

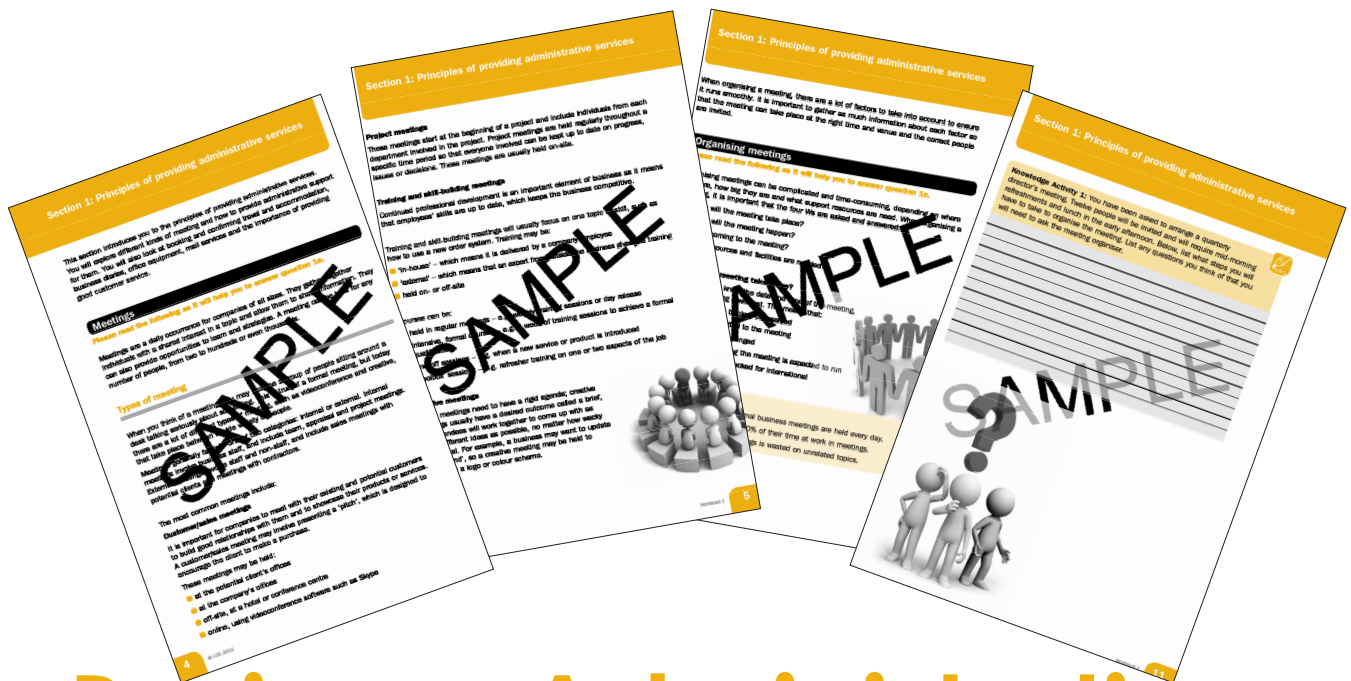
Distance Learning



FULLY FUNDED
LEVEL 2 CERTIFICATES



0114 281 5761



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

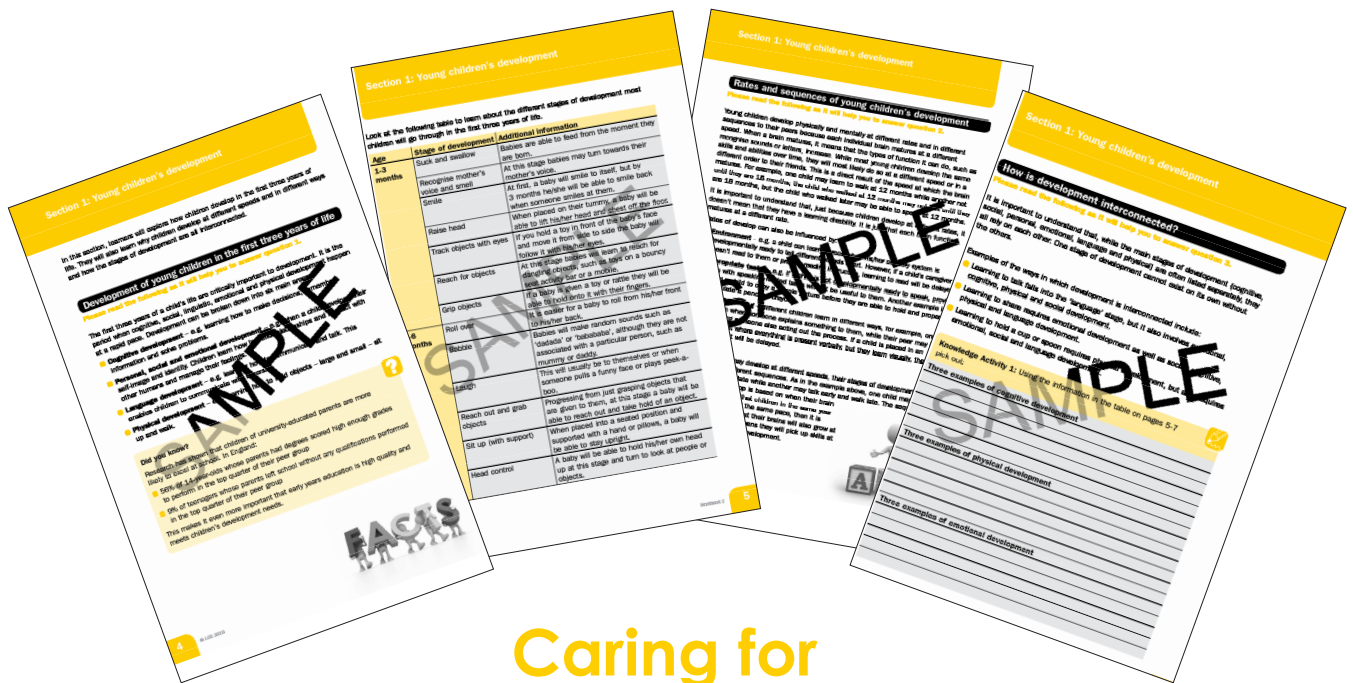
155-215

Course length

10 weeks



To enquire about this course, call Claire at CQM Learning
0114 281 5761 or claire.eley@cqmlearning.co.uk



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



To enquire about this course, call Claire at CQM Learning
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Cleaning Principles

With a UK industry turnover estimated at £4.7bn 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.

