumatic Stress Disorder (PTSD)

### Qualification

Fully Funded  
Level 2 Certificate  
Distance Learning

Guided Learning Hours **160**

Course length **10 weeks**



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# 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.

## Course Content

- Gain relevant skills, knowledge and understanding of key subject areas
- Food safety for the home
- Principles of healthy food preparation
- Connections between food and feelings

## Mandatory units

- Healthy eating
- Consider nutritional needs of a variety of individuals
- Use food and nutrition information to plan a healthy diet
- Weight management
- Eating disorders
- Food safety for the home environment

### Qualification

Fully Funded  
Level 2 Certificate  
Distance Learning

Guided Learning  
Hours

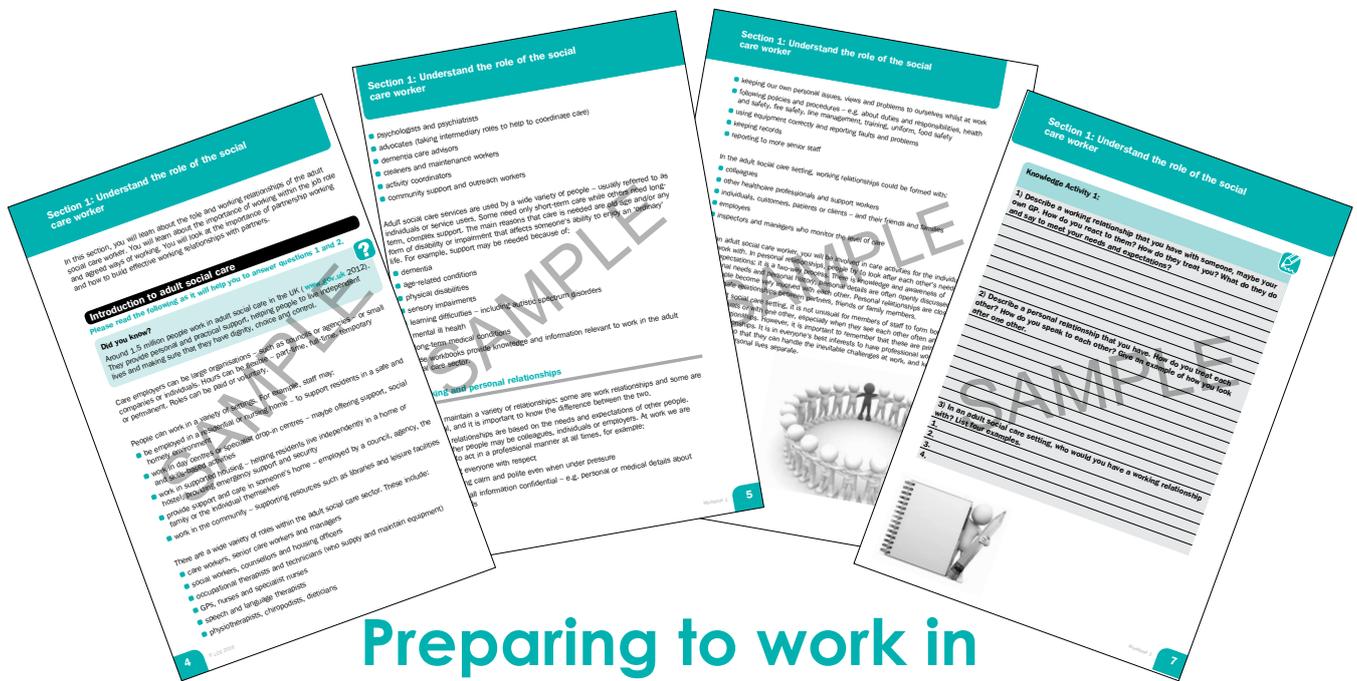
126

Course length

10 weeks



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# 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.

## Course Content

- What to expect in the sector
- Person-centred care and safe working practices
- Duty of care and safeguarding
- Equality and diversity, safeguarding and protection

## Mandatory units

- Communication
- Personal development
- Diversity, equality and inclusion
- Safeguarding and protection
- Duty of Care
- The role of the Social Care Worker
- Person-centred approaches
- Health and safety
- How to handle information

