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Childcare

A magical place to learn

Learn how to create a themed indoor environment that gives children the opportunity to explore, both independently and with adult guidance. 'A magical place to learn' takes fairy tales as the starting point for a variety of exciting activities and experiences. Upon completion of the course, you will have the tools, confidence, and enthusiasm to create your own themed space and bring your ideas to life.

Young children are naturally curious and want to explore and learn. If a childcare practitioner creates an environment that is richly resourced with activities, children will learn naturally from all that is around them. It is the practitioner's skill in creating the environment that is important, and then providing the appropriate support for each child so they get the most from the activities. Wherever possible, children should be fully involved in creating their own place to learn and contribute their ideas and art work.

This course will guide you through the process of creating a themed indoor environment, using fairy tales as an example.

Aim of the course

To increase your knowledge and understanding of the many areas of learning that can be created within the child's indoor environment, and to maximise the opportunities for learning by purposefully planning each area, involving children in the choices made.

Objective of the course

You will be able to create a more interesting and exciting indoor environment that will allow children to explore and learn.

Course structure

- Filmed tutorials, planning resources and tools, presentation, and good practice example videos – all video content is original and has been created for this course by Laser Learning
- Additional activities encourage you to reflect on your learning
- There is also suggested extended reading that gives both practical information and links to websites to expand knowledge

Child and young person development (0-19 years)

Every child or young person is an individual and will develop skills in their own way, and in their own time. However, we can say it's normal to develop a certain skill within a given time span and these are known as 'developmental norms'. Consider the stages of development from birth to 19 years, as well as the influences upon a child's life that could affect their ability to develop according to expected norms.

Learning outcomes

- You will learn that children's development begins from the moment of conception
- You will learn that family influence is usually the most significant factor affecting development. You will understand the importance of forming a good relationship with parents and carers – working in partnership with them.
- You will be able to recognise when a child is falling behind their peers or reaching milestones sooner than expected

Advantages of this course

- Each area of childhood development is important, and we must understand these areas in order to offer children and young people appropriate learning experiences and levels of support. This course clearly outlines ages and stages of development.
- A child or young person with a disability may develop at a different rate or sequence to 'the norm'. The presentation section of this lesson explains the common effects of particular disabilities on development.
- Additional activities encourage you to reflect on the learning
- There is also suggested extended reading that gives both practical information and links to websites to expand knowledge

Developing children's numeracy skills

Helping children develop the skills necessary to support mathematical learning, problem solving, and relating numeracy to everyday life is a crucial part of being an educator. Understand the importance of numeracy skills to future achievement and self-esteem. Learn techniques that demonstrate the relevancy of numeracy to daily life, classroom strategies to develop numeracy skills, and tasks and activities you can use with the children you support.

Learning outcomes

- You will know the early learning goals and aims of the national curriculum as it relates to numeracy, and be asked to consider how the children you support are achieving against this
- You will understand the importance of numeracy skills for the digital age, self-esteem, and employability
- You will learn about intervention strategies, differentiation, scaffolding learning, and involving families in developing numeracy skills

Advantages of this course

- Children can sometimes question why numeracy skills are important, but good quality teaching provides the answer by using techniques that show the relevancy of numeracy to their daily lives, the world around them, and their future careers. This course provides a wealth of resources and ideas about how to explain the relevance of numeracy to real life situations.
- You will explore a number of resources for primary and secondary school teachers, and educators who are looking to implement numeracy across the curriculum
- Additional activities encourage you to reflect on your learning
- There is also suggested extra reading that gives both practical information and links to websites to expand knowledge

Equality and diversity in education

It's important children learn from the earliest age to value differences between people and to have tolerance for the values, beliefs, and views of others. Educators play a vital role in this process and have a legal duty to promote equality within learning environments and to the children and young people in their care. Learn about legislation and codes of practice relating to equality, diversity, and discrimination. Know how to work in an inclusive way and respect the culture and beliefs of others.

Learning outcomes

- You will know the legislation and codes of practice relevant to equality, diversity, and discrimination in schools and educational settings.
- You will be able to identify and challenge discriminatory practice or comments at work
- You will know how to talk to children and young people about the effects of prejudice and discrimination

Advantages of this course

- Any discrimination against people with characteristics protected in the Equality Act 2010 is breaking the law. This course will outline the 9 protected characteristics and the history behind the Act.
- Discrimination in the setting damages the self-esteem of the children, young people, and staff concerned, and creates an unpleasant work environment for them. It undermines all that a good educational setting should stand for. The school or college must take steps to stop the discrimination immediately. This course will encourage you to familiarise yourself with the setting's discrimination policy and take action if you come across discrimination in your day-to-day practice.
- You will explore a number of resources on how to promote equality and diversity in the classroom, preventing prejudice-based bullying, and the different ethnic groups in education, skills, and training
- Additional activities encourage you to reflect on your learning
- There is also suggested extra reading that gives both practical information and links to websites to expand knowledge

Fundamental British values

This short course explores fundamental British values of democracy, the rule of law, individual liberty, and mutual respect and tolerance of those with different faiths and beliefs. All schools have a duty to actively promote these values and during inspections, Ofsted will look for an 'acceptance and engagement' with these values. Learn what fundamental British values are, their importance, and how they can be actively promoted in education and childcare.

Learning outcomes

- You will learn how to promote British values as part of Spiritual, Moral, Social and Cultural (SMSC) in schools
- You will know how a school can include British values in their values and ethos
- You will also know how an early years setting can promote British values

Advantages of this course

- The British government believes that the promotion of these values will make British children and young people more prepared for life in modern Britain, and make them more resilient to attempts to radicalise them. Including these values in schools and childcare meets the legal requirements of the Prevent Duty, and promotes the wider SMSC development of the children and young people. This course, therefore, is important and relevant to all staff working in an educational setting.
- Each value is explained in this course, and guidance is given on how to explain this to children and young people. Consider how to relate each value to the children you support, if you teach Year 9 pupils for example, then being encouraged to choose your GCSE options can be seen as individual liberty.
- Additional activities encourage you to reflect on your learning
- There is also suggested extended reading that gives both practical information and links to websites to expand knowledge

Recruiting new employees

This short course is about attracting and hiring staff who have the right attributes to be a valued and effective member of the team. Learn about employment regulations and laws all employers must follow, and industry specific legislation. Understand the stages of hiring a new employee up until their first day, and know which pre-employment checks need to be carried out for the role. This short course is aimed at people who have responsibility for hiring staff at a childcare or educational setting, or are hoping to move into such a role.

Learning outcomes

- You will understand the processes involved in employing new members of staff
- You will be able to write and post a job advert, select the candidates you would like to invite for interview, conduct the interview, make a job offer, carry out pre-employment checks, and create and send the right type of employment contract
- You will understand the importance of equality and diversity when employing new employees

Advantages of this course

- All employers, irrespective of size or sector, are required to prevent the employment of illegal workers. This short course will outline the '3 step check' you should do to confirm that a potential employee is entitled to work in the UK.
- Conducting pre-employment checks on job applicants is an integral part of the recruitment process. Failure to establish relevant information could mean that you have failed to show 'due diligence'. Employers need to use the selection process, including vetting, to find the best person for the job, taking into account all the available evidence. This short course provides advice to employers on how to conduct such checks.
- An unenviable part of the recruitment process is rejecting unsuitable applicants. It is only polite to let candidates know their application has not been successful and under Data Protection laws, how long and for what purpose their details will be kept for. Methods of doing so will be suggested in this short course.
- Website and video resources are utilised to explore recruiting new employees in more detail
- There is also suggested extended reading that gives both practical information and links to websites to expand knowledge

Childcare (CACHE endorsed)



The following courses are endorsed by Cache.

On successful completion of these courses, learners have the option of purchasing a certificate of achievement from CACHE. This certificate must not be confused with nationally regulated qualification achievement.

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An introduction to nannying

This CACHE endorsed short course was developed in association with the British Association of Professional Nannies (BAPN). This course introduces you to the key aspects of working life as a nanny. Explore the role and responsibilities of a professional nanny, the main elements of working with children, and the health and safety considerations involved when working in the family home. Intended as a general introduction to the profession, this course prepares you for life as a nanny.

This course is split into four sections:

1. The child
2. The employer
3. The professional nanny
4. Health and safety

Learning outcomes

- You will learn about the role of a professional nanny
- You will learn how nannies can be essential for modern working families
- You will learn about the challenges of maintaining professional boundaries when working in a relaxed environment when they are treated as one of the family

Advantages of this course

- The course looks at what is involved in looking after a child and includes child care, child development, supporting positive behaviour, and personal care routines. It looks at the importance of play to children and gives a brief introduction to the Early Years Foundation Stage, England's statutory framework for the care and education for the under 5's.
- A second section of the course deals with the relationships between the parents and the child, and the parents and the nanny. Helpful information is given about setting expectations and asking questions before commencing work within a family. It looks at the importance of both communication and confidentiality.
- A further section contains information on the essentials required by a professional nanny, including the considerations of insurance, training, registrations, and record keeping. Salaries, documentation, contracts, National Insurance, and tax are also introduced
- The course can also help with some interview tips and suggestions on presenting a professional image

An introduction to safeguarding

This CACHE endorsed short course explores the concept of safeguarding and its importance in a childcare setting. Learn about the types and possible signs of abuse, the importance of your settings' policy for reporting concerns, whistleblowing, and explore the document 'What to do if you are worried a child is being abused' (DfE). The course is intended for learners working in nursery settings, or with school-aged children and young people.

Learning outcomes

- You will learn about basic issues relating to safeguarding that can cause settings to be judged as 'inadequate' by inspectors
- You will learn the aspects of running a setting that need to be focused on to promote safeguarding
- You will learn why having a basic understanding of safeguarding is one of the first things you should study when working with children and young people

Advantages of this course

- Safeguarding is an essential area of knowledge for those working with children and vulnerable people
- Through this course you have access to up to date resources from the UK government and child protection agencies offering advice and legislation on safeguarding
- The course also identifies the different signs, symptoms and effects of abuse and neglect, and the different kinds of abuse
- Additional activities encourage you to reflect on your learning
- There is also suggested extended reading that gives both practical information and links to websites to expand knowledge

An enabling learning environment

This CACHE endorsed short course will explore the areas of learning that should be found in any good play environment. Explore how these areas promote learning and development and the part practitioners may play in this. Learn how to create a room to learn using a planned approach and learn how to adapt your plans according to children's needs, wishes, and desires.

Learning outcomes

- You will learn that in a richly resourced environment, children will learn naturally from all that is around them
- You will learn the importance of providing children with opportunities to learn independently and interact with their peers with minimal adult intervention
- You will learn to consider the possibilities for creating a flow between the indoor and outdoor areas of the setting so that children can move freely between them

Advantages of this course

- The learning in this course reflects the fact that children are naturally curious and want to explore and learn
- The course covers how to plan a room for learning, how to designate responsibility to staff, how to link the areas for learning and planned activities to the Early Learning Goals, and how to ensure that the learning environment meets the needs of all children, including those with special needs
- In planning and creating an enabling learning environment, this course also looks at ways of keeping costs low
- Video examples of effective enabling environments based on jungles and space are included
- This course also looks at the importance of including the outdoors, as well as the indoors, in the learning environment; introducing the idea of Forest Schools
- Additional activities encourage you to reflect on your learning
- There is also suggested extended reading that gives both practical information and links to websites to expand knowledge

Asperger syndrome

This CACHE endorsed short course will explore the effect of the syndrome on the individual who has it. It introduces you to the areas that a person with Asperger syndrome might struggle with, and provides resources to help understand how they interact with, and interpret, the world around them. This course is intended for anyone who wants to gain a better understanding of the syndrome.

Learning outcomes

- You will learn about the 'triad of impairments' that cover the three main areas an individual with the syndrome may struggle with
- You will understand how Asperger syndrome affects individuals from all nationalities, religions, cultures, and social backgrounds
- You will understand the importance of being aware of the different ways that an individual will interact with and interpret the world around them

Advantages of this course

- As the syndrome is a hidden disability, and is often slow to be diagnosed, knowing how it impacts on an individual is invaluable knowledge
- There is no specific treatment or cure but this doesn't mean that you can't help someone with Asperger's. There are therapies, approaches, and interventions that can improve quality of life and this course will outline some of them.
- Additional activities encourage you to reflect on our learning
- There is also suggested extended reading that gives both practical information and links to websites to expand knowledge

Attention Deficit Hyperactivity Disorder (ADHD)

This CACHE endorsed short course will explore Attention Deficit Hyperactivity Disorder (ADHD), and is suitable for those working with children and young people. Learning explains the difference between ADHD and ADD and helps you to spot the signs and symptoms of ADHD, understand the causes, and provide children, young people, and their families with accurate information and guidance.