Course Content

- Generic and specialist cleaning principles
- Practical techniques
- How to work with customers
- Health and safety requirements

Mandatory units

- 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

Qualification

Fully Funded
Level 2 Certificate
Distance Learning

Guided Learning Hours

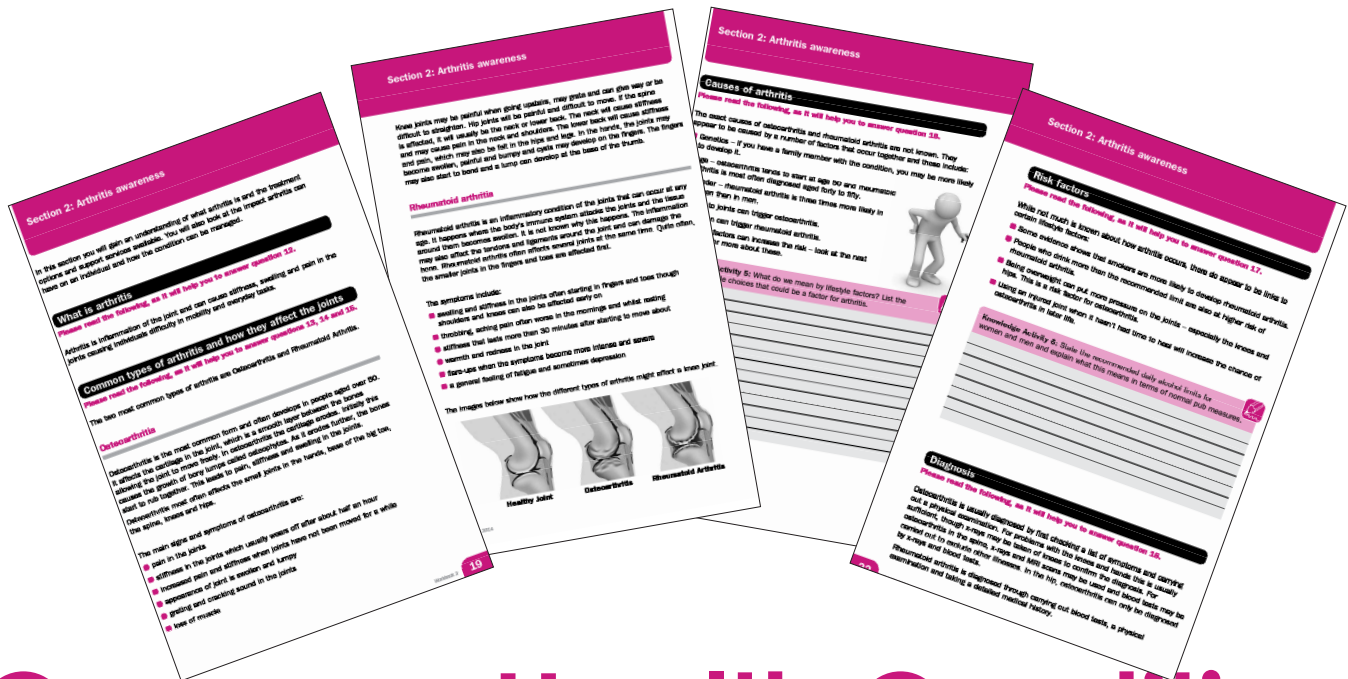
110-120

Course length

16 weeks



To enquire about this course, call Claire at CQM Learning
0114 281 5761 or claire.eley@cqmlearning.co.uk