### Qualification

Fully Funded  
Level 2 Certificate  
Distance Learning

Guided Learning Hours

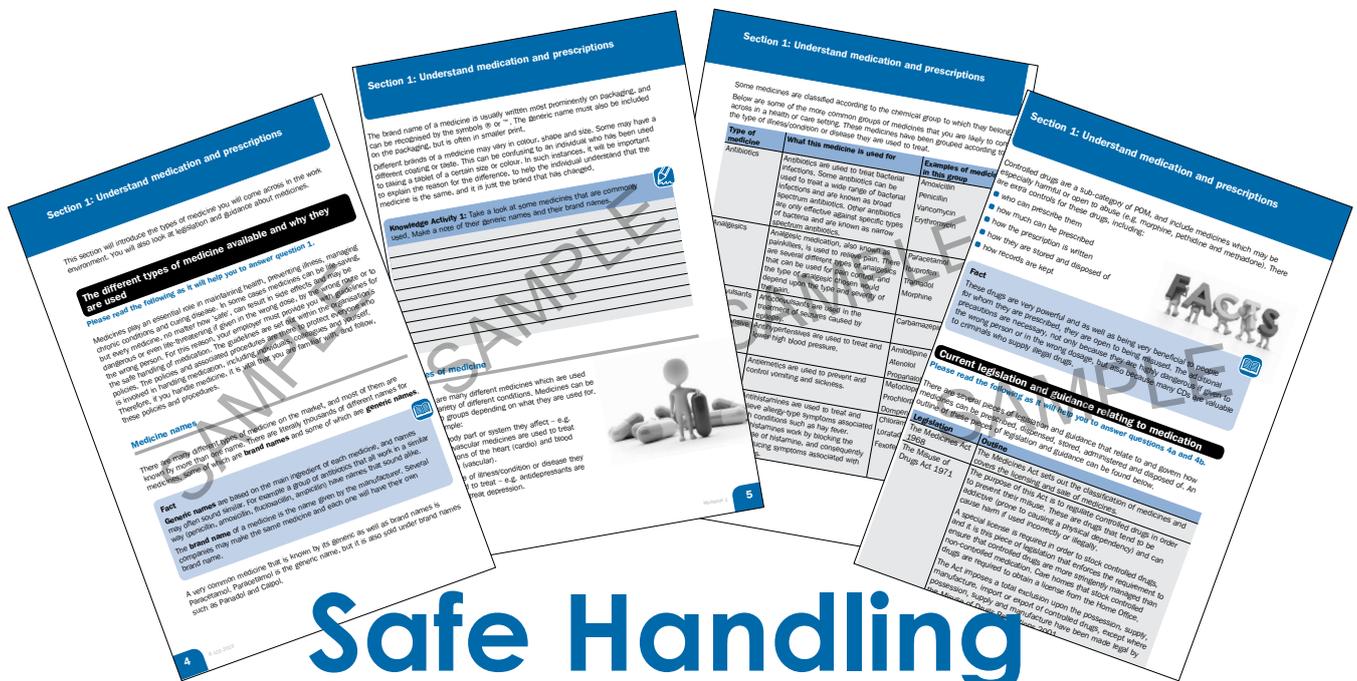
179

Course length

16 weeks



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# Safe Handling of Medication

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.

## Course Content

- Gain good up-to-date knowledge of the safe handling of medicines
- Maintain stock and record, store and dispose of medication
- Different types of medication and how they are classified
- Correct procedure for record keeping and the audit process
- Gain relevant skills, knowledge and understanding to improve service user experience

## Mandatory units

- Medication and prescriptions
- Supply, storage and disposal of medication
- Requirements for the safe administration of medication
- Record keeping and audit processes for medication

### Qualification

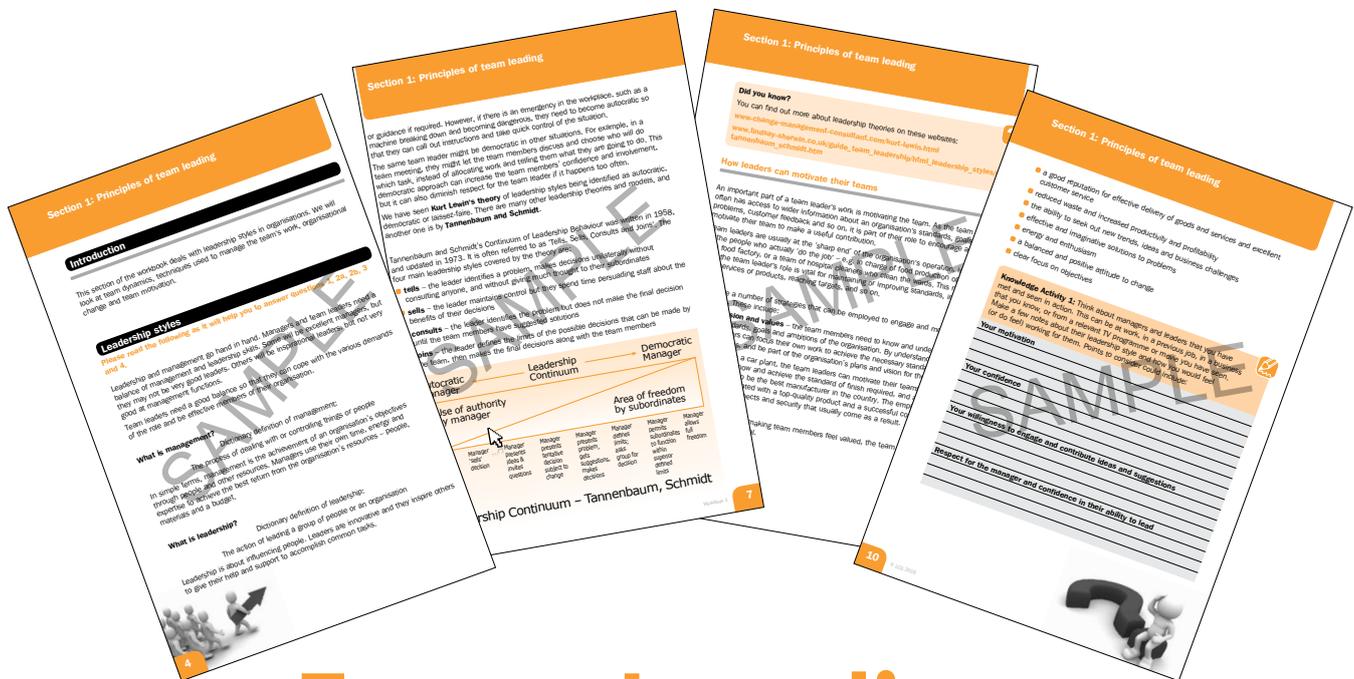
Fully Funded  
Level 2 Certificate  
Distance Learning