Learning outcomes

- You will have a comprehensive understanding of ADHD and how it can affect children and young people throughout their lives
- You will be able to recognise, and respond to, a child or young person showing signs of ADHD
- You will know where to go for help and support, and who to turn to for advice on managing symptoms

Advantages of this course

- It is thought that around 2-5% of school-aged children may have ADHD and symptoms often present in the early years, this course will help practitioners working with young children and school-aged children and young people to spot the signs and symptoms and understand how to support the individual, and their family, with the condition
- You will explore the importance of diagnosing ADHD when symptoms first present, and the course will outline some of the challenges faced by people with ADHD who were not diagnosed at this stage
- You will grasp the positive characteristics of people with ADHD and the positive aspects of the condition
- Additional activities encourage you to reflect your learning
- There is also suggested extended reading that gives both practical information and links to websites to expand knowledge

Babysitting

This CACHE endorsed short course looks at the essentials of babysitting. It explains the responsibilities of both parent / carer and sitter, and explores the importance of continuity of care, child safety, and the setting of boundaries for both the children and the babysitter. You will also be given an introduction to child development and care activities for young children.

Learning outcomes

- You will learn how to interact with the adults you babysit for
- You will learn how to care for the children you are responsible for
- You will learn what to expect from the children you are responsible for

Advantages of this course

- As a parent leaving children with someone new, the course offers details of the information exchange and expectation sharing that should occur before the babysitting starts
- For the babysitter, the need for an exchange of information and expectations are explained, and the course provides a starting point for finding out more about child development and care activities
- Additional activities encourage you to reflect on your learning
- There is also suggested extended reading that gives both practical information and links to websites to expand knowledge

Building a team

This CACHE endorsed short course will explore the stages of team development. Consider team roles, with particular reference to Meredith Belbin's research. Explore the ways in which a leader can lead a team effectively, how they build the team, and how they learn to let go and delegate. You do not need to be working in a managerial role to complete this course but should be working as a member of a childcare setting team.

Learning outcomes

- You will learn how teams are developed
- You will learn how to delegate effectively
- You will learn that driving and motivating team members is very important

Advantages of this course

- Building a team is an important role in the workplace, and this course offers insight from successful authors like Meredith Belbin and John Adair
- Discover the stages involved in building a team, and the different roles that team members can take on in making a team work successfully
- These resources are essential for anyone moving into a team leader or manager role
- Additional activities encourage you to reflect on your learning
- There is also suggested extended reading that gives both practical information and links to websites to expand knowledge

Child development

This CACHE endorsed short course explores the concept of child development and how important it is to the work that we carry out with children. Discover child development theories and learn how to apply them to situations within your setting. Study aspects of development, including brain development, and from this understanding consider how best to prepare activities for children and guide their learning.

Learning outcomes

- You will learn that children's development begins from the moment of conception
- You will learn that a child's development is influenced by the adults who care for them
- You will learn to be aware of a child's needs covering all five outcomes mentioned in Every Child Matters
- You will learn that individual children develop in different ways and that it is extremely important that every child is treated as an individual

Advantages of this course

- This course looks at child development theories and theorists, and why it is important to know how children develop when working with them
- It is important to understand the areas of child development to offer appropriate learning experiences and levels of support for each individual child
- Additional activities encourage you to reflect on your learning
- There is also suggested extended reading that gives both practical information and links to websites to expand knowledge

Communication and the EYFS

This CACHE endorsed short course explores one of the prime areas of the Early Years Foundation Stage: Communication and language. Learn the importance of good communication skills to a child's life, and how to build children's confidence with language and show them that what they have to say is important and valued. Consider the key role you play in this and how to be a role model for effective communication.

Learning outcomes

- You will learn to communicate with children in a way that supports the development of their speech, language, and communication, as appropriate for their age and stage of development
- You will learn to understand you are a role model for young children and as such, should be positively interacting with those around them
- You will learn how to support children's speech, language, and communication development in line with statutory guidance for England

Advantages of this course

- Communication and language is a prime area in the EYFS and this course will help early years practitioners build their knowledge in this area and increase their understanding of the importance of being a role model for effective communication
- You will have an opportunity to reflect on your own speech, language, and communication skills and how effective you have been in supporting young children with their development in these areas
- You will be given a number of suggestions for communication and language activities, along with advice for encouraging children who are not confident communicators
- There is also suggested extended reading that gives both practical information and links to websites to expand knowledge

Continuous Professional Development

This CACHE endorsed short course explores CPD - for yourself and for your team members. Consider preferred learning styles, learning opportunities, and how to plan and evaluate learning. Learn how to help others set up a CPD file and how to lead others to develop professionally. You do not need to be working in a managerial role to complete this course but should be working as a member of a childcare setting team.

Learning outcomes

- You will learn that good practitioners will always be looking for ways to improve and develop their practice
- You will learn how to reflect on your professional development needs
- You will learn that practitioners who value personal development will have more opportunities for training and development

Advantages of this course

- The learning experience, and ability to learn, does not end when you leave full-time education. It is a continuous process and can greatly benefit your personal and professional life. This course will explain the importance of finding time to self-evaluate learning and development needs, the ways in which you can reflect on this, and how to identify opportunities at work.
- All practitioners should have a plan for their development and feel motivated to achieve it. A supportive working environment, manager / supervisor, and colleagues will positively contribute to this process. In the presentation section of this course, the concept of planning for learning and development (specifically a personal development plan) is explained in detail.
- Additional activities encourage you to reflect on your learning
- There is also suggested extended reading that gives both practical information and links to websites to expand knowledge

Cultural awareness

This CACHE endorsed short course explores the meaning of cultural awareness and explains why it is important within the workplace. Explore how you can promote inclusive practice and how you can plan for diversity and inclusion. Investigate the challenges to inclusion and how to overcome them. This course is generally intended for learners working in nursery settings.

Learning outcomes

- You will learn that cultural awareness is an important and integral part of supporting diversity, equality, and inclusion
- You will learn that being aware of a person's culture means understanding not only the outward expressions of that culture, but also the social aspects, intrinsic values, morals, and challenges of adapting to a different country and culture
- You will learn that the awareness of cultural similarities and differences are important within the childcare setting and are a requirement of the Early Years Foundation Stage

Advantages of this course

- Cultural awareness is an important and integral part of supporting diversity, equality, and inclusion. It is at the heart of ensuring that all children and their families are valued and respected. In an early years setting, understanding other cultures will inform inclusive practice and meets on of the standards of the EYFS.
- Additional activities encourage you to reflect on your learning
- There is also suggested extended reading that gives both practical information and links to websites to expand knowledge

Developing self-esteem in young children

This CACHE endorsed short course explores answers to the following questions: What is self-esteem, why is it so crucial to children's development, and how can you contribute? This course outlines the characteristics of a child with healthy self-esteem and compares this to characteristics of children with low or poor self-esteem. You will learn what you can do to support the development of children's healthy self-esteem.

Learning outcomes

- You will gain an understanding of the value of healthy self-esteem to a child's life, and how this is crucial to their personal, social, and emotional development
- You will learn to work in partnership with parents and carers to build a child's self-esteem
- You will learn how to encourage children's positive self-esteem, use praise carefully, and add in elements of choice during activities

Advantages of this course

- Self-esteem is an important part of personal, social, and emotional development and in the early years, a confident child will be more willing to communicate their likes, dislikes, needs, and feelings to an early years practitioner
- You will explore a number of key interventions and activities that can boost a child's self-esteem
- Additional activities encourage you to reflect on your learning
- There is also suggested extended reading that gives both practical information and links to websites to expand knowledge

Effective supervision in the early years

This CACHE endorsed short course explores the concept of supervision and its important role within a well-managed setting, particularly in terms of safeguarding. You will be introduced to good practice in implementing supervision processes at your setting. This short course has been written by international early years consultant and trainer, Laura Henry.

Learning outcomes

- You will learn what is meant by 'supervision'
- You will learn the importance of supervision within a daycare setting
- You will gain an understanding of the basic principles of supervision for application in your own setting

Advantages of this course

- Supervision plays an important part in developing staff's personal and professional development, as well as making sure that a setting consistently improves. This course outlines the benefits of supervision and the opportunities supervision presents, such as a chance to share concerns in a safe space
- As stated by the Early Years Foundation Stage, effective supervision provides 'support, coaching, and training for the practitioner'. In the reading section of this course, these terms are clarified and the different forms they can take in a professional setting are detailed. In regards to 'effective' supervision, the presentation included in this course explains how to implement an effective process, aimed at supervisors.
- Additional activities encourage you to reflect on your learning
- There is also suggested extended reading that gives both practical information and links to websites to expand knowledge

First time leadership

This CACHE endorsed short course explores the difference between leading and managing. Consider the ways in which you can adapt from being a friend to a line manager. Gain an understanding of the art of negotiation and look at your values and beliefs and how this affects your actions. You do not need to be working in a managerial role to complete this course but should be working as a member of a childcare setting team.

Learning outcomes

- You will learn about the differences between leading and managing
- You will learn ways in which you can negotiate with your team to achieve a win-win situation
- You will learn about key skills associated with time management and get an opportunity to reflect on how you perform in this area
- You will learn how a good leader can keep a sense of balance and evaluate the reasons for challenging circumstance

Advantages of this course

- Becoming a leader of a group of people for the first time means a number of changes, and this course offers information on how attitudes and behaviours may need to be altered in order to be an effective, efficient leader
- This course introduces the problems of leading a group you were previously part of, the need to learn negotiation and time management skills, and the issues of dealing with stress
- As a first time leader it is important to reflect on relationships and how they will change, and how personal values and beliefs will appear to others
- Additional activities encourage you to reflect on your learning
- There is also suggested extended reading that gives both practical information and links to websites to expand knowledge

Fulfilling the role of the Key Person

This CACHE endorsed short course explores the role of the key person and the importance of the relationship between the key person and the child's parent / carer. Learn how to promote personal, social, and emotional development and gain a better understanding of what this means in day-to-day practice. Look at factors that affect the ability to develop loving, secure relationships and study children's key emotional needs.

Learning outcomes

- You will learn that it is important to develop a good relationship with the children in your setting
- You will learn about the attributes of a practitioner who cares well for others
- You will learn how to show wisdom and skill in deciding when something that is said to you should remain confidential and when it should be passed on

Advantages of this course

- This course looks at the importance of the role of a key person in a childcare setting. The role is a legal requirement in the Early Years Foundation Stage (EYFS) and is crucial in a child's personal, social, and emotional development. A key person, working in partnership with parents/carers, can support a child to relate well to others, make friends and feel secure.
- Gain access to resources to support starting and building upon a relationship with both the child and the parents, and find out more about attachment theory
- Additional activities encourage you to reflect on your learning
- There is also suggested extended reading that gives both practical information and links to websites to expand knowledge

Health and safety in the early years

This CACHE endorsed short course explores safe and secure environments for children and how to use risk assessments to raise everybody's awareness of potential dangers. Look at ways in which leaders maintain a healthy, safe, and secure environment for children and, in particular, look at hygiene practices. Learn how to supervise procedures for accidents, injuries, illnesses, and other emergencies.

Learning outcomes

- You will learn the skills required to support children's health and safety
- You will learn that a key factor in protecting children from accidents and injury is to understand what the risks might be
- You will learn the importance of encouraging children to manage risk for themselves, and the impact of this on their future well-being

Advantages of this course

- All schools and Ofsted registered early years settings have to meet the requirements of the Early Years Foundation Stage (EYFS). One of the guiding themes of the EYFS is the importance of an 'enabling environment' and the safety and security of an educational space is central to this. Every child has a right to feel safe in their learning environment and this course will outline how you can ensure that they do, from planning a safe educational visit to keeping a record of accidents and injuries.
- Should a child become ill at the setting, it is imperative that staff working there can identify the common signs and symptoms of illness and take action to promote recovery. Illness and injury is covered in the first section of the course, and ways to minimise the risk of illness, such as basic hygiene, is explored in the reading section.
- As a practitioner, it is your responsibility to protect children from accidents and if an accident and/or injury does occur, respond appropriately. In this course, you will learn how to conduct a risk assessment and the actions to take if an accident does occur.
- Additional activities encourage you to reflect on your learning
- There is also suggested extended reading gives both practical information and links to websites to expand knowledge

Inclusion

In this course, learners will explore the meaning of inclusion and gain a better understanding of its scope. They will look at the barriers to inclusion and explore resources for inclusion. This course is generally intended for learners working in nursery settings.

Learning outcomes

- You will learn to use inclusion in settings to help the development of communities where all people are equally valued and have the same opportunities for participation
- You will learn about identifying the barriers that stop people from participating fully, understanding what causes these barriers, and finding solutions to overcome them
- You will learn that it is important for practitioners to try to find ways to adapt activities and include those with additional needs so they can participate in activities along with their peers
- You will learn ways in which practitioners can promote diversity, equality and inclusion, and support others to do so

Advantages of this course

- Inclusion means involving all children, young people, and adults in mainstream society, including those with disabilities and/or learning difficulties
- Legislation and statutory guidance are in place to ensure that all children have the right to reach their full potential and have an excellent start to life irrespective of their background, race, colour or gender. This means they should not face discrimination, which can have a damaging effect on children and adults alike.
- This course explains more about what is meant by inclusion, and offers further information about those individuals who might not be included. You will see ways to promote diversity, equality, and inclusion and support others to do so, as well as how to challenge discrimination.
- Additional activities encourage you to reflect on your learning
- There is also suggested extended reading that gives both practical information and links to websites to expand knowledge

KEEP Key Elements of Effective Practice

This CACHE endorsed short course explores how this document was written and the research that underpins it. Identify and define the main points of the document and how it relates to the EYFS Statutory Framework. Look at how KEEP might relate to your practice and how practitioners may use it to reflect on the practice in their setting. This course is appropriate for childcare practitioners working in a range of settings.