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

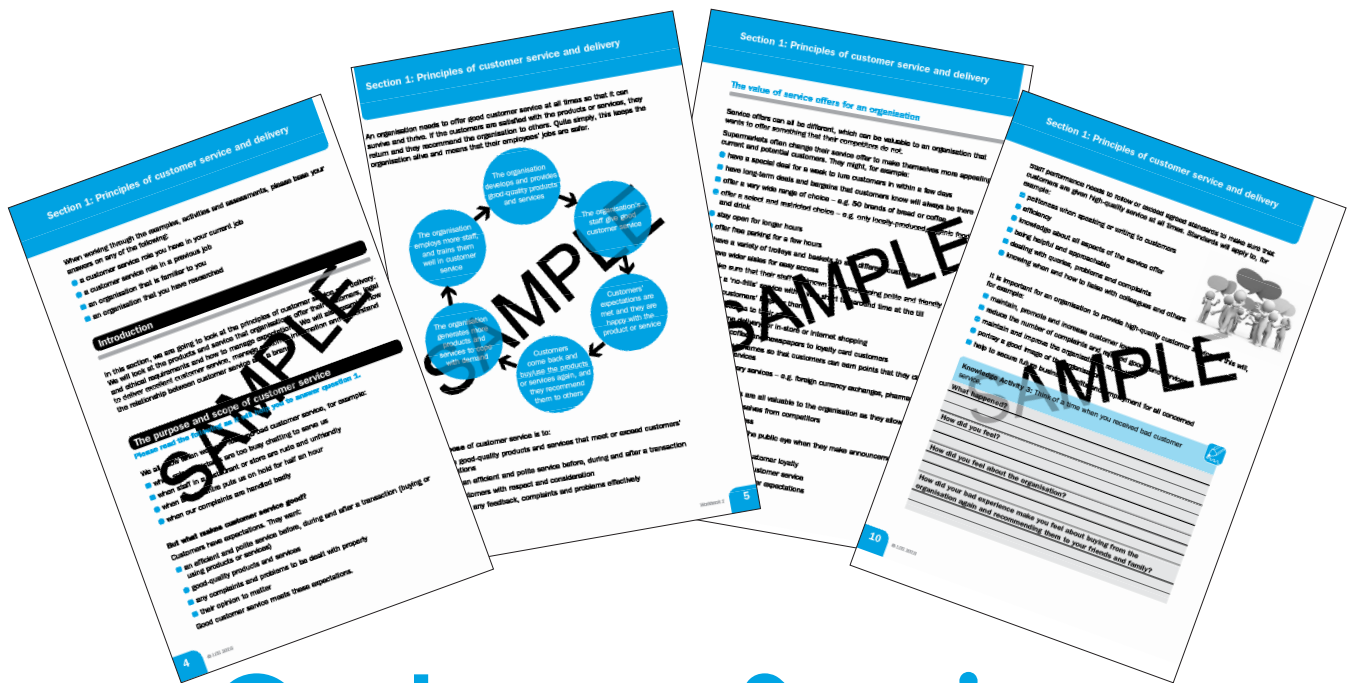
121

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

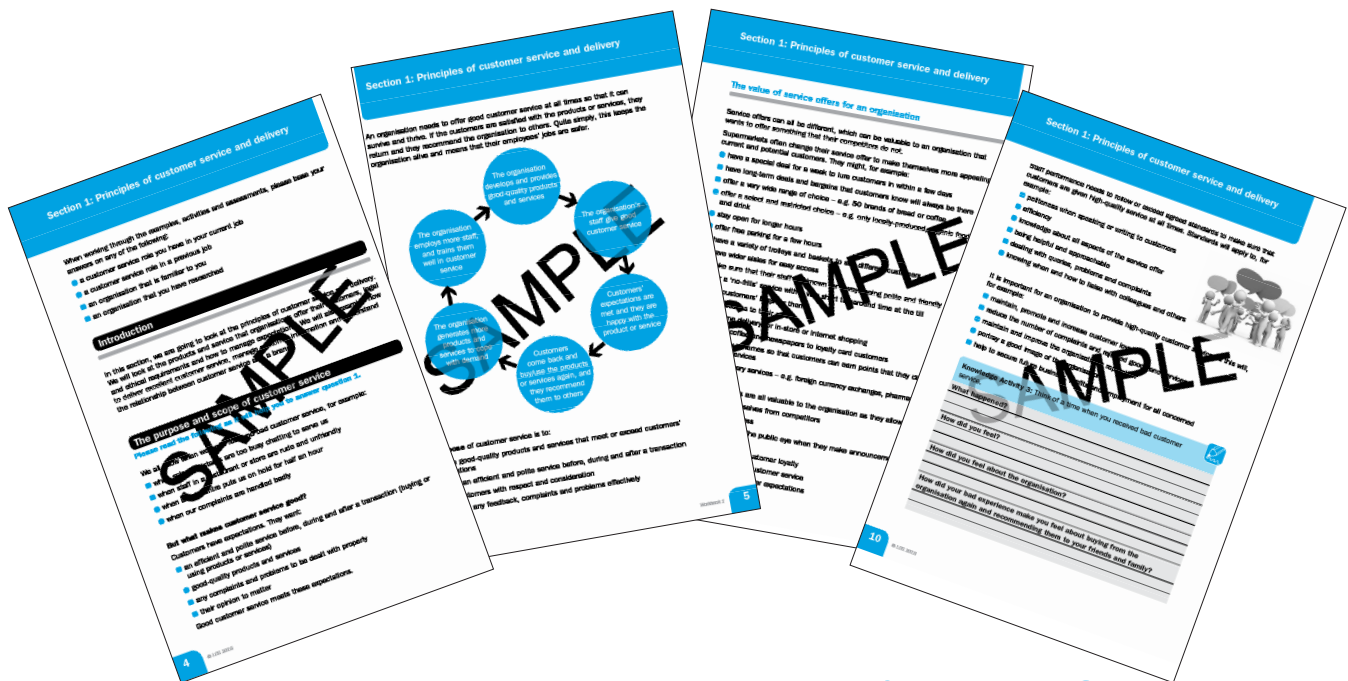
Fully Funded
Level 2 Certificate
Distance Learning

Guided Learning Hours **180-230**

Course length **10 weeks**



To enquire about this course, call Claire at CQM Learning
0114 281 5761 or claire.eley@cqmlearning.co.uk



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

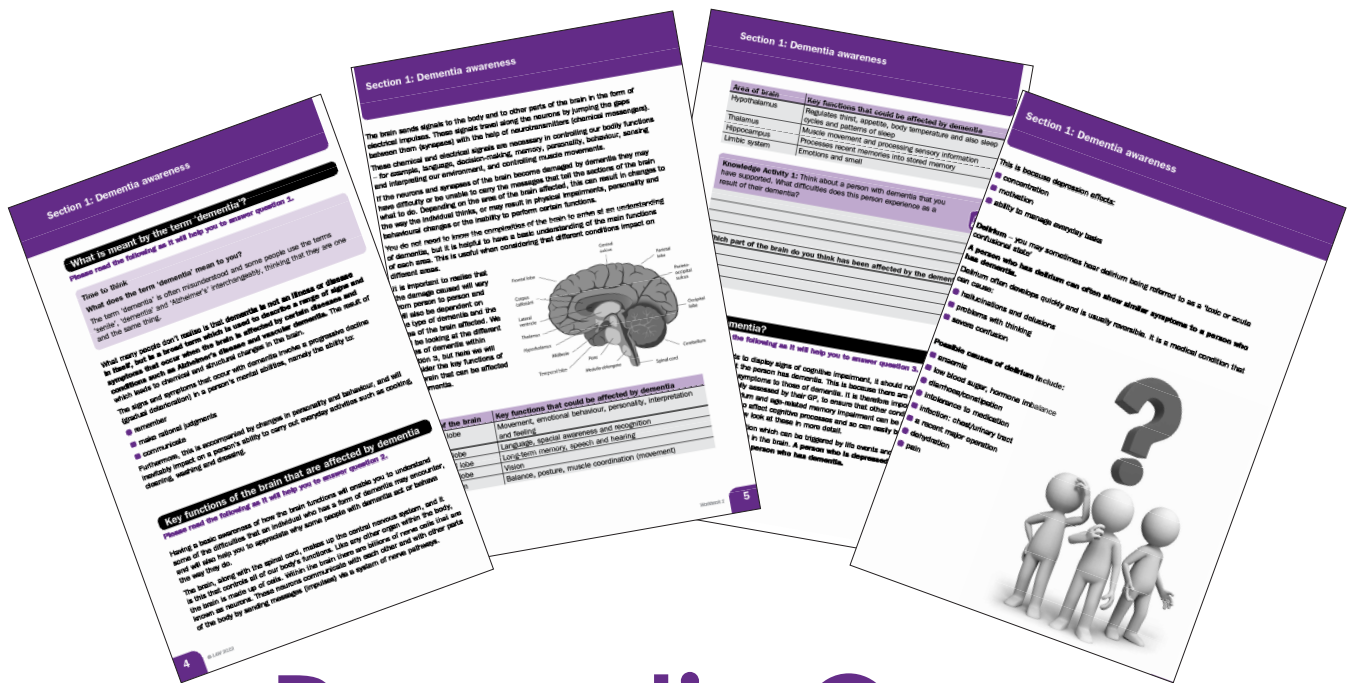
Guided Learning
Hours

94

Course length ? weeks



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Dementia Care

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.

Course Content

- Different forms of dementia
- How to support individuals through person-centred care
- Develop knowledge and understanding of care
- Positive communication methods
- Issues around the use of medication

Mandatory units

- Dementia awareness
- Person centred approach to care and support
- Factors influencing communication and interaction
- Equality, diversity and inclusion
- Administration of medication
- Behaviour in the context of dementia
- Benefits of engaging in activities in social care