Guided Learning Hours **120**

Course length **10 weeks**



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# Team Leading

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.

## Course Content

- Develop a wide range of team leading skills
- Establishing the team, motivation, and communication
- Reporting structures
- Legislation required for the individual to progress within their role

## Mandatory units

- Principles of team leading
- Understand business
- How to communicate work-related information

**Qualification**

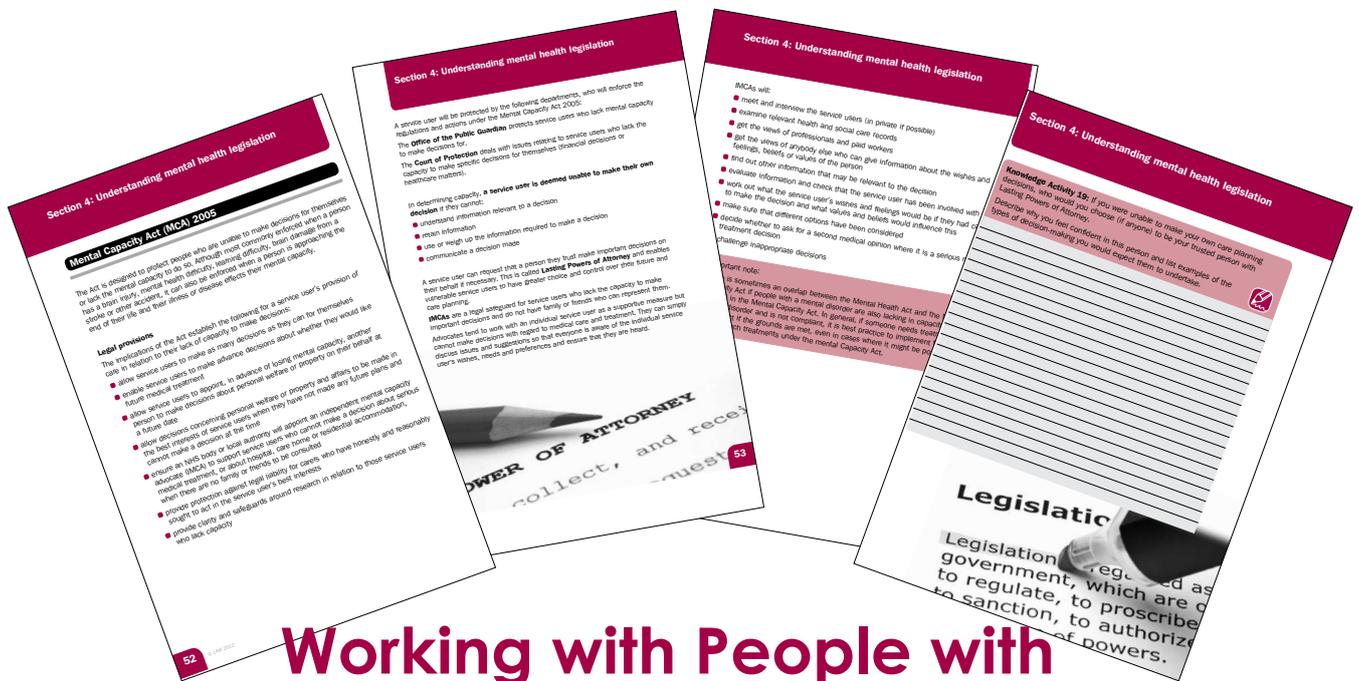
Fully Funded  
Level 2 Certificate  
Distance Learning

**Guided Learning Hours 170-215**

**Course length 13 weeks**



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# Working with People with Mental Health Needs

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 each 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.

