



# North West Community Services Training Ltd

***Special Offer Prices  
enclosed for 2020/2021***

## Training Prospectus

Up skill your staff

2020/2021

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**Yellow block – Training that can be delivered under an Apprenticeship (Standard or Framework) subject to Levy contribution**

**Green block – Training that can be delivered under a commercial arrangement or via any available funding streams**

**(AEB) – Training can be delivered via the Adult Education Funding Stream subject to Liverpool City Region Combined Authority eligibility**

\*\* Government policy is that Apprenticeships are the preferred work based learning (WBL) route for all young people aged 16 to 25 who are capable of achieving qualifications at levels 2 and 3. Employers will pay for Apprenticeships via their Levy pot (£3 million pay bill) or via the 5% co-contribution model. For further clarification please speak with Paul Sheron on 0151 521 5888 / 07795 386 360 or e-mail him on [paul-sheron@nwcsLtd.uk](mailto:paul-sheron@nwcsLtd.uk)

North West Community Services Training Ltd offers a variety of training throughout the year which is detailed below: For further information i.e. costing or to book a place on one of our programmes please contact Paul Sheron on 0151 521 5888 / 07795 386 360 or e-mail him on [paul-sheron@nwcsLtd.uk](mailto:paul-sheron@nwcsLtd.uk)

**NB Individual delegates will be slotted into an existing group / Group costing based upon a minimum booking of 8**

### **Food Safety Awareness in Catering**

**£75 per delegate      £255.00 group session (minimum of 5)**

These qualifications have been developed to raise awareness of key food safety issues and to provide employees with an induction to food hygiene, prior to undertaking the Level 2 Award in Food Safety. This Level 1 Award in Food Safety provides an ideal solution to staff induction training.

#### **Why is this training important?**

Food business operators must ensure that employees are supervised, instructed and trained in food hygiene matters in order to guarantee safe food to consumers

### **Fire Safety Awareness**

**£75 per delegate      £270.00 group session (minimum of 5)**

This Fire Safety Awareness programme is designed to help an organisation to meet its duties under current fire safety legislation by providing employees with essential knowledge about fire safety, helping them to understand how to prevent a fire from starting as well as what actions to take if a fire does break out.

### **Health and Safety in the Workplace**

**£75 per delegate      £270.00 group session (minimum of 5)**

Designed to ensure that all employees are aware of their own safety and the safety of customers, contractors and the public. This qualification can be tailored to business and individual needs to make the learning experience relevant and fit for purpose.

#### **Why is this training important?**

Employers are responsible for providing safe and healthy workplace conditions as well as the right systems and methods for safe activities. Nevertheless employees also have a vital part to play in the equation. They need the right knowledge and the right attitude which demands proper training in the basics of health and safety, as well as specific training for individual tasks

### **Manual Handling – Principles and Practice**

**£75 per delegate      £270.00 group session (minimum of 5)**

This qualification complements the Award in Health and Safety in the Workplace. Aimed at those who carry out manual handling at work, it introduces candidates to the risks of manual handling and the controls available.

#### **Why is this training important?**

This qualification introduces candidates to the hazards and risks involved in manual handling and outlines what to expect from a manual handling assessment. It will enable employees to contribute to the development of safer manual handling methods and tasks in the workplace.

**HSE Approved 1 day Award in Emergency First Aid at Work**  
**£75 per delegate    £275.00 group session (minimum of 5)**

This qualification introduces candidates to:

- The roles and responsibilities of a first aider
- The legal requirements for first aid provision
- The importance of accurate incident reporting
- First aid equipment and its safe use
- The need to minimise the risk of infection
- The importance of assessing an incident
- Undertaking a primary survey
- When and how to call for help

**Outline of programme** - The EFAW training and assessment will cover the following topics:

- Roles and responsibilities of a first aider
- Assessment and management of first aid incidents
- Management of an unconscious casualty
- Management of a casualty who is not breathing normally
- Management of a casualty who is choking
- Management of a casualty who has a bleeding injury
- Management of a casualty who is in shock

**Qualification information** - Designed for: first aiders in lower-risk work environments. Course duration: one-day programme in the practical assessment, candidates will be tested on the following five elements:

- Recovery position
- Cardiopulmonary resuscitation
- Choking
- Bleeding
- Shock

**HSE Approved 2 day Named person First Aid programme**  
**£295 delegate    Group costing upon request**

**Qualification information**

Covering all aspects detailed above. This course is designed to enable the successful candidate to train and assess Health and Safety Executive (HSE) approved First Aid courses. On successful completion candidates will be qualified to train and assess First Aid courses for HSE Registered companies. This will enable candidates to act as the named First Aider within workplace establishments.

