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Fully Funded Courses Free to your Business



Level 2 Courses

Health & Social Care

- Understanding Nutrition & Health
- Preparing to work in Adult Social Care
- Customer Service for Health & Social Care settings
- Understanding Mental Health First Aid & Mental Health Advocacy in the Workplace
- Understanding the Care and Management of Diabetes
- Understanding Dementia
- Counselling Skills
- Introducing Caring for Children & Young People

Hospitality, Retail & Customer Service

- Retail Operations
- Understanding Excellence in Customer Service for Hospitality
- Principles of Customer Service

Digital Skills, Business & Team Leading

- Certificate in Principles of Team Leading
- Creating a Business Start-up
- Certificate in Principles of Business Administration

Other Courses

- Understanding Climate Change & Environmental Awareness
- Information Advice & Guidance
- Certificate in Warehouse & Storage
- Understanding Tenant Support
- Safeguarding & Prevent

Training and Licences

- CSCS Card & Badge
- Leadership Support
- Personal Licence
- Excel for Beginners
- Digital Skills

Invest In Your Staff To Make Your Business Stronger

Terms & Conditions:

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CSCS CARD & BADGE



What is CSCS?

CSCS is a qualification designed for anyone working in construction. It teaches you how to stay safe and work effectively on a construction site.

Who can Benefit from CSCS?

Everyone! Whether you're new to construction or have years of experience, CSCS can help you learn the skills you need to stay safe and succeed in your job.

What will you learn from the CSCS Course?

You'll learn about health and safety, how to deal with hazards, and how to improve your skills. By the end of the course, you'll be confident in your ability to stay safe and work effectively.

What are the Benefits of CSCS?

CSCS gives you the knowledge and skills you need to work safely and effectively, which can lead to more job opportunities and higher pay. You'll also be more credible in the industry and able to take on more responsibility.

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LEADERSHIP SUPPORT



Course information

This course is beneficial for those:

Looking to improve and gain bespoke leadership support for your employees and business

By taking this course, you will:

- Improve your interview techniques, whether you are conducting the interview or being interviewed.
- Develop strategies for handling conflicts in a professional setting.
- Cultivate practical skills for real-world customer service scenarios, improving job performance and satisfaction.
- Acquire transferable skills and knowledge applicable across various sectors.
- Benefit from a bespoke experience, tailored to your needs—whether for company-wide training or personal development to build confidence in your current or future role.

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PERSONAL LICENCE



Why take the Personal Licence course

- Legal Requirement: It is mandatory to sell alcohol in retail settings.
- Career Boost: Essential for working in bars, restaurants, and retail outlets.

Course Benefits:

- Understand Licensing Objectives: Learn key goals and compliance requirements.
- Know the Law: Gain knowledge of specific legislation and legal responsibilities.
- Promote Safety: Understand the effects of alcohol, illegal drugs, and how to handle disorderly conduct.

Who Should Enrol?

- Designated Premises Supervisors (DPS)
- Managers & Assistant Managers
- Supervisors & Aspiring Staff

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EXCEL FOR BEGINNERS



Course information

This course equips you with essential knowledge and skills to master key functions in Microsoft Excel.

Course Content:

- The Excel Fundamentals
- Data Entry
- Basic Shortcuts
- Formatting Data
- Filtering and Sorting
- Basic Excel Functions
- Conditional Formatting
- Inserting Notes
- Charts and Graphs
- Worksheet Navigation and Printing

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DIGITAL SKILLS



Course information

This course will provid you a solid foundation in IT skills and understanding computers.

By taking this course, you'll:

- Boost your confidence with essential IT and digital skills.
- Learn to navigate emails and the internet.
- Enhance your job prospects with a recognised qualification.
- Gain an understanding of computers
- Discover how to create effective spreadsheets and learn how to direct Microsoft word.

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UNDERSTANDING NUTRITION AND HEALTH

NCFE Level 2



Course information

This course focuses on:

- Learning about nutrition and health.

By taking this course, you'll:

- Learn to plan and maintain a balanced diet.
- Discover how dietary needs change as you grow older.
- Gain skills in reading and using food labels.
- Get insights into eating disorders.
- Understand how a healthy diet can help with weight management.
- Learn the basics of food safety at home.

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PREPARING TO WORK IN ADULT SOCIAL CARE

NCFE Level 2



Course information

This course will focus on

- Understanding the Health & Social Care Sector

By taking this course, you'll:

- Gain insight into customer expectations within health and social care settings.
- Recognise the diverse customer profiles in health and social care services.
- Acquire knowledge of communication techniques specific to health and social care contexts.
- Create a secure and inclusive environment that accommodates various needs.
- Identify indicators of potential abuse and execute appropriate responses.
- Respect patient confidentiality and learn to provide a safe environment for those under your care.