## Course Content

- Gain skills and understanding to improve the experiences of service users
- The importance of duty of care in adult health and social care
- The role of the mental health worker
- The correct approach to care and management

## Mandatory units

- The role of the mental health worker
- Mental health and mental health issues
- Duty of care in adult health and social care
- Approaches to care and management in mental health
- Change and support in relation to mental health

### Qualification

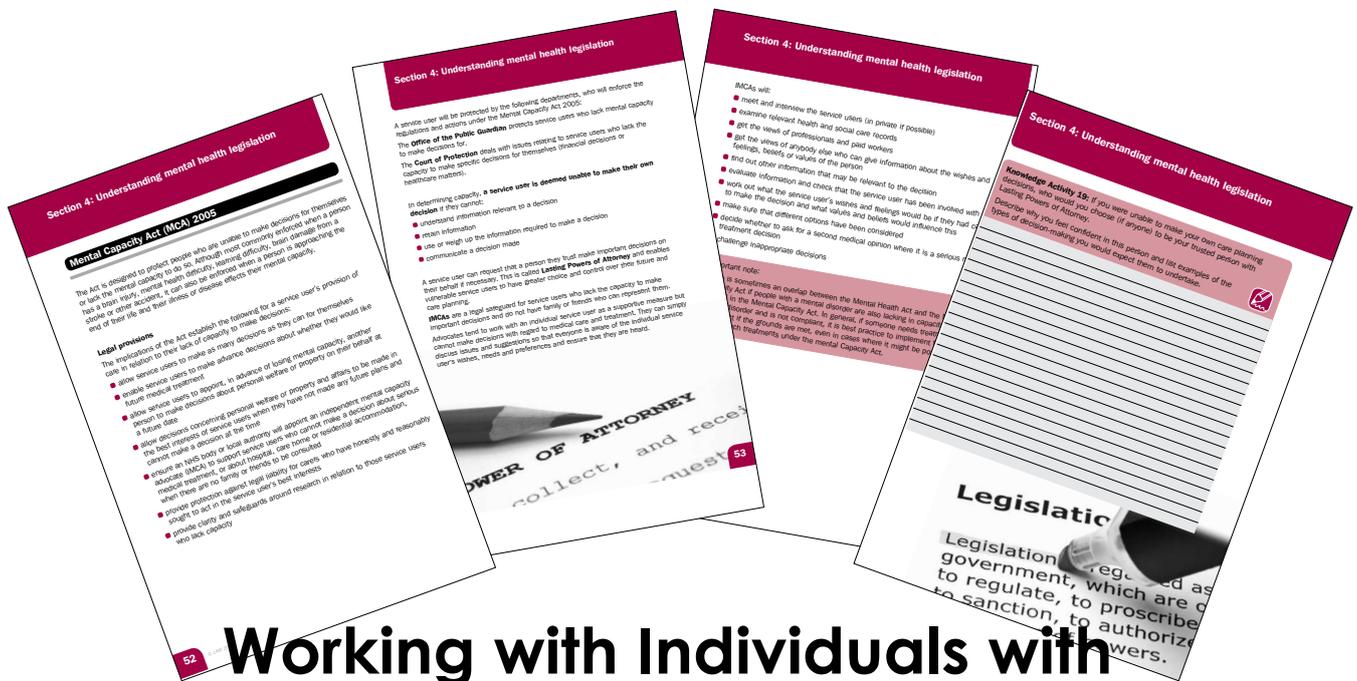
Fully Funded  
Level 2 Certificate  
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Guided Learning Hours **155**

Course length **10 weeks**



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# Working with Individuals with Learning Disabilities

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.

## Course Content

- Learn to support individuals with learning disabilities
- Understand how to safeguard and protect
- Learn the value of positive risk taking