Learning outcomes

- You will learn about the 6 Key Elements of Effective Practice
- You will learn the importance of reflecting on your practice
- You will learn that it is important all staff really appreciate that developing their knowledge, skills, and understanding is an essential part of their learning journey

Advantages of this course

- This course looks at the 'Key Elements of Effective Practice' (KEEP), which was published by the DfES in 2005 and still has an influence on childcare practice today. This document, which looked at the impact of practitioners on effective practice in early years, found that through initial and on-going training and development, practitioners need to develop, demonstrate and continuously improve their:
 - Relationships with both children and adults
 - Understanding of the individual and diverse ways that children develop and learn
 - Knowledge and understanding in order to actively support and extend children's learning in and across all areas and aspects of learning
 - Practice in meeting all children's needs, learning styles and interests
 - Work with parents, carers and the wider community
 - Work with other professionals within and beyond the setting
- The course also looks at other studies into early years provision, which are also useful resources to help practitioners reflect on and develop their practice
- Additional activities encourage you to reflect on your learning
- There is also suggested extended reading that gives both practical information and links to websites to expand knowledge

Keeping children safe on the internet

This short course explores some of the safety issues relating to the use of the internet, particularly by children. Internet usage has increased enormously, but so have reports of the safeguarding issues linked to abuses of internet communication. You will be introduced to some of the risks and dangers, and how to deal with them – including where to report online concerns and risks.

Learning outcomes

- You will learn that it is important to be aware of the risks as well as the benefits in technology
- You will be able to talk to children about keeping themselves safe online
- You will become aware of how important it is to know what children are doing online

Advantages of this course

- This course offers information to parents, grandparents, or anyone who may be concerned about risks a child may encounter on the internet. Many of the dangers online have only existed for a few years, and it is easy to be unaware of terminology and technology that children use every day.
- An internet safety checklist is included which suggests how internet activity should be approached with children of different ages
- The course includes a description of what is meant by such terms as ‘cyberbullying’ and ‘online radicalisation’, together with information on the organisations that exist to tackle these issues
- Additional activities encourage you to reflect on your learning
- There is also suggested extended reading that gives both practical information and links to websites to expand knowledge

Literacy and the EYFS

This CACHE endorsed short course explores how best to encourage early literacy. It looks at how literacy and communication skills are central to children's intellectual, social, and emotional development, and how the world of literacy begins at a very early age. This course is suitable for early years practitioners or parents and carers of a young child.

Learning outcomes

- You will see how important verbal communication is to literacy skills
- You will find out more about the key skills needed to assist children to become motivated and independent readers
- You will learn how early literacy starts with mark marking and emergent writing, alongside drawing
- You will discover how to support reading development

Advantages of this course

- Literacy is crucial part of intellectual, social and emotional development
- You will be shown a number of suggestions for key interventions and activities that can develop a child's literacy
- Additional activities encourage you to reflect on your learning
- There is also suggested extended reading that gives both practical information and links to websites to expand knowledge

Managing behaviour

This CACHE endorsed short course explores leadership styles and the role of a manager. In particular, you will look at Kolb's learning styles and how this research, along with the work of Honey and Mumford, enables team members to develop their skills. Learn how to give and receive feedback assertively and how to define non-assertive and aggressive behaviour. This course is aimed at learners who are currently working in a managerial or supervisory role in a childcare setting.

Learning outcomes

- You will learn that managing people requires skill, patience, and a level of sensitivity that enables them to pick up how people are feeling
- You will learn about the role of the manager and their responsibilities
- You will learn about Kolb's Learning Circle
- You will learn how coaching can provide people with more skills and knowledge that enables them to take on new roles

Advantages of this course

- This course offers information about the learning cycle and learning styles, coaching and feedback – invaluable resources to those managing people
- It also introduces other parts of the role of a manager, including monitoring performance, appraising staff, and keeping them motivated
- Additional activities encourage you to reflect on your learning
- There is also suggested extended reading that gives both practical information and links to websites to expand knowledge

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Managing safeguarding

This CACHE endorsed short course explores managing safeguarding at a childcare, playwork, or health and social care setting. Explore communication and information sharing, evaluating policies and practices, and complete practical exercises which enable you to support all areas of safeguarding through reflection and promotion of multi-agency working.

Learning outcomes

- You will learn the details of the United Nations Convention on the Rights of the Child
- You will learn about the human rights that safeguarding encompasses
- You will learn how these rights are equally appropriate for other vulnerable groups

Advantages of this course

- As a society, we have a duty to protect children, young people, and vulnerable adults from harm. This is often referred to as 'safeguarding' individuals and every nation will have its own laws relating to safeguarding, which cascades down to a local level. In a care setting there will also be policies and procedures on safeguarding. As such, it is imperative that practitioners are aware of the relevant legislation, guidance, policies and procedures, and, importantly, know how to put it into practice. This course will help to deepen understanding of safeguarding, and provides a specific guide to multi-agency working.
- Should there be concerns over the welfare of an individual, staff in a care setting should be equipped with the knowledge that will enable them to not only identify signs and symptoms of abuse but act appropriately. This course suggests reading, case studies, and additional information that will provide practical information and expand knowledge.
- Additional activities encourage you to reflect on your learning

Nutrition in the early years

This CACHE endorsed short course looks at giving young children a good start in life through nutritious food; enabling them to grow, develop, and have a healthy life. You will be introduced to the components of a healthy diet – including protein, vitamins, and minerals, and understand the importance of portion sizes that reflect the size of the child. The course also discusses food phobias, allergies, and intolerances.

Learning outcomes

- You will be knowledgeable about what makes a healthy diet
- You will understand a well-balanced meal
- You will understand the importance of portion control

Advantages of this course

- It is important that anyone caring for children is knowledgeable about what makes a healthy diet, from the food groups that make up a healthy diet to portion control
- This course includes aspects of nutrition from weaning onwards, introduces proteins, vitamins, and minerals, and looks at the latest legislation on food allergens and the food standards for schools
- Additional activities encourage you to reflect on your learning
- There is also suggested extended reading that gives both practical information and links to websites to expand knowledge

Observing children

This CACHE endorsed short course explores the observation cycle and the types of observations a childcare practitioner might choose to carry out. You will, by the end of the course, be able to define what makes an effective observation and how it might be used to decide the next developmental milestone. You will also cover rules relating to observation and confidentiality.

Learning outcomes

- You will learn that all children have unique qualities and needs
- You will learn that it is important to seek permission before doing observations and there are many factors to take into account when doing observations
- You will learn that there are two types of assessment – formative and summative

Advantages of this course

- This course looks at how much information can be gleaned from observing children when looking at their stage of development and their developmental needs. Children are unique and each one develops in a different way; observation enables effective planning so they can make progress. Observation takes place to:
 - See if a child is making progress
 - Check a child’s overall development
 - Learn more about a child’s particular needs
 - Resolve a particular problem
 - Evaluate activities, routines or strategies used with children
 - Inform planning
 - Report to parents
- Factsheets are included on methods of observation, as well as links to information on the development stages of children from birth to 60 months, and the Early Years Foundation Stage
- Additional activities encourage you to reflect on your learning
- There is also suggested extended reading that gives both practical information and links to websites to expand knowledge

Outdoor play

This CACHE endorsed short explores play and learning opportunities that can be facilitated outdoors. Discover the benefits of outdoor play to a child's life, gain ideas for activities, and understand how to encourage children to expand and develop their imaginative play outdoors. Additionally, you will learn how to review current outdoor play provision, plan a new space, and help children to manage risk.

Learning outcomes

- You will gain an appreciation of the outdoor environment and the opportunities it offers for healthy development
- You will know how to encourage children and young people to develop their imaginative play outdoors
- You will be able to review their current outdoor play provision and identify improvements

Advantages of this course

- It is often reported that children nowadays are spending less time outside than ever before, and so this course will help practitioners to encourage children and young people to spend more time playing and exploring in a natural environment
- Discuss the benefits and necessity of outdoor play, and feel confident in passing this on to children, young people, and their families
- You will be given a number of suggested outdoor activities, along with advice for balancing risk and opportunity when planning activities
- Websites and video resources looking at outdoor play are included in this lesson
- Additional activities encourage you to reflect on your learning
- There is also suggested extended reading that gives both practical information and links to websites to expand knowledge

Parenting

This CACHE endorsed short course, aimed at parents of any age and those considering becoming parents, looks at the essentials of parenting. It explains the responsibilities of the parent, discusses the importance of good health and nutrition, and considers the dangers of smoking, drinking alcohol, and taking drugs. It also offers an introduction to common childhood illnesses, child development, and child safety.

Learning outcomes

- You will be knowledgeable about how to keep children safe and healthy
- You will understand their responsibilities with regard to smoking, drinking alcohol and taking drugs
- You will be knowledgeable about what to expect from the children they are responsible for

Advantages of this course

- This course offers information to both experienced parents and grandparents, and also to those experiencing it for the first time. Information about illnesses and health issues are included in this course – such as smoking, drinking, and drug usage that affects both adults and children; which are also areas where the advice changes regularly
- It is important for anyone looking after children to be aware of the latest information about safe sleeping and how to spot signs of illness in a baby and young child which you will also cover in this course
- You will also find out more about the UK government's definitions of parental rights and responsibilities
- Additional activities encourage you to reflect on your learning
- There is also suggested extended reading that gives both practical information and links to websites to expand knowledge

Partnership with parents

This CACHE endorsed short course explores the importance of the partnership practitioners create with parents and carers in a childcare setting. You will learn how to make the partnership work effectively, how to engage with new parents and carers, and how to deal with conflict when it arises. This course is generally intended for learners working in nursery settings.

Learning outcomes

- You will learn the importance of partnership with parents and the many references to how childcare practitioners should engage with parents
- You will learn about seeking new ways of bringing the home into the settings and enabling the setting to reach into the home
- You will learn the reasons why people complain, together with practical skills to deal with concerns when they are received

Advantages of this course

- The course looks at the importance of the two-way process that is a partnership with parents in childcare. The Early Years Foundation Stage (EYFS) stresses the importance of this partnership, which means not only giving information to the parents but asking for and listening to the parent's views and knowledge.
- Parents 'are the child's first and most enduring educators' (to quote the EYFS), have a unique knowledge of their child, and are also a great potential resource for setting
- The course also looks at how to deal with occasions where parents express a concern or raise a complaint about something that has made them unhappy. Communicating well with parents and managing complaints in such a way that they do not damage the partnership with parents is important.
- Additional activities encourage you to reflect on your learning
- There is also suggested extended reading that gives both practical information and links to websites to expand knowledge

Recognising and supporting children with Special Educational Needs (SEN)

This CACHE endorsed short course explores the topic of special educational needs within a childcare setting. Learn more about Down's syndrome, ADHD, Cerebral Palsy, and Asperger's syndrome, as well as the key legislation governing practice in this area. Discuss the role of the setting SENCO and how practitioners can understand, support, and provide for individual children with SEN.

Learning outcomes

- You will learn that various pieces of legislation provide legal rights for disabled children and give responsibilities to providers of services for children and young people
- You will learn about 'child- and young person-led' models of delivery where the service is influenced by the people using it
- You will learn that, as with all children, observation is a key starting point in making an assessment of children's needs, learning, and development

Advantages of this course

- It is only relatively recently that special needs and disability has been seen as an equal opportunities and inclusion issue. Practitioners need to be aware of and implement the requirements of the many pieces of legislation which have been enacted within the last 30 years.
- This course offers information and links to the various pieces of legislation which provide legal rights for disabled people, and to the current SEND Code of Practice
- You will also have access to invaluable information for those dealing with some of the most frequently encountered special educational needs
- Additional activities encourage you to reflect on your learning?
- There is also suggested extended reading that gives both practical information and links to websites to expand knowledge

Self-evaluation

This CACHE endorsed short course explores the self-evaluation model and considers how to evaluate objectively. You will look at setting targets for your personal development and sourcing learning opportunities. You will learn more about implementing change effectively and how to review your progress. Learning also touches on the Ofsted 'self evaluation form'.