Qualification

Fully Funded
Level 2 Certificate
Distance Learning

Guided Learning
Hours

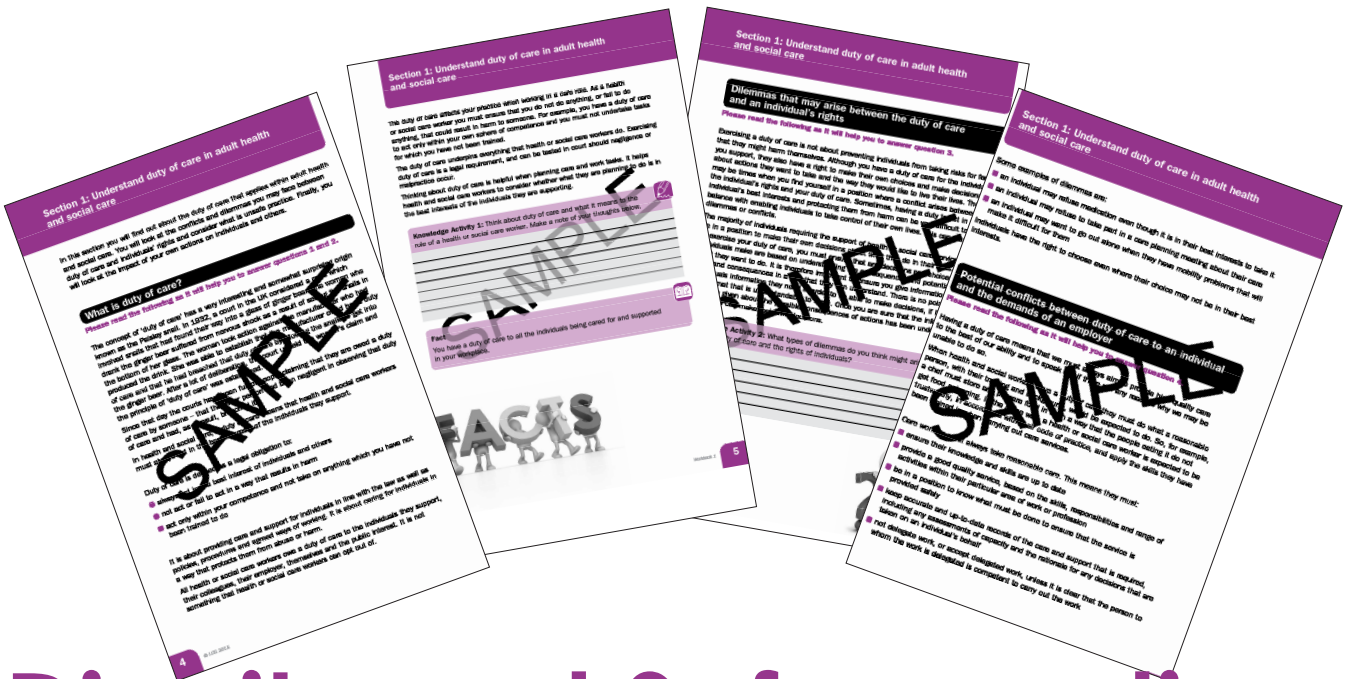
123

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

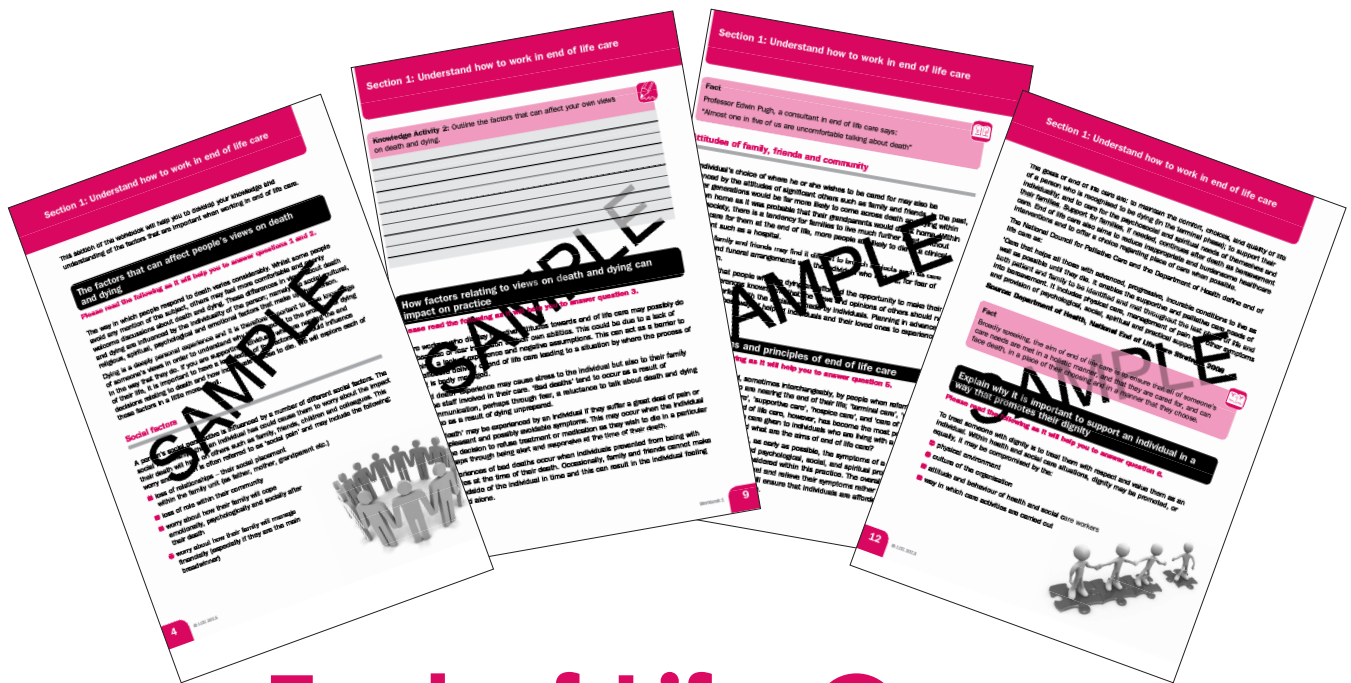
145

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

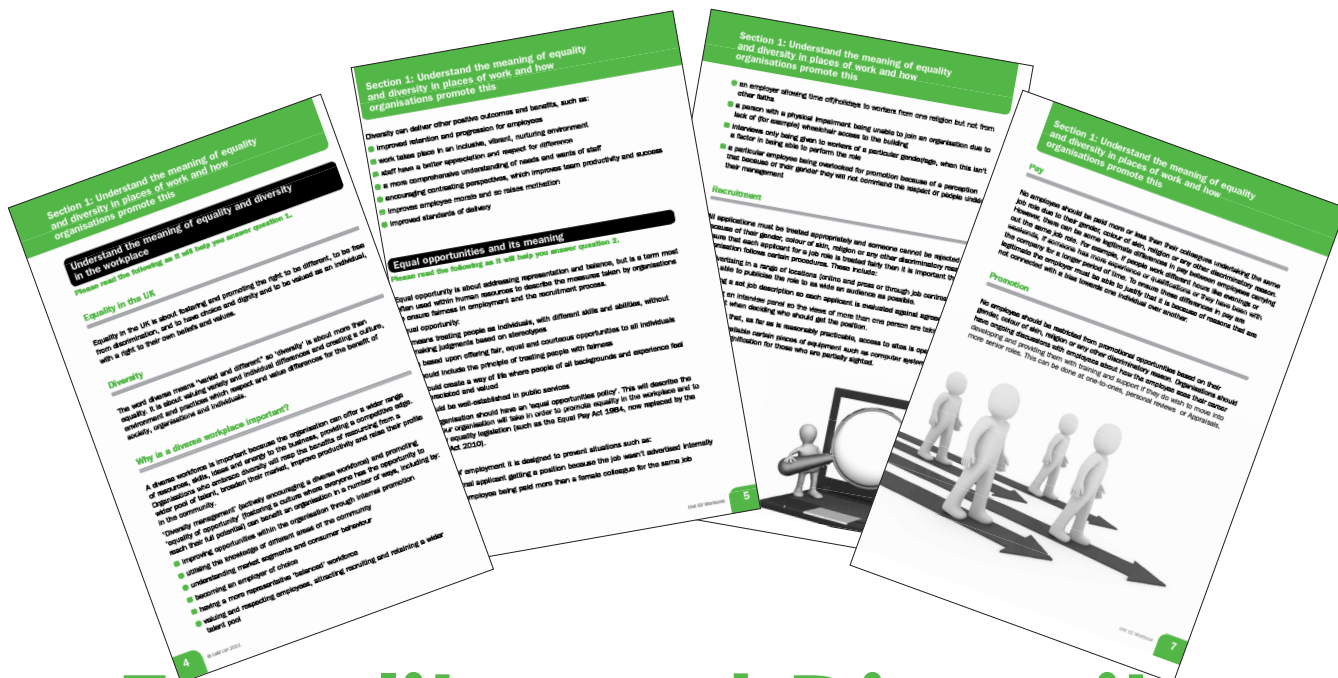
135

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