## Mandatory units

- 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

### Qualification

Fully Funded  
Level 2 Certificate  
Distance Learning

Guided Learning Hours

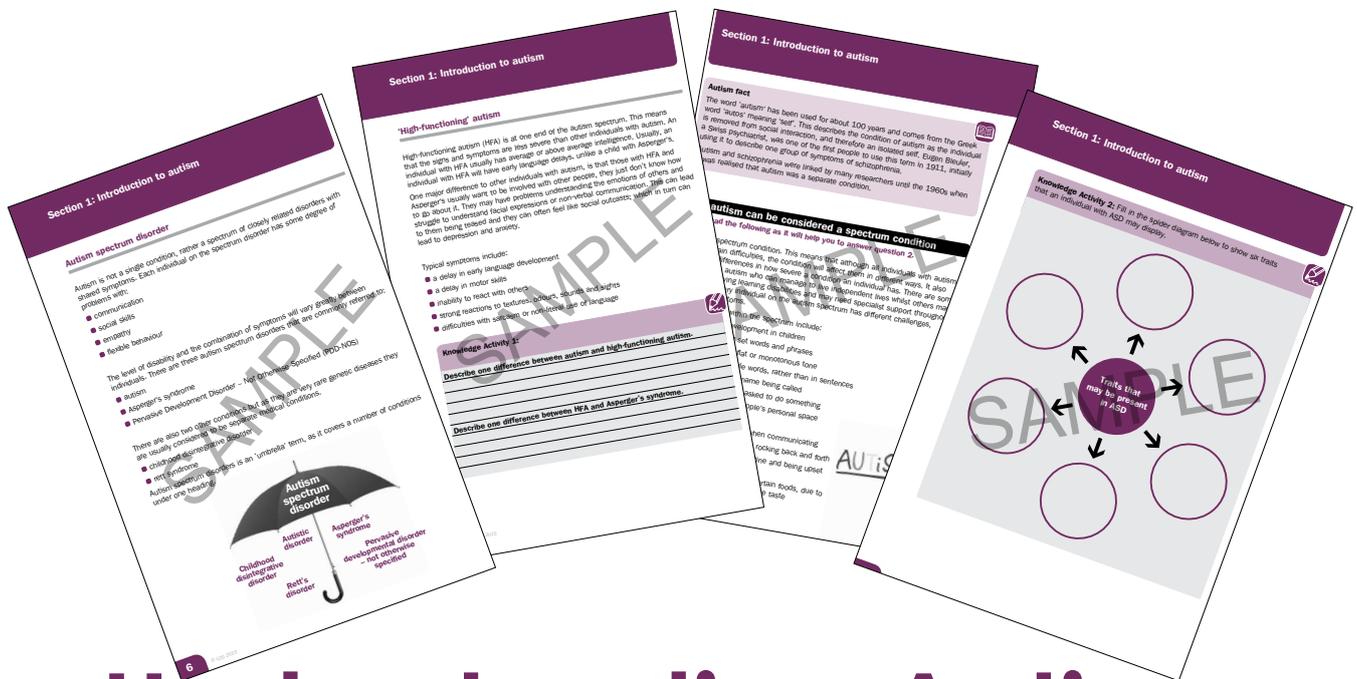
143

Course length

6 weeks



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# Understanding Autism

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.

## Course Content

- How individuals with autism process sensory information
- Characteristics that may be present in individuals with autism
- Conditions that commonly occur with autism
- Common misconceptions surrounding autism
- How speech, language and communication may differ in people with autism
- Recognise how legislation and guidance underpins support

## Mandatory units

- Introduction to autism
- Using a person-centred approach to support individuals with autism
- Communication and social interaction
- Sensory processing, perception and cognition
- Supporting positive behaviour
- Recognise how legislation and guidance underpins support

### Qualification

Fully Funded  
Level 2 Certificate  
Distance Learning

Guided Learning  
Hours

152

Course length

10 weeks



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# Understanding Behaviour that Challenges

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. Lack of knowledge can be a major barrier, which means that the right training is essential for anyone dealing with challenging behaviour so they can respond effectively to the triggers, signs and symptoms.

## Course Content

- What is meant by the term behaviour that challenges
- Changes in individuals that may indicate an episode of challenging behaviour
- The importance of non-verbal communication
- How reflection on an incident can assist in managing future behaviour