**Award in Paediatric First Aid**

**£75 per delegate    Group costing upon request**

The Award in Paediatric First Aid has been developed to meet the first aid training requirements set out by The Practice Guidance in the Early Years Foundation Stage (EYFS) for Ofsted-regulated child-care settings. This guidance includes details of the course content and the duration of the training.

The Award in Paediatric First Aid is primarily aimed at those working in child-care settings, but it will also be useful for anyone with a responsibility for caring for infants and children. The national standards for first aid in childcare settings state that 'at least one person who has a current paediatric first-aid certificate must be on the premises at all times when children are present'. Additionally, at least one person with a current paediatric first-aid certificate must accompany every outing.

The *Practice Guidance in the Early Years Foundation Stage (EYFS)* sets out the first-aid training requirements for Ofsted-regulated child-care settings. This guidance includes details of the course content and the duration of the training. The Award in Paediatric First Aid has been developed to meet these requirements and is based on the QCF Units F/600/2036 and J/600/2037.

## **Apprenticeship Standards – All Standards are subject to End Point Assessment**

### **Early Years Practitioner Level 2**

This occupation is found in a range of private and public settings including; full day care, children's centres, pre-schools, reception classes, playgroups, nursery schools, home based provision, hospitals, social care settings, out of school environments and local authority provision to deliver the Early Years Foundation Stage (EYFS) requirements set by government for the learning, development and care of children from birth to 5 in both indoor and outdoor environments. The broad purpose of the occupation is to work and interact directly with children on a day to day basis supporting the planning of and delivery of activities, purposeful play opportunities and educational programmes within the ethos of the setting. An EYP works as part of a professional team ensuring the welfare and care for children under the guidance and supervision of an Early Years Educator, teacher or other suitably qualified professional the Early Years Workforce

### **Early Years Educator Level 3**

Early Years Educators, and other job roles such as nursery nurse and childminders, are highly trained professionals who play a key role in ensuring that young children learn and develop well and are kept healthy and safe. They work in a range of settings including full day care, children's centres, pre-schools, reception classes and as childminders. They may either be working on their own or supervising others to deliver the Early Years Foundation Stage (EYFS) requirements set by Government for the learning, development and care of children from birth to 5 years old

#### **What can I do on completion of the Early Years Educator course?**

Once you have your Early Years Educator qualification you will have a full authorisation to practice as an Early Years Educator. You will be able to work in the statutory, voluntary or private sectors doing things like:

Nursery Nurse, Nursery Practitioner, Early Years Practitioner, Day Nursery Practitioner, Pre School Practitioner, Nursery Teacher, Early Years Teacher, Reception Class Teacher, Pre-School Assistant, Nursery Worker, Home based child carer, Nanny, Child-minder

### **Adult Care Worker Level 2**

Adult Care Workers are the frontline staff who help adults with care and support needs to achieve their personal goals and live as independently and safely as possible, enabling them to have control and choice in their lives. Job titles might include: Care Assistant, Care Worker, Support Worker, Personal Assistant, Relief Team Worker, Support Worker - Supported Living, Key Worker in Residential Settings, Key Worker in Domiciliary Services, Key Worker in Day Services, Home Care Support Worker, Substance Misuse Worker, Learning Disability Support Worker, Mental Health Support Worker, Mental Health Outreach Worker and Re-enablement Worker