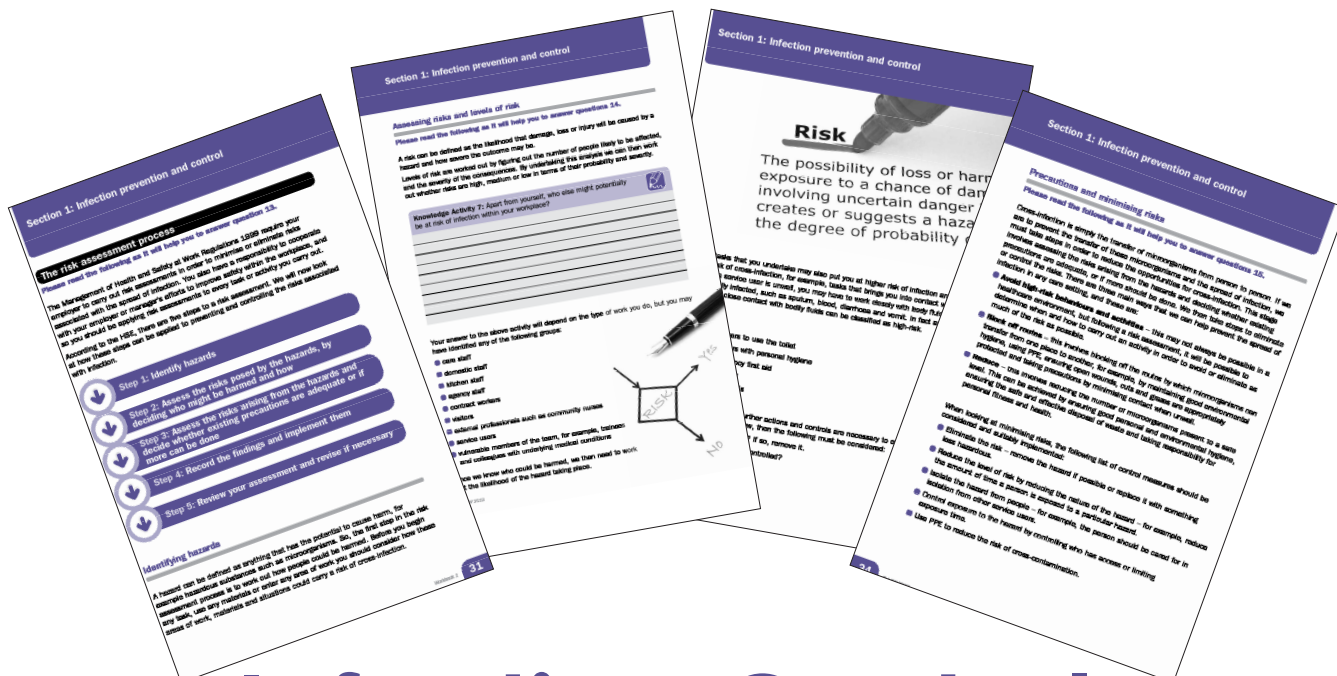
155

Course length

10 weeks



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0114 281 5761 or claire.eley@cqmlearning.co.uk



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

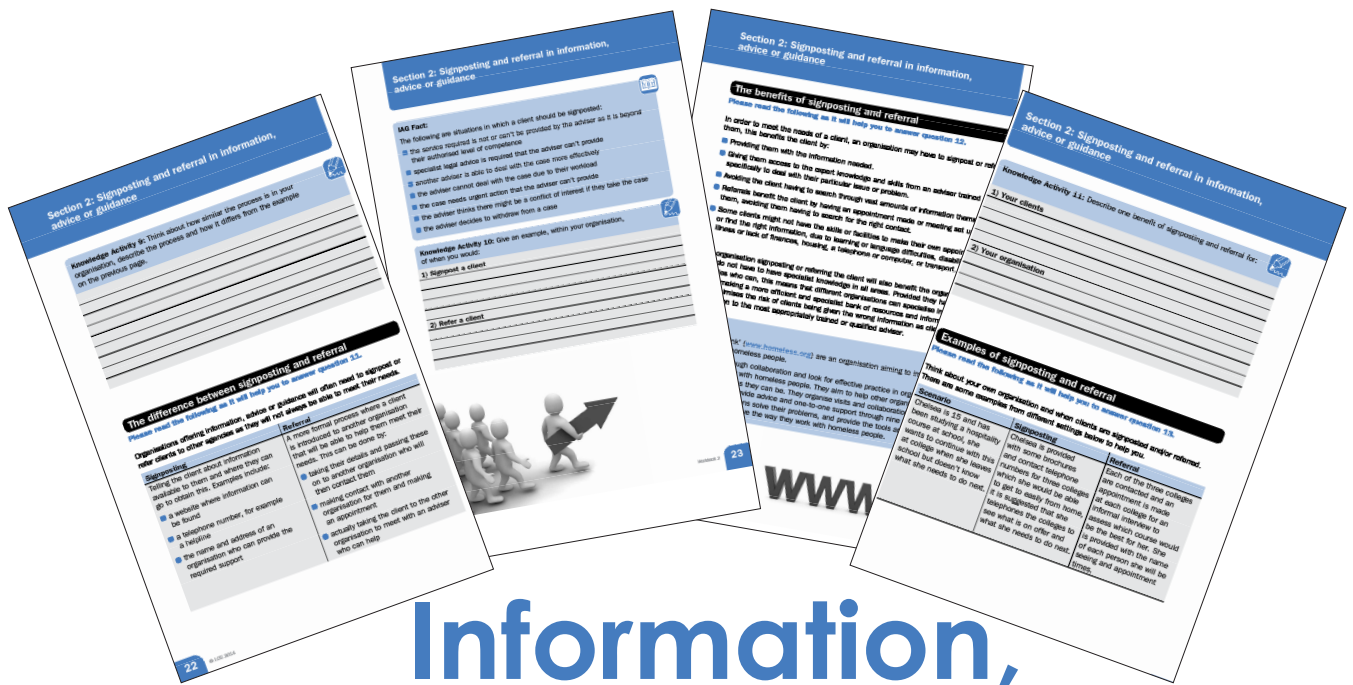
Guided Learning
Hours

111

Course length **10 weeks**



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0114 281 5761 or claire.eley@cqmlearning.co.uk