## Mandatory Units

- 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

### Qualification

Fully Funded  
Level 2 Certificate  
Distance Learning

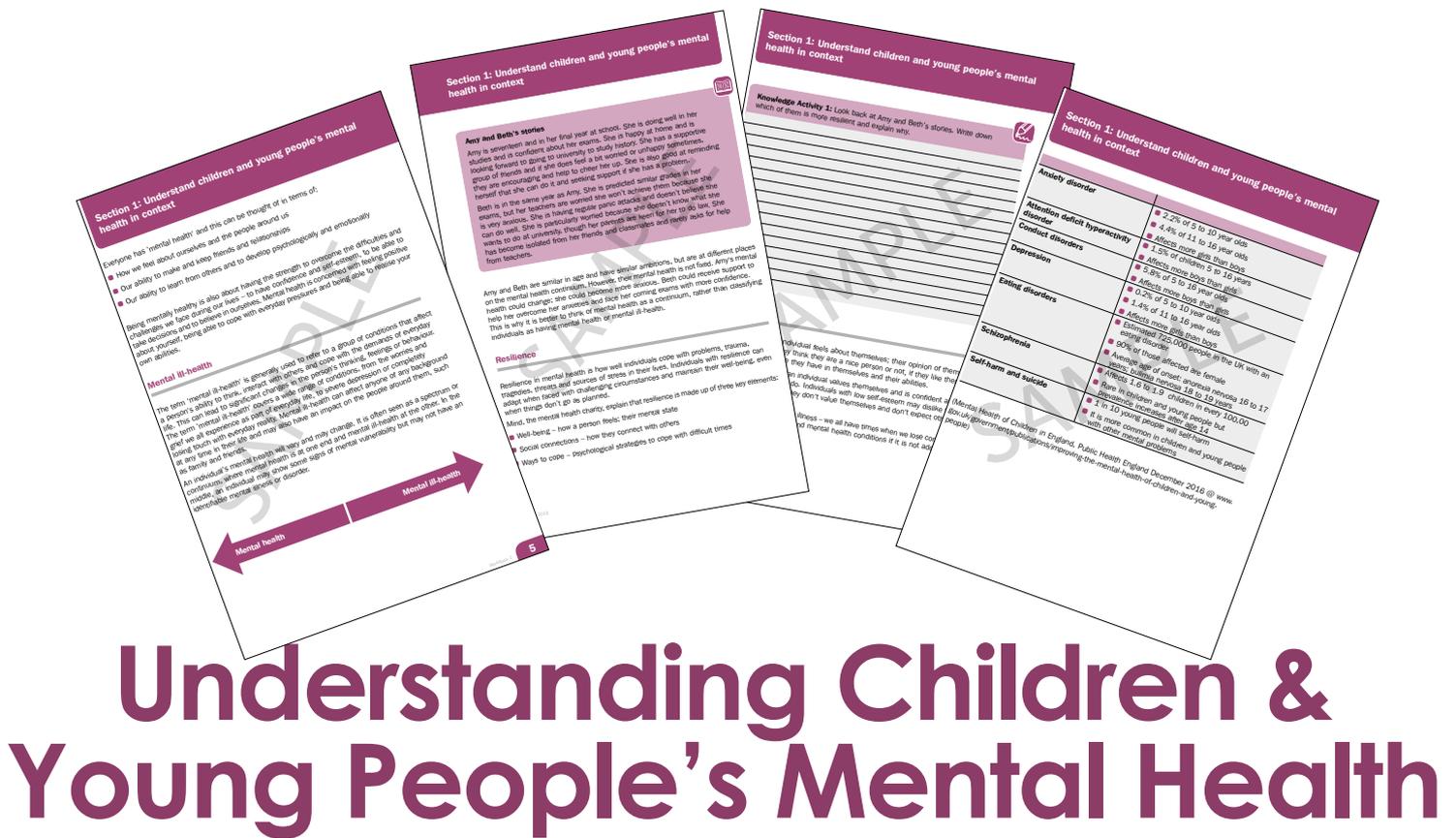
Guided Learning  
Hours

**130**

Course length **10 weeks**



To enquire about this course, call Claire at CQM Learning  
0114 281 5761 or [claire.eley@cqmlearning.co.uk](mailto:claire.eley@cqmlearning.co.uk)



# Understanding Children & Young People's Mental Health

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.

## Course Content

- The concept of mental health
- Risk factors which may affect the mental well-being of children and young people
- Specific mental health conditions that children and young people may experience
- The impact mental health concerns can have on children and young people
- How to promote mental well-being in children and young people

## Mandatory units

- 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

### Qualification

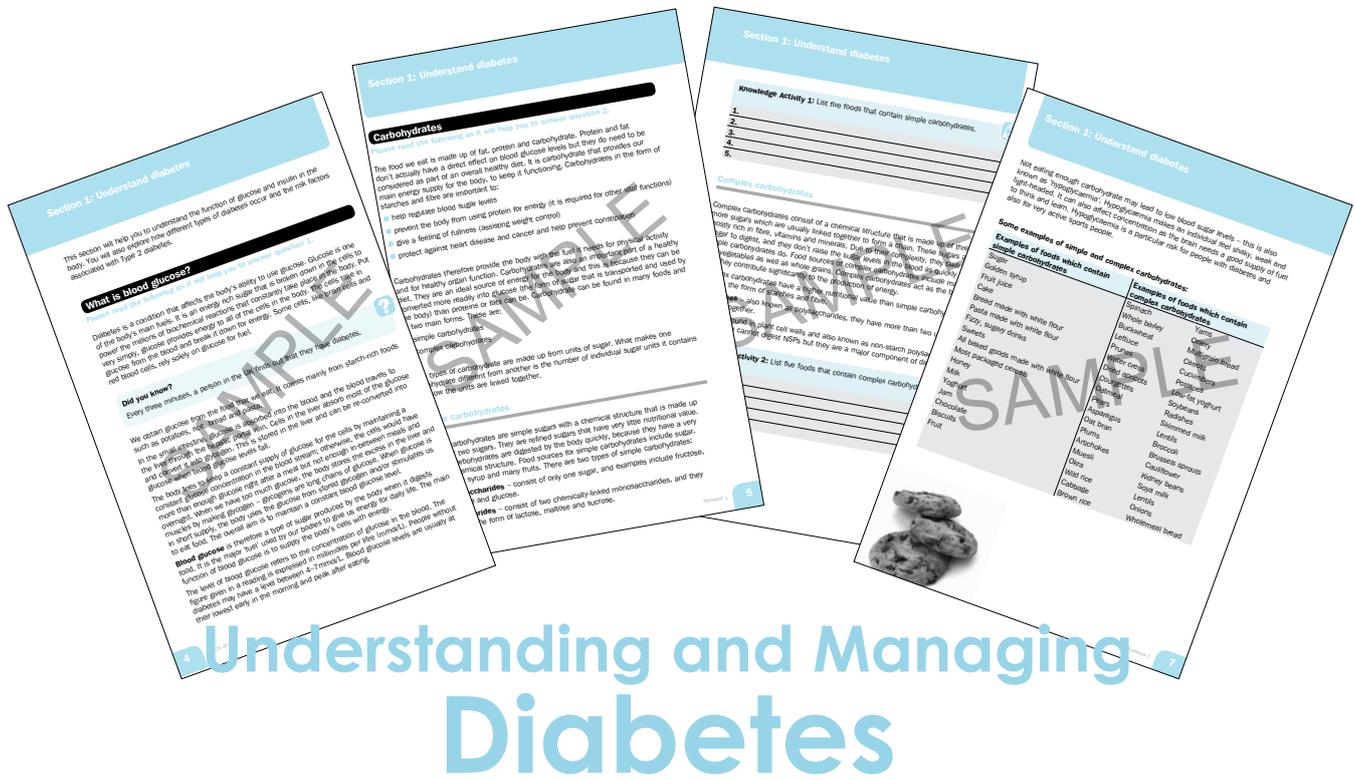
Fully Funded  
Level 2 Certificate  
Distance Learning