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CUSTOMER SERVICE FOR HEALTH & SOCIAL CARE SETTINGS

NCFE Level 2



Course information

This course focuses on:

- Learning about the Health & Social Care Sector.
- Exploring essential aspects of customer service.

By taking this course, you'll:

- Develop an understanding of the role and duties of a Care Worker and how to execute them effectively.
- Acquire knowledge of the best practices associated with adult social care positions.
- Recognise the significance of diversity and inclusion in care environments.
- Identify indicators of potential abuse and respond accordingly.
- Grasp the concept of duty of care and how to assist individuals confronting challenges.
- Uphold patient confidentiality and create a secure environment for those you are caring for.

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

NCFE Level 2



Course information

This course provides:

Comprehensive training to support individuals experiencing a range of mental health issues in various professional and personal settings.

By taking this course, you'll:

- Anyone wanting to understand mental health first aid.
- Those who want to care for individuals with mental ill health in various settings.
- Individuals planning a career that requires an understanding of mental ill health.

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UNDERSTANDING THE CARE AND MANAGEMENT OF DIABETES

NCFE Level 2



Course information

This course offers:

In-depth understanding and training in diabetes management.

By taking this course, you'll:

- Understand the different types of diabetes.
- Learn about ongoing care, treatment, and management of diabetes.
- Develop knowledge on how diabetes is diagnosed and the initial care required.

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UNDERSTANDING DEMENTIA

NCFE Level 2

Course information

This course is invaluable for anyone:

Looking to improve their knowledge and understanding of dementia.
It is particularly beneficial for those supporting a client, friend or family member with dementia.

By taking this course, you'll:

- Understanding dementia and its causes
- Experiencing dementia symptoms
- Managing and treating dementia
- Roles and needs of family and friends

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COUNSELLING SKILLS

NCFE Level 2

Course information

This course provides:

A solid understanding of counselling principles and practical skills applicable in various counselling contexts.

By taking this course, you'll:

- Understanding basic counselling skills and theories.
- Developing self-awareness in counselling practice.
- Knowing ethical practices and boundaries in counselling.
- Learning about diversity and its impact on counselling.

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INTRODUCING CARING FOR CHILDREN AND YOUNG PEOPLE

NCFE Level 2



Course information

This course provides

Essential insights into the risks associated with abusive and exploitative behavior, equipping professionals with the knowledge needed to safeguard and support children effectively.

By taking this course, you'll:

- Ensuring high-quality care for young children in babysitting settings.
- Implementing accident prevention and fire safety practices during babysitting.
- Understanding the legal and ethical aspects of parenting.
- Encouraging positive habits and well-being in parenting.
- Gaining insights into child development, care practices, and safeguarding to enhance support for children and families.

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RETAIL OPERATIONS

NCFE Level 2

Course information

This course provides:

Essential knowledge and practical skills to excel in the retail industry, covering customer service, the selling process, team effectiveness, consumer law, and payment handling.

By taking this course, you'll:

- Gain valuable insights into delivering exceptional customer service to enhance satisfaction and loyalty.
- Learn effective techniques in the retail selling process to engage and convert customers.
- Understand how individuals and teams contribute to the overall effectiveness of a retail business.
- Become knowledgeable in retail consumer law to navigate legal complexities and protect both the business and customers.
- Develop essential skills in handling customer payments for smooth and secure transactions.
- Build a strong foundation for starting or advancing your career in the dynamic retail industry.

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UNDERSTANDING EXCELLENCE IN CUSTOMER SERVICE FOR HOSPITALITY

NCFE Level 2



Course information

This course provides:

You with the basics of providing great customer service in hotels, restaurants, and other hospitality settings.

By taking this course, you'll:

- Gain specialised knowledge in customer service tailored specifically for the hospitality sector.
- Learn the principles of delivering outstanding customer service, crucial for roles in hotels, restaurants and other hospitality venues.
- Understand how individuals and teams contribute to the overall effectiveness of a hospitality business.
- Become knowledgeable in retail consumer law to navigate legal complexities and protect both the business and customers.
- Developed with input from industry professionals, ensuring the skills you learn are highly valued by employers.
- Build a strong foundation for starting or advancing your career in the hospitality industry.