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

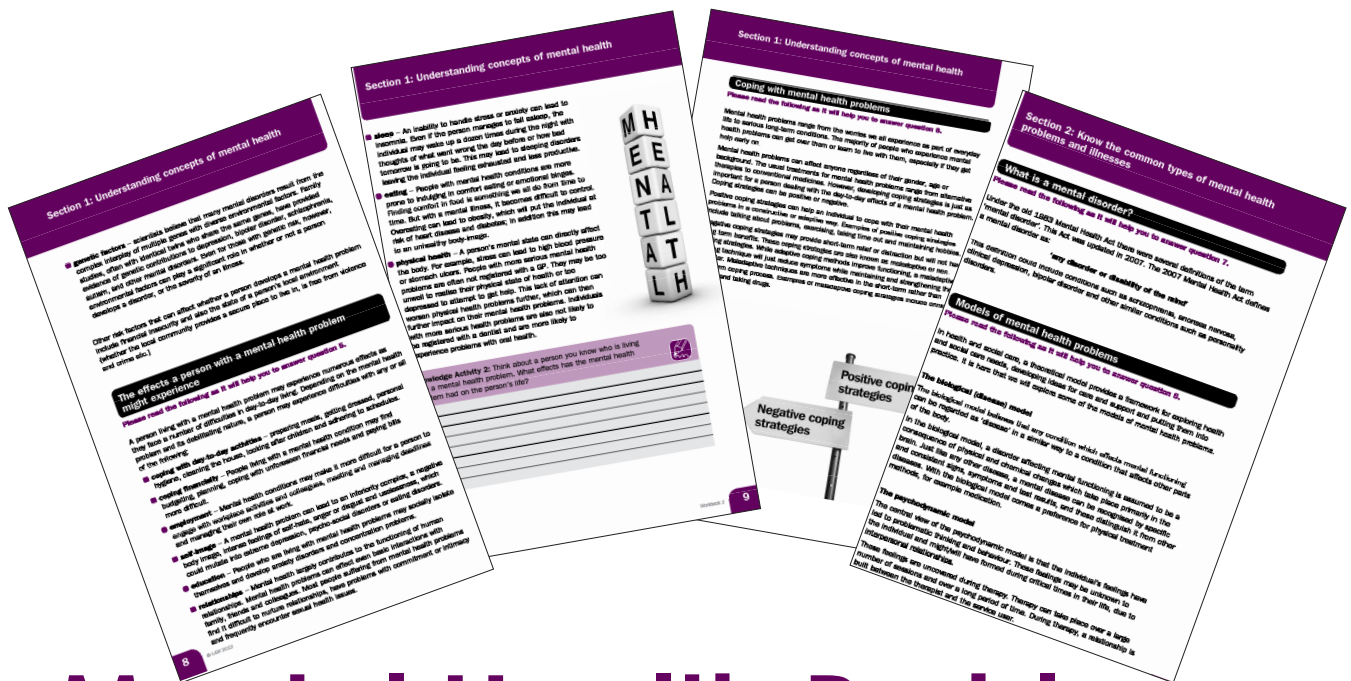
114-120

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



To enquire about this course, call Claire at CQM Learning
0114 281 5761 or claire.eley@cqmlearning.co.uk



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

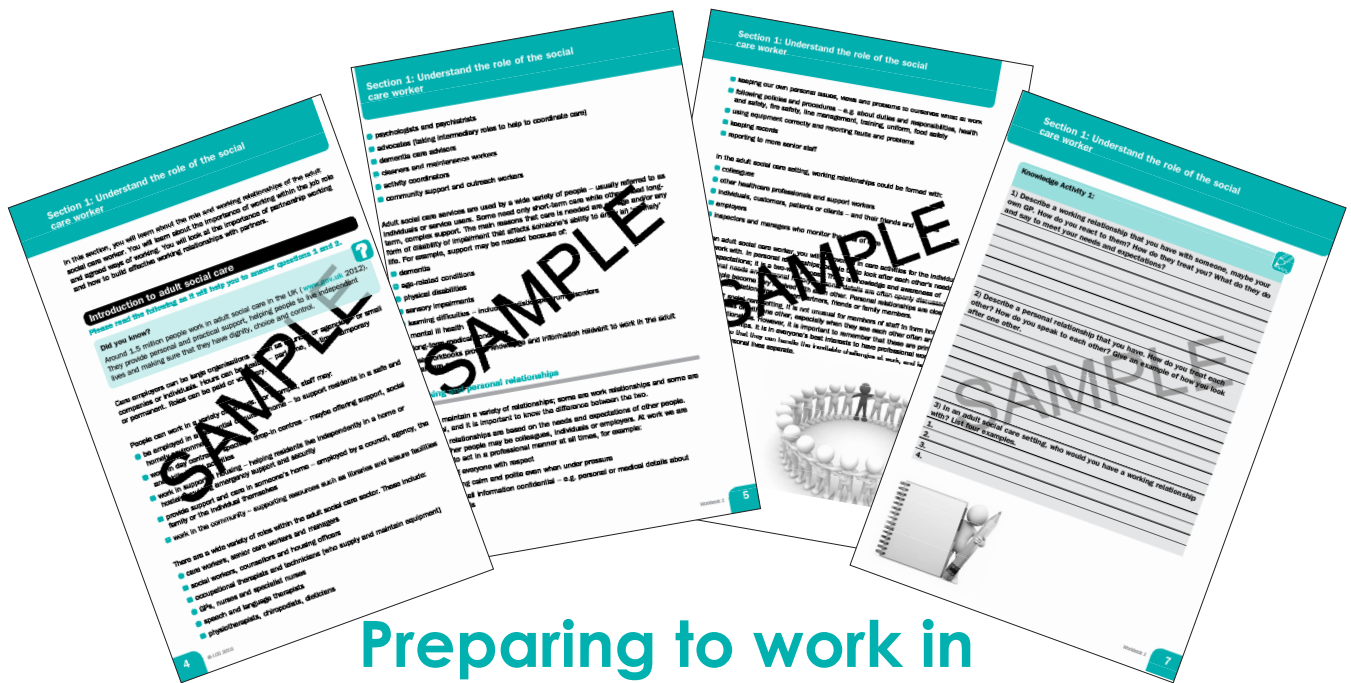
126

Course length

10 weeks



To enquire about this course, call Claire at CQM Learning
0114 281 5761 or claire.eley@cqmlearning.co.uk



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**



To enquire about this course, call Claire at CQM Learning
0114 281 5761 or claire.eley@cqmlearning.co.uk



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



To enquire about this course, call Claire at CQM Learning
0114 281 5761 or claire.eley@cqmlearning.co.uk



Retail Operations

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 retail support staff are fully trained and equipped to represent your business and to meet the need of your customers. Aware that removing staff from the 'shop floor' applies pressure to rota's, this training can be carried out in the learner's own time via our tried and tested flexible learning approach.

