

Fully Funded Courses

Level 2 Certificate in Awareness of Mental Health Problems

Increasing awareness and understanding of mental health problems:

- Stress, depression and anxiety
- Postnatal depression
- Bipolar disorder and schizophrenia
- Dementia
- Eating disorders

Course duration: 6 weeks

Level 2 Certificate in Care Planning

Creating a stronger workforce by understanding the implementation of care plans and how to evaluate plans and processes:

- Understand the issues around the storage and sharing of information
- Provide better customer service by highlighting good problem-solving techniques
- Explain how the person-centred care planning process differs from other forms of planning and assessment within the care planning process
- Reinforce the importance of developing, managing and monitoring a budget within an organisation

Course duration: 6 weeks

Level 2 Certificate in Caring for Children and Young People

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.

- Improve understanding of the importance of effective communication for individuals with sensory loss
- Give employees a high standard of learning to support young children's development
- Provide assurance that your employees are well-trained
- Enable your workforce to be able to describe the role of each person involved in the care planning process

Course duration: 6 weeks

Level 2 Certificate in Common Health Conditions

This course is the ideal programme for anyone working in the following areas: sensory loss awareness, arthritis awareness, stroke awareness or Parkinson's disease awareness.

- 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

Course duration: 6 weeks

Level 2 Certificate in Dignity and Safeguarding

Providing learners with an understanding of dignity and safeguarding:

- Issues relating to duty of care
- Conflicts and dilemmas in duty of care
- Recognising and reporting unsafe practice
- Current legislation
- How to reduce the likelihood of abuse and harm

Course duration: 6 weeks

Level 2 Certificate in End of Life Care

Developing knowledge and understanding about how to work in end of life care:

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

Course duration: 6 weeks

Level 2 Certificate in Safeguarding of Medicines

Covering a wide range of topics including medication and prescriptions and the safe administration of medication:

- Understand medication and prescriptions
- Supply, storage and disposal of medications
- Understand the requirements for the safe administration of medication
- Record-keeping and audit processes for medication administration and storage

Course duration: 6 weeks





Level 2 Certificate in Dementia Care

Providing an appreciation and understanding of the different forms of dementia and how to support individuals:

- The person-centred approach to care
- Communication and interaction with people who have dementia
- Equality and diversity
- The administration of medication
- Behaviour in the context of dementia
- The benefits of engaging in activities in social care

Course duration: 6 weeks



Level 2 Certificate in Understanding Behaviour that Challenges

Learn about managing behaviour that causes harm to the individual or others, or prevents the individual from fulfilling some aspect of their life, such as education, work or relationships.

- 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

Course duration: 6 weeks



Level 2 Certificate in Understanding Autism

This course helps to increase people's understanding of 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

Course duration: 6 weeks



Level 2 Certificate in Infection Control

This qualification covers a wide range of topics including the principles of infection prevention and control:

- Understand the purpose and principles of infection control
- Understand how regulations inform policy and practice
- Understand the role of risk assessments
- Learn the sterilisation process
- Learn how to safely handle laundry
- Learn how to safely handle sharps
- Learn the importance of maintaining a clean environment

Course duration: 6 weeks



Level 2 Certificate in Learning Disabilities

Covering the knowledge and providing an understanding to care for an individual with learning disabilities and difficulties:

- Safeguarding and protection
- Supporting individuals
- Positive risk-taking
- Personalisation in social care
- Autistic Spectrum Disorder
- Supporting individuals with learning difficulties with accessing healthcare

Course duration: 6 weeks



Level 2 Certificate in Lean Organisational Management

This give a sound understanding of the concept and benefits of a lean environment, as well as knowledge of business techniques and working in teams:

- Understand the benefits of a lean working environment
- Improve quality and increase your efficiency in the workplace
- Apply continuous improvement to your current and future roles

Course duration: 9 weeks



Level 2 Certificate in Management of Diabetes

Providing an understanding of the different types of diabetes and how they occur:

- The prevention and early intervention of type 2 diabetes
- Understanding the initial care of diabetes
- Understanding the treatment and management of diabetes

Course duration: 6 weeks



Level 2 Certificate in Equality and Diversity

Ideal for increasing staff awareness of a key topic within the common inspection framework:

- Exploring how people's rights and responsibilities are protected at work
- Working or learning in a place that promotes diversity

Course duration: 3 weeks



Level 2 Certificate in **Customer Service for Health and Social Care Settings**

Explore healthcare worker attitudes, manners and amenities encountered during patients' experiences at medical facilities.

- 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 settings
- Teamwork in health and social care settings

Course duration: 6 weeks



Level 2 Certificate in **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 customer needs.

- Provide information on retail operations
- Increase understanding of the importance of customer service
- Improve knowledge of what to expect when working in the retail sector

Course duration: 9 weeks



Level 2 Certificate in **Nutrition and Health**

Increasing awareness and understanding in nutritional requirements:

- Exploring principles of healthy eating
- Considering the nutrition needs of a variety of individuals
- Information on food and nutrition to plan a healthy diet
- The principles of weight management
- Understanding eating disorders

Course duration: 6 weeks



Level 2 Certificate in **Team Leading**

This course helps to develop a wide range of team leading skills covering a number of aspects, including establishing the team, motivation, communication, reporting structures and the relevant legislation required for the individual to progress within their role.

- Principles of team leading
- Understand business
- How to communicate work-related information
- Understand customers
- How to develop working relationships with colleagues
- Understand health and safety procedures

Course duration: 6 weeks



Level 2 Certificate in **Information, Advice or Guidance**

This course plays a pivotal role in promoting the benefits of learning. It ensures individuals address and overcome the barriers to learning, whilst supporting them in making realistic and well informed choices.

- Developing interaction skills for information, advice or guidance
- Information, advice or guidance in practice
- Managing information
- Signposting and referral
- Information, advice or guidance work with groups

Course duration: 6 weeks



Level 2 Certificate in **Business Administration**

The course covers many topics, including managing information and producing documents, as well as providing excellent customer service.

- Principles of providing administrative services
- Principles of business document production and information management
- Understand communication
- Understand how to carry out business administration tasks
- Understand customer service

Course duration: 6 weeks



Level 2 Certificate in **Customer Service**

This course helps to increase awareness of understanding and meeting customers' needs, giving a great customer experience, learning from feedback and promoting products and services.

- Principles of customer service and delivery
- Understand employer organisations
- Communication with customers
- Develop customer relationships
- Resolve problems and deliver customer service to challenging customers

Course duration: 6 weeks



Level 2 Certificate in **Cleaning Principles**

Developing knowledge and understanding of a range of both generic and specialist cleaning principles:

- Developing a work schedule
- Dealing with routine and non-routine waste
- Health and safety legislation and best practice
- Dealing with customers
- Cleaning interiors and washrooms

Course duration: 12 weeks



Level 2 Certificate in Warehousing and Storage

This course explores the essential parts of logistics operations within a business, explores the demand and supply of goods and, ultimately, explores meeting customer needs.

- 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

Course duration: 6 weeks

For more information on our courses or to book, contact us on:

T: 01388 741336

E: training@learningcurvegroup.co.uk

Eligibility Criteria:

- Aged 19+ (born before 01/09/1997)
- Minimum of 8 learners (10 in London)
- Lived in the EU for 3 years
- Further eligibility criteria may be applicable



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Quality Mark

Awarded for face to face delivery of education and training to the health sector