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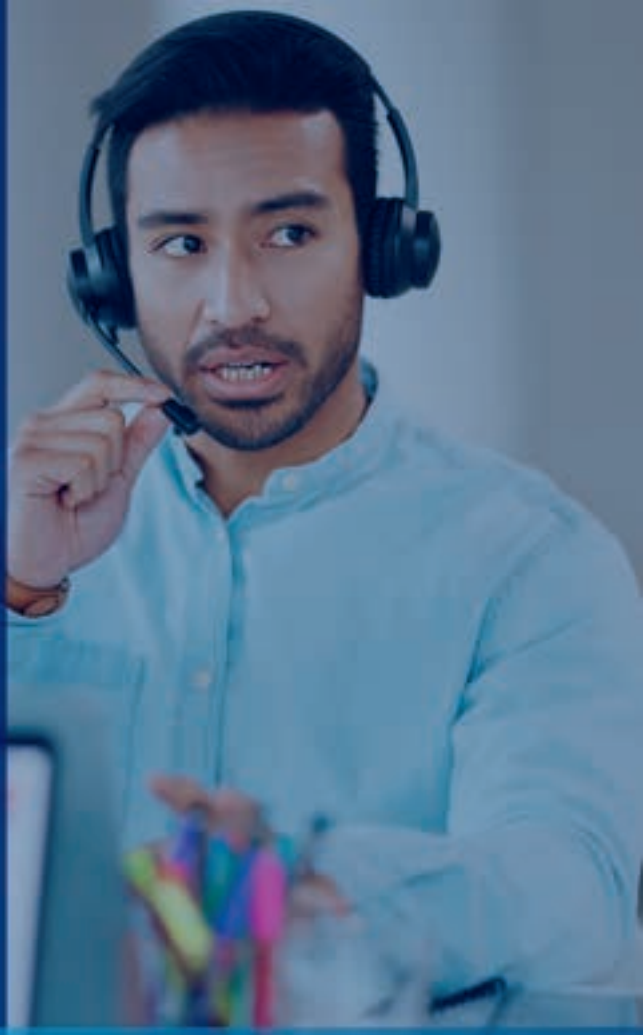
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PRINCIPLES OF CUSTOMER SERVICE

NCFE Level 2



Course information

This course provides:

You with the knowledge and practical skills to effectively manage customer interactions and improve service quality.

By taking this course, you'll:

- Enhances career prospects by equipping you with essential customer service skills that are highly valued in various industries.
- Provides a solid foundation in customer service principles, including understanding customer needs, effective communication, and problem-solving.
- Develops practical skills that can be immediately applied in real-world customer service scenarios, improving job performance and satisfaction.
- Become knowledgeable in retail consumer law to navigate legal complexities and protect both the business and customers.
- The skills and knowledge gained are transferable across various sectors, making it a versatile qualification.

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CERTIFICATE IN PRINCIPLES OF TEAM LEADING

NCFE Level 2



Course information

This course is beneficial for those:

Looking to improve their leadership skills, enhance their career opportunities and develop a deeper understanding of effective team management.

By taking this course, you'll:

- Enhances career prospects by equipping you with essential customer service skills that are highly valued in various industries.
- Provides a solid foundation in customer service principles, including understanding customer needs, effective communication, and problem-solving.
- Develops practical skills that can be immediately applied in real-world customer service scenarios, improving job performance and satisfaction.
- Become knowledgeable in retail consumer law to navigate legal complexities and protect both the business and customers.
- The skills and knowledge gained are transferable across various sectors, making it a versatile qualification.

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CREATING A BUSINESS START-UP

NCFE Level 2



Course information

This course is beneficial for those:

Looking to gain essential knowledge and practical skills for successfully planning, launching, and managing a new business.

By taking this course, you'll:

- Understand Key Concepts: Learn the fundamentals of starting and running a business.
- Develop Practical Skills: Gain expertise in business planning, marketing, and financial management.
- Enhance Career Prospects: Improve your CV with a recognised business qualification.
- Build Entrepreneurial Confidence: Acquire the skills to confidently launch and manage a start-up.
- Networking Opportunities: Connect with like-minded individuals and industry professionals.
- Earn a Formal Qualification: Receive a Certificate to validate your business knowledge.

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CERTIFICATE IN PRINCIPLES OF BUSINESS ADMINISTRATION

NCFE Level 2



Course information

This course provides:

You with essential principles and practices that are crucial for anyone aiming to excel in administrative roles within a business environment.

By taking this course, you'll:

- Gain a thorough understanding of business administration principles.
- Develop practical skills in managing personal and professional development.
- Learn to effectively communicate and manage business documents.
- Understand customer service principles and how to apply them.
- Explore organisational structures and cultures to enhance your workplace effectiveness.

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Fully Funded Other Courses

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UNDERSTANDING CLIMATE CHANGE AND ENVIRONMENTAL AWARENESS

NCFE Level 2



Course information

This course is ideal for individuals:

Who want to deepen their understanding of climate change and environmental issues.

By enrolling in this course, you will:

- Gain an understanding of climate change science and its global impacts.
- Acquire valuable knowledge for careers in environmental management, sustainability roles, and related fields.
- Be well-suited for those passionate about environmental issues and aiming to make informed decisions in various aspects of their lives.
- Enhance your CV by demonstrating a commitment to environmental awareness and sustainability.
- Learn how to effectively implement and advocate for environmental policies and practices.