### **Lead Adult Care Worker Level 3**

Lead Adult Care Workers are the frontline staff who help adults with care and support needs to achieve their personal goals and live as independently and safely as possible, enabling them to have control and choice in their lives. In addition, Lead Adult Care Workers have responsibility for providing supervision, frontline leadership, guidance and direction for others, or working autonomously, exercising judgement and accountability. Typical job titles include Care Officer, Care Supervisor, Senior Care Worker, Supervising Care Worker, Senior Support Worker, Relief Team Leader, Social Work Assistant, Social Services Officer, Outreach Development Worker, Community Support Worker, Community Outreach Worker, Community Development Worker, Family Support Worker or Personal Assistant. These could all specialise in a variety of areas such as learning disability, mental health, drug and alcohol misuse, homecare, dementia and end-of-life care

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## **Customer Service Practitioner Level 2**

The role of a customer service practitioner is to deliver high quality products and services to the customers of their organisation. Your core responsibility will be to provide a high quality service to customers which will be delivered from the workplace, digitally, or through going out into the customer's own locality. These may be one-off or routine contacts and include dealing with orders, payments, offering advice, guidance and support, meet-and-greet, sales, fixing problems, after care, service recovery or gaining insight through measuring customer satisfaction. You may be the first point of contact and work in any sector or organisation type.

Your actions will influence the customer experience and their satisfaction with your organisation. You will demonstrate excellent customer service skills and behaviours as well as product and/or service knowledge when delivering to your customers. You provide service in line with the organisation's customer service standards and strategy and within appropriate regulatory requirements. Your customer interactions may cover a wide range of situations and can include; face-to-face, telephone, post, email, text and social media.

## **Customer Service Specialist Level 3**

The main purpose of a customer service specialist is to be a 'professional' for direct customer support within all sectors and organisation types. You are an advocate of Customer Service who acts as a referral point for dealing with more complex or technical customer requests, complaints, and queries. You are often an escalation point for complicated or ongoing customer problems. As an expert in your organisation's products and/or services, you share knowledge with your wider team and colleagues. You gather and analyse data and customer information that influences change and improvements in service. Utilising both organisational and generic IT systems to carry out your role with an awareness of other digital technologies. This could be in many types of environment including contact centres, retail, webchat, service industry or any customer service point.

## **Business Administrator Level 3**

Business administrators have a highly transferable set of knowledge, skills and behaviours that can be applied in all sectors. This includes small and large businesses alike; from the public sector, private sector and charitable sector. The role may involve working independently or as part of a team and will involve developing, implementing, maintaining and improving administrative services. Business administrators develop key skills and behaviours to support their own progression towards management responsibilities.

## **Team Leader and Supervisor Level 3**

A team leader/supervisor is a first line management role, with operational/project responsibilities or responsibility for managing a team to deliver a clearly defined outcome. They provide direction, instructions and guidance to ensure the achievement of set goals. Working in the private, public or third sector and in all sizes of organisation, specific responsibilities will vary, but the knowledge, skills and behaviours needed will be the same whatever the role. Key responsibilities are likely to include supporting, managing and developing team members, managing projects, planning and monitoring workloads and resources, delivering operational plans, resolving problems, and building relationships internally and externally

## **Teaching Assistant Level 3**

Teaching Assistants work in Primary, Special and Secondary education across all age ranges encompassing special educational needs and emotional vulnerabilities. The primary role of the Teaching Assistant is to support the class teacher to enhance pupils' learning either in groups or individually, ensuring pupils understand the work set, know their learning objectives and stay on task in order to make progress. Promoting self-belief, social inclusion and a high self-esteem play an integral part to pupils' well-being; ensuring pupils thrive in a positive, nurturing, safe environment. It is an active role supporting the learner to access the curriculum. They are good role models, act with honesty and integrity, take part in team meetings; contribute to planning and class activities. Promoting Fundamental British Values through spiritual, moral, social and cultural development and positive behaviours are crucial in contributing to improved pupil progress and development.

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## Assessor Awards

These new Awards have replaced the Learning and Development unit A1 and A2 Assessor Units previously known as D32 D33. The Certificate in Assessing Vocational Achievement encompasses the 3x units detailed below.

There are Three Units involved In the New Level 3 Award <b>Certificate in Assessing Vocational Achievement</b>		
<b>Unit 1.</b> Understanding the Principles and Practices of Assessment	<b>Unit 2.</b> Assess Occupational Competence in the Work Environment	<b>Unit 3.</b> Assess vocational Skills, Knowledge and Understanding.