### Guided Learning Hours

Course length **6 weeks**



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# Understanding and Managing Diabetes

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.

## Course Content

- Diabetes diagnosis and initial care
- Importance of ongoing care
- Correct treatment of diabetes to control blood sugar levels

## Mandatory units

- Understand diabetes
- Prevention and early intervention of Type 2 diabetes
- Initial care of diabetes
- Treatment and management of diabetes

### Qualification

Fully Funded  
Level 2 Certificate  
Distance Learning

Guided Learning  
Hours

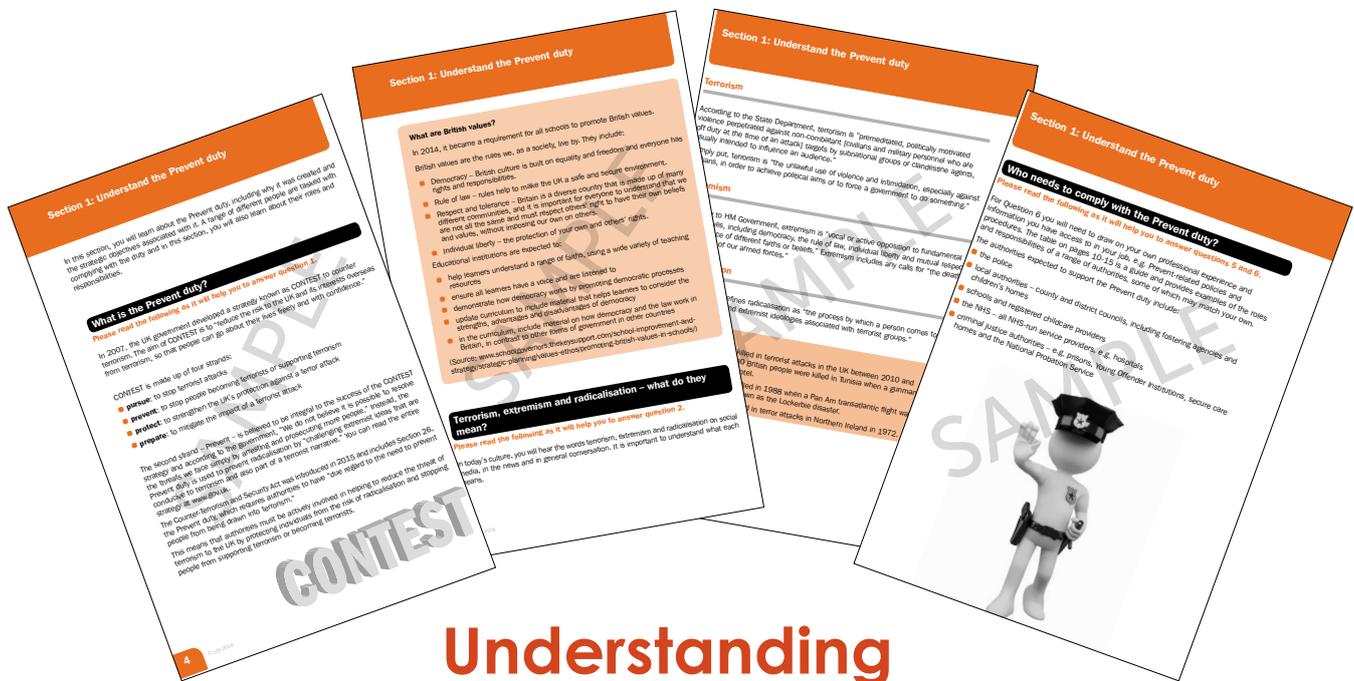
105

Course length

10 weeks



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# Understanding Safeguarding and Prevent

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.