Learning outcomes

- You will learn about the ways in which reflective practice can help you
- You will learn the skills and attributes needed to reflect on practice and self-evaluate effectively
- You will learn that self-evaluation is a continuous process of review and improvement

Advantages of this course

- Throughout our lives we can often gloss over our short-comings and mistakes, pretending that they never happened. Self-evaluation, literally to evaluate ourselves, is essential so that we can learn and develop our skills, understanding, empathy and practice. Similarly, we may also down-play our skills and not recognise our abilities. Self-evaluation can also help us to identify our strengths and areas of our work that we do well.
- This course introduces reflective practice as a tool for self-evaluation; suggesting the required skills and attitudes for effective self-evaluation
- Self-evaluation is a tool to be used in a continuous process of review and improvement, and is an invaluable skill to learn
- Additional activities encourage you to reflect on your learning
- There is also suggested extended reading that gives both practical information and links to websites to expand knowledge

The Prevent Duty

This CACHE endorsed short course explores 'The Prevent Duty', and is suitable for those working in schools and childcare settings. Prevent is part of the UK's counter-terrorism strategy, preventing people from becoming involved in, or supporting, terrorism. Consider what the Prevent duty means for practitioners, how to comply with the duty, and where to find advice and support about protecting children from the risks of radicalisation.

Learning outcomes

- You will have a comprehensive understanding of Prevent and how it applies to your role and setting
- You will gain an understanding of how, and why, some people are able to influence and manipulate others to commit terrorism-related crimes
- You will be able to recognise, and respond to, a vulnerable individual who needs protection from the risks of extremism and radicalisation
- You will have a clear understanding of the help and support available, and who to turn to if there are any concerns
- You will be able to contribute to writing an 'anti-radicalisation' policy, and include anti-radicalisation principles into other setting policies and procedures

Advantages of this course

- The Counter Terrorism and Security Act 2015 places a duty on educational settings to prevent people being drawn into terrorism. As such, this course in the first and second sections explains the exact nature of this duty and the relevant guidance from the Department for Education, for example how to build resilience to radicalisation by promoting fundamental British values.
- Protecting children and young people from violent extremism is an emerging issue for anyone working with them. This course uses case studies and examples to aid understanding of how a child or young person may be drawn in to terrorism, and further explores some of the ways in which some people can manipulate individuals to commit, or support, criminal behaviour.
- The reading section of this course contains a vulnerability assessment. This assessment can be used to decide whether an individual needs support to address their vulnerability to

radicalisation and the kind of support they need. Different sources of advice and support are also outlined, including details of the counter-extremism helpline.

- Working in a school or childcare provider, staff may be asked to contribute to, or even write, an anti-radicalisation policy. There is a presentation in this course that gives a detailed guide to writing such a policy, and how to include anti-radicalisation principles in to other policies and procedures at the setting.

Understanding leadership and management

This CACHE endorsed short course explores leadership and management in an early years setting. Consider a variety of leadership styles and the importance of communication. Learn how to deal with conflict in a way that leads to successful resolution and understand your role and responsibility as a manager. You do not need to be working in a managerial role to complete this course but should be working as a member of a childcare setting team.

Learning outcomes

- You will learn about the roles and responsibilities of those in leadership and management roles
- You will learn what a leader does and give consideration to what type of leader you are or might want to become
- You will learn about different leadership styles and the importance of adopting different styles for different situations

Advantages of this course

- This course looks at the challenges facing those in a leadership position and offers an introduction to the different leadership styles. It also includes leadership skills, such as the importance of communicating when leading a team.
- Additional activities encourage you to reflect on your learning
- There is also suggested extended reading that gives both practical information and links to websites to expand knowledge

Understanding the revised Early Years Foundation Stage (EYFS)

This CACHE endorsed short course is suitable for new early years practitioners, as well as those who are familiar with the original EYFS. The course provides a background to the EYFS before going on to look at revisions to the EYFS in more detail. Practitioners will be encouraged to explore the Statutory Framework and the accompanying guidance documentation. This course has been updated to include information about the most recent changes to the EYFS.

Learning outcomes

- You will learn about the formation of the Early Years Foundation Stage (EYFS)
- You will learn about the key changes made to the EYFS for 2012, 2014, and 2017
- You will learn about the prime and specific areas of development
- You will learn about the formal assessments required by the EYFS

Advantages of this course

- The Early Years Foundation Stage was introduced in 2008 and sets the standards for learning, development, and care for children from birth to five. It is mandatory for all early years providers: maintained schools; non-maintained schools; independent schools; all providers on the Early Years Register; and all providers registered with an early years childminder agency.
- The course introduces the themes and principles of the Early Years Foundation Stage, and explains how they can be put into practice. Taking the themes of 'A unique child', 'Positive relationships', 'Enabling environments', and 'Learning and development', you will be directed to the official resources supporting EYFS and videos which give more information on the principles
- Additional activities encourage you to reflect on your learning
- There is also suggested extended reading that gives both practical information and links to websites to expand knowledge

Business

A green, sustainable workplace

This short course, aimed at employees across a broad range of workplaces, provides you with practical advice on how to go beyond compliance with environmental law and reduce the negative impact of work activities on the environment. Explore the benefits to the organisation of environmentally-friendly work practices, and looks at how to engage staff in green issues.

Learning outcomes

- You will understand the legal and ethical obligations upon an organisation to manage the impact of your work activities on the environment
- You will understand the impact of waste on the environment
- You will learn about the impact of legislation
- You will become aware of the specialist advice, guidance, and support available to reduce negative impacts on the environment

Advantages of this course

- Every organisation, no matter what the industry or specific nature of their work activities, has a legal and ethical obligation to manage the impact of those activities on the environment. A manager can take direct action to influence this impact, and advocate for environmental sustainability from within. Compliance with the law is the minimum requirement, but an innovative and ethical organisation will take extra measures to reduce their impact and, in many cases, find new, more efficient ways of working. This can lead to an increase in positive public perception, reputation, and profitability as a result.
- This course draws together teaching and legislation on developing a sustainable workplace. It also brings together a list of sources of specialist advice on environmentally friendly practices.
- Training is given through a filmed tutorial, references to websites for reading and good practice video
- There is suggested extended reading to give both practical information and links to websites to expand knowledge
- An additional activity encourages you to reflect on your learning

Advanced conflict management

This short course is aimed at individuals in a position of responsibility who will need to identify, manage, and resolve conflict in teams as a part of their role. Take an in-depth look at managing conflict at work, negotiation, and conflict resolution. This course is aimed at professionals who have responsibility for managing people, leading a team, or human resources.

Learning outcomes

- You will understand that conflict management is a vital skill for a manager or leader
- You will understand the role that negotiation plays in conflict management
- You will learn about the different methods of conflict management
- You will learn how potential conflict can arise through different models of leadership and management

Advantages of this course

- Conflict is a normal part of everyday life and can occur in all relationships, but it does not necessarily mean having a stand-up, shouting argument. The purpose of this course is to support you in managing conflict within the workplace; however, the skills and knowledge are relevant in any conflict situation.
- Conflict management is a vital skill for any effective manager or leader. It is better to deal with potential conflict as soon as you become aware of it, or when someone brings it to your attention. If left unresolved, the situation may become inflamed as past issues are likely to be brought up. This, in turn, can lead to a decrease in productivity, frustration, stress, low morale, and possibly even staff leaving.
- When applying the different models of leadership and management, there are many areas of potential conflict
- This course looks at conflict management from the point of view of the manager or leader in a group or organisation. It includes the issues that can arise and their causes, the role that negotiation plays, and offers information from the Advisory, Conciliation and Arbitration Service (ACAS).
- Training is given through a filmed tutorial, references to websites for reading and good practice video
- There is suggested extended reading to give both practical information and links to websites to expand knowledge

- An additional activity encourages you to reflect on your learning

An introduction to business accounting

This short course is aimed at professionals who have recently taken on responsibility for accounting or are interested in an overview of how money is accounted for in an organisation. Understand why income and expenditure needs to be accounted for, and explore financial statements, ratios, cash flow planning, and balance sheets, amongst other aspects of business accounting.

Learning outcomes

- You will understand how and why income and expenditure needs to be accounted for You will be introduced to financial statements and will know the most commonly used statements used by businesses
- You will know the difference between a capital expenditure and a revenue expenditure
- You will understand financial ratios and you will know the types of information they can reveal about a business

Advantages of this course

- Financial terminology is often used in the business world without explanation or consideration of workers new to the industry or only just entering the workforce. This short course gives learners a glossary of financial terms they can refer back to when a colleague mentions 'business overheads' or they come across an article about 'CAPEX' in the business section of a newspaper.
- This short course will help you to prepare a balance sheet, cash flow statement, and profit and loss account. You will also be able to interpret basic financial statements and know why they are so important for a business.
- Website and video resources are utilised to explore the function of business accounting
- There is also suggested extra reading that gives both practical information and links to websites to expand knowledge

An introduction to conflict management

This short course is aimed at first time managers and individuals in a position of responsibility who will need to identify, manage, and resolve conflict in teams. Understand how conflict can occur, the impact of conflict, and how to resolve issues within a team. Explore methods of conflict management, and the personal skills required to reduce the potential for conflict.

Learning outcomes

- The learner will understand how conflict can occur
- The learner will understand the impacts of conflict
- The learner will learn about the different methods of dealing with conflict
- The learner will learn about the personal skills required to reduce the potential for workplace conflict

Advantages of this course

- Managing conflict in the workplace can be difficult at any level, but particularly hard when you are new to a management role; even more so when you are newly promoted from within a team
- In a variety of work environments such as nurseries, sports centres, offices, and shops, for example, team leaders are often promoted from within a team. As part of that team you are likely to have made friends with others and once promoted, your relationship with these people can, and should, change. This can cause conflict or you may find yourself resolving conflict between two people you consider to be friends. This course will guide you through identifying, managing, and resolving conflict.
- This course looks at sources of conflict, the impact of conflict and how to manage conflict within a team
- Websites and video resources are utilised to explain how to deal with conflict further
- Additional activities encourage the learner to reflect on the learning
- There is also suggested extra reading that gives both practical information and links to websites to expand knowledge

An introduction to customer service

This short course is perfect for staff in a customer facing role, or those preparing for a job in customer service. Understand customer needs, wants, and expectations, and the different types of customers you might encounter. Read about relevant policies, procedures, and legal and ethical requirements. Learn the essentials for delivering great customer service face-to-face, on the phone, over email, and through social media and live chat.

Learning outcomes

- The learner will understand how legislation, such as the Data Protection Act and the Equality Act, relates to a customer service role
- The learner will know how to meet customer needs and be given tips for exceeding expectations
- The learner will understand the importance of delivering on promises to the customer, and will know not to over-promise or making decisions outside of the limits of their authority
- The learner will learn about the communication and negotiation skills often needed in customer service

Advantages of this course

- The service offer is the extent and limits of the customer service that an organisation is offering. This may vary from organisation to organisation, and also from product to product. Often, customers will ask about the features or benefits of a product, or request additional features, and it is essential that you have the knowledge to answer them, or know how to seek information and obtain help if you are unsure. This course will give you the confidence to handle customer questions and requests, and know what to say when you don't have the answer to hand or the authority to handle the request.
- This course also gives guidance on customer interactions through social media platforms or a live chat function
- Websites and video resources are utilised to explain how to deliver great customer service to all customers – internal and external
- Additional activities encourage the learner to reflect on the learning
- There is also suggested extra reading that gives both practical information and links to websites to expand knowledge

An introduction to marketing

This short course is aimed at professionals who have recently taken on responsibility for marketing, are planning on taking on responsibility in the future, or are interested in an overview of how organisations market their products and services to potential customers. You will be introduced to the four P's of marketing: Product, Place, Price, and Promotion, as well as the marketing mix, market research, and segmentation, amongst other aspects of marketing.

Learning outcomes

- The learner will understand the importance of marketing to an organisation, especially when introducing new products and services
- A marketing plan is an essential part of achieving an organisations' goals and objectives, this short course provides learner's with a guide to creating their own plan
- Learners will be encouraged to think about who the target audience is for a particular product or service, and how companies reach and engage with new and existing customers

Advantages of this course

- Marketers need to create the perfect marketing mix for each product or service while being consistent with the wider brand of the business. The marketing mix needs to be right for the moment and this course will help learners to create a marketing mix that makes the most of advantages at the right time for a particular product or service.
- This short course includes two reading texts written by a marketing professional on marketing research and planning and targeting customer groups
- Website and video resources are utilised to explore the subject further and real examples of how companies market their products and services are included in this course
- There is also suggested extra reading that gives both practical information and links to websites to expand knowledge

An introduction to project management

This short course explores the four stages in a project life cycle and offers guidance on each. Learn about different tools and techniques often used or discussed in project management, such as Cost-Benefit Analysis and Gantt charts, and consider the different people involved in a project. Know how to set project objectives, create a plan, and be cognizant of legal and ethical requirements. Understand when to mark a project as complete and begin the evaluation stage.