### Level 3 Certificate in Assessing Vocational Achievement

To achieve the award you will attend 2-4 training sessions which will develop your knowledge and provide you with the skills to become an assessor. Assessment - You will be assessed in the workplace by a qualified assessor.

You will need to produce a portfolio which will be submitted for internal and external verification.

- Understanding the Principles and Practices of Assessment
- Assess Occupational Competence in the Work Environment
- Assess vocational Skills, Knowledge and Understanding

### Award in Understanding the Principles and Practices of Assessment

To achieve the award you will attend 2 training sessions which will develop your knowledge and understanding of best practices in assessment. Assessment: You will be assessed for this unit through questions, personal statements, and discussions with your assessor. There may be other methods of assessment used to ensure we capture all evidence.

- Understanding the Principles and Practices of Assessment

### Award in Assessing Competence in the Work Environment

To achieve the award you will attend 2-3 training sessions which will develop your knowledge and provide you with the skills to become an assessor. Assessment - You will be assessed in the workplace by a qualified assessor. You will need to produce a portfolio which will be submitted for internal and external verification.

- Understanding the Principles and Practices of Assessment
- Assess Occupational Competence in the Work Environment

### Award in Assessing Vocationally Related Achievement

To achieve the award you will attend 2-3 training sessions which will develop your knowledge and provide you with the skills to become an assessor. Assessment - You will be assessed in the workplace by a qualified assessor. You will need to produce a portfolio which will be submitted for internal and external verification.

- Understanding the Principles and Practices of Assessment
- Assess vocational Skills, Knowledge and Understanding.

**Costing upon request, pricing will be subject to any available funding.**

## **Safeguarding Awareness**

**£75 per delegate      £295.00 group session (minimum of 5)**

The workshop and the materials have been designed to provide support and examples of effective practice with safeguarding. Objectives of the workshop:

- To identify the legislative context and key policy drivers which have informed the safer recruitment and wider safeguarding agenda
- To understand the difference between safeguarding and child protection and to explore ways of safeguarding young people and vulnerable adults in further education
- To identify the importance of creating a whole organisation approach towards safer recruitment and safeguarding
- To identify safer recruitment processes and practices and explore ways in which it should be further developed within your own organisations
- To understand the roles and key purposes of other agencies, especially the local safeguarding boards

## **Equality & Diversity Awareness**

**£55 per delegate      £275.00 group session (minimum of 5)**

Learners will gain knowledge of the following areas: The key features of a culture which promotes equality and values diversity

- The importance of the promotion of equality and valuing of diversity for an effective workplace.
- Behaviour appropriate to the promotion of equality and valuing of diversity.
- How to actively help others in the promotion of equality and valuing of diversity.
- How to contribute effectively to promoting equality and valuing diversity

## **Medication Awareness**

**£55 per delegate      £275.00 group session (minimum of 5)**

You will be able to apply in practice:

Legislation, guidelines and organisational policies and procedures, standard health and safety precautions, care and support of the individual, basic pharmacology, types of medication, storage, understanding adverse reactions, side effects

## **Epilepsy Awareness**

**£55 per delegate      £275.00 group session (minimum of 5)**

An introduction to epilepsy, causes and diagnosis / Types of seizures (including management and first aid) Status epileptics, treatments – medication and side effects, risk management and support needs. What are emergency medications for epilepsy

## **Autism Awareness**

**£55 per delegate      £275.00 group session (minimum of 5)**

Awareness session as to Autism and working within this sector.

What is autism / Knowledge of legal responsibilities and legislation / Causes, symptoms and diagnosis.