Course Content

- Different aspects of the retail industry
- Customer payments and the selling process
- How to provide good customer service
- Deal with queries and complaints
- Basic retail law and the importance of correct stock control

Mandatory units

- Customer service in the retail sector
- Retail selling process
- How individuals and teams contribute to the effectiveness of a retail business
- How a retail business maintains health and safety on its premises
- Retail consumer law
- How to deal with customer queries and complaints in a retail environment

Qualification

Fully Funded
Level 2 Certificate
Distance Learning

Guided Learning Hours **118-136**

Course length **13 weeks**



To enquire about this course, call Claire at CQM Learning
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Stewarding at Spectator Events

The security industry is one of the fastest growing industries in the UK, with stewards being used at a variety of spectator events. This explains why security services company G4S is the world's third largest private sector employer, with more than 620,000 employees. It may also explain why there are nearly 400,000 people within the UK holding a Security Industry Authority (SIA) licence.

This online course will provide learners with an introduction to the role of a steward at spectator events. Learners will develop knowledge and understanding of the key concepts which underpin spectator control, crowd monitoring, communication, teamwork and health and safety.

Mandatory units

- Control the entry, exit and movement of spectators at events
- Monitor crowds and respond to potential crowd problems at spectator events
- Prepare for spectator events
- Respond to injuries, illnesses and other emergencies in active leisure and learning
- Understand how effective teams work
- Health and Safety in a work environment
- Fire safety principles
- Safeguarding children and people at risk at spectator events

Qualification

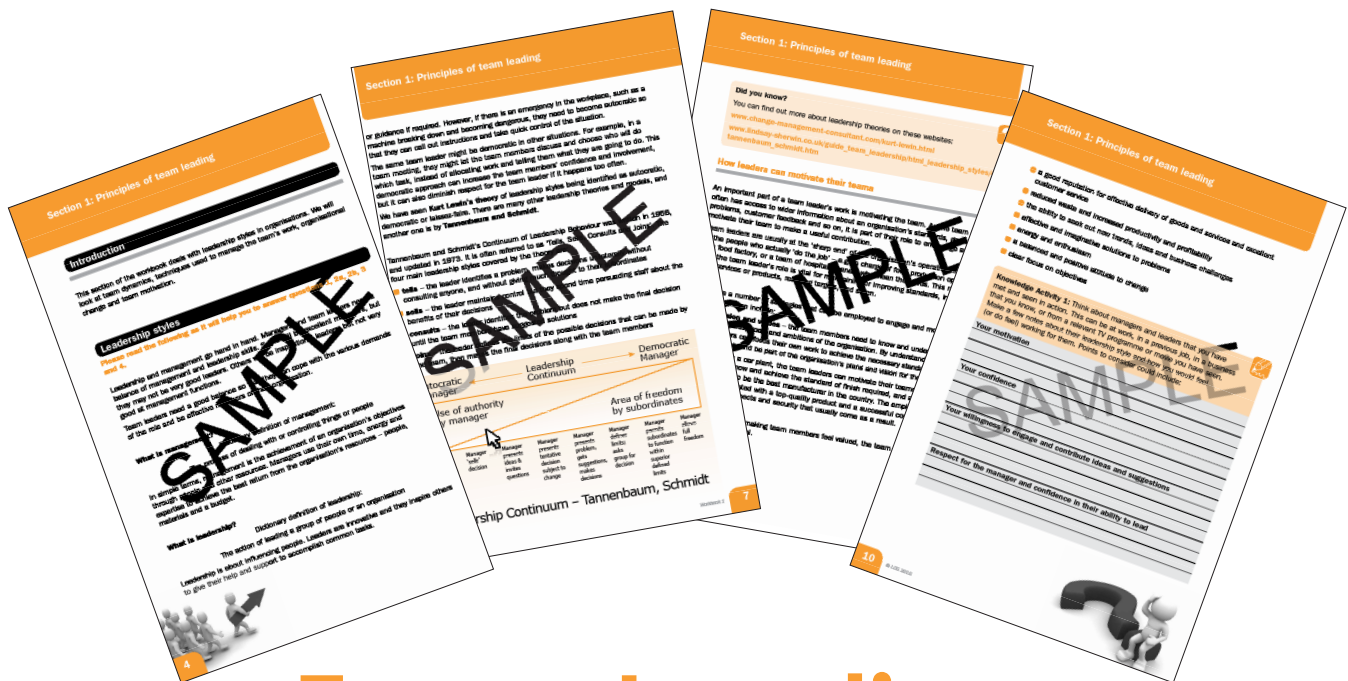
Fully Funded
Level 2 Certificate
Distance Learning (online)

Guided Learning Hours **145**

Course length **12 weeks**



To enquire about this course, call Claire at CQM Learning
0114 281 5761 or claire.eley@cqmlearning.co.uk



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

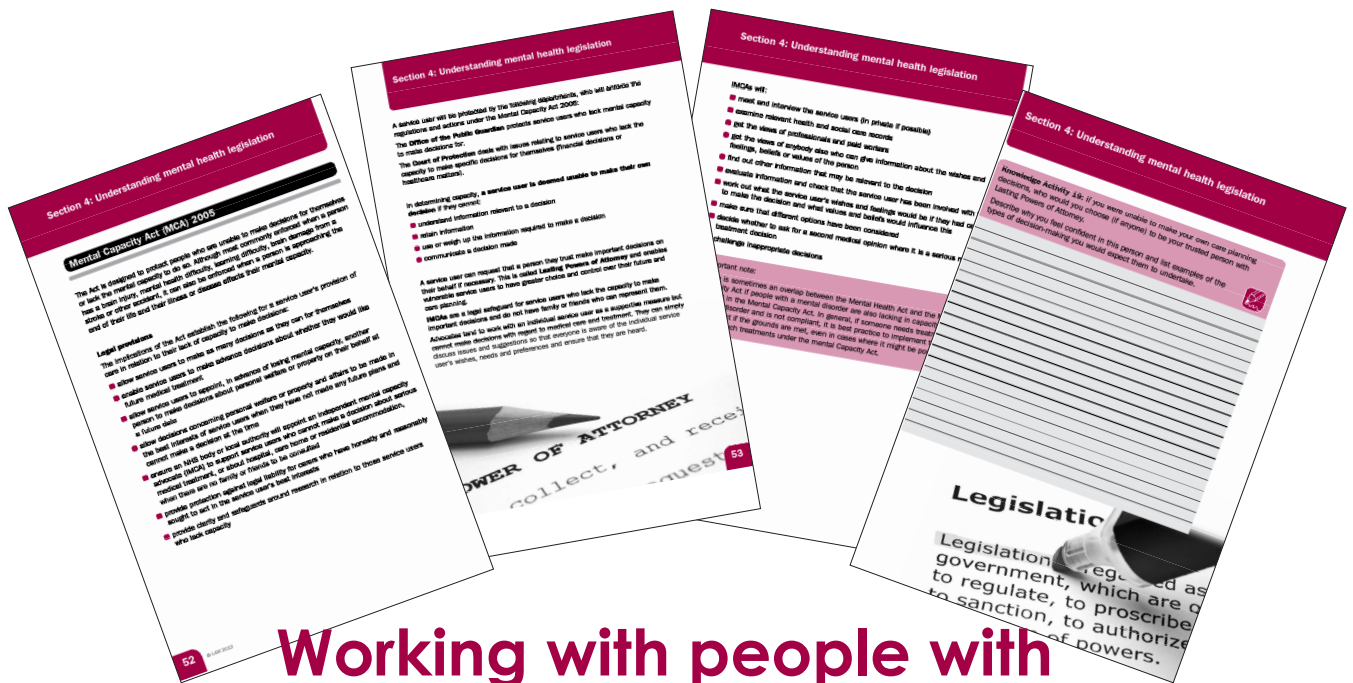
Fully Funded
Level 2 Certificate
Distance Learning