## Course Content

- Understand how to reduce the risk of radicalisation
- Know how to recognise signs of abuse or potential harm
- Understand how to reduce the risks posed online

## Mandatory units

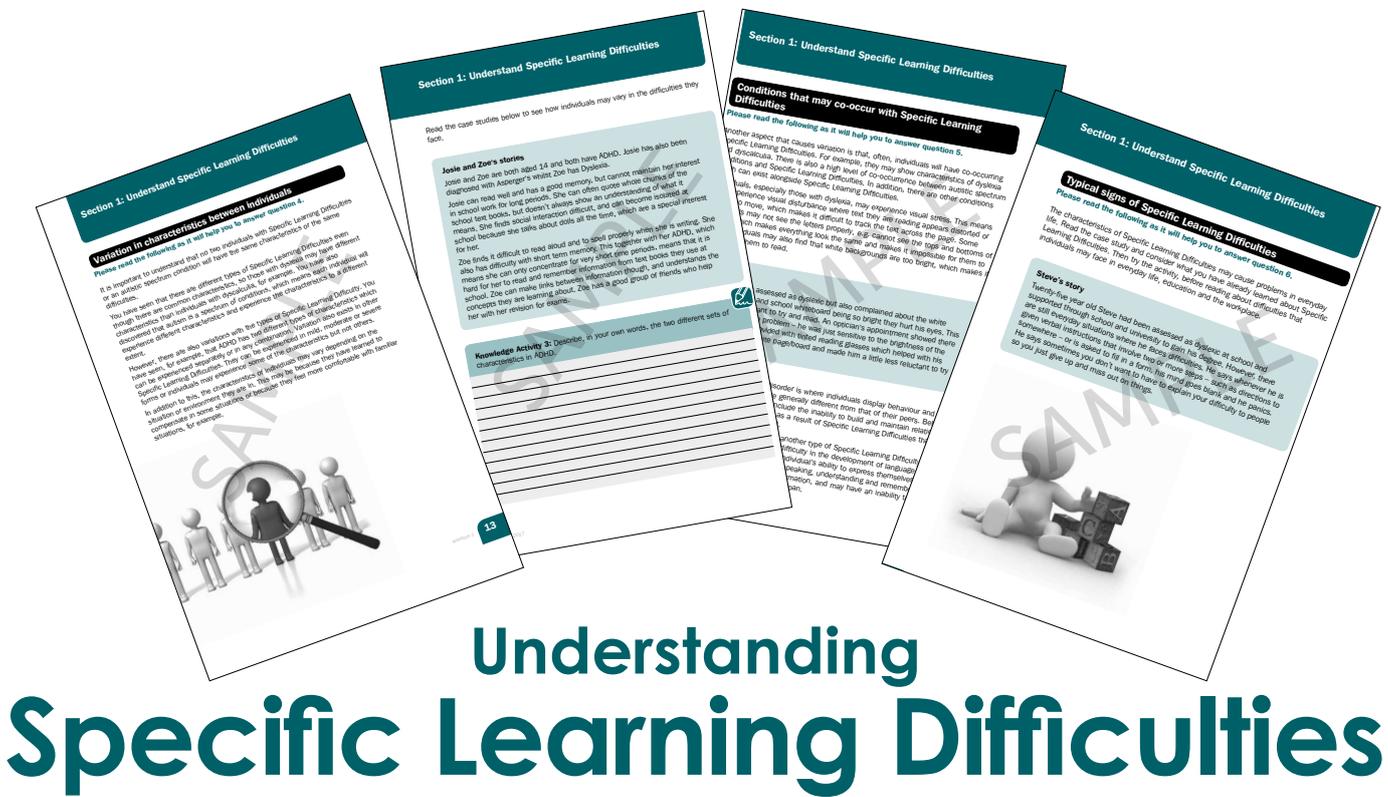
- Understanding the Prevent Duty
- Understanding Safeguarding
- Understanding Online Safety

**Qualification**  
Fully Funded  
Level 2 Certificate  
Distance Learning

**Guided Learning Hours** **115**  
**Course length** **9 weeks**



To enquire about this course, call Claire at CQM Learning  
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# Understanding Specific Learning Difficulties

Having a learning difficulty means that people find it harder to learn certain skills. It is important for those working in healthcare, social care and education to have knowledge of different Specific Learning Difficulties, how they are diagnosed and how individuals can be supported.

## Course Content

- The characteristics of ADHD, ADD, dyslexia and dyscalculia
- How specific learning difficulties can affect children and adults in different ways
- The importance of early diagnosis
- The various assessment methods available to diagnose specific learning difficulties
- How individuals can be supported to gain, start and continue with study and employment

## Mandatory units

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

### Qualification

Fully Funded  
Level 2 Certificate  
Distance Learning

Guided Learning Hours

129

Course length

6 weeks



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