Autism Triad of Impairments / How to manage challenging behaviour / Understanding and working with autistic individuals / Autism Spectrum Disorder (ASD) including Asperger's syndrome / Differentiate between autism and Asperger's

## **Anaphylaxis Awareness Session**

**£55 per delegate      £275.00 group session (minimum of 5)**

Causes of anaphylaxis / Identifying signs & symptoms of a severe allergic reaction / Who is at risk from anaphylaxis  
Legislation – Who can administer / How to use an EpiPen & practical (the do's and do not's) / Understanding of side effects

## Care Certificate - £155 per delegate

The standards are set for people entering the field of Health & Social Care. Skills for Care refreshed the Care Certificate in 2015 ensuring that they were fit for purpose and reflected current policy and practice. The programme will cover the required 15 standards:

1. Understand Your Role
2. Your Personal Development
3. Duty of Care
4. Equality and Diversity
5. Work in a Person Centred Way
6. Communication
7. Privacy and Dignity
8. Fluids and Nutrition
9. Awareness of mental health, dementia and learning disabilities
10. Safeguarding Adults
11. Safeguarding Children
12. Basic Life Support
13. Health and Safety
14. Handling Information
15. Infection Prevention and Control

**All Functional Skills are fully funded through AEB funding**

### Functional Skills qualification in English

Functional Skills are the fundamental applied skills in English, Information and Communication Technology (ICT) and Mathematics that help people gain the most from life, learning and work. Available at Entry 1, Entry 2, Entry 3, Level 1, Level 2, they can be taken as free-standing qualifications or as a component of Apprenticeships, Diplomas, or Foundation Learning programmes.

The Functional Skills qualifications in English comprise three components:

- Speaking, Listening and Communication
- Reading
- Writing

In order to achieve the Speaking, Listening and Communication component, learners have to take part in discussions. The Reading and Writing assessments may be taken as paper-based or on-screen assessments. All Functional Skills assessments are available on demand.

### Functional Skills qualification in Information & Communication Technology

*Available at Entry 1, Entry 2, Entry 3, Level 1, Level 2, they can be taken as free-standing qualifications or as a component of Apprenticeships, Diplomas, or Foundation Learning programmes.*

- Each ICT assessment covers the following skill standards:
- Using ICT
- Finding and selecting information
- Developing, presenting and communicating information

The assessments require learners to apply their process and problem solving skills. All ICT assessments are available as paper-based. All Functional Skills assessments are available on demand

### Functional Skills qualification in Mathematics

Functional Skills are the fundamental applied skills in English, Information and Communication Technology (ICT) and Mathematics that help people gain the most from life, learning and work. Available at Entry 1, Entry 2, Entry 3, Level 1, Level 2.

***NB - Upon enrolling for this programme you are outlining your commitment to undertake a full initial assessment to ascertain what level you are currently working at. Also that you are prepared to undertake all learning, assessment as deemed necessary by your tutors.***

## **Adult Education Budget funded Level 2 Certificates**

**These certificates can be offered free of charge to eligible employees. Please speak with Kelly O'Connor on 07837 310 219 for further information as to course content and the eligibility criteria**

### **Business sector Level 2 Certificates**

- Business Administration knowledge
- Principles of Team Leading
- Customer Service

### **Health & Social Care sector Level 2 Certificates**

- Preparing to Work in Adult Social Care
- Understanding Behaviour that challenges
- Care Planning
- Common Health Conditions
- End of Life Care
- Understanding Autism
- Falls Prevention Awareness
- Awareness of Mental Health Problems
- Principles of Prevention and Control of Infection
- Understanding Safe Handling of Medication
- Understanding Specific Learning Disabilities
- Working with Individuals with Learning Disabilities
- Dignity and Safeguarding in Adult Social Care
- Principles of Dementia Care
- Understanding the Care and Management of Diabetes

### **Childcare sector Level 2 Certificates**

- Caring for Children and Young People
- Children and Young Peoples Mental Health
- Common Childhood Illnesses



**LIVERPOOL  
CITY REGION**  
COMBINED AUTHORITY

**METRO MAYOR**  
LIVERPOOL CITY REGION

## Contact Details

General enquiries and information about short courses - Paul Sheron 07795 386360  
[paul-sheron@nwcsltd.uk](mailto:paul-sheron@nwcsltd.uk)

Childcare and Teaching Assistant Apprenticeship enquires – Shirley Ashcroft 07870 915636 [shirley-ashcroft@nwcsltd.uk](mailto:shirley-ashcroft@nwcsltd.uk)

Business, Health & Social Care Apprenticeship & All AEB enquiries – Kelly O'Connor – 07837 310219 [kelly-o'connor@nwcsltd.uk](mailto:kelly-o'connor@nwcsltd.uk)

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