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

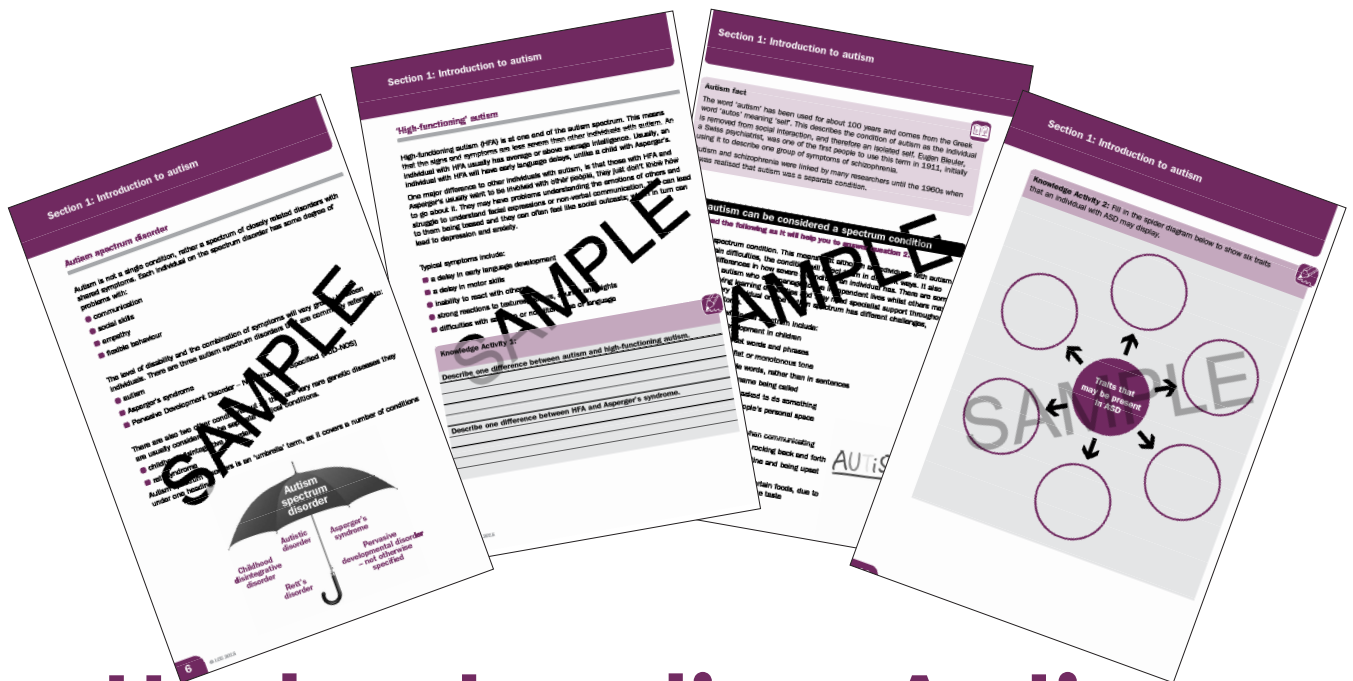
Fully Funded
Level 2 Certificate
Distance Learning

Guided Learning Hours **155**

Course length **10 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

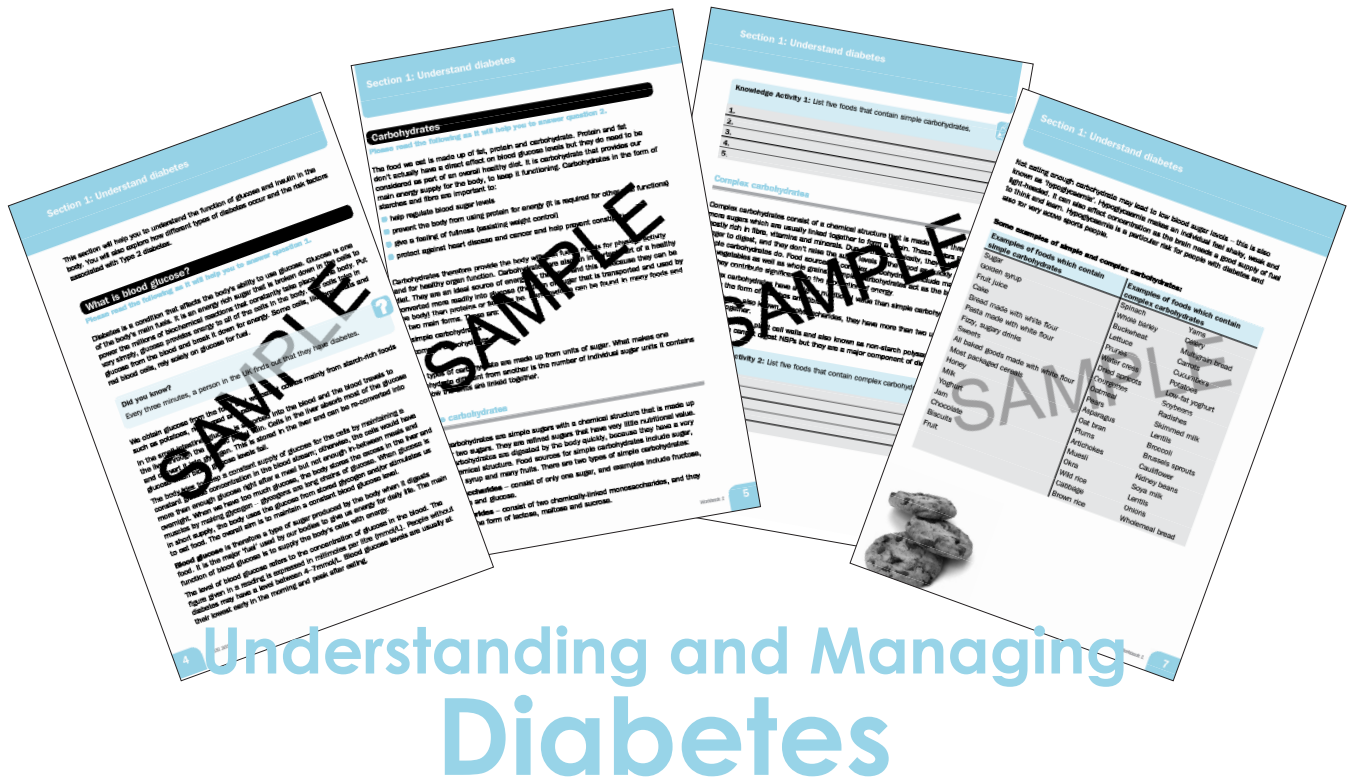
Guided Learning
Hours

152

Course length **10 weeks**



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Understanding 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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