Learning outcomes

- The learner will be able to describe the different nature of objectives
- The learner will understand the four stages in a project life cycle
- The learner will know the different types of individuals who may be involved in a project
- The learner will understand the tools and techniques used in project management, such as:
 - Cost-Benefit Analysis (CBA)
 - Work Breakdown Structures (WBS)
 - Pareto analysis
 - The Delphi technique
 - Gantt chart
 - Critical Path Analysis (CPA), amongst others
- The learner will know when to mark a project as complete
- The learner will be able to evaluate a project once complete and know what success and failure looks like
- The learner will be cognizant of legal and ethical requirements when conducting projects

Advantages of this course

- When managing a project, you will be concerned with converting the objectives into distinct packages of work. The way those packages of work are then managed depends on a number of factors, such as available resources or the specific nature of the objectives. This course will guide you through this process, and will also outline the importance of the closure and evaluation stage; an often overlooked part of project management.
- Training is given through a filmed tutorial, references to websites for reading, presentations on 'Project implementation plans' and 'Tools and techniques', and a good practice video
- There is suggested extra reading to give both practical information and links to websites to expand knowledge

- An additional activity encourages the learner to reflect on the learning

An introduction to team leading

This short course, aimed at team leaders, will consider the role, responsibility, and skills required of an effective team leader. Gain an understanding of team development and consider how your values and beliefs could affect your actions. Finally, you will gain an insight into how to quality assure the performance of a team.

Learning outcomes

- The learner will understand the benefits of an effective team
- The learner will understand the need for clarity on job roles, deadlines, and targets within a team
- The learner will learn that it is important to understand the tasks they assign in order to quality assure the performance of the team and the tasks completed
- The learner will learn about that good communication is vital

Advantages of this course

- The purpose of working in a team is to utilise the strengths of individuals and become more efficient and effective. It will also produce a more flexible workforce as there are several people whose skills and ideas can be called upon when needed. Ideas and solutions can be shared and discussed, and trust is built up amongst the team.
- This course looks at the qualities, skills, and knowledge that are important to a team leader. It covers the need for good communication and mutual respect, the need to understand the people you have working for you, and the tasks you are giving them.
- Training is given through a filmed tutorial, references to websites for reading and good practice video
- There is suggested extra reading to give both practical information and links to websites to expand knowledge
- An additional activity encourages the learner to reflect on the learning

Appraisal skills

This short course is aimed at individuals in a position of responsibility who are responsible for performance appraisals. This course looks at a key part of performance management – appraisal skills. The course looks at different appraisal methods and the benefits to staff and an organisation of effective appraisals, it also gives guidance on conducting a performance appraisal.

Learning outcomes

- The learner will understand the purpose of appraisals
- The learner will understand how an appraisal should be carried out
- The learner will learn about the different appraisal methods
- The learner will learn about the benefits of appraisals

Advantages of this course

- Appraisals are a management tool used to identify and evaluate employee performance and progress at work. It also allows management to find out how effective it has been when employing staff by evaluating performance in terms of the requirements of the organisation. In this context, they are often known as performance appraisals.
- There are two main reasons for appraisals: one is to evaluate performance and the other is to feedback and find solutions, as appropriate. There is often a lot of apprehension prior to an appraisal, this can be on the part of the appraisee and the appraiser.
- This course aims looks at traditional methods of performance appraisals, their purpose, how to set appraisal objectives, and some of the mistakes that can be made in appraisals
- Training is given through a filmed tutorial, references to websites for reading and good practice video
- There is suggested extra reading to give both practical information and links to websites to expand knowledge
- An additional activity encourages the learner to reflect on the learning

Communication skills

This short course, aimed at employees across a broad range of workplaces, looks at the factors affecting how information is communicated within an organisation, the benefits of effective communication, barriers to communication, and the importance of ensuring everyone feels like they have been given clear direction and their views are being listened to and valued.

Learning outcomes

- The learner will gain a knowledge of communication models and theories
- The learner will learn about effective communication, and how it impacts on negotiation
- The learner will also learn about barriers to effective communication
- The learner will also learn about body language and its effect on communication

Advantages of this course

- Communication is vital in every walk of life and it is something that most of us think we can do fairly successfully
- There are now a variety of methods we use when communicating: letters, agendas, notes, emails, and social media; Facebook, Twitter, and LinkedIn are all widely used.
- This course looks at written, verbal, and non-verbal communication, including how to actively listen
- Website and video resources are utilised to explain the skills further
- Additional activities encourage the learner to reflect on the learning
- There is also suggested extra reading that gives both practical information and links to websites to expand knowledge

CSR and sustainability

This short course considers the importance of managing the 'triple bottom line' of an organisation, and how a manager can develop an effective Corporate Social Responsibility (CSR) and sustainability strategy. Discover the differences between CSR and sustainability, how to engage stakeholders, and the positive impacts of operating as a socially and environmentally responsible company.

Learning outcomes

- The learner will understand that corporate social responsibility is the action a company takes to assess and take responsibility for their environmental and social impact
- The learner will understand that sustainability in a business context can be defined as sustaining an activity or process over a long period, without significantly damaging the environment or depleting natural resources
- The learner will learn about that both corporate social responsibility and sustainability impact on people, planet, and profit
- The learner will learn that the positive impact of operating as a socially and environmentally responsible company can be seen in performance, image, and public perception

Advantages of this course

- Developing a corporate social responsibility (CSR) and sustainability strategy demonstrates the commitment of an organisation to ethical practice, and to reducing the impact of their work activities on the environment. Before developing a strategy, an organisation first needs to assess whether their current operations are ethical and whether their behaviour towards the community and environment is positive. An effective strategy should then summarise the actions to be taken towards operating in a responsible manner, and outline measures to address any problems identified by the prior analysis.
- This course looks at the benefits of CSR, ethical decision making, and the effect of CSR initiatives on public perception. It also looks at how stakeholders are affected by CSR and sustainability.
- Training is given through a filmed tutorial, references to websites for reading and good practice video
- There is suggested extra reading to give both practical information and links to websites to expand knowledge and an additional activity encourages learners to reflect on the learning

Digital marketing

This short course looks at how digital marketing has changed marketing and the marketing mix in recent times. Explore digital marketing, digital channels, and the marketing mix. Learn how to communicate to people who are used to accessing information at the touch of a button and consider how digital channels support print advertising.

Learning outcomes

- Learners will be shown how marketing products and services have changed dramatically over the last sixty years
- Learner will be introduced to the mix of different channels and processes now used, and how digital channels support print advertising

Advantages of this course

- With people getting used to 24 hour a day access to information, knowing how to get products and services to the attention of the correct target audience is becoming increasingly important. This course offers information to those with who want to know more about modern marketing.
- Website and video resources are utilised to explain the information further
- Additional activities encourage the learner to reflect on the learning
- There is also suggested extra reading that gives both practical information and links to websites to expand knowledge

Digital skills

This short course aimed at learners who are looking to brush up on their digital skills contains guidance on using different types of digital devices – both at work and at home. Learn how to communicate using ICT, perform basic functions on different digital devices, stay safe online, and much more.

This course is perfect for learners embarking on an e-learning course and as such, is complimentary.

Equality and diversity

Equality, diversity and inclusion are not just words. They are also ways of thinking and acting that welcome and celebrate difference. These principles should underpin all aspects of every organisation and every work role. Consider how equality, diversity, inclusion, and discrimination, affects everyone and understand equality legislation, 'protected characteristics', and the impact of workplace discrimination.

Learning outcomes

- Learners will learn what the key words 'equality', 'diversity', 'participation', 'inclusion', and 'discrimination' mean
- Learners will be introduced to the Equality Act 2010 and the protected characteristics
- Learners will become aware of the benefits of a diverse workplace

Advantages of this course

- This course offers information to all individuals who have to interact with others in their day-to-day life
- It is important to be aware of the legislation for equality and discrimination
- The course includes an introduction to the Human Rights Act 1998 covering fundamental rights and freedoms
- Website and video resources are utilised to explain the risks further
- Additional activities encourage the learner to reflect on the learning
- There is also suggested extra reading that gives both practical information and links to websites to expand knowledge

Events management

This short course looks at reasons for holding events and the stages of event planning. You will look at relevant legislation and insurance, and consider the role of project management when planning an event. Upon completion of the course, you will be able to write your own event plan and understand the importance of evaluation and feedback after an event. This course covers different types of internal and external events across a variety of industries.

Learning outcomes

- In this lesson you will learn why organisations hold events
- You will learn about the different types of internal and external events
- You will learn about the planning involved in managing an event

Advantages of this course

- This course will offer useful information for those who are looking to start organising events. Written by an experienced event manager, the course offers a guide to writing an event plan with all the different areas that need to be considered – such as venue, budget, food and drink, insurance, and security
- Books and website are utilised to explain some further information on health and safety, legislation, and project management
- Videos look at evaluation and feedback after the event – things that are often overlooked
- Additional activities encourage the learner to reflect on the learning
- There is also suggested extra reading that gives both practical information and links to websites to expand knowledge

Health and safety: ICT

This short course, aimed at learners who regularly use ICT at work and at home, contains advice and guidance on safe and healthy use of mobile phones, tablets, iPads, laptops, and desktop computers. Learn about some of the health risks associated with using ICT and how these can be exacerbated by bad posture and prolonged use.

This course is perfect for learners embarking on an e-learning course and as such, is complimentary.

Health and safety in the workplace

This short course, aimed at employees across a broad range of workplaces, looks at the importance of health and safety. It explains the responsibilities of both employer and employee and offers an explanation of the roles of risk assessments, first aid at work, harmful substances, and fire safety in keeping a workplace healthy and safe. You will also be introduced to the legislation for health and safety and the work of the Health and Safety Executive.

Learning outcomes

- Learner will learn that both employers and employees have responsibility for health and safety in the workplace
- Learner will understand how legislation impacts their health and safety at work
- Learner will understand the importance of being aware of health and safety procedures in the workplace

Advantages of this course

- Every person who enters a workplace, either as employer, employee or visitor, should be aware of health and safety. This course offers an introduction to the Health and Safety at Work etc. Act 1974.
- The learner is introduced to areas of health and safety awareness including slips and trips, and risk assessments
- The course includes information about fire and hazardous materials
- Additional activities encourage the learner to reflect on the learning
- There is also suggested extra reading that gives both practical information and links to websites to expand knowledge

Manage personal and professional development

This short course, aimed at those currently in work or planning to join the workforce, looks at personal and professional development. Learn about the process of continual improvement, Continuous Professional Development (CPD), and personal development plans. Understand how to handle feedback and the importance of reflection and self-evaluation.

Learning outcomes

- The learner will discover what personal and professional development entails
- Find out more about how reflection helps us to develop in all areas of our life
- Learn about personal development plans and how to create and evaluate them

Advantages of this course

- It is easy to think that book learning will lead to development, but this course looks at the importance of reflecting on the skills and knowledge you currently have, planning what you need to do in order to develop, and then applying what you learn in your work and in your personal life.
- This course will ask you to reflect on the development you need, and create a personal development plan.
- Website and video resources are utilised to explore the difference between learning and development
- There is also suggested extra reading that gives both practical information and links to websites to expand knowledge

Managing health and safety

This short course looks at health and safety from the viewpoint of a manager or employer. Ultimately, it is the employer who has responsibility for the health and safety of their workforce, any visitors to the premises, and themselves. This is a big responsibility so make sure you know and understand relevant legislation and how to manage health and safety effectively in a workplace.

Learning outcomes

- In this course, you will learn that the employer has overall responsibility for health and safety in the workplace
- You will learn about the legal requirements of health and safety
- The course introduces information about risk assessments, insurance, and health and safety policies

Advantages of this course

- This course is aimed at those in a managerial role in an organisation, or the person who employees a workforce, or a person who is self-employed
- It looks at how to put in place or oversee health and safety policies and procedures, legislation for first aid at work, and how to report accidents at work, for example, and provides links to official websites
- Video resources look at some of the statistics for health and safety in the UK and about writing a risk assessment
- Additional activities encourage the learner to reflect on the learning
- There is also suggested extra reading that gives both practical information and links to websites to expand knowledge

Personal safety for lone or remote workers

This short course is aimed at lone or remote workers and may also be of interest to those who manage them. There are health and safety risks posed by lone working and upon completion of this course, you will know how to conduct a risk assessment and respond to risks. Learn about personal safety and the ways you can protect yourself when travelling, working in a remote office, or visiting a client's premises.

Learning outcomes

- The learner will understand the importance of carrying out a risk assessment before undertaking any lone or remote working, and will know how to do this formally and informally
- The learner will know the health and safety risks posed by lone working
- The risks of work-related violence or crime can increase when you work on your own, or when travelling. This course will help learners to guard against this, and should they encounter violence or crime, know how to respond.

Advantages of this course

- Accidents happen and situations arise, and you owe it to yourself and your family to make sure that you minimise risks wherever possible, and you are as prepared as you can be for a variety of situations. This course will help you to do this.
- Website and video resources are utilised to explain the information further
- Additional activities encourage the learner to reflect on the learning
- There is also suggested extra reading that gives both practical information and links to websites to expand knowledge

Produce minutes

This short course, aimed at professionals with a responsibility for minute taking, considers the primary objectives of minutes, different types of minutes, and the importance of accurate minute taking in a business environment. Taking comprehensive, legally compliant, and accurate minutes is a real skill and training in this area should not be overlooked.

