

You or your team can sign up now for a free distance learning NCFE Level 2 Certificate

Northbrook works with voluntary organisations, employers and individuals to provide flexible options for those who would like to top up their skills and gain a recognised qualification.

- Distance learning provides an effective, flexible and accessible method of training.
- Achievement of the qualification is through completion of a paper based or online workbook.
- Learn in work or your own time, with support of a Northbrook assessor.
- Must be completed within 8 weeks. There are no exams.

For full terms & conditions and to enrol, please contact Frances on 01903 273702 or visit <https://www.northbrook.ac.uk/BusinessSolutions/OnlineLearning>

NCFE COURSE	WHAT WILL I LEARN
Information Advice or Guidance	<ul style="list-style-type: none"> - Unit 1 Information, advice or guidance in practice - Unit 2 Developing interaction skills for information, advice or guidance - Unit 3 Signposting and referral in information, advice or guidance - Unit 7 Managing Information - Unit 14 Operating within networks to support information, advice or guidance
Business & Administration Knowledge	<ul style="list-style-type: none"> - Unit 1 Principles of Personal Responsibilities and Working in a Business Environment - Unit 2 Principles of Providing Administrative Services - Unit 3 Principles of Managing Information and Producing Documents - Unit 7 Principles of Project Management - Unit 9 Principles of Contributing to Innovation and Change
Customer Service	<ul style="list-style-type: none"> - Unit 1 Understanding Good Customer Service - Unit 2 Delivering Effective Customer Service - Unit 3 Planning for Self-Development in Customer Service
Equality & Diversity	<ul style="list-style-type: none"> - Unit 1 Equality and Diversity in Society - Unit 2 Equality and Diversity in the Community - Unit 3 Equality and Diversity in the Workplace
Team Leading Knowledge	<ul style="list-style-type: none"> - Unit 1 Preparing to Lead the Team - Unit 2 Support Development of Self and Team Members - Unit 3 Communication and the Team Leader - Unit 4 Equality, Diversity and the Team Leader - Unit 5 Motivating the Team
Contact Centre Operations	<ul style="list-style-type: none"> - Unit 1 Principles of personal effectiveness in a contact centre - Unit 2 Principles of health and safety in a contact centre - Unit 3 Principles of personal responsibilities and working in a business environment - Unit 4 Principles of using systems and technology in a contact centre - Unit 7 Principles of selling in a contact centre - Unit 11 Principles of legal, regulatory & ethical requirements of contact centres
Principles of Working with Individuals with Learning Disabilities	<ul style="list-style-type: none"> - Unit 01 Understand the context of supporting individuals with learning disabilities - Unit 02 Principles of safeguarding and protection in Health and Social Care - Unit 03 Introduction to personalisation in Social Care - Unit 04 Principles of positive risk taking for individuals with disabilities - Unit 05 Introductory awareness of autistic spectrum conditions - Unit 06 Principles of supporting individuals with a learning disability to access healthcare

Understanding Working in Mental Health	<ul style="list-style-type: none"> - Unit 1 Mental health and mental health issues - Unit 2 Introduction to duty of care in health, social care or children & young people's settings - Unit 3 Valuing Equality & Diversity - Unit 4 Approaches to care and management in mental health - Unit 5 Understanding change and support in relation to mental health
Principles of Common Health Conditions	<ul style="list-style-type: none"> - Unit 1 How to contribute to monitoring the health of individuals affected by health conditions - Unit 2 Introductory awareness of sensory loss - Unit 3 Stroke Awareness - Unit 4 Basic awareness of diabetes - Unit 5 Arthritis awareness - Unit 6 Parkinson's Disease awareness
Nutrition & Health	<ul style="list-style-type: none"> - Unit 1 Explore Principles of Healthy Eating - Unit 2 Consider Nutritional Needs of a Variety of Individuals - Unit 3 Use Food and Nutrition Information to Plan a Health Diet - Unit 4 The Principles of Weight Management - Unit 5 Understanding Eating Disorders
Understanding the Care & Management of Diabetes	<ul style="list-style-type: none"> - Unit 1 Understand diabetes - Unit 2 Prevention & early intervention of Type 2 diabetes - Unit 3 Understand the initial care of diabetes - Unit 4 Understand the treatment & management of diabetes
Prevention & Control of Infection in Health Care Settings	<ul style="list-style-type: none"> - Unit 1 Principles of causes & spread of infection in health care settings - Unit 2 Principles of the importance of personal hygiene in health in the prevention & control of infection - Unit 3 Principles of decontamination, cleaning and waste management in health care settings - Unit 4 Principles of infection prevention & control in a health care setting
Principles of End of Life Care	<ul style="list-style-type: none"> - Unit 1 Understand how to work in end of life care - Unit 2 Understand how to provide support to manage pain & discomfort - Unit 3 End of life care and dementia - Unit 4 Understanding the role of the care worker at time of death - Unit 5 Understand loss and grief in end of life care
Principles of Dementia Care	<ul style="list-style-type: none"> - Unit 1 Dementia Awareness - Unit 2 The person centred approach to the care and support of individuals with dementia - Unit 3 Understand the factors that can influence communication and interaction with individuals who have dementia - Unit 4 Understand equality & diversity and inclusion in dementia care - Unit 5 Understand the administration of medication to individuals with dementia using a person centred approach - Unit 6 Understand behaviour in the context of dementia - Unit 7 Understand the benefits of engaging in activities in social care
Understanding the Safe Handling of Medicines	<ul style="list-style-type: none"> - Unit 1 Understand medication & prescriptions - Unit 2 Supply, storage & disposal of medication - Unit 3 Understand the requirements for the safe administration of medication - Unit 4 Record keeping & audit processes for medication administration & storage
Dignity & Safeguarding in Health & Social Care	<ul style="list-style-type: none"> - Unit 1 Understand safeguarding in adult health & social care settings - Unit 2 Principles of dignity in adult health & social care - Unit 3 Understand duty of care in adult health & social care - Unit 4 Understand dilemmas and public concerns in adult health & social care

Must be completed within 8 weeks. Free to learners who are 19yrs+ and have lived in the UK/EU for 3 years. Learners that withdraw from the course or do not complete within the given timescales may be charged £99.

For further information, or enrolment, please contact Frances on 01903 273 702, f.wetherilt@nbcol.ac.uk