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INFORMATION ADVICE AND GUIDANCE

NCFE Level 2



Course information

This course is beneficial for individuals:

Seeking to gain foundational skills and knowledge to effectively provide support and guidance in various professional contexts.

By taking this course, you will:

- Understand the role of an advisor, including ethical and legal considerations.
- Learn effective communication strategies for offering advice and guidance.
- Develop the ability to gather, interpret, and present information accurately.
- Master techniques for working with clients to identify needs and provide appropriate support.
- Learn methods for evaluating the effectiveness of the advice and guidance given.
- Apply these skills across different sectors, including education, healthcare, and social services.

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CERTIFICATE WAREHOUSE AND STORAGE UNDERSTANDING

NCFE Level 2



Course information

This course is ideal for those who:

Wish to acquire foundational knowledge and practical skills essential for effective warehouse operations, inventory management, and adherence to industry standards.

By taking this course, you will gain:

- An understanding of how to enhance your career prospects, potentially leading to job progression within the warehousing and storage sector.
- Practical skills and knowledge in warehousing operations, inventory management, and safety procedures.
- Awareness of industry standards and health and safety regulations.
- Opportunities for further training and qualifications in logistics and supply chain management.
- Techniques to improve operational efficiency and productivity in a warehousing environment.

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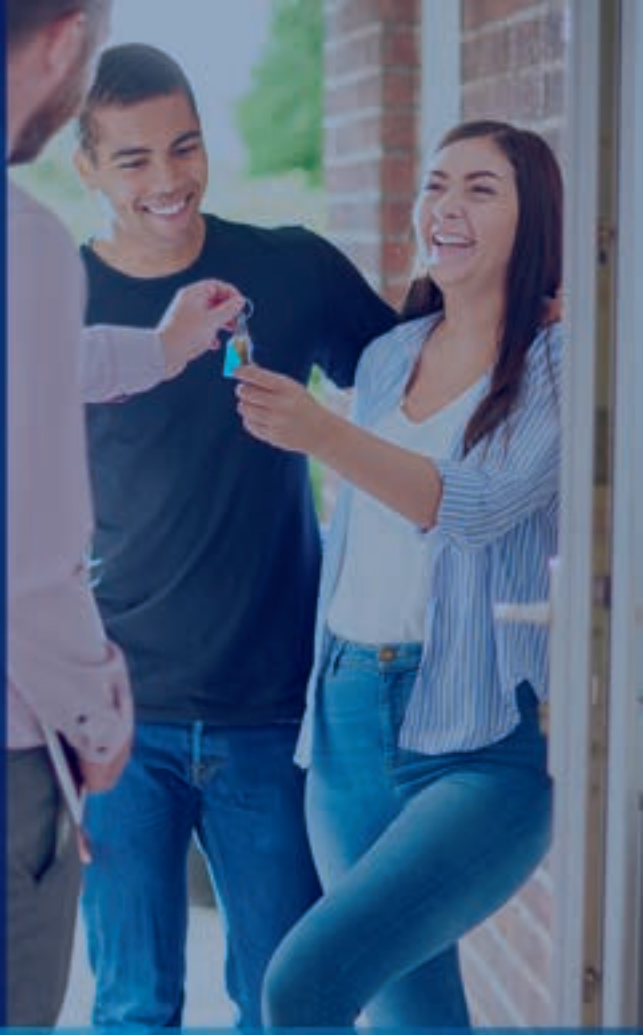
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TENANT SUPPORT

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Course information

This course is ideal for those who:

Who are interested in working within the social housing sector, or those currently employed in the field who wish to enhance their knowledge and skills.

By taking this course, you will gain:

- A strong foundation for starting a career in social housing and a boost in career progression for those already in the field.
- Essential skills and knowledge for effectively supporting tenants, including understanding their needs and addressing safeguarding concerns.
- An understanding of legal and regulatory requirements, ensuring adherence to best practices.
- A recognised qualification that enhances job prospects in the social housing sector.
- The ability to contribute positively to communities and support vulnerable tenants.

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SAFEGUARDING & PREVENT

NCFE Level 2



Course information

This course is perfect for those looking to:

Excel in a duty of care role with vulnerable individuals. Begin by deepening your knowledge in Safeguarding and Prevent, equipping yourself to reduce risks in today's society.

By taking this course, you will gain:

- Boost your confidence and gain an essential qualification
- Understanding Online Safety, Prevent Duty & Safeguarding
- Develop the skills to recognise the signs of abuse or potential harm.
- Learn to apply your skills in real-world situations.

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