Learning outcomes

- The learner will understand what minutes are
- The learner will understand the objectives of taking minutes
- The learner will learn about the legal requirements for minutes
- The learner will learn about the different types of minutes

Advantages of this course

- Minutes are a requirement in a number of workplace meetings, and also in clubs, groups and social societies. However, there is rarely any training given on how to take minutes, and the different types of minutes. This course looks at those different types, the things the minutes should include, and the things the minutes should not include.
- Training is given through a filmed tutorial, references to websites for reading and good practice video
- There is suggested extra reading to give both practical information and links to websites to expand knowledge
- An additional activity encourages the learner to reflect on the learning

Reception

This short course is aimed at individuals who have a responsibility for reception duties. It may also be of interest to employers looking to hire a new receptionist. Consider the importance of a receptionist to an organisation and the impression a new visitor may form after a positive or negative experience. Learn about the tasks a receptionist may be asked to complete, and know how to perform these tasks effectively.

Learning outcomes

- The learner will understand more about the role of a receptionist
- The learner will understand the variety of tasks a receptionist has
- The learner will learn about dealing with visitors to an organisation
- The learner will learn about the importance of their personal behaviour and how it impacts on the organisation they work for

Advantages of this course

- The role of a receptionist is a very important one as visitors will gain their first impression of an organisation from how they are received. As the receptionist, you are the face of the company. This role is a predominantly an administrative one, and the duties will vary depending on the organisation.
- This course looks at the variety of tasks that a receptionist has to undertake and the skills required. It looks at some qualities of a good receptionist. It also has information about the legislation that a receptionist needs to be aware of, such as laws relating to health and safety.
- Training is given through a filmed tutorial, references to websites for reading and good practice video
- There is suggested extra reading to give both practical information and links to websites to expand knowledge
- An additional activity encourages the learner to reflect on the learning

Recruiting new employees

This short course is about attracting and hiring staff who have the right attributes to be a valued and effective member of the team. Learn about employment regulations and laws all employers must follow, and industry specific legislation. Understand the stages of hiring a new employee up until their first day, and know which pre-employment checks need to be carried out for the role. This short course is aimed at people who have responsibility for hiring staff or are hoping to move into a hiring role.

Learning outcomes

- You will understand the processes involved in employing new members of staff
- You will be able to write and post a job advert, select the candidates you would like to invite for interview, conduct the interview, make a job offer, carry out pre-employment checks, and create and send the right type of employment contract
- You will understand the importance of equality and diversity when employing new employees

Advantages of this course

- All employers, irrespective of size or sector, are required to prevent the employment of illegal workers. This short course will outline the '3 step check' you should do to confirm that a potential employee is entitled to work in the UK.
- Conducting pre-employment checks on job applicants is an integral part of the recruitment process. Failure to establish relevant information could mean that you have failed to show 'due diligence'. Employers need to use the selection process, including vetting, to find the best person for the job, taking into account all the available evidence. This short course provides advice to employers on how to conduct such checks.
- An unenviable part of the recruitment process is rejecting unsuitable applicants. It is only polite to let candidates know their application has not been successful and under Data Protection laws, how long and for what purpose their details will be kept for. Methods of doing so will be suggested in this short course.
- Website and video resources are utilised to explore recruiting new employees in more detail
- There is also suggested extended reading that gives both practical information and links to websites to expand knowledge

Resolving problems and handling complaints

This short course is aimed at customer facing staff, who are responsible for resolving customer problems and handling complaints. Learn about the different types of problems a customer will come to you with and reasons why customers complain. Understand appropriate responses and how to turn a negative situation into a positive one. Know how consumer rights affects problem solving and complaint handling and feel confident in your ability to resolve issues in line with current legislation and ethical requirements.

Learning outcomes

- The learner will know how and when to offer a refund, repair, or replacement
- The learner will understand the difference between problems and complaints, and service offer and service delivery
- The learner will be encouraged to confirm the limits of their authority with a manager, and how to ask for more authority in order to resolve issues quickly
- The learner will understand active listening and negotiation skills

Advantages of this course

- Resolving problems to the satisfaction of the customer is an intrinsic part of customer service and can reduce the likelihood of a customer making a formal complaint, leaving negative reviews, or telling friends and family not to use your organisation. This course outlines top tips for problem solving and a simple six step process for finding solutions to common issues.
- This course considers what to do if the problem or cause of the complaint is not the fault of the organisation. For example, a customer mistake or a change in the law.
- Training is given through a filmed tutorial, references to websites for reading and good practice videos
- There is suggested extra reading to give both practical information and links to websites to expand knowledge
- An additional activity encourages the learner to reflect on the learning

Supporting remote teams

This short course, aimed at people who support remote teams, considers the benefits and challenges posed by staff working virtually or remotely. Learn about effective communication and the role technology can play in this, and the importance of understanding cultural differences and working practices of different countries. Know how to set and manage health, safety, and welfare policies and procedures for remote staff.

Learning outcomes

- The learner will gain an understanding of the benefits and challenges of remote and virtual working
- The learner will know how to support staff and look out for their health, safety, and welfare regardless of where they work
- The learner will be able to find ways to communicate effectively with remote teams

Advantages of this course

- Nowadays, we are more likely to be working with, and supporting, colleagues who work in different buildings, cities, and even countries. We may also be supporting team members who travel for business or work from home. As such, you will need to know how to utilise technology and communicate with those for whom English is not their first language and/or live and work in a different culture. This short course will help you to make these team members feel valued and included.
- Health, safety, and welfare requirements apply to all employees no what where they work and this course will help you understand these rights and requirements. This includes lone workers and staff travelling for business.
- Websites and video resources are utilised to explore the supporting remote teams further
- Additional activities encourage the learner to reflect on the learning
- There is also suggested extra reading that gives both practical information and links to websites to expand knowledge

Time management

This short course offers guidance on how to make the most of your time at work, and outlines the personal benefits of good time management. Understand how to prioritise what is important and what is urgent. Learn about time management skills, and some of the theories behind them.

Learning outcomes

- The learner will understand that time management is matter of knowing what needs to be done, knowing the best way of doing it, adapting your behaviour, and being organised
- The learner will understand the benefits of good time management
- The learner will learn about how to minimise interruptions in their work day
- The learner will learn about the need to learn how to prioritise what is important and what is urgent

Advantages of this course

- Within the workplace, most people know the tasks that need to be completed on a daily basis. However, as we all know, it is very rare that we are able to simply carry out those tasks without interruptions or deviations of any kind. Time management is not a skill, it is a behaviour. It is a matter of knowing what needs to be done, knowing the best way of doing it, adapting your behaviour and being organised.
- You need to plan how you will use your time and focus on what needs doing. Learn how to prioritise what is important and what is urgent.
- This course looks at time management skills, and some of the theories behind them. It has strategies for better time management and also looks at stress management.
- Training is given through a filmed tutorial, references to websites for reading and good practice video
- There is suggested extra reading to give both practical information and links to websites to expand knowledge
- An additional activity encourages the learner to reflect on the learning

Understanding leadership and management

This short course will explore leadership and management in a professional environment.

Consider the difference between leadership and management, a variety of leadership styles, and core leadership theories. Learn about the importance of empowering a workforce and motivating staff.

Learning outcomes

- Learner will know the difference between leadership and management
- Learner will give consideration to what type of leader they are or might want to become
- Learner will learn about different leadership styles and the importance of adopting different styles for different situations

Advantages of this course

- Leaders perform tasks that are relevant to their profession and these will vary from one job to another. However, the key actions will be the same. This course will outline these key actions – from deciding what has to be done to evaluating how well tasks have been completed.
- The benefits of a motivated and empowered workforce include increased job satisfaction and greater support for business objectives. Motivational theories and techniques are discussed in the Presentation section of the lesson.
- Additional activities encourage the learner to reflect on the learning
- There is also suggested extra reading that gives both practical information and links to websites to expand knowledge

Care

Care Planning

There's little that is more important to working in a person-centred setting than good care planning. This short course will serve as a refresher to an experienced practitioner about the importance of care planning, and as an introduction of the concept to a practitioner who is new to role. This course may also be of benefit to a manager of a care team with responsibility for care planning.

Learning outcomes

- Learners will understand the process of care planning from pre-admission assessment to evaluating the plan and making improvements
- Good care plans promote choice, independence, and dignity by solving problems like pain and sensory loss. Upon completion of this course, learners will be able to create a care plan that achieves this.
- Learners will know good practice for setting up a care plan folder

Advantages of this course

- If you support someone with dementia, a care plan will be an important aspect of the care you provide. Many people living with dementia feel as though they're losing control of their lives, which can be frightening. It can help to know that certain daily events will always happen at a certain time; most people like to have a routine and a person with dementia is no exception.
- This course will ask you to consider how you could improve the lives of those of support and anchor their days
- Website and video resources are utilised to explain your role and responsibilities further
- There is also suggested extra reading that gives both practical information and links to websites to expand knowledge

Dementia and communication

This short course will consider the importance of communication and how to help someone who is progressively losing their ability to communicate. Explore some of the techniques you can use to encourage communication – including body language and physical contact. View tips on responding to someone who is struggling to express themselves and coping with the frustration this can cause.

This short course is aimed at practitioners in a care setting, but may also be useful for someone who looks after a loved one with dementia at home.

Learning outcomes

- For people with dementia, problems with communication can affect the care and support they receive. Learners will understand how best they can include people with dementia in their care plans and express their needs and preferences.
- Learners will be given tips for communicating with people who have dementia and ways they can communicate with people who cannot speak and/or have other sensory impairments

Advantages of this course

- A person with dementia may have trouble finding the right word, they may repeat words, or become 'stuck' on certain sounds. They are also likely to have other sensory impairments which can make it hard to communicate. Upon completion of this short course, learners will understand the affect dementia can have on communication and language.
- Learners will be asked to reflect on the support they currently provide and if they could utilise non-verbal communication more effectively
- Website and video resources are utilised to explain communication and dementia further
- There is also suggested extra reading that gives both practical information and links to websites to expand knowledge

Domestic skills for home care workers

As a home care worker, you will likely be expected to perform domestic tasks that the person you support would struggle to complete on their own. These may be tasks you're familiar and comfortable with, or you might need a bit of guidance. Learn how to complete common domestic tasks, such as cooking a quick meal or making the bed, and the importance of maintaining a good standard of cleanliness and hygiene.

Learning outcomes

- You will know what is expected of you, in regards to domestic tasks, when caring for someone in their home
- You will understand the importance of building trust with the person you care for, and how disconcerting it might feel for them having someone unfamiliar in the house helping with tasks they were once able to do for themselves
- You will know what Personal Protective Equipment (PPE) to use, and when

Advantages of this course

- Whilst it's important to keep a home tidy and well-presented for the self-esteem of the person you care for, it's even more important to keep a home hygienically clean. The main reason you will be asked to complete cleaning tasks, such as wiping down kitchen surfaces or washing bed linen, is to eliminate harmful bacteria and ensure the health of the person you care for isn't put in jeopardy. You may well be caring for someone with a weakened immune system so you should be sure to keep them safe from infection. This course contains crucial information on how to do this.
- You are also at risk of infection or illness when performing domestic tasks so this course explains good practice in food hygiene, hand hygiene, infection control, and how and when to use PPE
- Allergic reactions can happen when using unfamiliar household cleaners so this course explains signs and symptoms and what to do should you suspect an allergic reaction
- You may be using substances hazardous to health in the home care environment, guidance from the Health and Safety Executive is included in the Reading section
- Additional activities encourage you to reflect on your learning
- There is also suggested extended reading that gives both practical information and links to websites to expand knowledge

Duty of candour

The introduction of the duty of candour is a major change in health and social care and this short course will introduce practitioners to what is expected of them under the duty. Refresh your knowledge if you are already familiar with the duty, or gain knowledge for the first time if you are responsible for applying the policy that guarantees this at the setting.

People in every single role within a health and social care setting have clear responsibilities under the duty of candour, and accountabilities too. The Care Quality Commission (CQC) are responsible for enforcing the duty of candour together with the police and the courts. If organisations fail in any part of this duty, they are liable for heavy penalties. There are lots of reasons, therefore, to take knowing about the duty of candour very seriously.

Learning outcomes

- Learners will understand their responsibilities and accountabilities under the duty, as well as those of their team, managers, and setting
- Learners will feel empowered to speak up if they see bad practice at the setting, and own up if they make a mistake
- When a practitioner makes a mistake or something goes wrong and the setting is at fault, learners will know how to respond and how important it is to apologise to individuals and their relatives

Advantages of this course

- A binding commitment to a culture of honesty is what we would all want for ourselves and our loved ones if we were accessing health and social care services. This course will outline what this looks like in practice and how practitioners can ensure this becomes second nature to them as they run through their daily care routines.
- Website and video resources are utilised to explain the information further
- There is also suggested extra reading that gives both practical information and links to websites to expand knowledge

Good end of life care

Caring for someone who is approaching the end of their life is one of the most important responsibilities in healthcare and whether you're an experienced practitioner, or new to the role, it can be an emotional and challenging time. You need to feel ready for this responsibility and this short course will help you to understand best practice in palliative care.

It is not just the individual in your care that you are providing comfort to, their family and friends may also need comforting and an open line of communication. This short course will help you know what to say at a difficult time and how much information is appropriate.

Learning outcomes

- Learners will understand the practical aspects of end of life care, including care planning, working as part of a multi-disciplinary team, and management of symptoms
- It is understandable that some people do not like to talk about death or dying as it's an upsetting subject and can often trigger painful personal memories, but it is a reality and an unavoidable part of healthcare. It is important to feel as comfortable as you can talking about death and dying to the individuals you support and their loved ones, this course will help you to feel prepared for these types of conversations
- Learners will know how personalised care can be achieved and the importance of small acts of thoughtfulness and comfort

Advantages of this course

- Supporting an individual at the end of their life can often affect us personally too, this is only natural. It may also affect your colleagues and understanding those feelings and helping one another with them is a part of being a care worker. This short course will be a good first step in understanding emotional responses to end of life care.
- The 'Living Well' tool from the Social Care Institute for Excellence will be introduced to learners
- This short course will ask you to consider the person-centered care and support you would want if you were dying and how you could apply this insight to your work
- Website and video resources are utilised to explain your role and responsibilities further
- There is also suggested extra reading that gives both practical information and links to websites to expand knowledge

Good relationships with relatives and visitors

As a health and social care practitioner, you will likely interact with relatives and visitors on a regular basis. This aspect of your role can be very rewarding, but it can also be challenging at times. This short course will help you to understand what family members and friends are experiencing when visiting someone they care about in a health and social care setting and how this can have an effect on behaviour and mood.

The course will suggest ways in which you can support the individual during a visit, and also make the experience a positive one for their family and friends.

Learning outcomes

- Learners will be able to empathise with relatives and visitors and know how to reassure them and make the experience as fulfilling as possible
- Relatives, as well as residents, have rights under current regulations which care providers must comply with. Learners will understand these rights and know how to comply with them.
- Learners will be able to work in partnership with families and understand the importance of including families in care planning

Advantages of this course

- This short course considers the 'big issues' in health and social care settings, such as intimacy, illness and accidents, and death and dying. Upon completion of the course, practitioners will understand the importance of privacy and physical contact to residents and their loved ones in a care setting, be able to share details of illness and accidents openly and honestly, and know how to support the relatives of someone who is dying and bring comfort to someone who has just lost a family member or friend at the setting
- Website and video resources are utilised to explain the information further
- There is also suggested extra reading that gives both practical information and links to websites to expand knowledge

Infection control and prevention

This short course, aimed at a health and social care professional, looks at national and local policies for infection control and how to cut down the risk of an outbreak of infection. Learn how to use Personal Protection Equipment correctly and the importance of good personal hygiene.

Learning outcomes

- The learner will be able to work in a way that minimises the spread of infection and will be able to describe best practice in infection control to others
- The learner will understand the importance of hand hygiene, Personal Protective Equipment, a safe and clean 'non-touch' technique, and the safe disposal of sharps
- The learner will know how to break the chain of infection

Advantages of this course

- In a health and social care setting, you are likely to come into contact with lots of different situations in which the spread of infection is heightened, as is the risk of being exposed to infectious diseases and illness. Infection control and prevention is therefore, essential, and as much for your own safety as anyone else's.
- Website and video resources are utilised to explain the information further
- There is also suggested extra reading that gives both practical information and links to websites to expand knowledge

Inspections, ratings, and the Care Quality Commission

This short course, aimed at a health and social care professional, explores the roles and responsibilities of the Care Quality Commission (CQC). Every health and social care setting in the country must meet fundamental standards of quality and safety. Consider the importance of monitoring, regulating, and inspecting settings regularly.

Learning outcomes

- Learners will understand the inspection process and what each rating means
- Learners will be able to explain to peers or more junior staff the important role the CQC plays in ensuring the wellbeing of individuals who use health and social care services
- Learners will know what constitutes good and outstanding care and will hopefully be encouraged to think about ways to improve the rating at their own setting, or how they can maintain high standards

Advantages of this course

- Everybody has the right to receive safe, high-quality care. Should your setting be found to be falling below the fundamental standards of quality and safety, the CQC may take action against the setting. This can include issuing cautions, fines, or in some cases – prosecution. It is vitally important, therefore, for all practitioners to understand the function of the CQC, the inspection process, and ratings systems. This short course will help learners to do just that.
- Website and video resources are utilised to explain the information further
- There is also suggested extra reading that gives both practical information and links to websites to expand knowledge

Managing medicines

This short course is aimed at a health and social care professional who has responsibility for handling medicines. Learn about good practice in the systems and processes for managing medicines in care homes. Understand the benefits and risks associated with medication, and the consequences of administering medicines incorrectly or not keeping accurate records.

Learning outcomes

- The learner will consider the benefits and risks associated with medication
- The learner will understand the steps to take when administering medicines
- The learner will be directed to best practice advice and guidance on managing medicines
- The learner will know what to do when the person they support is prescribed medicine and does not wish to take it
- Some of the side effects of medication will be explained to learners

Advantages of this course

- On average, older people in care homes take seven different medications on a daily basis. If you are a health and social care practitioner that supports older people then you are likely to have responsibility for managing medicines. This is a big responsibility as the consequences of administering medicines incorrectly or not keeping accurate records can be extremely serious.
- This course will fill gaps in a practitioners knowledge and in some cases, help to reassure them that they are supporting the people they care for in the best possible way
- Website and video resources are utilised to explore medication management in more detail
- There is also suggested extra reading that gives both practical information and links to websites to expand knowledge

Personal development and management

This short course is about personal development in a care setting. It is aimed at practitioners who want to take steps to become a manager, and those who want to develop in their current role.

Care settings can be transformed by effective management and workers who commit themselves to being the best. Learn what makes someone a good manager, how to become one if this is your ambition, and other career paths open to you.

Learning outcomes

- You will consider the importance of personal development and how staff acquiring new skills and knowledge can improve a care setting
- You will understand the reasons why someone would want to become a care manager and some of the pressures and responsibilities new managers face
- You will be directed to best practice advice and guidance on the career paths open to them; information on qualifications and training will also be provided

Advantages of this course

- Some people join health and social care because they know it's what they want and some fall into it and find they like it. Either way, the job is too demanding and important not to give the future careful thought. This course will ask you to consider what you want from your current role, your personal development, whether you want to be a manager, and how far you want to go and the qualifications and training you will need to get there.
- Explore the skills and knowledge you need to be a good manager, the responsibilities of care managers, and often, the life and death decisions they have to make. It may help you make up your mind about whether to pursue a career in management and will also give you an insight into what it's like for your manager at work.
- Website and video resources are utilised to explore personal development in more detail
- There is also suggested extended reading that gives both practical information and links to websites to expand knowledge

Recruiting new employees

This short course is about attracting and hiring staff who have the right attributes to be a valued and effective member of the team. Learn about employment regulations and laws all employers must follow, and industry specific legislation. Understand the stages of hiring a new employee up until their first day, and know which pre-employment checks need to be carried out for the role. This short course is aimed at people who have responsibility for hiring staff at a health or social care setting, or are hoping to move into such a role.

Learning outcomes

- You will understand the processes involved in employing new members of staff
- You will be able to write and post a job advert, select the candidates you would like to invite for interview, conduct the interview, make a job offer, carry out pre-employment checks, and create and send the right type of employment contract
- You will understand the importance of equality and diversity when employing new employees

Advantages of this course

- All employers, irrespective of size or sector, are required to prevent the employment of illegal workers. This short course will outline the '3 step check' you should do to confirm that a potential employee is entitled to work in the UK.
- Conducting pre-employment checks on job applicants is an integral part of the recruitment process. Failure to establish relevant information could mean that you have failed to show 'due diligence'. Employers need to use the selection process, including vetting, to find the best person for the job, taking into account all the available evidence. This short course provides advice to employers on how to conduct such checks.
- An unenviable part of the recruitment process is rejecting unsuitable applicants. It is only polite to let candidates know their application has not been successful and under Data Protection laws, how long and for what purpose their details will be kept for. Methods of doing so will be suggested in this short course.
- Website and video resources are utilised to explore recruiting new employees in more detail
- There is also suggested extended reading that gives both practical information and links to websites to expand knowledge

Safeguarding adults

This short course looks at local and national guidelines for safeguarding adults. Learn about the principles of safeguarding, positive care provision, and person-centred care. Protecting people's health, wellbeing, and human rights should be at the heart of every good care setting. Your setting will have safeguarding policies and procedures and you should know and understand these, as well as legislation that informs them.

Learning outcomes

- The importance of knowing, understanding, and following the safeguarding policies and procedures at your setting is outlined to learners
- Learners will know how to protect people's health, wellbeing, and human rights
- Abuse and neglect will be defined, and learners will know how to spot the signs and symptoms, and be able to react appropriately
- Learners will understand the term 'vulnerable person'

Advantages of this course

- The principles of safeguarding states that every person has the right to live a life free from abuse, exploitation, and neglect. It is important, therefore, that practitioners in a health and social care setting knows how to work in a way that protects people from abuse and neglect.
- Should abuse or neglect be suspected, a practitioner should feel able to report concerns to relevant agencies. This course outlines the reporting process and who you can turn to for advice and guidance if you are unsure of how to proceed.
- Website and video resources are utilised to explain the information further
- There is also suggested extra reading that gives both practical information and links to websites to expand knowledge

Mental Capacity Act

The Mental Capacity Act of 2005 was written to protect and restore power to vulnerable people who lack capacity, and to empower those in health and social care to assess capacity themselves. Everyone working with, and caring for, an adult (aged 16 and over and living in England / Wales) who may lack capacity to make particular decisions must comply with this Act and its Codes of Practice. This short course, aimed at health and social care practitioners, provides an overview of the Act and explains the reason for its introduction.

This course can also serve as a refresher for practitioners already familiar with the Act, or for those who are responsible for ensuring staff understand their duties and responsibilities under the Act.

Learning outcomes

- Learners will understand how to comply with the Mental Capacity Act (MCA) and the role of the Care Quality Commission in inspecting and monitoring compliance
- The Deprivation of Liberty Safeguards (DoLS) are the Act's code of practice on what health and social care providers have to do if they think it is in someone's best interests to be deprived of their liberty or if the person does not have capacity to make a decision about their care. This course will help learners to understand the DoLS and decision-making on behalf of adults who may not be able to make particular decisions.
- Learners will feel empowered to assess capacity themselves, and understand the process to follow

Advantages of this course

- The primary purpose of the MCA is to promote and safeguard decision-making within a legal framework. Upon completion of this course, learners will be able to support people to make decisions for themselves wherever possible and protect those who may lack capacity. This course also considers how to allow people to plan ahead for a time in the future when they might lack capacity.
- Website and video resources are utilised to explain the information further
- There is also suggested extra reading that gives both practical information and links to websites to expand knowledge

Understanding complaints

This short course is aimed at care home staff. Everyone has a right to complain, it may sometimes feel unfair, but it's important to put yourself in the shoes of the resident or relative who is unhappy. Even in the best care homes, things go wrong and people need to be able to complain about poor practice so improvements can be made. Learn about different types of complaints, why people complain, and the complaints process.

Learning outcomes

- The learner will gain an understanding of what prompts people to complain and when a complaint is urgent or less urgent
- The learner will know how what to do if someone complains about them
- The learner will understand what the CQC expects care homes and workers to do when a complaint is made

Advantages of this course

- Complainants want to have their complaint taken seriously and investigated fairly and openly. They also want to know the findings of the investigation and an explanation of what action the care home will take. Often, all a complainant wants is a genuine apology and reassurance it will not happen again. This course considers how to handle complaints and what the experience is like for the person making it.
- Surveys show some older people in care homes and many relatives are afraid to complain in case staff react badly. This course outlines the importance of encouraging complaints and taking them seriously.
- Website and video resources are utilised to explore the dementia journey in more detail
- There is also suggested extra reading that gives both practical information and links to websites to expand knowledge

Understanding dementia

This short course is aimed at a health and social care professional who offers support and care for people with dementia. It would also be of benefit to any person trying to gain a better understanding of the 'dementia journey'. This course will help you learn how to recognise and understand what dementia means, to see the person and not the illness, and to find ways to help people live well.

Learning outcomes

- The learner will gain an understanding of the symptoms and effects of dementia
- The learner will know how to provide caring, thoughtful, and considerate support to people at every stage of the dementia journey
- The learner will be able to advise and support the families and friends of someone with this relatively common disorder

Advantages of this course

- In the UK, about 1 in 79 of the population will be affected by dementia so it is likely you will be supporting someone with dementia in your role as a health and social care professional and as such, will need to know how to provide the best possible care and help people live well. You may also need to know how to support a friend or relative with the disorder and the advice and information contained in this course will help you to do so.
- Website and video resources are utilised to explore the dementia journey in more detail
- There is also suggested extra reading that gives both practical information and links to websites to expand knowledge

Understanding hydration, nutrition, and pressure ulcers

Prevention is always better than cure; by ensuring the individuals you support are eating and drinking well you can minimise the risks of pressure ulcers and other conditions. Learn about the symptoms, causes, and treatment of malnutrition, dehydration, and pressure ulcers. Be introduced to the 'Eatwell guide' and look at how to encourage those who are experiencing a loss of appetite to stay well nourished.

Learning outcomes

- The learner will understand the link between pressure ulcers and poor nutrition
- The learner will know how to encourage healthy eating and understand portion control
- The learner will know the risks of poor hydration and how to encourage fluid intake

Advantages of this course

- Many people who are frail and have restricted mobility are at risk of developing sores on the points of their body which receive the most pressure. These are known as pressure sores and with the correct management and care, can be prevented in most cases. It is important, therefore, that practitioners have received training on how to prevent them and can identify early signs. This short course can provide this training.
- The Social Care Institute for Excellence has identified poor nutrition as a common safeguarding challenge in care homes. This course will give learners the knowledge they need to ensure the individuals they support are well nourished and hydrated.
- The care plan is a great place to start when finding out about an individual's nutritional needs. This course explains the importance of reading and updating the care plan with religious or cultural preferences, allergies, and nutritional needs resulting from medical conditions and malnutrition.
- Website and video resources are used to explore the dementia journey in more detail
- There is also suggested extra reading that gives both practical information and links to websites to expand knowledge

Younger onset dementia

There is a common perception that dementia is related to ageing, but this is not always the case. Younger onset dementia is defined as dementia diagnosed before age 65. It can be diagnosed very early in someone's 50's, 40's, or even as early as 30's. Learn about the 'Wellbeing' model of dementia and how to support someone who has younger onset dementia to live well. This course is ideal for those caring for a loved one, a care professional, or a practitioner in a supported living environment.

Learning outcomes

- The learner will understand the different forms of dementia and some of the common signs and symptoms
- The learner will know how to use the 'Wellbeing' model to support people living with dementia
- The learner will consider the experience of those living with younger onset dementia and the impact this can have on the person, and their friends and family

Advantages of this course

- People with young onset dementia may still be working, responsible for a mortgage, have dependent children, and possibly dependent parents too. Their lives are likely to be active, with plans and hopes for the future. A diagnosis may result in a change / modification of roles within families and accepting support where once there was independence. This course will explore how to soften the impact of these changes and suggest ideas for increasing self-esteem and meaningful tasks and activities.
- This course will explain a couple of methods for preserving a strong sense of identity – the 'TOP 5 strategy' and 'Life story books'
- Autonomy as it relates to supporting someone living with dementia can seem a challenging goal. This course will explore how to encourage autonomy and reduce the risks of 'learned helplessness'.
- Although dementia is a progressive condition, it's the responsibility of caregivers to make sure every day counts. Upon completion of this course, learners will know how to facilitate joyful moments, live in the moment, and embrace opportunities for spontaneity and fun

- Website and video resources are used to explore the dementia journey in more detail. There is also suggested extra reading that gives both practical information and links to websites to expand knowledge

Community Playthings

The following courses were created in partnership with [Community Playthings](#).



A good place to be two

Being two isn't easy; at times you feel big and strong, and other times you feel small and vulnerable. Working with two-year-olds isn't easy either; one minute they're endearing and trustful, the next they're throwing their weight around and testing whether you really mean what you say. This course will help childcare practitioners set up the physical environment and support children in this seemingly contradictory stage.

Learning outcomes

- You will see how important different environments are for two-year-olds, and will know how to create spaces that encourage movement and action, withdrawing and relaxing, imaginative play, and tactile exploration
- You will find out about the links between physical activity and brain and body development, and the strong biological drive children have for experiences that develop their 'vestibular sense'
- You will learn how being physical underpins mental health through building self-image, confidence, and self-esteem
- You will understand the need for two-year-olds to immerse themselves in nature and child-friendly recesses in a nursery garden will be suggested to learners
- You will learn the importance of peaceful places in a childcare setting, as well as the importance of creating opportunities for a child to use their imagination
- You will learn about the positive effects of imaginative, sensory, and tactical play
- You will be given suggested ideas for activities and spaces that promote physical, tactile, and sensory play; as well as examples of nurturing spaces – such as a comfortable book corner – and spaces that encourage children to be imaginative – such as a role play area

Advantages of this course

- While open areas are vital for active play, and different materials needed for sensory play, two-year-olds also need to disengage from action during a busy day so their bodies can

recharge and their minds can reflect on and process experiences. Imaginative play can also help a child to process experiences and also try to understand the world around them.

- This course offers the learner ideas and activities for creating the perfect environment full of opportunities for whole-child development
- Reading texts, case studies, website and video resources are utilised to explore environments for two-year-olds in more detail

I made a unicorn

Play, for children, isn't just recreation – it's their approach to life! Every action is undertaken with the whole being: mind, body, and spirit. Play is basic to children's wellbeing; it's their way to discover the world around them, express themselves, and sometimes, cope with difficulty. Because of this, children's play must be respected. This short course looks at how children play, and how adults can interact with and support them.

Learning outcomes

- You will gain an understanding of the play opportunities found in materials and nature, and the importance of a relaxed, no-pressure approach to time in open-ended play
- You will know how to support children using unit blocks and small-world play, and appreciate the positive effects this type of play can have on child development
- You will be introduced to the twelve features of play, as defined by Tina Bruce
- You will understand why children of all ages need abundant time for active free-flow play, and how adults can show the children they support that they respect this
- Electronic activities for children and their usefulness and relevance to child development will be explored, and questions will be asked about the long-term effects of such play
- You will be shown suggestions for ideas and activities for different types of play, as well as practitioner accounts of play activities they have initiated with the children they support

Advantages of this course

- A wealth of open-ended play can build a foundation of confidence that enables children to take responsibility and meet life with determination and joy. This short course will help you to create, lead, and reflect on play opportunities for children.
- With the increase in electronic activities being used for play, this course will consider their usefulness and relevance to child development. Ways to encourage children to play in more natural environments, and interact with peers will be considered.
- Reading texts, case studies, website and video resources are used to explore play in more detail and additional activities encourage you to reflect on your learning

Lighting the fire

The current emphasis on test scores and league tables induces many schools to rely on formal teaching methods. But is this how children really learn? In order to learn, education must come alive! If interest is kindled, children take initiative and make the knowledge their own. In this course you'll look at key ways in which you can help that to be the case for the children you work with.

Learning outcomes

- You will understand the principles of playwork and the role of play in building communication and social skills, such as negotiating, discussing plans, and sharing resources
- You will know how to incorporate play into the school day
- You will gain an appreciation of hands-on investigation and will be able to support activities that enable children to 'think with their hands'
- You will know how to support a child to explore, make, express, or change opinions through creative play. Art supplies, resources, and a dedicated art area will be considered.
- Creativity is, of course, broader than arts and crafts so the importance of construction (or deconstruction) is also outlined. Technology should help children understand mechanical properties and forces so practical involvement is key. This course will help you understand how to support practical play.

Advantages of this course

- As Albert Einstein once said 'Imagination is more important than knowledge'. It is important, therefore, to provide opportunities for children to become innovative thinkers through immersive, imaginative play. This short course will suggest ideas for play such as this, as well as outlining the benefits of setting aside time for daily play.
- Learning can be described as going from what is known and familiar to what is unknown and uncertain. This course will help you understand the importance of risk-taking in unfamiliar environments, such as a forest, to learning, growth, and development.
- Reading texts, website, and video resources are used to explore the subject in more detail
- There is also suggested extended reading that gives both practical information and links to websites to expand knowledge

The irresistible classroom

In every classroom, the child does the learning, the teacher facilitates that learning, and the environment must support them both. This course looks at how Reception and Key Stage 1 classrooms can inspire education. This short course, aimed at those working with children in a classroom setting (Foundation and Key Stage 1), looks at the impact the classroom can have on a child's learning and development.

Learning outcomes

- The learner will gain an appreciation of the positive effects a well thought out classroom arrangement has on a child's desire to learn
- The learner will understand how the environment stimulates curiosity, initiative, creativity, confidence, interaction, and perseverance – the how of deep-level learning
- The ways in which children learn will be explained to learners, this includes movement, curiosity, imagination, creativity, hands-on experience, and play
- The learner will know how to create a good classroom arrangement that empowers children to make choices and think for themselves, as well as inspiring learning

Advantages of this course

- Some children may struggle more than others to concentrate in particular classroom set-ups, for example a child with Autism will not cope well with a room where everyone is wearing red and sitting on red chairs at red tables. This course will help learners to arrange their classroom in a way that allows all children to concentrate and feel comfortable.
- A good classroom arrangement is not just for the children, you should also feel like you have a joyful and safe space to spend time in. This lesson will consider ways in which you can use the space creatively to create a classroom which everyone looks forward to using.
- Reading texts, website, and video resources are utilised to explore how classrooms can inspire learning and additional activities encourage the learner to reflect on the learning

What happens in the baby room?

Baby room practitioners have a uniquely significant role because they influence sensitive human beings during the most formative period of life. This is a tremendous responsibility and privilege. This course looks at some of the special traits and complex skills a baby room practitioner needs to develop.

Learning outcomes

- Tasks and responsibilities of the baby room practitioner will be outlined to learners, an important one of these being communicating with parents and carers
- The learner will gain an understanding of how children start learning from birth, and how the first years of life are the most crucial in development of mind, body, and spirit
- This course will give learners an overview of all of the ways that a young child learns – through tactile and sensory play, music, repetitive movement, motor activity, and communication with parents / carers and peers. The learner will gain an appreciation of play as a way for young children to develop an awareness of the world around them
- The importance of sleep and rest for babies is stressed to learners and the concept of outdoor sleep is discussed

Advantages of this course:

- Babies engage life actively with all of their senses and emergent physical abilities. This is their way of learning about the world and much of their play consists of practising newly discovered motor skills. This course will outline the different types of play and give learner's some ideas for stimulating play activities for babies.
- As a practitioner, you are a valuable resource for the developing child. This is a big responsibility, especially given the significance of the first few years of a child's life to their future wellbeing, and this course will help you to feel prepared for caring and supporting the healthy development of young children; as well as giving you a pool of activities and knowledge to draw on when required.
- Reading texts, website, and video resources are utilised to explore the baby room in more detail and additional activities encourage the learner to reflect on the learning

Level 2 Award in Food Safety

All food handlers must be supervised, instructed, or trained in food hygiene matters to a level appropriate to their job. Understand basic food hygiene practices and explore important areas, such as food poisoning, personal hygiene, and preparing and presenting food. Completing this course will stand you and your employer in good stead with the Environmental Health.

Food Safety (General Food Hygiene) Regulations 1995

Schedule 1 Chapter V

All food handlers must be supervised/instructed or trained in food hygiene matters to a level appropriate to their job.

This is the full Level 2 Award in Food Safety in Catering course.

Understand basic food hygiene practices and explore important areas, such as food poisoning, personal hygiene, and preparing and presenting food. Completing this course will stand you and your employer in good stead with the Environmental Health.

The course covers:

- Food poisoning
- Bacteria
- Contamination
- Temperature control
- Preparing and presenting food
- Spoilage and prevention
- Delivery and storage
- Personal hygiene
- Cleaning and disinfection
- Food pests
- Premises and equipment
- Food safety control

Assessment is via a multiple choice question paper.

You must complete all of this course including the question sheet when you think you have a good understanding of the information this course contains. It is in your interest to take all of the information in and complete the question sheet correctly at the end of it. Your employer can issue you with an in-house certificate to show you have completed the course and passed.

Completing this course will stand you and your employer in very good stead with the Environmental Health knowing that all staff have been through the course. The question sheet is a multiple-choice paper; there is no set time limit. There are thirty questions and you will need to have twenty correct for a pass.

Laser Maths

Laser Maths is a fantastic library of lessons and tutorials created for absolutely anyone who wants to improve their maths skills. Whether you are a student learning for the first time, a parent trying to remind yourself of forgotten skills or maybe you are upskilling to get a new job, we can help you.

Our lessons are written by expert maths teachers and cover the knowledge needed to achieve skills for functional skills level 1, 2 and GCSE.

With Laser Maths you will be able to access high quality, professionally written maths lessons. This will make your learning experience not only convenient but also much more enjoyable. You can learn privately and at a time and a pace that suits you.

This Laser resource was developed specifically for learning maths and provides knowledge to cover functional skills level 1, 2 and GCSE.

56 lessons, each broken into portions to make it easy to digest.

Learning materials are varied in order to suit every Personal Learning Style and include bespoke video tutorials, presentations, reading materials, example exam questions and quizzes.

You have the option to repeat lessons as many times as you want or need to. You can bookmark a lesson to go back to and track the ones which you have already covered. The resources are at your fingertips 24/7 and are always available when you feel ready to learn.